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Travel Daily AU

First with the news

Mon 19 Jul 10

Page 1

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TD Business Class guide launched

TRAVEL Daily subscribers this morning received a copy of the new TD Business Class Guide 2010.

The guide gives details on the business class offerings of more than 50 carriers, and has been produced in response to demand from travel agents for a handy consistent guide to use when assisting clients purchasing business class tickets.

The guide is also available for download from the TD website at www.traveldaily.com.au.



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* For travel until November 8, 2010

CTC to close in Australia

A GLOBAL revamp within the Canadian Tourism Commission looks set to see the closure of the organisation's long-running Australian office, to be replaced instead by a GSA.

Late on Fri night CTC ceo Michele McKenzie issued a letter to industry partners, saying the move was part of a strategy to "focus investments where the Canada brand leads".

She said the CTC would reduce costs to deliver a scalable and sustainable structure, consolidating services for Europe and Australia out of the CTC's London office.

"In addition the CTC will use General Sales Agents in France, Germany and Australia, along with current GSAs in India and Brazil to provide travel trade sales and media relations support," the letter said.

The head office in Vancouver will service the key emerging markets of Asia, Mexico and Brazil.

Changes will also see the CTC's US strategy shift, with consumer advertising and trade development activities ceded to Canadian destinations, many of which already actively market in the US.

The CTC's business events program will be managed from Vancouver, with staff in the US

and a GSA in Europe.

The changes respond to reduced funding for the CTC, partly as a result of the wind-up of programs associated with last year's Winter Olympics, but also the overall budget has been reduced by about 7% to CAD\$71m.

"We are looking at our new budget reality and saying how can we be most competitive," McKenzie said, with the moves aiming to reduce overheads and make CAD\$16m more available for marketing by 2012.

The changes follow a bleak year for tourism in Canada, which saw declines in arrivals from nine out of its ten key markets in 2009.

JTG gives thanks

THE Jetset Travelworld Group is today thanking the travel industry for its accolade as 'Best Travel Agency Group' in 2010, announced at the Aust. Federation of Travel Agent's National Travel Industry Awards - see page 11 for details.

Bumper issue today

Travel Daily today has seven pages of news and photos, plus full pages from:

- AA Appointments
- Territory Discoveries
- Hamilton Island
- Jetset Travelworld

AirAsia kks Darwin

THE Indonesian arm of AirAsia will commence a new service from Darwin to Kuala Lumpur, via Bali, from Oct, as flagged by TD last week (TD Wed).

QZ will take up routes previously operated by Garuda Indonesia which pulled out of the Top End last year citing competition from low cost carriers like Jetstar for its withdrawal (TD 17 Apr 09).

The airline plans to fly four times weekly to Denpasar using a 180-seat Airbus A320 aircraft.

The new AirAsia route is subject to government approval.

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Fiji Oz growth

AUSTRALIAN arrivals into Fiji are up almost 43% for the year to date, with May being the biggest month ever for Australian travel to the South Pacific destination. Figures for the first five months of the year show 99,633 Aussies visited Fiji, with Australia now comprising 46% of the Fiji market.

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ACCC cans WA car cartel

CAR rental companies operating at Perth Airport will not be able to collectively negotiate, after the Australian Competition and Consumer Commission confirmed an earlier draft decision (*TD* 14 May) blocking the plan.

The ACCC said the proposed arrangements "may reduce competitive tensions between the car rental companies by facilitating sharing commercially sensitive information between group members".

Tiger Tassie cuts

TIGER Airways has axed flights on two routes to Tasmania, with the carrier saying it's "responding to demand and adapting our network to reduce our costs".

From 02 Aug flights on the Hobart-Adelaide and Launceston-Melbourne routes will be suspended, with customers who had purchased seats on the cancelled services to be offered a refund by the low-cost carrier.

Jetstar responded quickly to the Tiger suspensions, saying it was now "actively exploring future growth opportunities for its services to Launceston," with planned discussions with Launceston Airport management around "future flying opportunities".

JQ has been operating on Melbourne-Launceston for six years with now up to 35 weekly return frequencies to Melbourne, Sydney and Brisbane.

The carrier is offering a \$50 Jetstar travel voucher for any Tiger customers who have had their future Melbourne-Launceston flights cancelled.

The group comprised Hertz, Thrifty, Avis, Budget and Europcar, and the ACCC also said the collective could put other car rental companies at a competitive disadvantage.

