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# Travel Daily AU

First with the news

Tue 09 Nov 10    Page 1

EDITORS: Bruce Piper and Guy Dundas  
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## P&O World Voyages agent training

CARNIVAL Australia's Complete Cruise Solution is set to launch new online training modules for its P&O Cruises World Voyages brand next year.

P&O Cruises UK MD Carol Marlow is in Australia this week for the arrival of *Oriana*, and also foreshadowed a brand refresh for P&O Cruises World Voyages.

Marlow will be the keynote speaker at the Jetset Travelworld network conference in Hong Kong later this month.

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## Arrivals, departures climb

VISITOR numbers to Australia rose 1.2% during Sep compared to Aug, with strong inbound growth from several Asian countries.

Year-on-year arrivals from Japan are up 30%, while China is up 43% and Malaysia increased 28% compared to Sep 2009.

Australian Tourism Export Council md Matt Hingerty hailed the figures, saying "we hold out some hope that our strong growth from the region will offset the impact of weak local economies and the high dollar in traditional Western markets".

Arrivals from NZ are up 6.6% but other major markets declined

### Oprah frenzy

TALK show fans from across Australia are in raptures today after 6000 of them won tickets to the upcoming Oprah shows which will be filmed at the Sydney Opera House next month.

*Travel Daily's* own Chantel Long was one of the lucky ones whose name was drawn out in the ballot - meaning that *TD* will be able to bring you an exclusive insider's report from the event.

including the UK, down 7.1%, and the US which declined 6.2% year on year.

Outbound travel continues to boom, with numbers up 0.4% and departures currently 12.6% higher than in Sep 2009.

Not one of the top ten destination countries recorded a year-on-year decrease, with the strongest growth to China (up 32%), Indonesia (24%), the US (24%), Italy (20%), Fiji (19%) and Malaysia (12%).

### Still no QF A380s

QANTAS doesn't expect to begin operating its A380 aircraft until Thu at the earliest, after ongoing investigations into the QF32 engine fire focused in on an oil leak in part of the turbine (*TD* breaking news).

However CEO Alan Joyce said that the backlog of affected passengers in Los Angeles is expected to be cleared by the last departure ex LAX on 08 Nov.

Inspections on the QF A380 fleet are believed to have found oil in three engines where it should not be present, with all three Trent 900s to be replaced.

Earlier reports that Singapore Airlines and Lufthansa are also planning to replace some of their engines were incorrect, with both carriers saying they have found no issues after inspections.

QF's A380 engines are rated for slightly higher thrust than those used by SQ and LH.

MEANWHILE a Qantas embargo on rebated industry travel to London, Frankfurt, Singapore, Hong Kong, Bangkok, Los Angeles, New York and San Francisco has been extended to 10 Nov, due to the carrier's "focus on moving commercial passengers affected by the A380 fleet grounding".

Today's *TD* includes an exclusive comment on the A380 situation from AFTA ceo Jayson Westbury - see page seven.

## Olympic EY c/share

GREEK carrier Olympic Air has launched new codeshare flights from Athens to Sydney and Melbourne in conjunction with Etihad Airways, with the move effective for flights from 31 Oct.

## Bumper issue today

*Travel Daily* today has eight pages of news and photos including a full page of pics from the TravelManagers conference in Sydney last weekend, plus full pages:

- TMS Asia Pacific jobs
- AA Appointments jobs



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Page 2

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**ETIHAD**  
AIRWAYS

[Click for Etihad Interactive Tour](#)

## Mirvac Q Station

MIRVAC Hotels and Resorts has been appointed to manage Sydney's "unique heritage retreat property," Q Station.

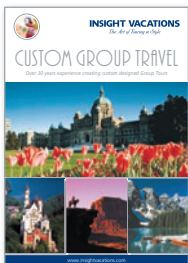
The 73-room and 6 cottage property is located at North Head about five minutes from Manly.

Mirvac Hotels chairman Gary Flowers said Q Station was a great addition to the group's 4-5 star portfolio, adding: "We believe we can add significant value to the business through our sophisticated distribution network, attracting the leisure and conference markets."

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## DJ/EY responds to ACCC

VIRGIN Blue and Etihad Airways have told the ACCC that they anticipate their proposed alliance will stimulate their market share of flights between Australia and Europe due to an "improved product" offering.

The airlines made the claim in their response to the Australian competition watchdog last week, which was seeking a range of answers to questions about the Alliance, as revealed by *Travel Daily* last month (*TD* 18 Oct).

The applicants confirmed they have no plans to add additional

services between the UAE and Europe, and admitted that having the VA code on Etihad metal on some services "is unlikely to have a significant effect on services which do not connect to Australia."

