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Bettina's final QH Achievers

LAST weekend agents and suppliers paid tribute to long-time Qantas Holidays National Industry Sales Manager, Bettina Barker, at the 15th annual QH Global Achievers event which was held in Kota Kinabalu, Sabah.

The evening celebrated the top selling agents for Qantas Holidays and Viva! Holidays, and also marked the final time Barker would be running the event, since she is leaving the company following the Jetset Travelworld merger with Stella Travel.

Barker, who has been the face of Qantas Holidays trade sales for some years, will be taking up a job with Qantas Airways.

During the evening the "icon of the travel industry" was honoured with several accolades - including a moving accapella rendition of a special song (to the tune of 'American Pie') delivered in the dulcet tones of none other than Nick Zaferis of Hertz.

And Harvey World Travel md David Rivers also made a special presentation of the John Harvey Award to Barker in recognition of her long-standing commitment to the travel trade in Australia.

TD was at the event, and there's more from the Global Achievers Gala Awards dinner throughout today's issue.

Travel Daily AU

First with the news

Mon 08 Nov 10

Page 1

EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au Ph: 1300 799 220

QH Achievers to expand

THE merger between Jetset Travelworld and Stella Travel will see the coveted Qantas Holidays/Viva! Holidays Achievers program expand to cover the combined group's entire wholesale portfolio.

The move was announced on Sat night in Kota Kinabalu by newly appointed head of JTG wholesale, Simon Bernardi, who said agents would be also able to gain recognition for their sales of Newmans Holidays, Rail Tickets, Travel Indochina and planned "substantially expanded" cruise & ski product ranges (TD 25 Oct).

The program, which has been operating for 15 years, aims to reward the top 1% of consultants in Australia.

Bernardi, who has left Qantas after 29 years to head up the JTG wholesale division, said JTG was committed to the Achievers scheme, along with the QH/Viva! Trip loyalty program and a new '500 Club' which recognises consultants who sell more than \$500,000 a year worth of product.

The inaugural 11 members of the 500 club were honoured during the Achievers gala event on Sat (see page 8), while the National Consultant of the Year was named as Sarah Phillis of Platinum Escape in South Australia.

The revamped wholesale operation has already seen pricing

drop significantly on a range of destinations, while QH is also investing in a new telephony platform to reduce wait times and ensure calls are delivered to the right consultants in the group's call centres which will be maintained in Sydney, Melbourne and Perth, Bernardi said.

He told TD that all product from across the group's brands would be put into a single database (with the exception of Travel Indochina) which would bolster the QH offering in New Zealand and the South Pacific.

But the brands will retain separate marketing teams, he said, with the merged operation meaning there's more expertise, a wider range and bigger allotments for agents to sell.

More from Bernardi on page 4 of today's *Travel Daily*.

MU boosts Australia

CHINA Eastern Airlines is set to increase its Australian services to daily operations into both Sydney and Melbourne from Shanghai.

The move is effective 01 Apr according to agent GDS, with the increase from the current four MEL and five SYD frequencies.

Virgin vacancies

VIRGIN Blue is seeking a premium guest service agent, V Australia helpdesk consultant and four other positions - see page 13 for info.

Today's Travel Daily

Travel Daily today has eight pages of news and photos including a full page of pictures from last weekend's Qantas Holidays/Viva! Holidays Global Achievers Gala Awards in Sabah, plus full pages from:

- AA Appointments
- Consolidated Travel
- Qantas Holidays
- China Holidays
- Virgin Blue

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Prowse incentive

KEITH Prowse is offering agents the chance to win a two night Australian Open package for two when booking a KP Tennis Package (Australian Open, Wimbledon or French Open), up until 01 Jan.

The land only package includes reserved seats at Rod Laver Arena - see www.keithprorowse.com.au.

Win an Antarctic flt

CROYDON Travel and TD are giving readers a chance to win a trip for two on a flight over the South Pole in a new photo caption comp - see page six for details.

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Travel Daily AU

First with the news

Mon 08 Nov 10

Page 2

EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au Ph: 1300 799 220

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TNSW pro DJ/NZ

TOURISM New South Wales has added its voice to the chorus of support for the proposed Tasman alliance between Virgin Blue and Air NZ, with a submission to the ACCC enquiry saying that the pact should deliver a positive outcome for the NSW economy.

TNSW chairman Les Cassar cited a range of benefits including better utilisation of SYD slots.

"From a tourism perspective, the proposed alliance between Air New Zealand and Virgin Blue will produce public benefit through greater service choice and the maintenance of downward pressure on air fares, and is more likely to promote than lessen competition in the trans-Tasman market over time," Cassar wrote.

Kota Kinabalu - new Bali?

NEW Malaysia Airlines direct flights between Perth and Kota Kinabalu in Sabah (*TD* 10 Sep) are hoped to stimulate renewed interest in the destination, particularly as a leisure alternative to Bali for WA holidaymakers.

The new Perth services will be the first direct flights between Australia and Kota Kinabalu since defunct QF offshoot Australian Airlines stopped operating direct Sydney-Sabah flights in 2005.

The new 737 flights will also provide connections to other ports across Asia, with MH rolling out plans to develop Kota Kinabalu as a second hub.

Flights will next week launch to Tokyo Haneda and MH plans a network from Kota Kinabalu also including Seoul, Guangzhou and Taipei as well as Perth.

Malaysia Airlines gm Australia, Ignatius Ong, told *TD* that the carrier is also seeing good success from its move to double daily frequencies between Sydney and Kuala Lumpur, which launched last week.

"Loads for the first two months are already very strong," he said.

The Sydney expansion has also seen the route decoupled from Brisbane which is now operated five times per week direct to Kuala Lumpur.

