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Travel Daily AU

First with the news

Wed 21 Jul 10

Page 1

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ISSN 1834-3058

New Indian operator

UPMARKET India travel operator Peirce & Leslie has entered the Australian market this week, offering a range of tailor-made tour products to suit local needs.

The firm provides destination management services to a select group of travel and tour consultants around the world, including the Virtuoso network.

MD Shonali Datta says by limiting its operations to the luxury sector it can "provide a dedicated focus and deliver an experience that will exceed expectations".

See www.peirceandleslie.com.

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ACCC probes Stella/JTG

THE Australian competition regulator has given the travel industry just over four weeks to submit its support or opposition to the planned merger of Stella Travel Services and the Jetset Travelworld Group (TD 12 May).

The Australian Competition and Consumer Commission released a 'Statement of Issues' paper today which provides preliminary views of "competition concern", and identifies lines of further enquiry which the commission may wish to undertake in the future.

The commission said issues that may "pose concerns" include the retail supply of leisure travel and product services, the wholesale supply of travel packages and tours, along with the supply of air ticket consolidation services.

The competition watchdog said it's concerned the pact would mean competition from Flight Centre may not "effectively replace the vigorous competition between the Jetset and Stella retail networks, and that post-acquisition competition at the retail level may become muted".

Today's Travel Daily

TD today has seven pages of news & photos, plus a full page of jobs from AA Appointments.

The result of which may lead to higher commissions, higher prices, reduced choice and/or poor levels of service for customers.

It also said that the growth in online and direct channels may provide an effective competitive constraint to the merged firm.

Qantas' stake in the alliance (currently at 58% in JTG) was also flagged as a "barrier" as it "may have some ability and incentive to restrict access to some or all of its products" for those agents not affiliated with the group.

The commission is calling for submissions by no later than 12 Aug, and a final decision on the acquisition is expected on 02 Sep.

Go to acc.gov.au for more info.

Rex Boeing deal

REGIONAL Express' wholly owned Australian Airline Pilot Academy (AAPA) has signed a new agreement which will see it train pilots for Boeing offshoot Jeppesen in Australia.

The three year deal will see more than 80 student pilots drawn from China, India and the Middle East each year coming to Wagga Wagga to learn to fly.

Jeppesen is a leading provider of aviation training services, and is a subsidiary of Boeing Commercial Aviation Services.

QF check-in trial

QANTAS has confirmed that its Next Generation check-in experience will commence formal trials in Perth next week (TD 23 Jun) before rolling out to Sydney later in the year in the next phase.

The carrier said it had worked with creative director Marc Newson to examine each element of the design and aesthetics of the experience.

The system involves a special RFID frequent flyer 'Q card' which acts as a permanent boarding pass and is simply waved at a Q Card Reader to check in.



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Travel Daily
First with the news **AU**

on location at the
Farnborough Air Show

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

ONE of the major exhibits at this year's Farnborough Air Show is a Qatar Airways long-range Boeing 777-300ER, which is on display to showcase the carrier's in-flight product on the aircraft.

QR operates these 777s on its longest routes including flights from Doha to Houston, Sao Paolo and Melbourne.

The aircraft are configured with 42 business class and 335 economy seats, with every passenger having fully interactive seat-back on demand in-flight entertainment.

The business class seats have a 78" (198cm) pitch with touch screens and recline to a fully flat horizontal bed.

QR is currently receiving one new aircraft per month on average, with aspirations to serve 120 destinations by 2013.

TravelManagers up 82%

THE TravelManagers network has recorded a sales increase of 82% for the six months to 30 Jun, with ceo Joe Araullo attributing the strong performance to a combination of the quality of the group's members and "the stability and breadth of TravelManagers' senior management team".

Araullo said all segments of the business had grown, with air tickets up 93%, accommodation up

AA/BA/IB approval

THE US Department of Transportation has granted antitrust immunity to American Airlines, British Airways and Iberia to allow them to implement a joint transatlantic business.

Under the ruling all oneworld partners can work together across the North Atlantic to more closely coordinate international services.

The dept found that on balance the alliance was pro-competitive, providing lower fares in some markets as well as new non-stop routes and better schedules.

BA/AA/IB must make four pairs of London Heathrow slot pairs available to competitors for new US-London services.