Since the earlier draft objection the car rental companies have now lodged independent offers for new car rental licences at the airport in accordance with a competitive Request for Proposal process to allocate counter space and parking bays.

However the group had also continued their application to collectively bargain about possible variations to licences and other matters.

"It is difficult to see how collective bargaining will be successful and achieve the public benefits claimed by the companies," said ACCC acting chairman Michael Schaper.

Anaheim on tour

ANAHEIM Orange County is set to begin an Australian roadshow, highlighting the area's world class theme parks, shopping centres, trendy beach towns and unique California sights which have made it the number one US holiday destination for Australians.

Travel agents are invited to attend the events in Melbourne (26 Jul), Brisbane (27 Jul) and Sydney (28 Jul) with each evening including destination updates, lots of fun and an opportunity to win a holiday courtesy of V Australia and suppliers in Anaheim Orange County.

More information and online registration for attendees at www.anaheimoc.org/sunshine.



THIS was certainly a street party.

A major motorway in Germany was closed on the weekend so that locals could hold a major celebration of the Ruhr region.

Reports say that up to three million people turned up for the 'Still Life' event, which took place along 60km of the A40/B1 between Duisburg and Dortmund.

Dubbed "the longest table in the world," organisers said they had provided 20,000 tables to allow guests to eat, drink, dance and party along the side of the autobahn yesterday, with the roadway eventually closed due to traffic jams and overcrowding.

CHRISTMAS is set to come early to London, with one of the UK's top retailers announcing plans to start selling Christmas decorations in just two weeks.

Selfridges in the city's iconic Oxford Street says it will launch its Christmas festivities on 02 Aug - a massive 145 days ahead of Christmas Day.

The company said the move followed research which showed that some customers, and in particular tourists from overseas, started thinking about Christmas during Aug.

THE US Transportation Dept has issued an alert for the owners of 'short-snouted' dogs, which were found to be the most likely breeds to die during air transportation.

Data released on Fri found that dogs such as pugs and bulldogs comprised about half of the dogs that died in cargo holds in the US since 2005.

A HOTEL in San Francisco is promoting some extremely sweet deals in a special ice-cream themed room.

The Triton Hotel in Union Square offers a Haagen-Dazs "Sweet Suite" with a range of special features including a custom-designed ice-cream cabinet - called 'the Sweet Spot' - full of Haagen-Dazs flavours.

Details also include a waffle-textured bed throw, flavoured candles and special Haagen-Dazs bathrobes.

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Mon 19 Jul 10

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EDITORS: Bruce Piper and Guy Dundas
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First with the news
on location at the Farnborough Air Show

Today's issue of TD is coming to you from London, courtesy of Qatar Airways

THE Farnborough Air Show is one of the world's biggest aviation events, occurring every second year at Farnborough in Hampshire, about 2 hours drive from London.

More than 1200 exhibitors from the civil and military aerospace industries are on show, with the event providing an amazing showcase of the latest aviation developments as well as some spectacular historic displays.

Traditionally airlines announce large orders at Farnborough and there's widespread speculation of announcements by a number of carriers including Qatar Airways, which will hold a press conference tonight Australian time.

Key exhibitors at this year's show include Boeing which overnight flew one of its test 787 Dreamliners from the US to make its first appearance at an int'l air show.

SQ BNE bargain

SINGAPORE Airlines is offering flights between Brisbane and Singapore for just \$500 return including all taxes and charges.

The carrier says the T-class fare offers "unprecedented value," despite a number of restrictions.

It's only valid for Mon-Thu travel on SQ255/256, for instant purchase sale/ticketing 16 Jul-09 Aug and departures 19 Jul-11 Aug with travel complete by 24 Sep.

No frequent flyer points are applicable and no changes, refunds or rebooking are possible.

PER-DRW Cityflyer

QANTAS on Fri confirmed that its flights between Perth and Darwin had become part of the carrier's CityFlyer network, offering expanded service to make them consistent with other CityFlyer routes between the various state capitals.

QF regional gm WA Ian Gay said the upgrade would include an additional main course choice and broader wine selection in business class, a more substantial economy meal and complimentary alcoholic beverages in economy.



Dreamliner touches down

ABOVE: The long-awaited Boeing 787 Dreamliner is today making its international air show debut, landing overnight (pictured above) at Farnborough in the UK after crossing the Atlantic from Seattle.

The nine-hour transatlantic flight was also the first overseas trip for the 787, with the aircraft numbered ZA003 on display including a fully functional interior in part of the cabin.

