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**Travel Daily AU**  
First with the news

Fri 07 May 10 Page 1

EDITORS: Bruce Piper and Guy Dundas  
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## Today's Travel Daily

Travel Daily today has five pages of news and photos, plus the full list of finalists in this year's AFTA National Travel Industry Awards, plus full pages:

- AA Appointments
- Avis scholarship flyer

**Travel Daily AU**  
First with the news  
on location in  
**Dubai**

Today's issue of TD is coming from the 2010 Arabian Travel Market in Dubai, courtesy of the Government of Dubai & Emirates.

DUBAI is becoming one of the world's fastest growing and most dynamic tourism markets, particularly amongst families.

The emirate is considered an extremely safe destination and there's so much to do.

Kids can spread their water wings on the water slides at Wild Wadi, followed by a picnic and swim at Jumeirah Beach.

And if you're wanting to escape the heat, then there's kids-friendly shopping malls and Ski Dubai's indoor slopes.

One memory the family won't forget is an overnight desert safari where you can also take a ride on a camel along a desert track.

Family friendly hotels in Dubai such as Jumeirah Beach Hotel and Atlantis The Palm offer an assortment of amenities that will want you coming back for more.

And there will be more to come with the development of Dubailand which will include Dubai Sports City, City of Arabia, Universal Studios and Legoland Dubailand.

So next time your clients are looking for a family holiday destination, then why not suggest Dubai - you'll be surprised as to how much there is to do here.

Be sure to also keep an eye out for special deals Emirates has an offer such as the "Kids Go Free" promotion (TD 08 Apr).

## NTIA finalists announced

TODAY is the day for which the Australian travel industry has been waiting with bated breath, with the official publication of the finalists in this year's National Travel Industry Awards.

The finalist list, collated by AFTA staff from more than 2500 votes from across the industry, is included on page six of today's Travel Daily and will also shortly be loaded on the AFTA website.

AFTA ceo Jayson Westbury thanked everyone who had been nominated, and congratulated the finalists on their progression through the awards process.

All finalists will be contacted throughout next week to confirm their details, and those who are in judged categories will be notified of their presentation date and time.

They'll also receive guidelines for their presentations, he said.

The categories which now move to the next judging stage include Best Sales Executive Industry

Supplier, Rookie of the Year - Supplier, Best Travel Agency Retail - Single Location, Best Travel Agency Retail - Multi Location, Best National Travel Management Company, Best Travel Consultant - Retail, Best Travel Consultant - Corporate, Rookie of the Year - Agent, Best Travel Industry Training Institution, Best Innovation in Marketing and the Best Travel Writer awards.

The winners of the other categories have already been decided through the voting process - but won't be announced until the industry's night of nights, the National Travel Industry Awards which will take place on Sat 11 Jul at the Sydney Westin Hotel.

About 900 people are expected to attend the glittering event, with many tables already sold and keen interest in the innovative 'AFTA Party' which will take place afterwards, sponsored by Singapore Airlines.

Attendance at the AFTA party is free with seats at the dinner, but numbers are strictly limited and attendees are advised to request a place when they book their Gala Dinner tickets.

Qantas is the major sponsor of the NTIA.

### More ash disruption

AIRSPACE in the north of the UK has once again been affected by volcanic ash from Iceland, with aviation chiefs ordering no-flight restrictions covering most of Ireland, Northern Ireland and Scotland, leading to hundreds of flight cancellations.

It's the result of the ongoing eruption of the volcano which closed European airspace two weeks ago, with Irish airports expected to be closed today.

Dublin and London's four major airports are not expected to be affected at this stage.

### \$1m Borghetti base

JOHN Borghetti will be paid a base salary of \$1 million in his new role as ceo of Virgin Blue which commences tomorrow.

The carrier today released details of his package, which also includes a further \$1m bonus if he achieves specified annual performance measures as set by the board, as well as a long-term share-based incentive opportunity valued at \$2.5 million this year and 100% of his base pay in each of the 2011 and 2012 years.

DJ chairman Neil Chatfield said the remuneration package "reflects the skill and expertise Mr Borghetti brings to Virgin Blue while ensuring a close alignment with shareholder interests".

Borghetti will also shell out \$200,000 of his own money to buy shares in the carrier which he can't trade for two years.

## Win with Jumeirah

DON'T forget to get your tips in for this week's Travel Daily footy tipping competition for both NRL and AFL - due by 6.30pm tonight.

The overall season winner of the AFL tipping comp will win a fabulous trip for two to Dubai, flying Emirates and staying two nights at the luxurious Jumeirah Beach Hotel, courtesy of EK and Jumeirah Hotels & Resorts.

The top prize in the NRL tipping is a trip for two to Malaysia, incl return Premium airfares for two to Penang courtesy AirAsia and four nights at the Parkroyal Penang.

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Fri 07 May 10

Page 2

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10 GOOD REASONS TO VISIT NEW CALEDONIA

**2 A French Experience**

The Paris end of the South Pacific is only 2 hours from Australia.

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**Aircalin** International Airline of New Caledonia

CLICK HERE FOR THE OTHER 9 REASONS

## EK Tasman revamp

EMIRATES will next week launch a new Tasman fare structure, which will see the carrier significantly reduce prices on some ticket types.

The new fares are being loaded into GDS today and will become effective from Wed 12 May.