Virgin Blue also confirmed that its only commercial interests with Virgin Atlantic and Virgin America are through codeshare deals, RTW fares, reciprocal frequent flyer programs, and joint co-op (with VX) for roadshows.

Etihad also said it wasn't able to quantify the stimulatory effect of its previous codeshare deal with QF (which ends on 29 Nov) but said that based on passenger flows it did boost international tourism to Australia, from Europe and the Middle East.

## Royal revitalisation

ROYAL Caribbean International has announced a multi million dollar revamp of its *Radiance of the Seas* in the lead-up to her Oct 2011 Australian deployment.

Four new specialty restaurants will be added, along with a new lounge for Crown and Anchor loyalty program members, more kids club facilities, Wi-Fi internet throughout, and interactive flat screen TV in all staterooms.

Royal Caribbean also overnight announced enhancements to *Splendour*, *Liberty*, *Freedom* and *Oasis of the Seas*.

See *Cruise Weekly* for all the latest cruise news - free at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

## Cruise Awards boom

THE International Cruise Council Australasia has sold 325 tickets for its annual awards event next Jan in the first week since bookings opened.

The 29 Jan function will take place at Sydney's Sheraton on the Park Hotel, with awards on offer in 15 categories for agents in Australia and New Zealand.

To snap up some of the remaining tickets book now at [cruising.org.au/industryawards](http://cruising.org.au/industryawards).

## Window Seat

GAP Adventures looks like a really fun place to work, according to a YouTube video which features today on *Travel Daily TV*.

The video shows Gap staff from around the world - incl the company's Australian "Outpost" - dancing to Michael Jackson's *Can You Feel It*, all filmed on iPhones and handheld cameras - see [youtube.com/traveldaily](http://youtube.com/traveldaily) or click on the logo above.

THE famous British ability to endure waiting in queues is under threat, with a survey released this week revealing that the average UK adult male is only able to stand in line for 10 minutes and 42 seconds before becoming infuriated.

The poll of about 2000 adults found that queuing in supermarkets was the most loathed activity, followed by the post office and then airport check-in and security.

20% of people were found to shop at night to avoid queues.

A MAN is facing charges in Korea after allegedly phoning in a fake bomb threat in order to delay his flight because he was running late.

According to local media reports the 40-year-old rang the airport from a pay phone while he was rushing for the flight at Gimpo airport, which was already on high alert because of the upcoming G20 summit.

The aircraft was delayed for two hours - meaning he managed to board and fly to the resort island of Jeju.

However police traced the call to the pay phone and were able to identify the man from CCTV footage, with an arrest planned for when he returns from holiday.



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## P&O optimistic

P&O CRUISES says it's hopeful *Pacific Jewel* will be back up and running in time for the 27 Nov *White Cloud Wonders* cruise, as the vessel undergoes repairs to its propulsion system in drydock.

In an update yesterday, P&O said: "With just under three weeks until J036, progress is being made, making us optimistic about a positive outcome."

The cruiseline emphasised the "complex repair" was uncommon and "it's not one that can be rushed."

The stabiliser problem resulted in the cancellation of a number of sailings this month, including the 30 Oct Melbourne Cup Cruise and a 13 Nov Fiji Cruise (*TD* 28 Oct).

While in drydock, *Jewel* will be fitted with a Big Screen on the rooftop, receive a dancefloor in the ship's atrium and other refurbishments.

## NCCC appointment

THE National Convention Centre Canberra has named Robert Doyle as sales manager, responsible for driving businesses to bring events to the nation's capital.

## New Tiger tracks

TIGER Airways has used today's official launch of its Melbourne Avalon base to announce two new routes from its third Australian base, to Canberra and Brisbane, as flagged by *TD* yesterday.

TT will begin operations from Avalon tomorrow, with routes offered to Adelaide, Gold Coast, Mackay, Perth, Sydney, Alice Springs and Rockhampton.

Canberra and Brisbane services are slated to commence from early Feb 2011.

"Our new base at Avalon Airport means more aircraft, more jobs, more low fares and further cements our commitment to the State of Victoria," said Tiger's Australian md Crawford Rix.

Tiger says its Avalon base will provide a "major boost for the Victorian tourism industry", making access for interstate travellers more affordable.

The new hub has led to the creation of around 60 flight and cabin crew positions in Victoria, along with 30 jobs through TT's ground handling agent, Aerocare.

Tiger's other Australian hubs are at Tullamarine and Adelaide.

## Leather-bound in S. Africa



## Samoa revival hope

SAMOA Tourism Authority has forecast an annual average growth rate in visitor arrivals of between 3% and 7% for 2010, despite latest figures showing inbound traffic slid 8.5% year on year in Aug 2010.