There's keen interest from around the globe in what the aircraft looks like in action - including in Australia where the Qantas Group has 50 787s on order, with delivery of the first Qantas/Jetstar 787s accelerated to 2012 (TD Wed).


Boeing is still testing the 787 in the lead-up to the delivery of the first production aircraft to launch customer ANA later this year or in the first few weeks of 2011.

The manufacturer is also hoping for further good news during the show, with sources claiming that Emirates is set to announce a large B777 order.


Boeing declined to confirm the order yesterday, with the company's head of commercial airplanes, Jim Albaugh, only saying: "You will see some orders from some new people this week".

Rival Airbus also said it was expecting big orders at the show.



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Agents chillin' with MGTO



ABOVE: A group of agents along with friends or family were hosted to Disney On Ice in Syd on Fri after winning tickets through Macau Govt Tourist Office's comp which ran in *Travel Daily* recently.

The group were able to see all the Disney magic unfold from their VIP seating and get lost in the adventures of Mickey Mouse, Minnie, Pluto, Goofy, The Incredibles and other Disney characters for over two hours.

Pictured are some of the winners of the competition from *left*: Gloria Baidarman, World Business Travel; Sarah, Katie Fedrigo; Marie Novellini, Flight Centre Global Product; Lauren Jackson, Travelworld Lakehaven; Mia; Scott Deguara, Flight Centre Narellan; Bec Conway; Nick Griffin, MGTO; Emmalyn Songchaya and Charlene Veverka, Amex.

Front: Sam Dayman, FC Church St Parramatta and Laura Hill.

AKL deferral

AUCKLAND Airport has deferred work on its second runway after reaching agreement with airlines to more effectively utilise the existing runway at peak times.

CEO Simon Moutter said the extra runway, which is part of the airport masterplan, would eventually be needed but the existing runway can handle expected growth for a number of years longer than previously forecast.

Construction works for the second runway commenced in 2007 but last year work stopped as demand fell during the global economic downturn.

Moutter said that although passenger volumes have again started to grow, the increase is still lower than had previously been anticipated, and there is also some uncertainty about the NZ regulatory environment.

Orient-Express appt

ORIENT-EXPRESS has appointed Andrea Filippi as the company's new Executive Director of Worldwide Sales, moving from his current position as regional director of sales and marketing for Orient-Express in Italy.

Contiki's last seats

CONTIKI Holidays is advising it has limited availability remaining on some of its special events itineraries, including the four-day Paris New Year, the four-day Amsterdam New Year, the five- or seven-day Oktoberfest and the four-day Edinburgh Military Tattoo - see www.contiki.com.au.

DL LAX Sky Club

DELTA Air Lines' Sky Lounge at Los Angeles Int'l Airport is in its final stages of a renovation which will see a 35% increase in seating, updated work-stations and expanded self-service bar.

The refurbished lounge is expected to open later this year.

C&K supports ACO

COX & Kings Australia has today announced a two-year sponsorship deal with the Australian Chamber Orchestra to support its performers.

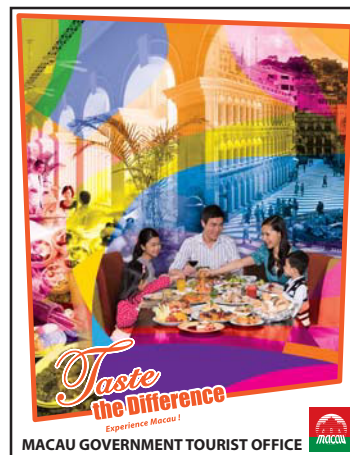
Major UK collapse

A BRITISH tour operator specialising in travel to Turkey and the Mediterranean has gone into administration, stranding more than 16,000 passengers overseas during the busy northern summer holiday period.

Goldtrail Holidays had offices in the UK and Turkey, and ceased trading on Fri, with a number of passengers evicted from hotels abroad unless they agreed to pay for their accommodation again.

The company was bonded through the UK Civil Aviation Authority consumer protection scheme, with the CAA making arrangements to ensure customers would be able to fly home at the end of their holiday.

It's estimated that more than 50,000 people are likely to be affected by the Goldtrail collapse, losing deposits or full payments for pending holidays in the coming weeks.



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Hotels.com rewards

HOTELS.COM is part of the Expedia Group (TD Fri) and its Welcome Rewards program, which debuted in the UK last month, has not yet launched in Asia Pacific.