The year-round offering, which will sit alongside tactical offers and other specials, introduces the concept of Saver and Flex fare categories, with the carrier saying that the economy Flex fares are "cheaper than comparable offerings from our main competitors".

EK manager NZ Chris Lethbridge said the new business class Saver level is comparable to the fully flexible economy fares offered by the carrier's rivals on the route, while the first class Flex will be comparable to business class fares offered by others.

The changes will also see a modification of the chauffeur-drive transfers offered by EK, which will be restricted to passengers in First on the Tasman.

## QF award sale

QANTAS has launched a 'Classic Award' seat sale and is encouraging frequent flyers to redeem points for seats to LAX, HKG, NRT, AKL, BUE, SIN and JNB, valid for bookings until 20 May.

## Tourism to Dubai to boom

DUBAI is expecting over 7m visitors to travel to the emirate this year, and the Government of Dubai says it's preparing for an even greater number of tourists in the years to come.

By Dec 2010, 20,000 more accommodation rooms will be added, bringing the total to 81,000 rooms across 550 properties.

"Hotel occupancy in Dubai has never been lower than 70%", Dubai Tourism deputy director overseas promotions, Abdullah bin Suwaidan told *TD* at the Arabian Travel Market in Dubai this week.

"Whilst other destinations were suffering because of the financial crisis last year, Dubai was booming...and the growth for tourism is continually booming here", he added.

Dubai's govt is confident that new properties such as Movenpick Resort Oceana Palm Jumeirah, Four Seasons Hotel Dubai Festival City and the Pullman Mall of Emirates will experience high occupancy rates.

A combination of the exciting extravagant new developments around the city, Emirates Airline opening new destinations, more cruise ships calling in, the closeness of neighbouring destinations such as Oman and Abu Dhabi, and the many qualities and activities the destination has

to offer is attracting a lot more tourists to Dubai, "especially repeat visitors", bin Suwaidan said.

And judging by the thousands of visitors who have flocked to ATM this year, it appears that everyone wants to benefit from the growth that's still to come.

In 2009, Dubai welcomed 150,000 Australian visitors, excluding stopover passengers.

bin Suwaidan said Dubai is looking forward to seeing more tourists from Australia, however they currently rely on promotion via 'word of mouth' or Aussies returning to discover Dubai after a one-night stopover in the city.

## Australia Unlimited

A NEW global "brand" for Australia is set to be unveiled shortly at the World Expo 2010 in Shanghai.

'Australia Unlimited' was chosen from a shortlist, with other possible contenders including 'A+' and 'Positively Australian' which missed out because it was too similar to the tagline of NZ capital Wellington.

'Australia Unlimited' will be used as an overarching label for tourism promotion as well as Austrade trade activities.

## Egencia leadership

EGENCIA has overnight named Cecilia Routledge as managing director Asia-Pacific, after more than six years with the firm.

Routledge said: "I look forward to expanding Egencia's business services in India, China, Australia and other APAC markets, which are strong and developing corporate travel markets with huge growth potential."

The corporate travel division of Expedia has also named Johnny Shingles as md - Egencia UK, Christopher Peymirat as vp of global marketing and Germain Huber as senior director supplier relations, Egencia Europe.



## Window Seat

WHAT do you give a man who has everything, including a nice house, an Aston Martin and even an airline?

That was the dilemma faced by senior Virgin Blue staff as they planned an appropriate farewell gift for departing ceo Brett Godfrey (*TD* yesterday).

They came up with a unique idea - a solid gold Velocity loyalty scheme card, which was handed over in a special box at Godfrey's farewell in Sydney on Wed night.

The card, pictured here, is encrusted with diamond and sapphire highlights - and is also engraved with a lifetime offer of free flights on any Virgin Blue airline for Godfrey and his family.



A GROUP of tourists from South Korea had to be rescued from a remote forestry reserve in southeast Queensland when their satellite navigation system led them astray during a trip from Brisbane to Rockhampton.

The trio, who didn't speak English, eventually ended up bogged in Cordalba State Forest after having to unlock gates and even remove rocks which were blocking the road as they slavishly followed the GPS.

IT'S an ill wind...

A group of entrepreneurial Icelanders are making the most of the recent European aviation crisis by selling jars of volcanic ash on the internet.

Glass jars containing 160g of certified ash from the volcano - which has blanketed the country - are up for sale for £75.

"There must be thousands of people out there who want to remember what happened," said one of the sellers.

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# Travel Daily AU

First with the news

Fri 07 May 10

Page 3

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State-of-the-art  
in-flight entertainment.

**QATAR**  
AIRWAYS القطرية

## Win a seat on the LH/OS eXperts Academy famil



Lufthansa and Austrian Airlines' fares are now combinable!!!

Win 1 seat on the Austrian & Lufthansa's eXperts Academy famil to OS Training Center Vienna, Lufthansa's legendary Seeheim and Munich in September. The prize is sponsored by Lufthansa and Austrian Airlines and includes all flights, accommodation, city tours and most meals.

[CLICK HERE FOR TERMS & CONDITIONS](#)

To enter the competition, all you have to do is send us a picture of your most creative 'Bier & Schnitzel' combination.