Stats for the eight months Jan to Aug show a cumulative visitor dip of just 3%, compared to 2009.

The Australian market was the second largest source for Samoa, accounting for 17% of arrivals, coming in behind New Zealand which held 49% of visitor traffic.

ABOVE: South African Tourism recently hosted a group of lucky Harvey World Travel consultants on a famil, visiting Johannesburg, Pilanesberg and Cape Town, with agents experiencing the local and tourist attractions the country has on offer.

Pictured here in Caps Bay Cape Town *from left* are: James Brodie, Grant Horrigan, Sophie Tsitos, Michelle Tabuteau, Kylie Leadbeater, Janice Gott, Alan Mathieson, Rob Gurr (SAT), Giovanna Ranoldo and Flo Bennett.

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Incentive closes 21st November 2010

Log your Emirates sales to Europe today

## AM signs with DTW

DISCOVER the World Marketing has been reinstated by Aeromexico as its GSA in Australia.

The renewed partnership with the Latin American carrier follows the recent appointment of the GSA to represent it in Cambodia, Laos, Malaysia, Thailand and Vietnam (TD 27 Oct).

## C&K boost product

LUXURY tour operator Cox & Kings has added new destinations to its recently launched 2011/12 Worldwide brochure.

New locations covered include Turkey, Cuba, Albania and Uzbekistan, Burma, Georgia and the Baltic states.

Antony Giblin, C&K business head said: "We've added exotic new locations and expanded tours to destinations which are growing in popularity, such as Syria and Jordan, to meet demand".

New tours include the 11-day Cuban Discovery; the 11-day Heart of Central Uzbekistan and the 8-day Wonders of Egypt itinerary.

## China Southern \$3.7b Airbus order

SKYTEAM airline alliance carrier China Southern Airlines has placed an order with Airbus for 36 SAS aircraft, made up of six widebody A330s and 30 A320s, worth a list price of US\$3.8 billion.

## Rockies ski ready

THE ski season has officially opened at The Lake Louise Ski Area in Banff National Park, with Sunshine Village to follow on 11 Nov, and Mt Norquay in early Dec.

## QF yachting deal

QANTAS has been named as the Official Airline Partner for the 2011 ISAF Sailing World Championships being held in Perth in Dec 2011.

As Silver level sponsor, QF will assist with transporting teams and officials to Western Australia, and run domestic and international promotions for the event.

## Bumper Sep in HKG

AUSTRALIAN visitor numbers to Hong Kong during Sep 2010 were up 19.6% year-on-year to 64,830 movements on the 2009 figure, according to latest stats from the Hong Kong Tourism Board.

Year to date figures to Sep were also up 10.3% to 471,404.

The cumulative total from all source markets for the first three quarters of 2010 was 26,175,950, up 23.7% on the 2009 figure.

## CHOGM WA impact

THE Western Australian gov't says businesses in Perth's CBD will be able to operate as usual during the Commonwealth Heads of Government Meeting (CHOGM) planned for Fri 28 Oct 2011.

The state has pushed back the Queen's Birthday Holiday from 03 Oct to 28 Oct, meaning businesses in shopping centres, such as travel agencies, will be able to "enjoy public holiday trading."

A number of artistic, cultural and sporting events have been slated to coincide with CHOGM 2011, which runs 28-30 Oct.

## Nothing Like Italy

TOURISM Australia has launched its international 'There's Nothing Like Australia' campaign to markets in Italy at the TTG Rimini Fair and via a custom built interactive map for the Dutch market.

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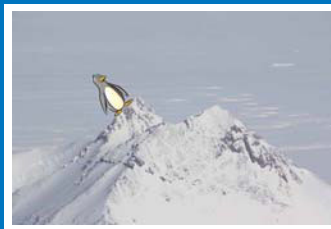


Over the next two weeks **Antarctica Sightseeing Flights** is giving one lucky **Travel Daily** reader the chance to win two seats on an Antarctica Flight.

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.



Email your answers to: antarcticacomp@traveldaily.com.au

The most creative caption wins!

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## Gaga waxes it up

POP music sensation Lady Gaga is the latest A-list celebrity who will be immortalised in wax as part of Madame Tussands museums around the world from Dec.

The 'life-like' Gaga's include mock-ups of the entertainer in her 'Harequin', 'Kinky Boots', 'Hair Hat' and 'Lady in Lace' outfits, which go on display from 09 Dec in London, Amsterdam, Berlin, New York, Hollywood, Las Vegas, Shanghai and Hong Kong.