Uniworld Rewards

UNIWORLD has launched a new interactive game for members of World Rewards, offering bonus points and a chance to cruise its European Jewels voyage, for new bookings deposited by 11 Aug. See worldrewards.com.au.

Transglobal deal

TRANSGLOBAL Destinations has released a pre brochure deal on its 12 day 'Land of the Pharaohs' flexible private tour through Egypt, priced from \$1949pp.

The tour includes accom, car and driver, 20 meals, a Nile River cruise, sightseeing, entrance fees, and an English speaking guide.

Packages available 01 Sep to 20 Dec - phone 1300 552 848.

Outrigger vow free

OUTRIGGER Kiahuna Plantation, on the Hawaiian Island of Kauai, has extended its complimentary vow renewal ceremony offer until 21 Dec, originally ending 30 Jun.

Two more A380s

BOTH Lufthansa and Singapore Airlines took delivery of new A380s on Fri from Airbus, taking the total count of superjumbos now in operation to 33.

The deliveries mean Lufthansa now has two A380s in its fleet and Singapore Airlines has 11.

Regal Delights

REGAL Hotels International is offering a stay 4/pay 3, Summer Delights package including a food and beverage credit and 10% commission to agents.

For info visit regalhotel.com.

Peregrine video

PEREGRINE Adventures has released a promo DVD showcasing 18 destinations, which is being offered to travel agents as a sales and marketing tool.

The DVD is based on two travel documentaries filmed for TV.

Agents are advised to contact a Peregrine Area sales manager for more details.

Paresa in Phuket

PARESA Resort has opened in Phuket on the shores of Kamala, offering 49 guest Suites and Villas and located 45 minute drive from the International Airport.

Samoa May stats

VISITOR arrivals to Samoa in May dropped by 6.6% compared to the same month in 2009, Samoa Tourism Authority has reported.

Australians accounted for 16% of the total arrivals figure.

10,000 reasons to smile!



ABOVE: San Francisco Convention and Visitors Bureau along with the San Francisco International Airport and Qantas Airways offered agents a chance to win \$10,000 in an incentive which began earlier this year, and featured frequently in *Travel Daily*.

To be in the running for the grand prize, agents from around Australia needed to sell return flights between Sydney and San Francisco.

The major prize winner was Sandra Merlo from BCD Travel, Sydney (above, centre) pictured here with Kristine Chippendale, Qantas Airways (left) and Tristan Freedman, San Francisco Airport and CVB.

Other winners included Koviljka Novakovic in second place taking home \$3000 and Ryan O'Neill from BCD Travel Brisbane who won return tickets to San Francisco in the second chance draw.

SpaceShip flight

VIRGIN Galactic's SpaceShipTwo has made its first manned flight, with the vessel containing two crew members spending six hours testing systems on the craft as it remained mated with the WhiteNightTwo mother ship.

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Ready for the Tour of Duty

WEST Hollywood Marketing and Visitors Bureau president Brad Burlingame and ceo of the Ramada Plaza West Hollywood Hotel, Alan Johnson, are pictured getting ready for the 2010 Tour of Duty run.

The Ramada Plaza will host the Los Angeles start of the event, which will see 32 firefighters - 16 from Australia and 16 from the US -

run all the way from Santa Monica Pier, Los Angeles to New York City's World Trade Centre site on Saturday 11 Sep.

The 7038km run will take 31 days - each of which will be dedicated to the firefighters, police officers, military and emergency services workers who lost their lives in the 11 Sep 2001 terrorist attack.

The commemoration is being organised by non-profit group Advance USA, with money raised through sponsorships going to firefighter and emergency services charities.

Burlingame's involvement with the Tour of Duty is particularly poignant - his brother Charles was the pilot of AA flight 77 which crashed into the Pentagon on 9/11.



Adventure Antarctica

GAP Adventures has extended its 35% discount on its Adventures Antarctic Program for 2010/11 bookings, until 31 Jul.

Contact adventureworld.com.au for more information.

Shangri-La & Sabre

SHANGRI-LA Hotels and Resorts has reported a 35% year on year growth in revenue and bookings at its 66 properties in Asia Pacific, North America and the Middle East since making Sabre Hospitality Solutions its distribution partner.

The SynXis Central Reservation System is being used by Shangri-La to communicate directly with property management and revenue management systems.