Send entries to:  
expertscomp@traveldaily.com.au



For some inspiration, staff from Lufthansa and Austrian Airlines tried their creativity and created their own 'Bier & Schnitzel' combination (picture above).



## Windstar 2011/12

WINDSTAR Cruises has released its 2011/2012 Voyage Planner which features a number of new sailings for the luxury cruise line.

*Wind Spirit* will feature new 7-day European voyages in Jul/Aug which sail from Lisbon, Portugal; Le Havre, France; Oslo, Norway and Stockholm, Sweden; *Wind Star* will operate four new 7-day Costa Rica itineraries that include a Panama Canal transit, as well as a 7-day roundtrip Puerto Caledera cruises, from Jan-Mar 2012.

There are also new 7-day sailings between Barbados and St Martin in the Caribbean from Dec 2011-Mar 2012 aboard *Wind Surf*.

## Oman plots growth

AT the Arabian Travel Market in Dubai this week, the Sultanate of Oman's Ministry of Tourism outlined the country's vision for growth in the tourism sector.

"Oman as a destination is going through a healthy growth", director of tourism events, Khalid Al Zadjali told *Travel Daily*.

The Ministry is expecting the number of hotels to double over the next five years.

In 2013, a new convention centre will open, and in 2014 the new terminal at Muscat Int'l Airport will be completed, which will have the capacity to handle 12 million passengers a year.

National carrier, Oman Air, recently re-branded and upgraded its service offerings ahead of the new airport and "to promote Oman as a tourism destination", Al Zadjali said.

Oman will host the 4th Int'l Responsible Tourism Destinations Conference from 10-12 Oct this year, with Minister of Tourism, Her Excellency Rajiha Abdul Ameer Ali saying Oman is hoping to "leverage the networking potential of ATM to attract a greater number of participants", as well as showcase Oman's expanding tourist offerings.

## EK Travelport pact

EMIRATES has today announced a major global full content agreement with Travelport which will see all Galileo, Apollo and Worldspan-connected agents with access to the carrier's full inventory of flights and fares.

EK spokesman Nabil Sultan said Travelport "is an important distribution partner and this deal will further strengthen our position with its travel agent users."

## Greek waiver

SUN Island Tours is responding to the civil unrest in Greece offering clients who have booked accom in Athens or Thessaloniki the opportunity to amend their stay to a different date or one of the Greek islands without amendment fees, if changes are made by 14 May.

The company said rioting has calmed down in the major cities, and noted that the islands of Greece aren't affected in any way - more info 1300 665 673.

## Thrill me, free me in ROT



ABOVE: Participants on the recent Destination Rotorua/Air New Zealand famil enjoyed the "Thrill Me" experience with Rotoura's River Rats in an adrenalin rush that took them down the highest commercially rafted waterfall in the world.

The group also experienced the much less adrenalin charged "Free Me" experience, which was a walk through the geothermal

attractions and volcanic features, craters and regenerating native bush of Waimangu Volcanic Valley around Rotorua.

Pictured at Waimangu Valley from left are Sonia Lupish, Value Tours; Ruben de la Fuente, Goway Travel; Velma Stambolis, Samoan Travel; Sharon Brown, Air NZ; Anthony Harris, AAT Kings; Steve Richards, Creative Holidays; and Craig Gibbons, TLH.

## Sales Executive



Singapore Airlines has a vacancy for full-time Sales Executive in the Adelaide Office. This is a permanent position to start as soon as possible.

### Job Specification

This position is a field sales one, with responsibilities for managing the Singapore Airlines relationship with various agencies and corporate accounts as assigned. It is a specialist sales position, with a requirement for wide industry knowledge and sales skills. The principal accountabilities are:

- Achieve annual passenger revenue and yield targets.
- Actively pursue and secure new corporate business.
- Maximise sales coverage and Singapore Airlines product knowledge for all agents and corporate accounts.
- Refine sales call patterns to ensure resources targeted at agents best equipped to support Singapore Airlines.
- Maintain effective relations with other departments, airline partners, agents and consumers to the ongoing benefit of Singapore Airlines.
- Be a positive contributor to the Sales team.
- Provide feedback to management of market intelligence on activities or developments in your area which have the potential to impact on productivity results.

### Qualifications

- Sales experience (airlines sales experience preferred) with a sound knowledge of airline operations.
- Sound knowledge of Reservations and Ticketing functions.
- Strong written and verbal presentation skills.
- Strong commercial acumen with clear focus on business development.
- Interpersonal and negotiation skills; professional grooming.
- SA Drivers Licence.
- Strong service ethic and time management ability

Please submit your application via email to  
[info\\_adl@singaporeair.com.sg](mailto:info_adl@singaporeair.com.sg)

Submissions close Friday, 14 May 2010.

## TN extends \$1 deal

AIR Tahiti Nui and Le Meridien Tahiti have extended their \$1 stopover deal (TD 23 Feb) for 3 months, now on sale until 31 Aug.

The promo is based on the first night stay only when travelling to Los Angeles, Paris or Tokyo.

See [airtahitinui.com.au](http://airtahitinui.com.au) for info.

## Bali sales mission

TRAVEL agents are being invited to attend the upcoming Bali Village sales mission, that will feature representatives from 15 Balinese hotels and attractions.