More BA strikes?

BRITISH Airways may be set to face yet more industrial action, after the ongoing bitter dispute with cabin crew saw union members vote to reject a final pay offer from the carrier.

67% of those who voted were against the deal which included two years of guaranteed pay rises from Feb next year.

The union will "discuss the next steps" with crew today.

88%, insurance increasing 78%, cruising up 76% and touring and packages rising 74% overall.

The top sales volume was recorded in New South Wales, with the largest growth in percentage terms being the ACT, followed by South Australia.

Four of the top ten selling travel managers members are based in Victoria, which recorded the largest dollar growth.

Araullo said the increase was directly benefitting group members, with the number of personal travel managers achieving more than \$50,000 commission more than double the figure for the corresponding period last year.

TravelManagers currently has more than 250 travel consultant members who work from home across Australia, supported by a dedicated team at the company's Sydney office.

Big Embraer order

BRITISH carrier Flybe, which last week signed a major new codeshare pact with Air France (*TD* 14 Apr), has placed an order for up to 140 Embraer jets.

At Farnborough overnight Flybe signed a firm order for 35 Embraer 175s, as well as options for a further 150 of the aircraft, with the first e-Jet set for delivery in Sep next year.

The aircraft are similar to the Embraer jets operated by Virgin Blue on lower capacity routes.

Window Seat

THERE are certainly some niche areas in aviation publishing.

At the Farnborough Air Show this week in the UK one of the many magazines being handed out to attendees is the aptly-named Stainless Steel Focus.

The publication (pictured) has a lead story on the "positive outlook for stainless steel in the first half" along with an image of a stainless steel plane which looks like a set of pan pipes.



NOW this is what we call a lie-flat premium cabin.

During a private tour of Qatar Airways' Boeing 777-300ER at the Farnborough Airshow *TD* was lucky enough to be shown through the crew rest area.

Located above the cabin at the rear of the aircraft, the area (pictured below) comprises eight private sleeping cubicles where flight attendants can really stretch out - as long as they don't try to stand up.



Little rooms in the attic on a 777.

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Travel Daily AU
 First with the news

Wed 21 Jul 10 Page 3

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QATAR AIRWAYS القطرية



Etihad seeing strong recovery

ABU DHABI-based Etihad Airways overnight reported its strongest ever first half, with large increases in both cargo and passenger traffic.

Overall passenger numbers were up 11% on last year to almost 3.3 million, with seat factors also up 1 point to 72.5%.

CEO James Hogan said that the carrier was "confident of meeting our targets" due to strong forward bookings and improvements in premium traffic.

He confirmed that Etihad is looking to break even by the end of 2011 if the performance continues.

"If we can achieve the yields of 2008 in 2010 and 2011 we're well on track," he told *TD* at the Farnborough Air Show in the UK.

"We can achieve profitability, and more importantly, stay there," he added.

Hogan said that yields out of Europe are still weak due to the economic situation, but some regions including Australasian flights from Sydney and Melbourne are doing well.

He emphasised the challenges which Etihad was continuing to overcome, and the ongoing rapid network growth which has seen it expand to more than 60 destinations in just six years.

The traffic growth came in spite of the major disruption to global aviation during Apr due to the Iceland volcano, with recent highlights also including the launch of services to Tokyo, Baghdad and Erbil.

"Despite the continuing economic challenges faced by all airlines, our investment in infrastructure and in our service offer is paying off," he said.

During the current northern summer Etihad will be operating 1032 flights per week, up 16% on the corresponding period in 2009.

MEANWHILE Hogan also announced the commencement of flights between Abu Dhabi and Seoul on 12 Dec this year, making the South Korean capital Etihad's 65th destination.

EY will operate a daily return Seoul service using three-class A330-200 aircraft on the route.

The Korean flights follow closer trade relations between Korea and the UAE, including a US\$40b contract won by a South Korean consortium to build and operate four UAE nuclear power stations.

AND Etihad also formally took delivery of a new aircraft at Farnborough, as the launch customer of a new freighter version of the A330.

The A330-200F will enter services with Etihad Crystal Cargo in Sep this year and will "make a major contribution to building the strength and network of our cargo business," Hogan said.