## Constellation Gong riders

CONSTELLATION Hotels had a team of 21 riders take part in last Sun's MS Sydney to the Gong Bike Ride, which winds its way 90kms from the city to Wollongong.

Thanks to the support from a range of businesses, the Constellation contingent of cyclists raised \$5,160 for people dealing with Multiple Sclerosis.

The group plans to double this year's figure in 2011.

Pictured here are some of the Constellation Team - back row **from left** are: Matt Swan, Bruce Holliday, Kim Griffith and Cameron Stewart.

Middle row: Jo Swan, Sarah

Dove and Kristina Loncar.

Front row: Jonathan Wooller, Constellation Hotels' managing director; Liz Mckinnon and Tanya Kapferer.



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## Gap's Ignitethenite

GAP Adventures celebrated its 20th anniversary last Wed, raising \$140,000 at a fundraising event in Toronto, to build a new eye care facility in Cambodia, in partnership with the Planterra Foundation.

Gap founder Bruce Poon Tip told *TD* that to be a success, the 'Ignite the Nite' event needed to raise \$50,000, but due to an "overwhelming response" from sponsors, the target figure was almost tripled.

He said the Gap Adventure's 20/20 Vision Centre represented one of the operator's Core Values, which is 'changing people's lives'.

It's expected that 200 people per month will visit the centre for eye care treatment, which is lacking currently because of limited resources.

Poon Tip said that by surpassing its fundraising goal it would now be able to build mobile eyes camps in Tanzania.



## Money

WELCOME to *Money Talk*, *TD*'s weekly feature on what the Australian dollar is doing.

**\$1AUD = US\$1.01**

THE Australian dollar is now sustaining its high level against the US\$, as strong commodity prices and continue to support the local currency.

Last week's surprise interest rate rise by the Reserve Bank has also pushed up the dollar - but may also lead to a drop in consumer confidence leading up to Christmas as larger mortgage payments begin to bite.

But it's still a great time for outbound travel, with the A\$ at historic highs against the US\$, British pound and Euro.

*Wholesale rates this morning:*

US	\$1.012
UK	£0.624
NZ	\$1.269
Euro	€0.720
Japan	¥81.96
Thailand	฿33.32
China	¥6.58
South Africa	R6.76
Canada	\$1.007
Crude oil	US\$87.40

## TIME to Mentor

THE Travel Industry Mentor Experience (TIME) Board members are inviting people from across the industry to its Christmas function on 02 Dec.

The evening will provide info about the program and offers the opportunity to network with Mentors and Mentees, at the Blue Sydney Hotel in Woolloomooloo.

RSVP by 22 Nov by email at - [time@travelindustrymentor.com.au](mailto:time@travelindustrymentor.com.au).

## Skymark A380s

LOW cost carrier Skymark Airlines is planning to become the first Japanese airline to operate Airbus A380s, signing a Letter of Intent with Airbus to purchase four of the superjumbos.

The order, which includes two additional A380 options, will see the carrier operate them on int'l routes from Mar 2015 to the United States and Europe.

## More Renaissances

MARRIOTT International has announced it will open three Renaissance branded properties in Europe over the next three years.

The hotels include the 87-room Renaissance Lucerne Hotel in Switzerland (to open in 2011), the Renaissance Aix-en-Provence Hotel in France (2012) and Renaissance Paris Saint-Cloud Hotel (2013).

## US adding 500 crew

US AIRWAYS has announced it will boost its crew members by an additional 500 people throughout the next year, to cover planned retirements and attrition.

The majority of recruits are to be hired by Jul 2011 and will consist of people returning to the airline, as well as new pilots and flight attendants.

## Wu Indo expansion

WENDY Wu Tours is offering a new range of Indochina tours including five new itineraries in Vietnam, Laos and Thailand.

The itineraries range in length from 12 to 16 days including the 13-day Highlights of Laos tour, priced from \$3,987ppts which covers return economy airfares, all meals, accom, transport, daily tours and entrance fees, English speaking National Tour Escort & local guides, and visas for Aussie passport holders - for more info see [www.wendywutours.com.au](http://www.wendywutours.com.au).

## Japan oneworld RTW

ONEWORLD airline alliance has released a new online booking tool for Japanese speakers enabling site users to plan and pay for Round-the-World trips using the oneworld Explorer fare.

## NSW coast road-trip launch



ABOVE: The Legendary Pacific Coast five-day Roadtrip began yesterday morning with a convoy of Hertz motor cars and Britz campervans travelling from Sydney to the New South Wales/Queensland border.

Beginning near the Sydney Harbour Bridge at The Sebel Pier One the NSW Tourism Minister Jodi Kay farewellled the group promoting the top coastal drive in the lead up to Summer.