The roadshow kicks off in Perth on 17 May at The Hilton Parmelia, before moving onto Melbourne at The Windsor Hotel on 19 May, Darwin at the Crowne Plaza Hotel on 20 May and in Sydney at Moore Park Golf Club on 24 May.

The events are scheduled to run between 6:30-9:00pm.

Visit Indonesia Tourism Office has 25 invitations in each city to give away at this inaugural event, so you'll need to be quick to RSVP to [smccolgan@aviareps.com](mailto:smccolgan@aviareps.com).

## iPhone comp winner

RAIL Tickets has awarded the first prize in its Apple iPhone promotion running throughout May to Judy Legras, Northbridge Travel, NSW (below right).

Rail Tickets will be giving away two iPhones a week during the month, with all agents who book online using RT24/7 having a chance to win.

Judy is pictured here receiving her prize this morning from Stella wholesale national sales mgr, Melissa Watt.



## Socceroo scarf

QANTAS today launched a new 'Scarf of Support' campaign at [qantas.com](http://qantas.com) in which soccer fans can lodge messages of support for the Socceroos at the World Cup in South Africa - which will be collated into a giant scarf presented to the team 24 May.

## DWC underway

DUBAI Airports has forecast a 48% increase in cargo traffic at Dubai International (DXB) and Dubai World Central-AI Maktoum International (DWC) over the next five years.

Results released at ATM this week showed cargo tonnage, which totalled 1.9m in 2009, will exceed 3m tonnes by 2015.

The first phase of DWC, slated to open for cargo airlines this summer, will feature a single A380 compatible runway, 64 remote stands, a cargo terminal building and a dedicated road link to the region's largest port in Jebel Ali.

"There is no doubt Dubai International remains our hub, however this forecast, combined with our projections for 98m passengers by 2020, clearly shows the need for a new airport", HH Sheikh Ahmed Bin Saeed Al Maktoum, president of the Dubai Civil Aviation Authority and chairman of Dubai Airports said.

Once completed, DWC will have up to four passenger terminals, accommodating up to 160m passengers per annum, and is expected to be five times larger than London Heathrow airport.

## VX delays Orlando

VIRGIN America has said its been forced to postpone the start of Orlando services, ex Los Angeles and San Francisco, from 19 Aug until at least Oct, as a result of an "unexpected delay" in its aircraft delivery schedule.

## French stay pays

EXPLORE Holidays is offering stay 3/pay 2 packages at a selection of Citadines Apartment Hotels in central Paris.

Rates start as low as \$72ppts/night, on sale until 30 Jun, for travel from 12 Jul to 31 Aug.

## Vines free golf deal

ACCOR'S Grand Mercure The Vines in Perth is offering a studio apartment for two nights priced from \$330, which incl a round of golf (buggy hire not included), for travel to 31 Dec - [accorhotels.com](http://accorhotels.com).

## WIN THE ULTIMATE MOTHER'S DAY GIFT



This week, **Travel Daily** is giving three lucky readers the chance to win the ultimate Mother's Day gift - an incredible 'Glamorous Nights' package, courtesy of **Vibe Hotels** and **Napoleon Perdis**.

This fantastic prize is valued at up to \$450 and includes overnight accommodation at any of the seven Vibe Hotels across Australia\*, full buffet breakfast for two at a Vibe Hotel, late checkout, a two-for-one cocktail voucher, a NP pack (Cruise Blush, Liquid Veil Tint and a Wanderlust Must Lip Palette), and a Napoleon Perdis in-store make over voucher.

For your chance to win this amazing package and pamper your mother, simply send in your answer to the following question:

**In 50 words or less, describe your best Mother's Day memory**

Email your answers to:

[mumcomp@traveldaily.com.au](mailto:mumcomp@traveldaily.com.au)

The most creative answers win!



\*Accommodation availability is subject to Terms & Conditions of Vibe Hotels.

## Intrepid Eyre trip

INTREPID Travel has released a four-day adventure to see the water flowing into Australia's outback 'inland sea', for the second consecutive year.

This usually once every 50 year event can be seen from 07 Jun to 27 Dec on the 'Lake Eyre and the Outback' trip starting and ending in Adelaide, priced from \$1495.

For inclusions and more info visit [www.intrepidtravel.com](http://www.intrepidtravel.com).

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## Travel Agency Manager

Bridge Business College is seeking dynamic and experienced applicants for the position of Travel Agency Manager. This is a start-up role within an academic environment so you will need to have current industry experience and an affinity for international students as this will be your primary customer base. You will possess the initiative and problem solving skills necessary to build a commercial business from the ground up. This is a unique opportunity.

**Candidates should possess:**

- Sales leadership experience
- A proven track record of developing and maintaining effective customer relationships and driving new business
- Five years experience in a similar position
- A desire to move into a teaching, learning environment

If you are interested in this position and feel you have the qualities and experience required please email your resume asap to:

[voc.education@gmail.com](mailto:voc.education@gmail.com)



## WIN A TRIP FOR TWO TO SOUTH AFRICA

During May, *Travel Daily* is giving travel consultant readers the chance to win an incredible seven-day holiday to South Africa for two people, courtesy of our friends at **South African Tourism** and **V Australia**.

This sensational prize includes return International Premium Economy airfares to Johannesburg flying V Australia, two night's accommodation in Johannesburg, a four night stay in luxury accommodation at Kruger National Park, a city tour, all transfers and breakfast daily.