NZ rugby move

TOURISM New Zealand has added a new feature to the Front Row Rugby Club section of its website at www.newzealand.com.

The site now includes a tool to help travellers plan a trip around the country during next year's Rugby World Cup.

AI reviews office

AIR India is looking at the commercial viability of its office in Australia, after a consumer advocate in India questioned the large sums spent by the carrier in maintaining its offline operations.

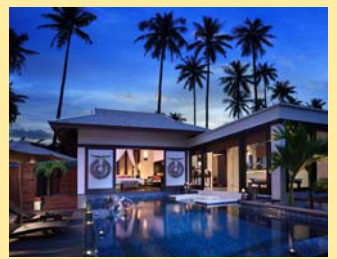
The cash-strapped airline is running its own offices in 11 offline markets - Los Angeles, Amsterdam, Milan, Vienna, Cairo, Zurich, Moscow, Tehran, Nairobi and Chittagong as well as Sydney, and is also in the process of closing down offline operations in Copenhagen, Brussels and Beirut.

Tempting Greece

TEMPO Holidays is offering an eight day inclusive three Continent Cruise from Athens to Turkey, Egypt and Israel priced from \$1,238ppts, for sale and travel until 30 Oct.

Visit - tempoholidays.com.

WIN A 5-NIGHT STAY IN PHUKET



Travel Daily has teamed up with **Anantara Phuket** and over the next two weeks is giving one lucky reader a chance to win a 5-night stay in one of their luxurious pool villas. The prize includes daily breakfast for two and return airport transfers via Mercedes E220.

Located on the remote and pristine Mai Khao Beach, Anantara Phuket is the **only luxury resort** in Phuket with **private pool villas located on the beach** and is only 15 minutes north of the airport.

All you need to do to be in the running to win this stunning prize and be the envy of your office colleagues is to answer all 10 questions featured in **Travel Daily** for the next two weeks, the final question being on Friday 30th July.

Q.1: What is the name of Phuket's longest beach?

Send your answers each day to: anantaracomp@traveldaily.com.au

Hint! Visit www.phuket.anantara.com

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- Strong track record of success in the sales environment, including setting and exceeding sales targets
- The ability to motivate and pass on these skills to the travel centre teams

Sales Manager (Based in Hobart, Tas)

Key Responsibility: Management of 9 travel centres

- Strong communication and negotiation skills
- Held a similar role or have been a successful Travel Centre Manager wanting to take on further responsibility
- A positive, fun attitude, with the ability to create a strong cohesive team of people.

A rewarding package will be provided to the right individual/s.

For further information on the Sales Manager roles contact Brett Dann or Shaun Houston on 4940 2222

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For further information on the Travel Consultant roles contact Vicki Rae on 4940 2222

Applications close 23rd July, 2010

Rendezvous appt

THE Rendezvous Hotel Group has announced the appointment of Zsuzsanna Albrecht as its new Sydney-based Director Distribution, moving from her former role with the group as Manager Business Systems.

AFTA ET engages the industry

AFTA Education and Training chief Rick Myatt is urging for a rethinking of the structure and composition of the National Training Package (SIT07), with a view to realigning it to the changing needs of the travel industry in Australia.

Speaking at the third annual AFTA ET 'industry engagement forum' at the Sydney Westin Hotel last Sat, Myatt said there had been a trans-generational shift in the industry in recent years, with strategies aimed at both the emerging generation but also taking into account the ageing population in the workforce and consumers.

Attendees at the forum included key industry figures and a "hand-picked selection of travel training providers" including Robyn Keenan of the Queensland Tourism Industry Council, who said that lack of accessibility to training is still a major setback for tourism businesses in regional areas of Australia.

Other presenters included

Oliver Tams from Jetset Travelworld Business Select, who spoke on 'Ability to be an agent of change within the travel industry' while AFTA ceo Jayson Westbury briefed the audience on the outcome of the recent workforce development strategy meeting which was held at Sydney's Luna Park on 26 Jun.

This meeting highlighted the need for the industry to embrace different ways to attract and retain human capital - particularly Generation Y in the competitive market environment.

Tourism Training Australia ceo Bill Galvin also urged attendees to maintain collaboration between the tourism and hospitality sectors, with many interdependent outcomes which can help meet expectations for 'total quality service'.

JTG gm Warwick Blacker also made a special guest appearance speaking about his experiences in Japan on the topic of the 'borderless' travel industry.

Details rhnmyatt@afta.com.au.