Ong said further expansion of MH's Australian capacity is also on the cards, with the carrier understood to be looking at boosting its Adelaide-Kuala Lumpur services to six per week.

Australia is a key market for Sabah, with the chairman of the state's tourist board, Dato' Seri Tengku Zainan Adlin telling *TD* that Sabah has "so much to offer tourists".

World War II provides a close connection between Australia and Sabah, with the infamous Sandakan Death March commemorated by locals and visitors on 15 Aug each year.

Sabah has significant natural assets "from the depths to the heights," Adlin said, with spectacular marine life and diving opportunities through to unique wildlife in pristine habitat and upwards to Mount Kinabalu, said to be the world's easiest mountains to climb.

Quark to charter Spirit of Oceanus

QUARK Expeditions will charter the former *Spirit of Oceanus*, which was previously operated by the defunct Cruise West, with Quark planning a series of Antarctic voyages this summer.

The 120-passenger vessel, now named the *Sea Spirit*, will be refurbished for polar conditions, and Quark will operate it from Dec through until Mar out of Ushuaia, Argentina.

Two other former Cruise West vessels, the 78-passenger *Spirit of Columbia* and *Spirit of Alaska*, will be renamed the *Admiralty Dream* and the *Baranof Dream* and operated by new Sitka-based company Alaskan Dream Cruises - an offshoot of Allen Marine Tours which has operated day tours for more than 30 years - as reported in *Cruise Weekly* on 28 Oct.

See www.cruiseweekly.com.au.



Window Seat

COULD this be a record?

One of the groups of agents participating in the 2010 Qantas Holidays Global Achievers dinner over the weekend spent some time in Kuala Lumpur as part of a pre-event famil.

As well as taking in a range of exciting KL activities, the group of about 12 agents managed to squeeze in an hour or two of shopping - with the result being that their baggage home has been swelled by the purchase of a whopping total of 51 pairs of shoes between them!

ONE of the many highlights of the Qantas Holidays/Viva! Holidays event in Kota Kinabalu (p3) was a visit to a local wildlife park, where the group enjoyed the special treat of feeding one of the park's pygmy elephants.

Agents were also enthralled by the activities of orangutans and other creatures in a special show.

Exotic birds also featured - including a highly gifted parrot which thrilled the audience by raising a special Qantas Holidays Global Achievers flag (below).

Sabah Tourism's Australian representative, Gwenda Zappala, told *TD* that the intensive training for the stunt involved lots of food rewards as the bird learned to raise the flag - meaning that this week Polly will be going on a crash diet.



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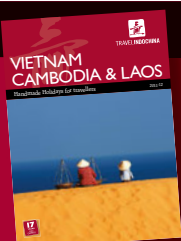
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Mon 08 Nov 10

Page 3

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QATAR 
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QF A380 engine investigation

THE Australian Transport Safety Bureau has issued a public appeal to the residents of Batam Island in Indonesia to forward any aircraft debris from the explosion of an engine on QF32 last week to their local police station.

The ATSB is particularly interested in parts of a "geared disk" (pictured below), saying

"the recovery of that disk could be crucial to a full understanding of the nature of the engine failure, and may have implications for the prevention of future occurrences."

In an update yesterday the ATSB

said that some recovered items had already been sent to Singapore, with a portion of a recovered engine component prepared for on forwarding to the UK where it will be examined by engine manufacturer Rolls Royce.

The ATSB-led investigation team includes representatives of Qantas, Airbus, Rolls Royce and safety regulators from the UK, Indonesia, Singapore and France.

MEANWHILE in a media briefing on Fri afternoon Qantas ceo Alan Joyce downplayed any suggestions that the incident was due to a QF maintenance issue.

He said the damaged engine had been fully maintained by Rolls Royce, with the problem likely due to a design issue.



QR - no SYD news

QATAR Airways ceo Abu Al Baker has outlined the carrier's global expansion plans, with a focus on "targeting underserved routes and maximising connectivity to key cities beyond Doha".

However at this stage the plan doesn't appear to include the airline's previously announced services to Sydney, which were initially slated to commence sometime this year.

Al Baker was speaking at a launch event in Hanoi for a major Vietnamese expansion by QR, which will see Ho Chi Minh City via Bangkok services boosted to daily, as well as a new Doha-Hanoi service via Bangkok four times per week.

The carrier says expanding into Vietnam "marks a new chapter in Qatar Airways' growth in the Far East for 2010" which also includes the addition of flights to Tokyo and Phuket "as well as significant frequency and capacity upgrades across the region".

QR is using fifth freedom traffic rights which allow it to sell seats between Vietnam and Thailand on both the Hanoi-Bangkok and Ho Chi Minh City-Bangkok sectors.

Other imminent new QR destinations include Nice which will launch 24 Nov; Budapest and Bucharest on 17 Jan; Brussels on 31 Jan and Stuttgart on 09 Mar.

Italian earlybird

SIT is offering a special discount of \$200 per person for bookings deposited by 20 Dec for its recently released selection of exclusive small group tours in Italy in 2011.

There are seven itineraries ranging from 8 to 15 days, designed for travel in small groups of no more than 25 people and interests such as dining, walking, wineries and cooking.

Overall there are more than 15 departures between May and Oct - more info 1300 885 173.

Canada brand best

CANADA has achieved the top placing in country brand ranking for 2010, as scored by the *Country Brand Index* by FutureBrand.

Australia and New Zealand were the second and third placed countries in the annual poll.

Canadian Tourism Commission's *Canada. Keep exploring* brand was born six years ago, and was second in 2008 and 2009.