He said that Etihad was seeing very strong recovery in cargo traffic particularly from China and the Middle East into Europe.

The A330-200F can carry up to 64 tonnes of cargo with a 7400km range, with Hogan saying the extra capacity afforded by the plane would help EY cargo to "significantly expand our footprint in Asia and Europe".

RJ orders 787s

ROYAL Jordanian Airlines has confirmed an order for three new 787-8 aircraft, with the US\$500m list price deal announced at this week's Farnborough Air Show in the UK.

The move means that RJ has now committed to 11 787-8s, with ceo Hussein Dabbas saying "the superior economics and range capability of the 787 will allow us to competitively serve North America and other destinations on our network from Amman".

Once the aircraft have been delivered Royal Jordanian will operate an all-787 long-haul fleet.

Careers in space

THE UK Space Agency is predicting ongoing strong growth in the aerospace sector, with expectations it will expand by 5% a year over the next decade.

The agency has launched a new *Space 4 Careers* initiative to inspire kids to consider a career in aerospace, with the UK having "world leading strengths in space science and robotics, exploration, earth observation and satellite communications".

Travel.com.au's take on booking fees

ONLINE travel company Travel.com.au has weighed in on the debate over booking fees following Expedia's comments (*TD* Tue) saying it "remains the price leader", even with a booking fee.

The firm says it "strongly recommends" that Australian travellers should focus on the total cost of an airfare and not the size of the booking fee.

According to Travel.com.au gm Brand, Lisa Ferrari the firm has done numerous airfare comparisons, and its research indicates that even with a \$14.95 booking fee included, its prices were below those of other online agents, whether they charged a booking fee or not.


"Travel.com.au has never needed to resort to marketing campaigns that shout about no booking fees or price match guarantees," said Ferrari, referring to Expedia's remarks.

"It's not the size or existence of a booking fee that matters, but ultimately the price you pay at the checkout," she said.

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AA girls hit the Temple



ABOVE: Travel recruitment specialist AA Appointments held its annual staff conference at the Sea Temple in Port Douglas, Far North Queensland recently.

Pictured above at Mossman Gorge back row from left are: Rebekah Bainbridge, Lee Pownall, Linda Green, Adriana D'Angelis, Anita Nunnari, Kate Dalrymple and Kathryn Hebenton

Front row: Carmen Pugh, Anna Veitch, Amy Foltran, Sandra Camporeale and Belinda Stewart.

Also on the conference but not pictured was Kate Green.

AirAsia online store

LOW-COST Malaysian carrier AirAsia has opened an online shopping portal where passengers can buy travel accessories, shoes, electronic goods, fashion items, cosmetics, health supplements and more - airasiamegastore.com.

Beijing airport busy

BEIJING International Airport has become the second busiest airport in the world, taking over the title from London Heathrow according to aviation data specialist OAG.

And the Chinese capital airport is only slightly behind Hartsfield-Jackson Atlanta Intl Airport in the US, which remains in first place.

London Heathrow is still at the top of the list for the busiest international air travel hub.

QF US court hearing

QANTAS has entered into a confidential settlement with a US woman who claimed that a screaming three-year-old child on a QF flight last year made her become deaf.

67-year-old Jean Barnard alleged that the toddler who sat near her on a flight from Alice Springs to Darwin screamed so loudly that blood erupted from her ears, leaving her "stone cold deaf".

Court documents in the year-long legal battle claim she suffered "sudden sensio-neural hearing loss" from the noisy kid, and sought damages for mental and physical suffering, with the crew blamed for failing to take "all the necessary precautions to prevent the accident" that resulted in the injury.

QF alleged that the hearing problem was a pre-existing condition, but didn't comment on the matter once the confidential settlement had been reached.

AY/JL boost c'share

FINNAIR has expanded its existing codeshare agreement with Japan Airlines, with the move seeing JAL codeshare on AY flights from Helsinki to Berlin, Dusseldorf, Hamburg, Munich, Brussels, Warsaw and Gothenburg.

The boosted codeshare sectors between the oneworld members are on sale now for travel effective from 01 Aug.

JL and AY also codeshare on 20 weekly services between Japan and the Finnish capital.