ONLINE MARKETING MANAGER

Pinpoint Travel Group is a leading wholesaler and retailer of travel in the Australian market. We proudly operate Singapore Airlines Holidays, United Vacations, Freestyle Holidays and Rosie Holidays wholesale product, and provide retail travel services to a number of high profile databases.

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You will bring to the role relevant tertiary qualifications, min. 5 years experience in a management role, excellent communication and interpersonal skills, an analytical mind and good financial skills. You can think and plan strategically, juggle multiple tasks simultaneously and you know how to position offers to get the best response from digital promotions.

For a job description, and to submit applications, please email your cover letter and resume to jennifer.herrera@au.pinpoint.biz.

No phone contact and no agencies, please.

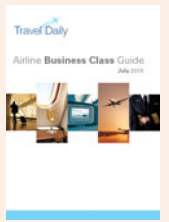
Applications close Friday 23 July 2010.

Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.

Travel Daily - Airline Business Class Guide

Travel Daily has released a new Airline Business Class Guide, giving an overview of the premium offering of more than 50 airlines available for bookings in Australia. The comprehensive guide, produced in response to travel agent requests for business class passengers, covers in flight product including details of seat types and pitch, lounge offerings and ancillary services, and is available free from the *Travel Daily* website - www.traveldaily.com.au.



Uniworld Boutique River Cruise Collection - Egypt & Nile River Cruises and Tours 2011

This new brochure offers more than 160 departures over three all-inclusive itineraries that range from eight to 12 days in length. Also in the brochure are three pre/post itineraries offering excursions to Jordan, Egypt and Israel. Prices for the excursions start from \$765ppts. For a copy of the brochure contact Brochure Flow.



WIN A HOLIDAY TO VANUATU



During July, *Travel Daily* subscribers can enter to win a fabulous Vanuatu holiday package for two, courtesy of **Air Vanuatu, Mangoes Resort, The Havannah and White Grass Ocean Resort.**

The prize includes Air Vanuatu return economy flights for two from Brisbane, Sydney or Melbourne to Port Vila and Tanna; two nights accommodation at Mangoes Resort, Port Vila; two nights at The Havannah on the island of Efate; two nights at White Grass Ocean Resort Vanuatu on the island of Tanna; daily breakfast and airport transfers.

Each day *Travel Daily* will ask a Vanuatu-related question – just read the issue and email us your answer.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Vanuatu holiday.



Q.13: Vanuatu consists of how many islands?

Hint! Visit www.vanuatu.travel

Email your daily answer to: vanuatucomp@traveldaily.com.au

For further information on Vanuatu please see: www.vanuatu.travel

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MANAGING DIRECTOR

SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE

This is an exciting opportunity for an exceptionally talented business leader to take this successful Brand forward and drive company growth. With full P&L control and leadership of a talented Management team, you will be the figurehead of the company, managing key relationships in Australia and across the global network, and promoting staff engagement. This is a high profile role for a dynamic leader, and is available now.

MAP THE WAY FORWARD FOR THIS TMC

BUSINESS DEVELOPMENT MANAGER X 3 – CORPORATE SYD/MEL/BNE – SALARY PACKAGES \$100k OTE +

Do you have the ability to sell, negotiate and persuade clients to sign on the dotted line? If you are a shark who can hunt and secure BIG business these industry-leading companies would like to see your ability. You will have the know-how to build relationships and network along with having high level presentation skills & Tender experience. If you're motivated by focusing on goals & rewards, this role is for you!

DRIVE REVENUE, RETENTION AND INNOVATION

CORPORATE CLIENT ACCOUNT MANAGER

SYDNEY & MELBOURNE – SALARY PACKAGES TO \$110K+

Working with a prestigious TMC and with a select portfolio of large market clients, you will be a proven CRM skilled in driving innovation, profitability, customer service and retention strategies. You must be experienced in a similar role with the ability to demonstrate your achievements in a proactive account management position. This is a smart and rewarding career move that will push your career in the right direction.

MANAGE THE PRESENT, SET UP FOR THE FUTURE

NATIONAL OPERATIONS MANAGER

SYDNEY CBD – SALARY PACKAGE TO \$90K

This successful corporate agency is growing creating a new national role for an experienced Travel Manager. You need to have experience in managing growth, motivating & coaching teams, implementing processes & procedures and ensuring the highest level of customer service is being delivered to the clients. Work in plush surrounds in the CBD and with a great team of people. This role will carry you safely into the future.