First with the news
on location in
Kota Kinabalu, Malaysia

Today's issue of TD is coming to you from the Nexus Resort & Spa Kota Kinabalu, the venue for the 2010 Qantas Holidays Global Achievers Gala Event.

KOTA Kinabalu is the capital of the Malaysian state of Sabah, on the island of Borneo, and is hoping for a boom in tourism with the recent announcement by Malaysia Airlines that it would establish an "eastern hub" here (see p2).

The Qantas Achievers event was held at the Nexus Resort & Spa - a huge beachfront property about 50 minutes drive from the airport, complete with 485 rooms, suites and luxury villas.

As well as spectacular pools and gardens the resort also boasts an 18 hole championship golf course, eight restaurants and bars, a spa and a wide range of activities.

Over the weekend some of the top agents here were treated to some of the local atmosphere with a visit to a cultural village, while others got up close and personal with elephants, birds and of course orangutans at the Lok Kawi Wildlife Park - and an adventurous few even went white water rafting.

Nexus Resort also boasts extensive meeting facilities, with complimentary internet in all rooms and wi-fi in public areas.

The property is represented in Australia by Randall Marketing - see www.nexusresort.com.



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TravelManagers excited for future

"Our vision is to be 'the best partner in travel.'"

This was the key message from TravelManagers exec gm, Mandy Scotney (pictured below), during her opening speech at the third national TravelManagers conference in Sydney last weekend.

Almost 140 personal travel managers (PTMs) passionately listened to how the mobile consulting business has evolved to get to where it is today, and the possibilities and opportunities that lie ahead for them.

PTMs have had massive growth over the last year, with sales for TravelManagers up more than 70% on 2009.

The TravelManagers National Partnership Office team said it responded to feedback following input sought from PTM's completion of an online survey earlier this year to help improve their services.

Some of the actions which were implemented included reviewing phone systems and operations and ticketing teams, appointing a full-time national training manager and marketing executive, and creating and rolling out a Business Planning process.

"Our goal is to put the resources and systems in place so that you never feel like we are too big to care.

"Our business is *Personally Yours* and we want to make sure you are feeling that too," said Scotney.

Three focus areas for the

business in 2011 that they believe will help fulfil their vision of being 'the best partner in travel' is the recruitment of new PTM's to join the current team of 280, organic sales growth, and continuing to build stronger supplier relationships.

"We have so much to be excited about," said Scotney.

PTM's can look forward to personal web pages in the new year, as well as enhancements in technology including a Business Enterprise System featuring vital work applications and forms, available at a single sign on.

"It's impossible to be 'the best partner' on your own - it's something we can only do together," Scotney said.

TravelManagers chief exec, Joe Araullo closed the conference saying, "I don't only believe we have the right model for the future, but the last couple of days have once again reinforced the quality of our PTM's. Our future looks even better."



QH/Viva! to add domestic packages

QANTAS Holidays is set to expand its domestic portfolio and reintroduce packages combining land and air.

"We see domestic as an area for growth," JTG head of wholesale Simon Bernardi told *TD* with packages likely to be offered both through the Qantas Holidays brand, with QF and JQ flights, as well as Viva! Holidays in conjunction with Virgin Blue.

Bernardi also reiterated that recent price drops introduced across the Qantas Holidays and Viva! Holidays range were part of a new policy.

"Pricing on all international destinations is now competitive and will continue to be," he said.

QF to launch new domestic product

QANTAS will next week release details of its new domestic business class product, which is set for rollout along with the expansion of its new QCard electronic check-in technology.

A launch event is planned for Thu 18 Nov, but aviation blogs are speculating about the configuration of the next two A330-200s delivered to the carrier.

According to the reports the aircraft will have 42 business class seats and 268 in economy.

Economy seats won't change, but there will be a slightly different business class seat in a 2-3-2 configuration.

QFFF points key

THE ability for agents selling Qantas Holidays and Viva! Holidays to offer clients Qantas Frequent Flyer Points is seen as a key advantage for the wholesaler, according to Jetset Travelworld group gm wholesale, Simon Bernardi.

He told *TD* that clients who purchase packages using their QF-linked American Express card were able to "triple-dip" and earn points on both the transaction, and Qantas flights included, as well as the entire value of the QH package - not to mention tactical points bonuses on offer at the moment in connection with earlybird deals for fares to Europe.

JTG wholesale to purchase centrally

LINDY Christian from Stella in New Zealand will head up the global purchasing for product available through the newly merged Jetset Travelworld Group and Stella Travel.

Group gm wholesale Simon Bernardi told *TD* that the global purchasing would be in place for all of the brands offered through the combined group.



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ABOVE: This group of lucky Aussie travel agents recently enjoyed a trip to Canada after being the top sellers in a joint Air Canada incentive in Jul and Aug. They're pictured on the rocky banks of the Bow River in Banff - close to the Fairmont Banff Springs Hotel where they stayed during part of the trip.

Other activities included a rail trip on the Rocky Mountaineer in its Gold Leaf carriage, as well as travelling on the Explorer vehicle at Athabasca Glacier, plus visits to Whistler and into the Rockies.

Pictured above back row *from left:* Lisa Noye, Flight Centre Toowoomba; Laura Bulley, FC Robina West; Robert Guillaume, Jetset Brandon Park; Chloe Smith, Jetset Vermont; Nathan Denne, FC Aspley; Kate Driver, Travelworld Naracoorte; Vanessa Maloney, FC Victor Harbour; Joanna Coldham, APT; Georgina Nunn, PHT Glenelg;

Brooke Marjoribanks, Travelworld Newcastle; and Cassi Stokes, RACT Launceston.