Expect to be spoilt in International Premium Economy with V Australia, including priority check-in and boarding, all leather seats with 38" seat pitch and adjustable foot rests, all inclusive food and beverage, mood lighting and much more!

To enter, simply send in a caption that represents the adventure photo featured above. You can enter as many times as you want.



Quadbiking in South Africa

Get creative & email your captions to [satcomp@traveldaily.com.au](mailto:satcomp@traveldaily.com.au)

Plus, a weekly prize of two bottles of South African wine will be up for grabs for the cleverest caption received each week...so keep an eye out in *Travel Daily* each Monday to see if it's you!

Click here for competition terms & conditions.



Note: Agents must be registered on Fundi to enter the competition:  
[www.southafrica.net/fundi](http://www.southafrica.net/fundi)



## Xmas in Lapland

BENTOURS has released a Christmas in Lapland tour from \$2560 per adult and \$1930 per child from 4 - 14 years.

The package offers a five day package in Santa's home town of Rovaniemi from 23 - 27 Dec including accom, and meals with a traditional Finnish buffet Christmas dinner and a magical Christmas program for kids.

For more info call 1800 221 712.

## AirAsia inaugural

MALAYSIAN low cost carrier AirAsia X yesterday commenced a four times weekly Kuala Lumpur-Mumbai service.

Mumbai is the carrier's sixth destination in India.

## Air Berlin growth

GERMAN carrier Air Berlin has announced plans for twice weekly flights between Berlin Tegel airport and Miami, as well as new services from Berlin to Dubai and Mombasa from Oct this year, using A330-200 aircraft.

## Stars seeing Mamma Mia



STAR Alliance held a Mamma Mia theatre event last month in Melbourne for its corporate agency partners as an introduction/update on the benefits of having a Star Alliance Corporate Plus agreement.

Some of the members of the Vic Star Alliance Committee attended the event including Sue Burgess, Air New Zealand; Susan Leitch, THAI; Lisha Dittberner, Air China; Julie Stingel, United Airlines; Rolf Huber, Austrian; and Karen Phillips, Air Canada.

Pictured above enjoying drinks

is Greg Porch, BCD with Kelly Stevenson and Jason Weber of TravelEdge.

Inset: The night's prizewinner: Kate Sultana, American Express Business Travel with Sue Burgess, Air New Zealand.

Kate was one of three guests to win a Star Alliance gift including an aircraft model, by completing a questionnaire at the event.



## Travel Specials

WELCOME to *Travel Specials*, *Travel Daily's* Friday feature. If your firm has released a travel special of which you'd like to make the industry aware send it to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

Interline Reservations Service has a seven-night Fiji package on offer staying 6 nights at Castaway Island Resort in an Island Bure, 1 night at the Sheraton Fiji Resort, return flights with V Australia, taxes, return South Sea Cruise transfers, airport transfers and all meals at Castaway, priced from \$2,132 ppts. The deal is valid for travel until 24 Jun - for more info see [www.interlineres.com](http://www.interlineres.com).

For those still struggling to come up with ideas for Mother's Day, Sea World and Sea World Resort is offering a special 'Breakfast with the Dolphins' package on Sun morning. Ticket for adults are \$89 and \$69 children (aged 4 to 13 years old), and include the amazing Imagine Dolphin show, breakfast at Dolphin Cove and a surprise gift for mum on arrival. The breakfast starts at 7.45am - bookings can be made online at [www.Myfun.com.au](http://www.Myfun.com.au).

Coconut Palms Resort in Vanuatu has a 'Stay 7/Pay 4' deal incl brekkie and a \$100 meal credit per room. There's also a 'Stay 5/ Pay 3' promo, also including brekkie, with a \$50 meal credit per room. It's on sale until 31 May, for travel until 31 Mar 2011, blackout dates apply. For more info visit [coconutpalms.vu](http://coconutpalms.vu).

Jetstar is celebrating its 6th birthday by offering 10-50% off the regular price of all direct flights domestically and internationally. Fares start from \$29, and travel dates vary according to route. On sale until Mon 10 May. For full details go to [www.jetstar.com](http://www.jetstar.com).

Hyatt Regency Sanctuary Cove in Queensland is offering a 'Girls Getaway' package priced from \$280 per room per night twin share, including accom, brekkie, indulgent Alpha-H spa packs, fluffy robes and slippers plus chocolates and a chilled bottle of sparkling wine on arrival. For more information or to make a booking quote 'GIRLS' to 13 1234 or visit [sanctuarycove.regency.hyatt.com](http://sanctuarycove.regency.hyatt.com).

## IATA aviation MBA

THE International Air Transport Association and the Universite de Geneve, Switzerland plan to offer a Master of Business Administration in aviation management from Sep.

The MBA degree will be available to all aviation specialists and cover 12 modules on aviation operation, safety, environmental challenges, security and air law.

## Lord Howe bargain

OMNICHIE Holidays is offering a five night package to Lord Howe Island staying at Beachcomber Lodge, priced from \$829 pp ex SYD.

The deal includes flights, taxes and transfers and is valid until 22 May, for travel 01 Jun to 31 Aug. For more call 1800 111 653.