"The road trip offers travellers the chance to experience the magnificent beaches, national parks and hinterland that lie on either side of the Pacific Highway between Sydney and Brisbane," said Sheridan Ferrier chair of the Pacific Coast Touring Route.

Pacific Coast has also released an easy to use iPhone app. that provides details of the nearest

## ZQN info centre

A NEW activity booking and information centre focused on Japanese and the Asian markets has opened in Queenstown, NZ.

Queenstown Booking and Info centre (Qbook) provides advice to visitors from all countries, with English and Japanese speaking staff members able to assist with self guided walking and driving tours - see [www.qbooknz.com](http://www.qbooknz.com).

acom, attractions and visitor info centres as travellers make their way along the route.

Pictured here in front of one of their Britz motorhomes *from left* are: David Douglas, Tourism NSW; Eileen Gilliland, Tourism NSW; Belinda Novicky, Mid North Coast Tourism; Sheridan Ferrier, Tourism Hunter; Ollie Philpot, Central Coast Tourism; Russell Mills, Northern Rivers Tourism; and Dean Long, Tourism NSW.

## Unique address

MARKETING company Unique Tourism Collection has moved to Suite 2, Level 1, 535 Crown Street Surry Hills, NSW 2010.

The phone and fax numbers remain the same.

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## Agents aflutter in TTNQ



ABOVE: Tourism Tropical North QLD hosted seven travel agents to its Passport to Paradise Domestic famil recently.

The lucky seven won their seats at the TTNQ annual domestic trade roadshow held earlier this year and were spoilt to a number of highlights over the week.

The group spent a day out on the Great Barrier Reef, travelled to Mission Beach and stayed at Dunk Island, Elandra Resort and Castaways Resort.

Other adventures included a day rafting on the Tully River, a rail experience back to Cairns on the Sunlander train, a day tour of Kuranda and another day out on the reef.

Pictured here at the Rainforestation at the Butterfly Sanctuary from left are: Kim Henley, Harvey World Travel Parramatta; Alison Schuback, Harvey World Travel; Rechelle Zulian, Platinum Travel Corporation Wollongong; Marcus Brady, TTNQ; Renee Ireland, Flight

Centre Armidale; Michelle, Butterfly expert; Luke Dutton, STA Travel Dandenong; Caroline Hyland, Trade Travel Gold Coast; Ben Woodward, The Capta Group; and Tim Hutchinson, Harvey World Travel Ballarat.

### 14th EK superjumbo

EMIRATES has taken delivery of its 14th Airbus A380 double decker aircraft in Hamburg last Fri.

EK is the biggest supporter of the A380, and has firm orders for 90 superjumbos.

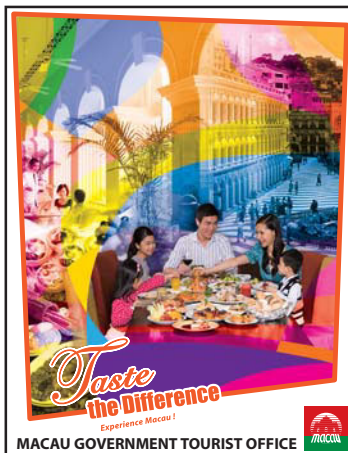
MEANWHILE, Brisbane Airport overnight saw the unexpected arrival of an Emirates A380 which was diverted due to an evening storm in Sydney.

### ETOA prediction

THE European Tour Operators Association has said results from a survey of 200 tour operator buyers show the 2012 London Olympics are likely to have a negative impact on tourism following the sporting event.

Over 68% of respondents believe business to London will drop off on average by 30%, while Ireland and nearby cities in Continental Europe (Paris, Brussels and Amsterdam) will prosper, with 65% of those polled thinking business will increase, by an average of 12%.

"Every Olympic Games in the past has misled perceptions of what will happen. No Olympic Games has been able to estimate demand with any accuracy. Every city has believed more foreign visitors will come than actually materialise," said ETOA executive director, Tom Jenkins.



## Trek 2011/12 brox.

TREKAMERICA has added a new 3-night Yosemite mini-adventure, ex San Francisco, and new Budget Lodging Tours to its just launched 2011/12 brochure.

Guaranteed Departures have also been introduced - tifs.com.au.

**Travel Daily** AU  
First with the news  
Tue 09 Nov 10 Page 6  
EDITORS: Bruce Piper and Guy Dundas  
E-mail: info@traveldaily.com.au

## 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](mailto: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?

P&O Cruises World Cruising is now available on Polar online. Booking a P&O Cruises World cruising itinerary has never been easier.