THEIR FUTURE SUCCESS DEPENDS ON YOU!

BUSINESS DEVELOPMENT MANAGER

SYDNEY & MELBOURNE – SALARY PACKAGE TO \$70K + CAR

Be the writer of your own travel career and take a step in the right direction when you join one of these exciting travel Brands. You will be responsible for managing a territory and have previous experience in doing this, and with your experience & contacts you will be sure to deliver results! Earn a great salary, go away on exciting trips and be rewarded with a fully maintained car and bonuses. Experience essential.

IT'S A NUMBERS GAME – ARE YOU THE WINNER?

ACCOUNTS SUPERVISOR / MANAGER

MELBOURNE – SALARY PACKAGE TO \$75k

This large accounts team is expanding creating a new role for an experienced Accounts supervisor. Managing the team you will be responsible for ensuring clearance of balance reports and ACM/ADM's, and Debtor management. You will have a high level understanding of the ticketing functionalities with regards to processing of refunds and rectifying financials. This is a rare opportunity in Travel Accounts so snap it up.

KNOWLEDGE IS POWER – POWER UP YOUR TEAM

TRAINING MANAGER

SYDNEY CBD – SALARY PACKAGE TO \$70K

Do you thrive in a learning environment and enjoy seeing others develop new skills? This global organization needs a qualified, experienced trainer who can lead a team and work with key business partners to promote the product. This role will have you stepping away from the classroom and moving into a commercially focused role that will develop your management skills and allow you to grow with a large co.

WE STILL CALL AUSTRALIA HOME!!

INBOUND FIT DIVISION MANAGER

SYDNEY – SALARY PACKAGE TO \$70K

Join one of the countries most successful ITO's and one of our largest Travel Groups. This position is responsible for overseeing the entire day-to-day operations of the F.I.T. department requiring extensive experience from within the Australian Inbound Travel Industry and proven skills in managing a team. Tourplan, Excel, solid financial skills and strong relationship management skills are essential.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Kate Dalrymple
OLD & NT
Ph: 07 3229 9600

Linda Green
NSW & ACT
Ph: 02 9231 2825

Kathryn Heberton
VIC, SA, WA
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com



Virgin Rocks the Rock!

Win a Red Centre Getaway!!!

**The Centre is Red
Virgin is Blue
And now DJ fly
Direct to Uluru!**

Flights start on
3 August from just
\$199* one way

To celebrate the launch on August 3 of Virgin Blue flights to the heart of the Outback, Territory Discoveries, together with Virgin Blue, Voyages Ayers Rock Resort and Tourism NT offer you the chance to wing your way to Uluru!

Every Virgin+Voyages holiday sold between June 30 and July 23 goes into the draw to win one of 4 amazing prizes. The Top Seller wins a holiday for 2 people to Uluru, including flights, accommodation and \$1000 of touring, courtesy of Virgin Blue, Voyages Ayers Rock Resort, Territory Discoveries and Tourism NT. 3 lucky runners-up will also walk away with some fantastic prizes!



Virgin Rocks the Rock! 3 days from \$524* per person twin share

The Voyages Sounds of Silence Escape Package allows you to have the experience of a lifetime, complete with 2 nights at Ayers Rock and the must do Sounds of Silence dinner.

INCLUDES: Voyages Sounds of Silence Escape Package - Includes 2 nights 3.5 star accommodation at Voyages Lost Camel, Sounds of Silence Dinner & return seat in coach airport transfers

BOOKING CODE: TDC0VV1

Ask the NT Experts at Territory Discoveries about accommodation upgrades & extended stays.

*Price per person twin share, inclusive of GST, in Australian Dollars and is Land Only. Prices are subject to change without notice and limited availability. Valid for sale until 23Jul10. Valid for travel 03Aug10-31Jan11. Uluru, Kata Tjuta Park Fee of \$25 per person has been included in the advertised package price, however this is payable direct. Return Virgin Blue Airfare Sydney to Ayers Rock is based upon a wholesale blue saver fare, travelling in economy class, inclusive of all taxes & one piece of hand luggage up to 7kg. Checked baggage up to 20kg is at an additional cost.

ADD ON'S

Prices per person

Return economy flights from Sydney to Uluru with Virgin Blue	\$398*
Kings Canyon Day Tour Flight	\$570*
15 minute scenic Ayers Rock Helicopter Flight	\$144*
Camel to Sunset Tour	\$99*
Uluru Base Tour & Sunset Drinks	\$110*
Uluru Aussie BBQ Dinner	\$98*
Dot Painting Workshop	\$87*

Wildlife, wilderness, outback skies, Aboriginal art & culture. We know what goes with the Territory.