# afta National Travel Industry Awards 2010 Finalists

**Travel Daily**  
First with the news

## Supplier categories

### BEST AIRLINE DOMESTIC

- Qantas
- Virgin Blue

### BEST AIRLINE INTERNATIONAL - ONLINE

- Air New Zealand
- Emirates
- Qantas Airways
- Singapore Airlines
- V Australia

### BEST AIRLINE INTERNATIONAL - OFFLINE

- Austrian Airlines
- Finnair
- Lufthansa German Airlines
- SAS - Scandinavian Airlines
- SWISS International Air Lines

### BEST CRUISE OPERATOR - AUSTRALIAN BASED OPERATIONS

- Captain Cook Cruises
- North Star Cruises
- Orion Expedition Cruises
- P&O Cruises
- Princess Cruises

### BEST CRUISE OPERATOR - INTERNATIONAL BASED OPERATIONS

- APT
- Cunard
- Holland America Line
- Royal Caribbean International
- Silversea Cruises

### BEST TOUR OPERATOR - DOMESTIC

- AAT Kings
- Adventure Tours Australia
- APT
- Contiki Holidays
- Downunder Tours

### BEST TOUR OPERATOR - INTERNATIONAL

- APT
- Globus
- Insight Vacations
- Scenic Tours
- Trafalgar Tours

### BEST CAR / CAMPERVAN RENTAL COMPANY

- Avis Australia
- Britz Campervan Rentals
- Europcar
- Hertz Australia
- Thrifty Car Rental

### BEST HOTEL/RESORT GROUP

- Accor Hospitality
- Club Med
- Four Seasons
- InterContinental Hotel Group
- Mantra Hotels and Resorts

### BEST TOURIST OFFICE - NATIONAL

- South Australian Tourism Commission
- Tourism NSW
- Tourism Queensland
- Tourism Tropical North Queensland
- Tourism Victoria

### BEST TOURIST OFFICE - INTERNATIONAL

- Canadian Tourism Commission
- Hong Kong Tourism Board
- Las Vegas Convention & Visitors Authority
- Singapore Tourist Board
- Tourism Malaysia

### BEST WHOLESALE - AUSTRALIAN PRODUCT

- Broome & the Kimberleys Holidays
- Qantas Holidays
- Sunlover Holidays

### BEST WHOLESALE - INTERNATIONAL PRODUCT

- CIT Holidays
- Creative Holidays
- DriveAway Holidays
- Octopus Travel
- Qantas Holidays

### BEST AGENCY SUPPORT SERVICE

- Air Tickets
- Cover-More Travel Insurance
- Galileo Travelport
- Qantas Industry Centre
- Travcour/Toll

### BEST SALES EXECUTIVE - INDUSTRY SUPPLIER

- Anastasia Agius - Uniworld
- Fiona Axford - Travel Indochina
- Craig Brown - Emirates
- Kim Knight - Qantas Holidays
- Maria Manassero - Singapore Airlines

### ROOKIE OF THE YEAR - SUPPLIER (UNDER 2 YRS EXPERIENCE)

- Bernice Hartnett - Tucan Travel
- Emily Holmes - Scenic Tours
- Tenille Hunt - Gap Adventures
- Emily Kramer - Breakaway Travelclub
- Alisha Moss - Contiki Holidays

### BEST HOTEL/RESORT - AUSTRALIAN PROPERTY

- Club Med Lindeman Island
- Daydream Island Resort
- Hamilton Island Resort
- Hayman Island
- qualia

## Agent categories

### BEST TRAVEL AGENCY GROUP (100 OUTLETS OR MORE)

- Concorde Agency Network
- Flight Centre Limited
- Harvey World Travel
- Jetset Travelworld Group
- Travelscene American Express
- Travellers Choice

### BEST TRAVEL AGENCY RETAIL SINGLE LOCATION

- Harvey World Travel Lane Cove
- Jetset Hurstville
- Jetset Norwood
- Maria Rosa Travel
- Mary Rossi Travel

### BEST TRAVEL AGENCY RETAIL MULTI LOCATION

- Andrew Jones Travel
- Concierge Traveller
- Harvey World Travel Mackay/Mt Pleasant
- Phil Hoffmann Travel
- TravelManagers Australia

### BEST TRAVEL AGENCY CORPORATE SINGLE LOCATION

- Anywhere Travel
- Concierge BT
- DBT Corporate
- Goldman Travel Corporation
- Spencer Travel

### BEST TRAVEL AGENCY CORPORATE MULTI LOCATION

- Phil Hoffmann Travel
- Show Group Enterprises
- The Travel Authority
- Travelforce
- World Travel Professionals

### BEST NATIONAL TRAVEL MANAGEMENT COMPANY

- American Express Corporate Travel
- Carlson Wagonlit Travel
- Corporate Travel Management
- FcM Travel Solutions
- HRG Australia

### BEST TRAVEL CONSULTANT - RETAIL

- Linda Care - Phil Hoffmann Travel
- Anna Frost - CTM Brisbane
- Nieccia Miller - Jetset Norwood
- Paul Rickard - Harvey World Travel Caloundra
- Justine Sealey - Ramsgate Travel

### BEST TRAVEL CONSULTANT - CORPORATE

- Antony Armsden-Hutt - CTM
- Carol Chapman - World Travel Professionals
- Tina Killeen - Spencer Travel
- Rosemary Neeve - Travelforce
- Di Yates - TravelManagers