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



## Indochina brochure

TRAVEL Indochina has unveiled its new Handmade Holidays Vietnam, Cambodia and Laos brochure for 2011, featuring Footloose Adventure products, including a new itinerary in Laos, hotel options and personal tours.

## HA traffic stats.

HAWAIIAN Airlines has reported a steady year to year result in pax numbers for Oct, carrying over 700,000 pax during the month.

The year to date transported passenger result rose a fraction by 0.7% to 7,027,079.

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\*Check fare grids for details. [www.thaiairways.com.au](http://www.thaiairways.com.au)



## Harrah's to float

LAS Vegas casino hotel operator Harrah's Entertainment has launched an initial public offering to raise up to US\$610 million.

The prospectus for the float outlines plans to list on the NASDAQ market as Caesars Entertainment Corp, with the proceeds to fund several possible projects including a previously announced development between the Flamingo and Imperial Palace properties in Las Vegas, and the completion of a 660-room hotel tower at Caesars Palace.

Harrah's current owners, private equity firms Apollo Management and TPG Capital, will retain a controlling interest in the company after the float.

## JQ OOL-AKL shuffle

JETSTAR is set to change the timing of its flights between Auckland and the Gold Coast, with the Thu and Sun departures from OOL shifting to a 7pm departure, arriving into Auckland at 1am local time from 13 Dec.

The Mon and Fri flights will depart at 11.15am while the Tue, Wed and Sat departures will take off from Coolangatta at 9.15am.

Flights from Auckland to the Gold Coast will land at 7.30am each day except Thu and Sun, when they will arrive at 6.20pm.

## BA Morocco return

BRITISH Airways will once again operate flights between the UK and Morocco, with the 27 Mar debut of thrice weekly 737 services between London Gatwick and Marrakech.

BA last offered Morocco services in 2008 through its then franchise partner GB Airways, which has since been bought by easyJet.

## SiteMinder adds connections

ONLINE accommodation distributor SiteMinder has launched new software which seamlessly connects Property Management Systems and Central Reservation Systems into its channel management technology which in turn links hotels to booking websites and wholesalers.

The B2B solution creates a two way interface as a 'plug & play' platform for PMS and CRS vendors to easily interface - allowing hotels to easily control their own online inventory including dynamic rates and availability.

SiteMinder already connects to a range of reservations products incl Callista, Opera, ResBook, RMS, RoomMaster and EzyRez.

See [www.siteminder.com](http://www.siteminder.com).

## Google wi-fi in sky

PASSENGERS flying US domestic routes with Delta, Virgin America and AirTran will be able to access in-flight internet free between 20 Nov and 02 Jan, under a special promotion offered by Google.

The Gogo in-flight service usually costs \$12.95 per day for flights over three hours duration.

## AFTA UPDATE

the latest insights from AFTA's Chief Executive, Jayson Westbury



*Events last week with the Airbus A380 have once again tested the mettle of the travel agent and more broadly the travel industry. While it was an unfortunate event for Qantas and other airlines that operate the same A380 aircraft, the good news is that the situation was very well managed and the industry was kept extremely well informed about what was going on and what to do.*

*The value of the travel agent once again become very apparent and was reinforced at every opportunity with the media when AFTA was asked for a comment.*

*Reports into the AFTA office were all of a positive nature and it would appear that things got back to normal relatively quickly.*

*Interestingly, the major story that was being attempted to run from the consumer media was the flow on or knock on effect of the groundings leading into Christmas. As I was quick to point out, the situation paled into insignificance compared to the drama and problems that existed early this year with the volcanic ash plume.*

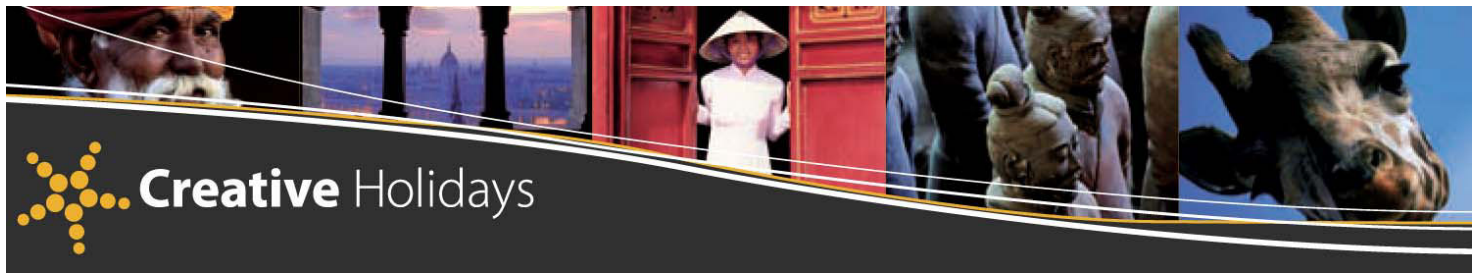
*I also had the pleasure in taking part in the TravelMangers conference in Sydney last week, which had an incredible line up of speakers and sessions and a wonderful event at the Sydney Opera House. It was really nice to actually attend a conference in my own backyard, something that we so often forget can be a great experience. To all involved in the TravelMangers conference a big congratulations for such a successful and professionally run event.*