Middle row: Daniel Venables, FC Loganholme; Alana Lancaster, Jetset Mt Gravatt; Nikki Langford, APT Res; Bill Callaghan, Travelworld Orange; Larissa McKenzie, Travelscene Newcastle Groups; Belinda Coffield, Jetset Belmont; Tina Paschalidis, Diploma Travel; Tania Bevan, Travelscene Hamilton; Janna Kogan, APT Groups; Lisa Kaye, FC Mt Ommaney; Holly Weir, HWT Garden City; Sharon Wright, Jetset Balwyn; Lee Moore, Jetset Melville; and Jane Cutts, RACT Ulverstone.

Front row: Melinda Flavell, APT; Karina Petrovics, FC Bowral; Therese Oliver, Jetset Naracoorte; Carly O'Bryan, Travelscene Belrose; Janelle Ramsey, APT; Sandi Jackson, Lifestyle Travel; and Trent Phillips, APT.

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EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au

Agency owners to switch to TM

TRAVELMANAGERS believes it will recruit more travel agency owners to their team in the coming year.

Speaking at the company's national conference over the weekend, TravelManagers exec gm, Mandy Scotney, said the pressure on rents, lack of quality staff and cost of compliance continuing to grow will attract agency owners to the TravelManagers business model.

"Mobile consulting is the future of travel," said Scotney.

ROH offers free call

ROYAL Orchid Holidays is giving its customers who book air & land packages free calls in Thailand and free THAI Royal Silk Class lounge access at Suvarnabhumi Airport in Bangkok.

The Happy Holiday Sim Card is ready to use and loaded with 35 Thai Baht offering 25 mins of talk time, to be used by 30 Jun.

NTIA 2011 details

THE 2011 afta National Travel Industry Awards will take place at The Westin hotel in Sydney on Sat 09 July 2011.

AFTA chief executive, Jayson Westbury, told attendees at the TravelManagers conference last Fri that a new category is going to be added to next year's awards line-up.

Qantas will again be the major sponsor of the industry event, and Singapore Airlines has also confirmed their participation as sponsor for the 'AFTA' party, following the success of this year's event.

Travel Daily in conjunction with travelBulletin will again be the official media partners for the awards.

Korean Air revamps North America

KOREAN Air will significantly increase services to Los Angeles from 27 Mar, with a phased introduction of an extra daily service making total frequencies 37 per week.

According to GDS displays, the operation will include 24 direct flights, plus one daily via Tokyo, three weekly via Las Vegas and a three weekly service from Seoul to LAX and onwards to Sao Paulo.

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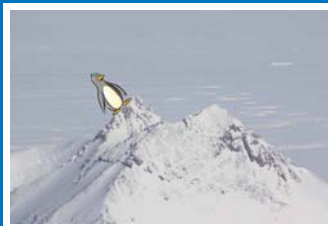


Over the next two weeks **Antarctica Sightseeing Flights** is giving one lucky *Travel Daily* reader the chance to win two seats on an Antarctica Flight.

This is a once in a lifetime opportunity to experience Antarctica, the world's last great wilderness. Fly over Antarctica aboard a Qantas 747 and marvel over this spectacular land. For more info visit **ASF** website by **clicking here**.

The prize includes two Economy Class Centre seats on either 23 January ex Sydney OR 6 February ex Melbourne flight.

For your chance to win this incredible prize, simply send in a quirky caption to represent the photo below.



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Humane holidays

HUMANE Society International has launched a new touring program that educates travellers on the animal protection work the group is working on around the world.

Humane Travels first tour will be to South Africa in Jan, which visits the SanWild Wildlife Sanctuary, while other trips are being planned for Bhutan, Canada and Guatemala.

For details go to www.hsi.org.

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Fri comp winner

CONGRATS to Andrew Redmond of Flight Centre Global Product and Piper Seaman of Expedia who were the Fri winners in the IGTO mini-comp to win double passes to see the film, *The American*.

Travel Daily AU
First with the news
Mon 08 Nov 10 Page 6
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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.

Aurora Expeditions - Antarctica 2011-12
Aurora Expeditions has unveiled brand new itineraries departing from Australia, New Zealand and South America, including Mawson's Centenary Celebration, Emeralds of the Subantarctic, Fly/Sail options to South Georgia & Antarctic Peninsula and the Weddell Sea. To order a copy visit www.auroraexpeditions.com.au.

Classic International Cruise - Athena 2011/12
The first e-brochure to be released for the company features the Australian summer program for *Athena* featuring 48 pages covers the 2011/12 itineraries departing from Perth and Adelaide. Hard copies are also being distributed to travel agents over the next month and the e-brochure version can select pages emailed to clients to save on postage and time - www.classicintcruises.com.

Mr & Mrs Smith Hotel Collection - South East Asia
This is the seventh book in the series of hotel guides aimed at the discerning traveller. The coffee table book looks at getaways in Thailand, Malaysia and Bali; Indochina-chic retreats in Laos and Cambodia; to Singapore & Vietnam.
The book is priced at \$45 and is available at book stores or online at mrandsmith.com - Australia/NZ and France also available.

Cox & Kings - India 2011
This first ever India brochure for the company offering luxury tours across the subcontinent including Bhutan and Nepal. Featuring 19 escorted small group and private tailor made journeys from 8 to 20 days. Also inc are 3 Special Interest tours and 3 Maharajas' Express Luxury Train journeys. More at - coxandkings.com.au.