### ROOKIE OF THE YEAR - AGENT (UNDER 2 YRS EXPERIENCE)

- Jade Crawford - WOW! Travel
- Rebecca Duthler - Australia Zoo Travel
- Nelson Fanelli - Flight Centre Heidelberg
- Abbie Robertson - Harvey World Travel Caloundra
- Olivia Wagner - City Centre Travel

### BEST REGISTERED TRAVEL INDUSTRY TRAINING INSTITUTION

- Australian Business Academy
- AFTA Travel & Tourism College NSW
- AFTA Travel & Tourism College SA
- Baulkham Hills Institute of TAFE
- Brisbane North Institute of TAFE

### BEST INNOVATION IN MARKETING - RETAIL AGENCY (NON-VOTED CATEGORY)

- RACT Travelworld - Breakfast with the Queen/An Evening in Europe
- DBT Corporate - Diabetes Australia Christmas Campaign
- Phil Hoffmann Travel - Cocktails with the Queens
- Discover Travel & Cruise - Bridal Expo
- Jetset Norwood - 2009 Quiz Night
- Harvey World Travel Caloundra - Angels & Demons
- TravelManagers - Marketing Package

Major sponsor



All finalists will be contacted shortly to confirm their details, and those in judged categories will be notified of their presentation date and time. Winners will be announced at the Gala Awards Dinner on Sat 10th July at The Westin, Sydney. Book your tickets online now at [www.afta.com.au](http://www.afta.com.au).





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MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)  
BRISBANE – 13/97 Creek St – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)

**\*\*HOT JOB OF THE WEEK\*\***

**YOUR CHANCE TO BETHE CLIENT!**

**ONSITE TRAVEL MANAGER**

**SYDNEY - SALARY PACKAGE TO \$60K**

Searching for that rare in-house travel manager role?  
Exclusive to AA we have it! Our client, one of the world's leading service and outsourcing companies, requires an in-house travel manager, to service their travel needs. You will be a skilled corporate consultant with a minimum of 3 years exp at a multi skilled level. Amazing benefits on offer! Apply today.

**MOVING ON UP THE CORPORATE LADDER**

**2IC/ SENIOR CORPORATE CONSULTANT**

**SYDNEY – SALARY PACKAGE \$55 - \$60K +**

Our client, a TOP boutique travel company based in the CBD, is looking to give the right candidate an opportunity to step into a leadership role. Working within a fun and down to earth team, your role will involve both consulting on a daily basis, as well as mentoring a team of 9 consultants, to eventually take over as manager. To apply you will need a min 5yrs experience & strong CRS knowledge. Enjoy an excellent salary package + generous monthly team incentives.

**FIND YOUR INSPIRATION**

**SENIOR RETAIL TRAVEL CONSULTANT**

**MELBOURNE (INNER SUBURBS) – SALARY PACKAGE TO \$55K**

This successful agency is located in Melbourne's inner suburbs. They service high end clientele with opulent leisure holidays including cruising, honeymoons and FIT adventures. Forget about those endless Bali and Gold Coast quotes – find your inspiration for travel consulting again and join this boutique operator today! Only those at a senior level with strong GDS and customer service skills should apply.

**START YOUR CAREER WITHIN THE AIRLINES**

**DOMESTIC CORPORATE TRAVEL CONSULTANT**

**MELBOURNE (CITY FRINGE) – TOP HOURLY RATE**

Always wanted to work for an international airline? Here's your chance! Get your feet in the door of this outstanding company with this 6 month contract starting in June. With a great reputation, excellent work conditions and a friendly team to work with, you'll love every minute of this 6 month contract. The successful candidate will have strong domestic fares knowledge and GDS skills. Get in quick!

**DO YOU HAVE A FLAIR FOR FARES?**

**FARES & TICKETING CONSULTANT**

**PERTH (INNER) – SALARY PACKAGE TO \$50K**

Our client is looking for the best fares and ticketing consultants in Perth to join their new Perth based office. Working Monday to Friday you will enjoy this back office environment which is busy yet fun at the same time. Strong knowledge of international airfares and ticketing processes including reissues, exchanges, re-validations and re quoting is essential. A chance to increase your salary awaits – apply now!

**HEAT UP YOUR WINTER MONTHS**

**CORPORATE TRAVEL CONSULTANTS X 10**

**PERTH (VARIOUS LOCATIONS) – SALARY PACKAGE TO \$60K**

Get out of the cold weather that is upon us and in to one of these HOT new roles! Corporate travel is booming in Perth and as the leaders in travel recruitment, AA Appointments have a number of positions available within the leading TMC's. Whether you are a Perth based consultant looking to advance your career or an experienced consultant moving to Perth, you need to contact us NOW!

**BRIGHT SHINING STAR**

**FARES & TICKETING CONSULTANT**

**BRISBANE CBD – SALARY PACKAGE TO \$45K++**

Feel you're an expert on ticketing? Know your fare rules inside out? You will love the benefits that you will receive working with this global company including a rewarding salary + incentives and discounted travel tickets. Your day will involve issuing tickets, answering fare queries and problem solving. Min 2 years retail consulting experience with ticketing experience and high attention to detail a must. Don't wait this role won't last for long.