Breakaway ROM

BREAKAWAY Travel Franchise Group has today announced it has recruited Greg Herbert as its new Retail Operations Manager.

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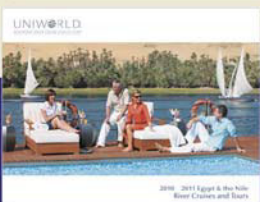
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Travel Daily has teamed up with **Anantara Phuket** and over the next two weeks is giving one lucky reader a chance to win a 5-night stay in one of their luxurious pool villas. The prize includes daily breakfast for two and return airport transfers 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.3: What is the name of the National Park neighbouring Anantara Phuket?

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

Hint! Visit www.phuket.anantara.com

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Spotless Qantas

QANTAS has entered into a partnership with national cleaning and facilities management firm Spotless, covering the cleaning, facilities management and asset maintenance at over 250 facilities.

That's Showbiz!

EVENT ticketing and packages provider Showbiz International has announced the creation of a new operating business that will deliver a "unique one-stop approach for event hospitality and travel".

The new division is called Showbiz Events & Travel, and will offer an extensive range of corporate hospitality, premium ticketing and event travel services across Australia's top entertainment, sport and major events.

Flights, accommodation, transfers, car hire and insurance are all now available, and the business will also integrate the existing wholesale travel distribution services previously managed by Showbiz's retail arm.

"We realised there is an opportunity to provide a comprehensive, professional and premium service, a product offering to corporate Australia and the wholesale and retail travel industry," said Showbiz International ceo Craig McMaster.

He said the new operation would offer the travel industry the ability to easily deliver "truly memorable entertainment experiences to their key customers" - for more details see www.showbizeta.com.

Rail Plus Experts

RAIL Plus is holding the Global Rail Expert program again this year, after 30 2009 graduates boosted agency sales by 138%.

The program gives agents the knowledge to sell rail product on the frontline, and to be considered as one of 40 program candidates email Ingrid Kocijan at ikocijan@railplus.com.au by 18 Aug, and in 500 words or less state why you should be given the opportunity to become a Global Rail Expert.

All graduates will receive a Eurail Global Flexipass for 15 days travel within 2 months and an invitation to a graduation dinner and a framed certificate, and the top five performers will also receive two economy flights to Europe plus Eurostar tickets.

Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.

PARK HYATT SYDNEY has unveiled plans to carry out its most extensive renovation in its 20 year history, which will include the addition of three new luxury rooftop suites. The multi-million dollar project will see every guestroom redesigned, including architectural fixtures and finishes, contemporary lighting, new furniture and unique artwork by Australian artists. All rooms will also feature floor-to-ceiling glass doors that open onto spacious balconies. The property will also enhance its restaurants and bars, private dining rooms, day spa and recreational facilities.



MANDARIN ORIENTAL, Singapore has unveiled a new swimming pool and deck area, located on the fifth floor of the hotel. The area has been fashionably transformed to offer guests a luxurious reprieve from the city. The pool is surrounded by tropical landscape and has been raised to different levels to emphasise the Singapore City Skyline.



CHIVA-SOM resort in Hua Hin, Thailand has launched 34 new treatments in Holistic, Medical and Physiotherapy, adding to its extensive Health and Wellness menu. The new treatments include H2O Body Complex physiotherapy - utilising water for an injury free work out, Biofeedback Stress Management - to monitor heart changes and Skin Refine by Fraxel - a laser treatment that repairs skin cells.



French ATC walkout

A STRIKE by air traffic control workers in France today will see some disruption to air services.

Air France has announced it will operate its full long-haul schedule as well as about 80% of its short/medium haul flights at Paris Charles de Gaulle and around half of its Paris Orly services.

Venture BKK deal

VENTURE Holidays is offering a six night holiday in Bangkok including Singapore Airlines flights from Sydney or Brisbane and accom at the luxurious centrally located Rembrandt Hotel from \$1559ppts.

There are also packages from Melbourne or Adelaide, with the package including daily buffet breakfast and return limousine transfers - 08 8238 4511.

US /TK codeshare

US Airlines and Turkish Airlines have requested a codeshare authority with the US Department of Transport.

From 01 Sep the codeshare will see TK codes on US flights to Charlotte, Philadelphia and Phoenix Airports.