*With Christmas now just on 6 weeks away and the latest announcements of an interest rate lift, and the behaviour of the banks in terms of lifting rates beyond that of the official rate, I was interested to check how consumer confidence was tracking in the lead up to the festive period.*

*While many people would have already made their bookings for the holidays, there are bound to be some last minute decisions particularly in light of the what appears for the moment to be a consistent high for the Australian Dollar.*

*The latest Roy Morgan report shows a slight dip in confidence but it is still riding in the high range. This is good news for the travel industry and welcome news as consumers will make some last minute decisions to take a holiday and given the exchange rate, we might find that decision is in an overseas direction.*

*Hopefully this sentiment and confidence converts to bookings for the travel industry.*



## Creative Holidays

## RESERVATIONS CONSULTANT x 10 Perth & Sydney

Creative has won **Best International Travel Wholesaler** 5 years in a row & you could be a part of our **award winning team!** Creative Holidays is a part of **The Travel Corporation**, a highly successful travel management company operating 16 well known travel brands.

A **busy & varied** role, the reservation consultant is responsible for **co-ordinating travel bookings** from beginning to end including, quoting, follow-up, conversion & finalisation from agents. Through **continued product training** learn a portfolio of destinations & become an **expert in selling the world!**

A hands on role to highlight your flare as a **travel consultant**, organisational skills & **outgoing personality**. Applicants must have the ability to juggle multiple tasks, engage customers & **deliver sales and service results**. Travel Industry experience in wholesale or retail is essential.

### Awesome BENEFITS include:

- Educationals to top destinations
- Regular massages
- On-going training & development
- World Rewards incentive Scheme
- Career opportunities across all companies
- Travel discounts including friends & family

*'I get great pleasure from giving Agents exceptional service & great products. It's always busy & management is fabulous! "Lauren, Reservations*

For more information & to apply for roles with Creative Holidays log on to our website to apply now!

<http://recruitment.travelcorporation.com.au>



# The Best Partner in TravelManagers

TRAVELManagers third national conference held at the Shangri La Hotel in Sydney last weekend brought together almost 140 Personal Travel Managers (PTM) from across the country.

The 2010 conference, themed 'The Best Partner in Travel', comprised of popular breakout sessions featuring a marketing panel, PTM stories, workshops and supplier networking meetings.

In between all the hard work, the Personal Travel Managers did get time to unwind with a cocktail party held at the Opera Bar on Fri night, followed by the Gala Awards Dinner on Sat.

TD joined the TravelManagers conference, and featured below are some photos from the Sydney event.

RIGHT: House of Travel's director Barry Mayo and TravelManagers chief exec Joe Araullo discuss business over lunch at the Shangri La Hotel on the first day of the conference.



LEFT: It's cocktail time! Katherin Erler, PTM QLD; Helen Eves, Travel The World; Jo Ainscough, PTM NSW and Renee Williams, PTM VIC.



ABOVE: Melinda Rowe, PTM NSW; Linda Halliday, House of Travel and Jayson Westbury, AFTA chief executive.

BELOW: Grant Campbell, House of Travel with Michelle Michael-Pecora, PTM NSW.



ABOVE: It's showtime! And there's popcorn too! Tahiti & French Travel Connection's Camilla MacInnes, Floriane Avenet, Megan Maurice & Brad McDonnell showcase their destinations on video.



ABOVE: That's tops Meghann! PTM Meghann Fallon from VIC celebrates being APT's Top PTM for 2010.

BELOW: Golden Girl Di. Business partnership manager Di Yates of VIC celebrates for being awarded Top 10 PTM for 2010 and PTM of the Year.



RIGHT: Did you know *Allure of the Seas* is 5mm longer than *Oasis of the Seas*?

Royal Caribbean Cruise Line's Tony Soden and Peter Carson give these PTM's a lesson on the world's largest cruise passenger ships.



ABOVE: Cheers to TravelManagers! NSW PTM Heather Taylor enjoys a drink at the Gala Dinner with VIC PTM's John Lengacher and Brett Ray.