**CRACKER OF A ROLE!**

**WHOLESALE CONSULTANT**

**BRISBANE CBD – SALARY PACKAGE TO \$50K ote**

Sick of face to face consulting? Looking for a new challenge in travel? Working as a wholesale consultant you will enjoy leaving face to face retail behind. Instead you will be dealing with your friendly agents via email or phone requests. Not only will you have the opportunity to make great \$ but you will also have access to unbeatable educationals, discounted holidays, massages and much more. Min 12 months consulting experience essential.

**AVIS****2010**

# Avis Travel Agent Scholarship of Excellence

**REWARDING EXCELLENCE FOR 14 YEARS**

## A unique opportunity to grow

**Over the past 14 years the Avis Travel Agent Scholarship of Excellence has recognised and rewarded some of our industry's most talented travel consultants.**

Our scholarship winners have come from all over Australia. They have occupied a diverse range of roles within the leisure and corporate travel sectors. And they have drawn on vastly different levels of experience.

But all have had one thing in common: a determination to provide exceptional customer service.

If you believe you provide your clients with the highest standards of customer service,

then Avis and the Avis Travel Agents Advisory Board invite you to apply for the 2010 Avis Travel Agent Scholarship of Excellence.

### **'Winners have come from all over Australia'**

This prestigious award offers you the chance to develop your skills further by providing international business-class travel, professional business coaching, product and sales training, and the chance to enhance your formal qualifications. Even if you don't win, you will still gain

enormously from the experience because applying for the scholarship will stimulate your thinking and open up your eyes to new ideas.

At Avis, 'We try harder' is more than just a slogan - it reflects the way we do business. It embodies the culture of our organisation, which strives to deliver the very best service to our customers and travel agency partners alike.

The 2010 Avis Travel Agent Scholarship of Excellence is an extension of this philosophy and a way for us to say 'thank you' to all Australian travel agents.

To apply for this year's scholarship go to: [www.avisscholarship.com](http://www.avisscholarship.com).

## Simply the best

**As a 2008 finalist and the 2009 winner of the Avis Travel Agent Scholarship of Excellence I would encourage any agent who is passionate about customer service to put themselves forward for this extraordinary award.**

Whether you have been in travel for two years or 20, you will benefit personally and professionally simply by taking part in the 2010 scholarship. It forces you to reflect upon all the little things you do that demonstrate your commitment to your clients, your enthusiasm towards our industry and your determination to be the best you can be.

The Avis Travel Agent Scholarship of Excellence is not an award for agents who are only interested in closing sales, growing yields and making profits.

It is an award for people who believe the key to success for any skilled travel professional is exceptional customer service. It is an award for people who understand the power of a genuine smile, the importance of respect and the joy that comes from continually finding new ways to exceed clients' expectations.

If that sounds like you then register now.

I wish you the very best of luck!

*Lisa Upton*



**2009 Avis Scholarship of Excellence winner Lisa Upton from Harvey World Travel in Noosa receives her award from Avis Australia Vice President & Managing Director George Proos (left) and Travel Industry Manager Russell Butler**



## How do I apply?

It's easy. Register on the website at [www.avisscholarship.com](http://www.avisscholarship.com)

## How does it work?

- Registration opens 21 April 2010
- Applications must be sent in by mail or email by close of business 8 June 2010

### **Mail:**

Avis 2010 Travel Agent Scholarship of Excellence  
Avis Australia  
PO Box 204, MASCOT NSW 1460

OR

Level 2, 15 Bourke Road, MASCOT NSW 2020

### **Email:**

[scholarship@avis.com.au](mailto:scholarship@avis.com.au) (please use a zip file)

## What can I win?

### **All scholarship entrants:**

- An Avis two-day weekend rental voucher and a certificate of participation

### **Scholarship finalists:**

- An invitation to attend the AFTA NTIA Dinner on 10 July 2010
- Return flights to Sydney and accommodation to attend the finalist judging day on 5 August 2010
- A personal online behavioural profile and a subsequent consultation session with a personal Polonious business coach

### **Scholarship winner**

- Southern Cross University's School of Tourism and Hospitality Management will provide a scholarship for the first year (or equivalent) of a three-year Bachelor of Tourism Management course to a maximum of eight units. The winner may elect to enrol in the course on campus or by distance education, but must enrol in the first session 2011.
- Honorary position on the Avis Travel Agent's Advisory Board for 12 months
- Polonious Resources - Personal Profile, 360 Feedback session and personalised on call Personal/Professional Coaching for 12 months
- International Cruise Council Australasia (ICCA) - 4 training modules
- Return Qantas Airways Business Class airfares to New York for the winner and a companion
- Six nights' twin share accommodation in New York and seven days' AVIS car hire
- Foreign exchange products to the value of AU\$750
- Appointment at Avis World Headquarters to meet senior Avis executives
- Accompanied site visits to New York travel agencies

## The Timeline

- Registration opens 21 April 2010 online at [www.avisscholarship.com](http://www.avisscholarship.com)
- Full written presentation to be lodged by 8 June 2010
- Finalists will be announced on 1 July 2010
- Finalist judging day and winner announced on 5 August 2010
- Prize to be taken by 30 September 2011

**Note** - use of multimedia not permitted throughout the Scholarship process.

See website for full terms & conditions: [www.avisscholarship.com](http://www.avisscholarship.com)