In return the US code will be placed on TK flights to five destinations in Turkey including Istanbul-Ataturk, Adana, Antalya, Ankara and Izmir.



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QF to Manchester

QANTAS will operate a one-off 747 flight between Manchester in the UK and Sydney on 15 Aug.

Agent GDS confirms that the QF2 service on that date, which usually operates LHR-BKK-SYD, will be replaced by QF6022 LHR-MAN and then QF2 which will operate MAN-BKK-SYD.

It's believed the unusual routing is to cater for a big group.

South Africa update

THE Department of Foreign Affairs and Trade has reissued its travel advice for South Africa, warning that a Yellow Fever Vaccination Certificate is required for all passengers over one year of age who arrive from an infected yellow fever area.

Travellers unable to present a valid certificate will be refused entry, and there is no discretion for travellers to be vaccinated on arrival.

Yellow fever-affected areas incl 32 countries in Africa and 13 in South America - see health.gov.au.



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To win, complete the crossword on the travel agent section of the Globus Family website before 13 August.

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Skills shortage alert

THE resources boom is likely to have a significant impact on staffing for the tourism industry, according to a report by the National Resources Sector Employment Taskforce, which found that existing and planned mining projects will create 45,000 jobs in 2012 and 2013.

The Australian Tourism Export Council said the findings would have widespread ramifications for the services economy, including tourism, with the report warning that "if these workers are recruited from other sectors there will be skills shortages in those industries".

A TEC md Matt Hingerty said that while the mining sector produced major export income, it should not be forgotten that international visitation to Australia was also a big earner.

CS questioning PacificFlier

CONTINENTAL Micronesia (CS) has raised questions with the US Dept of Transportation about newcomer PacificFlier and its promotion of air services between Koror, Palau and Guam.

Earlier this month PacificFlier requested authority to increase services on the route to thrice weekly (*TD* 07 Jul), however CS has claimed that PI has already begun promoting the extra flight on its website without authority.

Continental Micronesia says it does not object to PI's application "so long as the Department insures that PacificFlier's operations comport fully with the Department's regulations and other legal requirements."

However, PI told the DoT that it would like to start promoting the third service once approved.

"In fact, however, PacificFlier has already marketed scheduled service seats. Until recently, PacificFlier's website was actively selling scheduled service between Guam and Palau, the Philippines and Australia despite the fact that PacificFlier holds only Guam-Palau charter authority," CS alleged.

ET GSAs discover Ethiopia



ETHIOPIAN Airlines recently hosted a group of GSA agents on a historical famil to Ethiopia.

Participants got to experience the land of natural contrasts and were stunned by the countries scenery and treated to luxury accom, such as the Mountain View Hotel and Kuriftu Resort and Spa.

Highlights of the trip included tours to Addis Ababa, Gondar, Semien National Park and sightings of Gelada Baboons.

Pictured above at the Gondar Castles *from left* are: Samrawit, Travel Ethiopia; Kit Ling, Ming Pao Daily News, HKG; Rebecca, Gold Joy Travel HKG; Hino, ET GSA Japan; Chung, ET GSA Seoul; Nansi Gidless, ET GSA Australia, Product Manager; Amit Kumar, ET GSA sales Melb.; and Hailu, ET ADD.

New Airbus concept

AIRBUS has this week unveiled a new 'Concept Plane' at the Farnborough International Air Show in the UK.

The designs - only on paper at this stage - envisage the aircraft of the future, with features such as ultra-long and slim wings, 'semi-embedded engines' and a U shaped tail which combine to improve environmental performance and efficiency.

Other concepts which may come to fruition in the next 40 years include "morphing seats" made from self-cleaning materials, walls that become see-through at the touch of a button and even holographic projections of virtual decors "allowing travellers to transform their private cabin into an office, bedroom or Zen garden!" the manufacturer said.

Another future-looking Airbus initiative is the launch this Fri of a global 'Fly Your Ideas' competition which encourages university students to develop new ideas for a greener aviation industry, with a first prize of €30,000.

A Swift departure

HEADS continue to roll at Virgin Blue with the resignation last Fri of V Australia chief Scott Swift.

The departure is part of a restructure which has placed V Australia under the central control of DJ's ceo Andrew David.