Celebrity Cruises - 2011/12 Worldwide
New brochures are being sent out to agencies offering new ships, sailing and ports for the Jan 2011 to Apr 2012 season. A bumper issue this year, the program had an additional four pages on last year featuring itineraries in Alaska, the Caribbean, Australia, New Zealand, Europe, the Med, South Pacific, Galapagos Islands, New England, Panama Canal, and South America, plus trans-Atlantic and trans-Pacific voyages. It also features Celebrity's new Solstice Class *Celebrity Silhouette* vessel - go to www.celebritycruises.com.

TMS Academy boss

TMS Asia-Pacific has appointed Adelyn Ngion to head up the company's TMS Academy in the position of Regional Director.
TMS Academy was launched last Jul in Singapore and has established offshoots in Bangkok, Beijing, Shanghai and Sydney.

Icon Journeys

ICON Holidays is finalising plans to launch new daily small group tour program to run parallel with its FIT-based product.
Dubbed Icon Journeys, the program will offer trip itineraries in Greece, Turkey, Egypt, Jordan, Syria, Israel, India and Sri Lanka.

Tucan Travel - Worldwide, Africa, Asia, Latin America 2011
Tour operator Tucan Travel has released its 2011 brochure range including Worldwide, Africa, Asia and Latin America. The operator offers over 400 itineraries in 72 countries worldwide. Changes to the firms range of tours include a restyle of its Egypt program now using Riverboats for the three day Nile Cruise section of the itinerary instead of Feluccas. Also new is the Morocco tour and a major overhaul of the African overland product. New for next year is a selection of Expedition Cruises. The four region brochures have been redesigned to showcase the colour coded system for guaranteed departures and a more expansive layout, making it easier for agents and clients to read. Customer feedback has made Tucan rethink its long overland itineraries throughout Africa instead offering shorter 9 day tours from Johannesburg to Victoria Falls. Brochures are being delivered this week or can be ordered through 1stfleetbrochureflow.

Wild Earth Travel - Small Ship Cruises Europe, Middle East, United Kingdom
The brochure offers a small selection of product that the company sells in Europe including in the Norwegian Fjords and Russian Wild Seas onboard the *MS Island Sky* to the Baltic and British Isles through the Mediterranean to the Aegean, Adriatic and Black Seas. The small ship cruises call between 30 to 120 guests and offer an educational all inclusive itinerary.

Adventure World - Headwater Walking and Cycling Holidays in Europe 2011
This newly launched brochure showcases walking, cycling and canoeing holidays throughout Europe and the Eastern Mediterranean. Six new packages incl an 8 night Chablis Vineyards Walk in France; 7 night Contrasts of Puglia Cycling Tour in Italy; 7 night Vistas of Valencia Walk in southern Spain; a 7 night Contrass of Alentejo in Portugal. For a limited time a 5% discount is being offered - see www.adventureworld.com.au.

AAT Kings - The Kimberley 2011/12
Earlybird savings of up to \$540 per couple are available in the new 2011/12 brochure, if booked by 28 Feb 2011. The 'You are invited' feature on the Premium Kimberley tours have been enhanced to include a visit to a family owned Hoochery Distillery in Ord River Valley and much more. For a full run down of tours visit www.aatkins.com.au.

WWW.TOURISM-MAURITIUS.MU

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CONTACT: WWW.AFRICANWILDLIFESAFAIRIS.COM.AU
& WWW.AIRMAURITIUS.COM

MTPA
Tourism Office

GROW A MO AND WIN A CRUISE



P&O Cruises World Cruising in conjunction with **Travel Daily** is supporting *Movember* this month and is urging the industry to take part in the charity event with great prizes to be won.

The competition coincides with a reunion of some of Australia's greatest cricketing legends, including Neil Harvey and Alan Davidson at *Movember* charity lunches onboard P&O Cruises UK's superliner Oriana in Sydney on November 4 and Brisbane on November 6.

The 69,000-tonne Oriana will be supporting *Movember* at the events by wearing her own spectacular 20-metre moustache below her bridge.

Guys can take part as a Mo' Bro by grabbing some friends and girls can help out as a Mo' Sis (see the website for more details).

Here's what you need to do:

1. Register your details at <http://au.movember.com/>
2. Email your team name to pomocomp@traveldaily.com.au
3. Grow some impressive facial hair
4. Send in photos to feature on the **Travel Daily** website
5. Vote for your favourite mo
6. Win a fantastic 7 night Cruise on board P&O Cruises World Cruising's Arcadia ex Sydney to Fremantle; Cricketing memorabilia; cricket sets and gift packs

To kick-start this fabulous competition, the staff at Complete Cruise Solution have sent in their own fun mo photo (above) - however we are after the real thing - so get growing!

DID YOU KNOW?

Orianas 2012 World Cruise for 2012 provides your clients with a choice of 18 sectors ranging from 15-97 nights in duration taking the Suez Canal to the sights of the Middle east, India, Asia, Australia and New Zealand.

[Click here for competition full terms and conditions](#)



Nasiry to OE

MOHAMMAD Nasiry has been named as the new NSW State Manager for Orient Express Travel Group's Express Ticketing.

Nasiry's new role is effective 01 Dec and sees him move from a senior account manager position with Etihad Airways, where he has been since March 2007.

Tiger Avalon base

TIGER Airways will tomorrow open its third Australian base at Avalon Airport, with MD Crawford Rix and Tourim Victoria attending the launch.

The budget carrier says it will also use the event to make a new 'special announcement', with Avalon-Brisbane flights possible.

Introducing Travel Agents Nexus - an Exciting New Wholesaler!



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- Go to www.travelagentsnexus.com.au and click 'Join Now'.
- Nexus is 100% Australian owned and operated.
- Our product range and prices are exceptional.
- Accommodation, tours, transfers, car hire, sightseeing and attractions all through the one great site.

Join the Nexus revolution today by CLICKING HERE!