Agent Reservations: 13 67 83 | Book online www.calypsonet.com.au



Katherine



Uluru / Ayers Rock



Kakadu

Incentive Conditions: Every agent booking of a complete Virgin Blue/Voyages package holiday booked through Territory Discoveries and paid in full between June 30 and July 23 will count as one entry into the draw. Winner of the Grand Prize will be awarded to the agent with the most sales of Virgin Blue/Voyages packages. In the event that more than one agent achieves the highest number of bookings, a winner will be drawn at random from those agents. Runners up will be drawn from all remaining agents. Any costs associated with the prize, travel to/from airport of departure, personal expenses, incidental charges and any FBT costs/charges are the responsibility of the winning agent(s). Prize will need to be taken by 31 March 2011 and is subject to availability and blackout dates.



JOIN THE DYNAMIC SYDNEY-BASED HAMILTON ISLAND SALES TEAM

Hamilton Island in the heart of the tropical Whitsundays is Australia's favourite island holiday destination. As the gateway to the Great Barrier Reef, our safe waters, spectacular marine life and relaxed island lifestyle are a magnet for yachting, fishing, diving, beach lovers and water sports enthusiasts from all around the world. Our properties offer holiday-makers a wide range of choice and flexibility to enjoy a holiday, conference or residential lifestyle. We are currently seeking three committed and enthusiastic people to join our St Leonards (Sydney) based sales team.

ACCOUNT MANAGER - AUSTRALIA

The Hamilton Island sales team is responsible for creating a high sales profile by actively marketing and selling Hamilton Island in order to exceed forecasted sales budget targets. Reporting to the Leisure Sales Manager, the primary focus of this role is to achieve sales targets via high service delivery to key wholesale and retail accounts while establishing strong relationships with both internal and external customers.

The successful candidate will have a minimum 3 years experience in a similar role, extensive experience in managing business relationships with leisure travellers, excellent interpersonal and communication skills with strong analytical and problem solving ability. Exceptional time management skills and a high level of computer literacy is a must.

RESERVATIONS MANAGER

12 Month (Maternity Leave) Contract.

The Hamilton Island Holidays reservations team is responsible for responding to all enquiries regarding Hamilton Island from our direct clients, travel agents and conference organisers. The purpose of this role is to provide effective leadership of the mid-size call centre. Reporting to the General Manager of Sales, the primary focus of this role is to drive sales achievement by ensuring the 25-strong team deliver high standards of customer service and by offering your expertise via support, coaching and training.

The successful candidate will create a fun and rewarding sales environment building upon the Hamilton Island Holidays reservations sales team's enviable reputation. This role works closely with the Revenue Manager to ensure revenues and yields are optimised. Previous experience in a similar role is essential, as is demonstrated strong leadership skills and extensive exposure to relevant technical systems, such as GDS, PMS, IVR, Sabre, etc.

RESERVATIONS SUPERVISOR

Hamilton Island Reservations Supervisor is responsible for handling the day-to-day aspects of managing the direct reservations sales team. Your responsibilities will include overseeing direct consumer reservations as well as leading and motivating a small team of consultants. Reporting to the Reservations Manager, this role will be responsible for delivering on key performance goals around sales targets and service levels.

We're looking for a candidate with proven experience in a customer service call or branch centre sales environment, gained from at least 3 years experience within the travel and tourism industry. Of course, we expect strong leadership skills, a demonstrated passion for sales, strong written and verbal communication skills and great enthusiasm.

Apply Now. Visit www.hamiltonisland.com.au/careers-jobs/ or contact our Employment Centre on 1800 68 11 20 today!



HAMILTON ISLAND
GREAT BARRIER REEF AUSTRALIA

The Jetset Travelworld Group



On behalf of the whole team at Jetset Travelworld Group, we would like to thank our valued preferred suppliers for voting our network as the Best Travel Agency Group 2010.

In addition to the Best Travel Agency Group award, we would like to also congratulate our JTG Network Members who won the following awards:

Rebecca Duthler

Australia Zoo Travel
Rookie of the Year, Agent



Jetset Norwood

Best Travel Agency
Single Store



RACT Travelworld

Best Innovation in Marketing
Retail Agency