LA orders 50 A320s

LAN Airlines has ordered 50 Airbus A320 family aircraft valued at US\$4,150 million to be used on regional and domestic services, and to be delivered 2012 to 2016.

VX adds Orlando

VIRGIN America has announced new services to Orlando International Airport from both Los Angeles and San Francisco.

Each route will be operated once a day from 06 Oct, with the new date replacing the previously postponed 19 Aug start due to a delay in VX aircraft deliveries.

Accor revenue rise

ACCOR has announced a 7.5% increase in hotel revenue for the first half of 2010, led by higher occupancy rates at upscale, midscale and economy segments.

BNE pax record

BRISBANE Airport has reported a 7% increase in Jun passenger numbers, breaking its previous annual record of 19.4m pax.

For the 12 months to 30 Jun there was a 1.1% rise in domestic passengers at BNE to 14.9m, while there was also a 1% boost to international passenger numbers with about 4.1m for the year.

BNE ceo Julieanne Alroe said the figures were a "positive sign that market confidence is returning".



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Taste of Paris tour

TEMPO Holidays is offering a Taste of Paris tour ideal for short breaks priced from \$535ppts. Highlights include the Eiffel Tower, Notre Dame, Champs Elysees and the river Seine, on sale until 31 Dec - 1300 362 844.

Sydney in their hands



SYDNEY'S Star City complex has appointed Geoff Stone as the new Director of Hotel Sales.

He brings with him 20 years experience in the industry, having previously worked for the Hilton Nagoya and Radisson Hotels Asia Pacific and well as All Nippon Airways and Malaysia Airlines.

Geoff is pictured above left

with some of his team trying to capture Sydney in the palm of their hands: Alexander Gorman, Kessia Willis, Sandy Tseng, Anna Cashin and Stephanie Humphries.

FR €50m ash hit

THE ash cloud created by the erupting Iceland volcano during Apr cost Irish low-cost carrier Ryanair €50m, according to first quarter results released by the carrier overnight.

Ryanair's adjusted net profit for the three months to 30 Jun was €138.5m, up 1% on the same period last year - excluding the €50m "pre-tax exceptional costs" caused by the airspace shutdown.

Total revenues rose 16% and passenger numbers were up 8% to 18m for the quarter, with yields up due to a 5% average increase in fares and higher ancillary income.

Free heli flight

THE Great Escape Charter Co. is offering a free scenic helicopter flight for guests booking on its 13-night Kimberley Classic Adventure from Broome to Wyndham (or vv), for bookings in Aug and Sep 2010.

The 'Best of the Big Four' flight takes in the Horizontal Waterfalls, Montgomery Reef, Prince Regent Nature Reserve & the Mitchell Falls.

The deal is valid until 14 Aug. For more information visit www.greatescape.net.au.

Amadeus TC deal

AMADEUS has extended its agreement with UK-based Thomas Cook plc, with a five year extension to their global distribution agreement and the addition of five new markets - India, Denmark, Finland, Norway and Sweden.

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.15: How many hours does it take to fly from Sydney to Port Vila?

Hint! Visit www.airvanuatu.com

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

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

Click here for competition terms & conditions



National Account Manager Melbourne

TravelEdge is one of Australia's largest independent travel management companies. We're bold and do things a little differently. Our people shape their work environment and the direction of our business. We believe in developing our people personally and professionally and in work/life balance.

We are looking for a National Account Manager, based in our Melbourne office, who will be responsible for the retention and growth of some of Australia's largest corporate travel clients. You will be responsible for delivering exceptional account management and proactive client solutions, building and maintaining client relationships, and working closely with operations to exceed client expectations.

To succeed, you will have 5+ yrs experience in a similar role, advanced reporting and analytical skills, thorough knowledge of corporate travel agency operations and excellent presentation and interpersonal skills. You are enthusiastic, passionate, and ideally hold relevant tertiary qualifications.

If you've got what it takes to be part of our team, please submit your application and covering letter to Mike Simpson, National Account Director at mike@traveledge.com.au Applications close 28 July 2010.

www.traveledge.com.au



Now it's only 6 hours non-stop to the Cook Islands

The Cook Islands are now just 6 hours away on Air New Zealand's non-stop, direct flight departing every Sunday evening.