KEA partners BIG4

CAR and motorhome rental company Kea Australia has signed a two year partnership deal with BIG4 Holiday Parks.

The agreement will entitle KEA customers to a 10% discount on powered and unpowered sites at BIG4's 180 Holiday parks throughout Australia.

B737-275 on Ebay

ANYONE with a lazy \$500,100 wanting to start up their own cargo airline might be interested in a current offer on internet auction site Ebay.

Up for grabs in the USA is a 41 year-old Boeing 737-275C aircraft, configured for full cargo service which has clocked up close to 61,000 airframe hours.

The seller advises the jet (pictured below) has had prior wing damage, but it's "been repaired and ready to fly!"

For interested buyers, there's more than 50 images posted on Ebay showcasing the aircraft, with one bidder already willing to pay the half-a-million dollar price tag.

The auction ends in seven days - for details click here.



On sale through Ebay - 'Boeing 737-275 Cargo Ready to Fly!'



SALES ACCOUNT MANAGER VIC/TAS

World Aviation Systems is seeking an enthusiastic and positive team member with a 'can do' attitude to join our Melbourne based sales team.

This is a challenging role in a highly competitive market and a minimum of two years sales experience in the travel industry is essential. You will need to be highly motivated and have the ability to work under pressure to meet and exceed targets coupled with drive and determination to succeed.

You will be required to proactively seek new business opportunities as well as drive existing business with key travel industry partners and continue to build and maintain relationships, achieve revenue targets and provide regular product updates.

If you possess a high level of customer service, excellent communication and presentation skills, Fares and Ticketing I and II, good knowledge of Microsoft Office and have a positive attitude, we want to hear from you.

Please email your resume to Ms Jo Spoljar jo.spoljar@worldaviation.com.au by close of business on Friday, 12th November 2010.

Only successful applicants will be contacted.

Creative gets secure

CREATIVE Holidays will next week make it mandatory for agents to provide full passenger details for clients travelling by air to the USA and Canada, to comply with 'Secure Flight' requirements.

Consultants will need to provide names per passport, date of birth, gender and passport numbers to make an air booking or to convert an air quote.

The change comes into effect from 15 Nov, through Creative contact centre and i-CREATE.

DriveAway earlybird

DRIVEAWAY Holidays has this morning launched its Earlybird deals on Car Rentals, Leasing and Motorhome hire for 2011.

The deal incl discounted rates, free day options and upgrades, & reduced delivery fees.

Meet the new members of the 500 club!

QANTAS Holidays honoured some of the best and brightest travel agents in Australia on the weekend, with the 15th annual Global Achievers event being held in Kota Kinabalu, Sabah.

As well as naming the top selling Qantas Holidays/Viva! Holidays agents in each state and territory, this year the event included the inaugural "500 club" - the eleven top consultants who each sold more than \$500,000 worth of QH product in the last 12 months (pictured below).



LEFT: The top guns in the 500 club: Nicole Adams, Travelworld Newcastle Greater NSW; Bada Payne, Jetset Morley WA; Sarah Gott, HWT Reservoir Vic; Trish Stamp, Travelscene Mount Eliza Vic; Annita Wenn, HWT Marion SA; Jenny Cooper, Queanbeyan City Cruise and Travel; Sarah Phillis, Platinum Escape SA; Karen Hamilton, Elite Travel; Angela Kaluzyn, Travelscene at South West Travel NSW; Greg Munt; Gaynor Vantsant, Travel Focus International WA; and the one and only Bettina Barker.

2010 Qantas Hols Global Achievers

National Online Booking Award: Sarah Phillis, Platinum Escape SA
Highest Group Sales: (new category for 2010) Luke Mule, Jetset Morley

Top ACT Achiever: Jenny Cooper, Queanbeyan City Travel & Cruise

Top NSW Achiever: Karen Hamilton, Elite Travel

Top NT Achiever: Glen Bull, Harvey World Travel Darwin

Top Qld Achiever: Lorraine McLoughlin, HWT Ashmore

Top SA Achiever: Sarah Phillis, Platinum Escape

Top Tas Achiever: Matt Paine, HWT Launceston

Top Vic Achiever: Sarah Gott, HWT Reservoir

Top WA Achiever: Bada Payne, Jetset Morley

National Consultant of the Year: Sarah Phillis, Platinum Escape.

RIGHT: The inimitable Murf Nelson from Travelworld Burleigh West in Qld was awarded a special painting - created at the Lok Kawi Wildlife Park by resident orangutan artist Mowgli. She's pictured with the evening's headline entertainment, famous Aussie songstress Tina Arena, and Bettina Barker.



LEFT: Kay Franklin of Jetset Moonee Ponds; Charlie Ridout from Randall Marketing, representing the Nexus Resort; JTG's Julie Primmer and JTG group gm wholesale, the always dapper Simon Bernardi.



ABOVE: During their visit to the Lok Kawi Wildlife Park the group were given some exclusive up-close experiences with the animals - including Emma Holm of Jetset Bunbury who's pictured with her new pachyderm pal.

LEFT: Chris Dowling of QF Travel Centre in Collins Street, Melbourne cuddles up with a slithery friend.



LEFT: HWT md David Rivers presented outgoing Qantas Holidays National Sales Manager Bettina Barker with the prestigious John Harvey Award.

Describing Barker as an icon of the travel industry, Rivers hailed her infectious energy and passion as a "vigilant, enthusiastic supporter" of travel agents.





Register with AA for a chance to win 2 VIP Tickets to the U2 360 Tour in Sydney on Mon 13 Dec 10

INNOVATE AND HEAD UP THIS BRAND

MANAGING DIRECTOR

SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE

This is an exciting opportunity for an exceptionally talented business leader to take this great Brand forward and drive company growth. We are looking for someone with strategic agility, strong negotiation & relationship skills, and the ability to tackle a leadership role with great energy. You will have great communication skills and the ability to inspire your team by being a visionary leader who sets clear objectives.

YOU'LL BE PROUD TO LEAD THIS TEAM

HEAD OF ACCOUNT MANAGEMENT

MELBOURNE – SALARY PACKAGE NEGOTIABLE

If your background in Account Management is filled with success in exceeding clients' expectations, increasing retention of clients and offering creative solutions & improvements to products & services this new role is calling your name. You will have proven leadership skills, gaining respect through knowledge & results and being able to motivate & drive an experienced team to achieve excellence.

INDUSTRY SALES JUST BECAME GLAMOROUS

INDUSTRY SALES MANAGER

SYDNEY – SALARY PACKAGE TO \$80K

With this beautiful product in your briefcase every Agent will be happy to see you as you traverse your territory. As an experienced BDM on the road and having the proven results in increasing sales from your region, you will be joining a team that is driven to achieve great results and are passionate about their product. Continued growth is expected so now is an exciting time to join this international organization.

TAKE A GREAT BRAND AND SPREAD THE WORD

MARKETING MANAGER

SYDNEY OR BRISBANE – SALARY PACKAGE \$70K

This newly created role is within an expanding Corporate agency so if you're experienced in working in an autonomous marketing role with a focus on e-Commerce, PR and Branding this role is perfect. You'll enjoy working in a fast paced, dynamic environment that requires your agility in juggling multiple activities and adapting to change quickly. This is a Global organization so this is a great career move.

REVENUE MANAGEMENT JUST GOT EXCITING!

REVENUE PLANNING MANAGER

SYDNEY – SALARY PACKAGE TO \$100K

Play a critical part in the on going growth & profitability of this successful organization and have an impact on the team. You'll be an experienced Revenue Manager who enjoys analyzing data and making the numbers perform better. Your strength in leadership will inspire your team and encourage an environment of team spirit and great fun. Your product is gorgeous and your benefits include discounted travel.

CLIENT MANAGEMENT ON A NATIONAL STAGE

KEY ACCOUNT MANAGER

SYDNEY – SALARY PACKAGE TO \$90K

Provide strategic Account Management to key Clients in AU/NZ and be responsible for developing & implementing a national strategy for account retention and the capture of new business opportunities. If you love a fast-paced role with national responsibilities and a Global brand behind you, this position offers a huge career opportunity, a fantastic salary package and an amazing team to work with.

ARE YOU DRIVEN BY CUSTOMER SATISFACTION?

HELP DESK / CUSTOMER SERVICE MANAGER

SYDNEY – SALARY PACKAGE TO \$80K

If you're driven by improving the performance of your team as well as the satisfaction of your clients this new position will allow you to use your leadership skills along with your experience in a customer support environment. This role offers great variety and the chance to liaise across all areas of the company. You'll need a good handle on travel technology in general and great troubleshooting skills.

TRAVEL TECHNOLOGY – CAREER OF THE FUTURE

SERVICE DELIVERY MANAGER

SYDNEY – SALARY PACKAGE NEGOTIABLE

If your background is within a GDS or Airline operations environment combine your skills into a new Project-type role largely focused on internal processes, ensuring system enhancements and projects are delivered in line with SLA commitments. So if you can see your future career developing with a global technology company that is expanding at a rapid rate please apply. A great salary package is available.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Linda Green
NSW & ACT
Ph: 02 9231 2825

Kate Dalrymple
OLD & NT
Ph: 07 3229 9600

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

"A GREAT WAY TO FLY"
Sell & Reap the Rewards

Simply issue Singapore Airlines tickets with Consolidated Travel between 15 October-15 November 2010 and you could be Reaping the Rewards!

1st Prize: The Top producing Agency will win 2 return Business Class tickets Europe*



2nd Prize: 2 return Economy Class tickets to Europe*

\$30 David Jones voucher awarded for every return Economy class ticket*

\$50 David Jones voucher awarded for every return Business/First class ticket*

***Conditions:** Valid for tickets issued by Consolidated Travel or via Quikticket between 15 October –15 November 2010 on 100% SQ itineraries to Europe, Japan, Western Asia & Africa (including Earlybird fares) plated to SQ (618) ticket stock on the Consolidated Travel IATA only. Voucher eligibility will be restricted to a minimum sell of 4 tickets during the promotion. Child, Infant, Group Sales, Cancelled or Refunded tickets are not eligible. Consolidated Travel and Singapore Airlines reserve the right to alter or withdraw the promotion at any time. Vouchers will be capped & prize winning tickets do not include taxes or surcharges. Vouchers will be distributed upon completion of the promotion & claims will only be accepted by COB 22 November 2010.

To receive your vouchers, please complete the details below & fax OR email to the Consolidated Travel Sales Team by Monday 22 November 2010.

Agency Name: _____

Consultant: _____

Ticket Numbers: _____

Claim Date: _____

Melbourne

Telephone: 03 9251 5044
Facsimile: 03 9663 2095

Sydney

Telephone: 02 9394 1402
Facsimile: 02 9247 7907

Brisbane

Telephone: 07 3334 2000
Facsimile: 07 3221 3771

Adelaide

Telephone: 08 8203 8001
Facsimile: 08 8231 1220

Perth

Telephone: 08 9442 6000
Facsimile: 08 9481 0590

ABN 60 004 692 791



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*Air must be sold in conjunction with land.



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holidays

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Merry Christmas

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2011-2012

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virgin blue – vacancies.