Cook Islands
LIVE DIFFERENTLY



**GO QUACKERS FOR THESE GREAT ROLES!
DUCK INTO AA TODAY**

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MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – recruit@aaappointments.com.au

BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

**SWITCH DIRECTION AND NEVER LOOK BACK
** JOIN THE AA TEAM ****

**TRAVEL RECRUITMENT CONSULTANT - SYDNEY CBD
SALARY PACKAGE \$70K - \$120K ote + BONUSES**

Looking for a fresh change but want to stay in the Travel industry? Then here’s a great chance to use your expert knowledge, excellent customer service skills and sales ability in a brand new direction!

Due to expansion, a rare opportunity has arisen in our Sydney office to join the AA team. You will enjoy the variety and challenges this role can offer you. Working in a friendly established team, your day to day duties will involve client account management, business development including cold calling, as well as registering candidates and providing them with professional care and career advice.

Ideally you must come from a travel industry background with excellent sales and people skills! Given the current market, this position will only suit those individuals who have the confidence to develop new relationships and reap the rewards.
SO WHAT ARE YOU WAITING FOR? APPLY TODAY.

**HOB NOB IT ON THE NORTH SHORE
HIGH END LEISURE RETAIL CONSULTANT
NORTHERN SUBURBS – \$45K-50K +**

We are looking for an exceptional retail consultant with unbeaten destinational knowledge and experience booking high end leisure product. You will also have fares and ticketing experience. Your maturity and superior customer service will ensure that you will be star in this award winning retail agency. You will have a minimum 4 yrs industry experience and be familiar with Sabre/Tramada. Smart, sophisticated and successful this agency is a dream

**SET COURSE FOR THE EASTERN SUBURBS
MULTI SKILLED CORPORATE CONSULTANT
SYDNEY – SALARY PACKAGE \$50 - \$55K +**

Our client, a successful boutique travel company based in the beautiful eastern suburbs are looking for a talented consultant to work with their fun and down to earth team, working on a range of challenging international and domestic itineraries. An excellent salary, antastic training & progression plus great bonuses and incentives are on offer to the right candidate. You will need to have a min 2 years corporate experience, excellent CRS and ticketing skills and top customer service.

**PROGRESS TO MANAGER IN 6 MONTHS
SENIOR RETAIL TRAVEL CONSULTANT**

MELB (INNER SOUTH EAST) –SALARY PACKAGE TO \$65K (OTE)
This truly is a rare opportunity for all those senior retail travel consultants out there wanting to step up to Manager and increase their responsibilities. With one of the most rewarding salary packages on offer, this boutique agency offers you the chance to progress your career and assist with the dramatic growth of the company. If you have a minimum 3-5 years international travel consulting experience, apply NOW!

**MOVING FORWARD
RETAIL TRAVEL CONSULTANT**

MELBOURNE (EAST) – SALARY PACKAGE TO \$45K + COMM
Looking for that perfect working environment, close to home? This boutique and successful retail agency in the Eastern suburbs is urgently seeking an experienced travel consultant to join their busy team. Working on Amadeus, you will required to service a diverse range of clientele including many high end travellers that pass through the doors. Mon to Fri business hours, Sat morning’s on rotation (RDO offered).

**CHOICES GALORE!
INTERMEDIATE RETAILERS
BRISBANE – ALL SUBURBS – \$50K OTE**

Like the finer things in life? Looking for clientele that are more high end and like time to spend with their consultants? We have a great opportunity where you can choose to work close to home. We have a great company looking for intermediate consultants to join their fun and professional teams. You must have minimum six months international consulting experience, strong CRS skills and great product knowledge. Sound like something you’d be interested in? Call today!

**CHOOO CHOOSE THIS GREAT ROLE!
RAIL CONSULTANTS
BRISBANE CBD –\$45K OTE**

Indian Pacific, Rocky Mountaineer, Shinkansen, Eurostar! If you believe these are amongst some the best travel experiences in the world this role is for you! This global company is looking for a consultant to join their wholesale rail department. Not only will you have the opportunity to earn uncapped commission but enjoy top industry training, career development and discounted holidays. With a min 6 mths experience, the ability to reach sales targets is essential.