Fly a little higher with the company that thrives on fresh creative thinking. Help us continue to reshape and revolutionise the Australian travel industry with our hallmarks of friendly service, fun and flair. Become part of a group of people who embody our unique “can-do” culture that gives us our unique competitive edge.

national business development manager – sydney.

Come join us in our newly created National Business Development Manager role in our ever expanding Sales team in Sydney.

Your role will be to lead and manage a successful new business sales team in Australia including Business Development Managers and support personnel with the responsibility to attain signed and traded profitable new business targets from national, regional and global bids. This role will hold full accountability for the delivery, developing and implementing of strategic sales plans and you will hold accountability for the delivery of new business revenue targets.

To ensure that you are the front runner for this role you will demonstrate your proven ability to develop strong high level relationships and stakeholder management. Have experience in contract negotiation, contract management and tender writing coupled with your previous experience with developing and implementing strategic sales plans. Are you ready for the next step in your career?

Hurry as applications close **Friday 12 November 2010.**

flight revenue analyst – brisbane.

With more exciting expansion plans, we are constantly seeking people that share our energy, drive and passion for success. If you're looking to make a difference then we may have the role for you.

The Flight Revenue Analyst role involves controlling and being accountable for the revenue performance and strategic management of multi-million dollar markets. It requires high levels of analytical ability to identify trends and opportunities and then convert them into the optimal results using in house systems.

This role will give you broad exposure to other commercial departments and requires the ability to influence colleagues in driving the business forward. Your decisions will make a difference and directly impact on the company's profitability.

You will be tertiary qualified in numerical or business discipline and you will need to demonstrate expertise and experience in high-level business analysis and strategic planning, preferably in a revenue management role or similar from within the airline or hotel industry. Having domestic and/or long haul revenue management experience would be an advantage.

Hurry as applications close **Wednesday 17 November 2010.**

premium guest service agent – brisbane.

Our new Premium Guest Service Agent role within our expanding sales team will contribute to the generation of revenue for the Virgin Blue Group by providing a superior level of customer service to most valued guests.

This role will see you develop, implement, document and manage special needs and VIP/CIP handling processes and reservations. You will be required to provide a premium guest booking service for guests identified as being VIP and CIP status on Virgin Blue Group airlines and to manage these reservations from initial enquiry through to the completion of business.

To be a frontrunner, you'll have significant GDS experience, preferably on Amadeus; well developed written and oral communication skills and a positive can-do attitude. Previous airline, Fares and Ticketing qualifications would be highly regarded.

Hurry as applications close **14 November 2010.**

airside standards advisor – brisbane.

As an Airside Standards Advisor you will be responsible for the development and continuous maintenance of airport processes and procedure's across the Virgin Blue network. Your focus will be to define and document high quality standards and outcomes expected for the operational delivery of activities on the tarmac and safe operations of aircraft arrivals and departure.

Working extensively through our Airport Handling Manuals, attention to detail is a must, together with proficient writing, research and analytical skills. Utilising your excellent communication skills, you will be effectively communicating frequent change to all relevant stakeholders and providing advice on regulatory compliance requirements.

So how will you be earning your credibility as a standards guru? Not only will you have experience within Airside Operations but you will be frequently meeting with internal stakeholders, gaining operational exposure and building rapport with airside teams. As you will be out and about across our ever expanding network, some domestic and international travel will be expected.

With supervisory experience, you will bring a thorough knowledge of airline operations policies and procedures, together with the ability to analyse these processes for both operational and regulatory efficiency. Although you'll already have the knowledge, there will be opportunities for development and a relevant development plan will be created for successful applicants.

Hurry as applications close **Sunday 21 November 2010.**

learning and communications advisor – brisbane.

Our Learning and Communications Advisor will contribute to the generation of revenue for the Virgin Blue Group by ensuring our teams are equipped with the training and skills to provide exceptional customer service to the travel industry. Thereby ensuring the loyalty and support of the industry because of the positive and professional service levels.

Your new role will see you responsible for the design, development and delivery of a range of product, process and soft skill learning programs to meet the needs of the Sales Department. In addition the role is responsible for the creation and distribution of sales communications to Corporate and Government clients as well as the travel industry.

To ensure your success in this role you will have significant GDS experience preferably on Amadeus, well developed written and oral communication skills and a flair for providing training outcomes that enhance our reputation industry-wide. Certificate IV in Workplace Training and Assessment qualifications combined with domestic and international travel industry experience will ensure you are a front runner for this role.

Hurry as applications close **Sunday 14 November 2010.**

v australia helpdesk consultant – brisbane.

Come join us as a V Australia Helpdesk Consultant. You will contribute to the generation of revenue for the Virgin Blue Group by providing industry leading levels of customer service to the travel industry.

Your exciting new role will see you provide exceptional customer service to the travel industry selling V Australia in the Australian domestic and overseas markets. You will have the drive to maintain a positive attitude in assisting agencies with queries covering a wide range of issues including fares, ticketing, routings and product. You'll be working in a fast-paced and dynamic contact centre environment and you will have a clear understanding of the impact of commercial decisions.

To ensure your success in this role you will have previous significant GDS experience, well developed written and oral communication skills and a resilient can-do attitude. Previous airline, call centre experience will ensure you are a front runner for this role.

Hurry as applications close **Sunday 14 November 2010.**

So if you're someone who likes working in an energetic, fast-paced, dynamic environment where your passion for challenging convention and fast-tracking innovations can go into overdrive, then we're probably a good match and we'd love to hear from you. To apply visit our website www.virginblue.com.au choose the tab “About Us”, then “Careers”, and access the current opportunities link.