ABOVE: This ice-cream tastes really good...

Kim Wudko, TravelManagers National Operations Manager; Renee Williams, PTM VIC and Jo Ainscough, PTM NSW catch up over something sweet after Day 1.



## Hunting for New Opportunities?

Set your sights on these great positions



### Hot Jobs (Australia) - November 2010

Sydney - 02 9231 6444 - [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne - 03 9602 1809 - [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane - 07 3221 9916 - [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth - 02 9231 6444 - [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions - 02 9231 6444 - [sally@tmsap.com](mailto:sally@tmsap.com)

Temp or Contract Executive - [Alex and Sharon](mailto:Alex and Sharon) - [Sally Frape](mailto:Sally Frape)

JOB OF THE WEEK!

#### Cruise Consultant - Sydney

- Sydney metro
- Great benefits

This leading cruising wholesaler is looking for a superstar to join their team who is passionate about cruising. Based in the inner city you will be assisting agents with their enquiries, offering information on the various cruise lines and making recommendations for pre and post travel. This is a great role for an experienced consultant who would like to move away from face to face selling but loves offering second to none customer service. To be considered you must have CRS knowledge and a passion for cruising!

Contact **Karen McGrath** or **Stacy Balderston** at TMS T: **02 9231 6444**  
E: [karen@tmsap.com](mailto:karen@tmsap.com), [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

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#### Corporate Travel Consultant - Melbourne

- Modern offices in the CBD
- Fantastic team environment

Due to growing accounts this fantastic corporate travel company in the city is looking for experienced international corporate consultants to come on board. The ideal candidate will have experience in corporate travel consulting, have excellent customer service, good product knowledge and a great work ethic. You must have minimum 2 years corporate consulting experience and knowledge of a CRS

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### Fares and Ticketing Specialist- Sydney

- Well known popular travel company
- Fantastic team environment

You will be responsible for developing and maintaining technical expertise on air product and provide support and information to both internal and external customers. This is a great opportunity for someone who is in the travel industry and would like to combine their fares and ticketing knowledge with their excellent customer service skills.

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### Retail Travel Consultant - North Shore

- Well respected, high achieving travel agents
- Busy environment

Work close to home in this fantastic travel agency. You must have 2 yrs experience as a retail travel consultant, preferably using Galileo. Good salary plus incentives.

Contact Sharon Moss T: **02 9231 6444** E: [sharon@tmsap.com](mailto:sharon@tmsap.com) or [apply online now!](#)

#### Leisure Travel Consultant - Melbourne

- Well established travel agency
- Up to \$42K + super + commission

Excellent opportunity exists for the right person to join this reputable travel agency in a multi skilled capacity. You will be booking domestic and international arrangements for leisure clients. You will have previous experience in a similar role and excellent product and airfares knowledge.

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### Domestic Corporate Travel Consultant - Perth

- Excellent Company benefits
- Perth CBD offices

Are you ready to make the move from being a Retail Travel Agent to a Domestic Corporate Consultant? With well appointed offices in the CBD this established company is looking for the right person to expand their team. You will have great customer service skills, an excellent phone manner and email communication skills, a professional presentation and an ability to work well both individually and in a team environment.

Contact Lisa Dodd T: **02 9231 6444** E: [lsad@tmsap.com](mailto:lsad@tmsap.com) or [apply online now!](#)

#### International Corporate Travel Consultant - CBD

- Grow with this well known TMC
- Salary up to \$45K + super + benefits

If you have excellent customer service skills, a mature attitude and an excellent work ethic, this company will provide full training to see you succeed. The role will see you assist corporate clients with all their international bookings in a helpful and professional manner. You must have a minimum 2 years experience in Retail or Wholesale Travel and a qualification in travel. Positive attitude, team spirit and willingness to learn are also essential in this role.

Contact Anna Wachowiak T: **02 9231 6444** E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or [apply online now!](#)

#### After Hours Consultant - Sydney

- Award winning agency
- No longer feel like just a number

A fantastic opportunity exists for an experienced Consultant to enjoy the best of both worlds working for this boutique agency assisting their valued clients with any out of hours requests. Working on a rotating roster of early evening, nights and weekend shifts you will enjoy greater flexibility and even have a week off between rosters. What could be better than spending time with your family and making the most of the approaching summer. To be considered for this role you will need solid corporate consulting experience, the ability to use minimum 2 CRS systems and enjoy working in an autonomous role.

Contact Karen McGrath T: **02 9231 6444** E: [karen@tmsap.com](mailto:karen@tmsap.com) or [apply online now!](#)



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**ADELAIDE & PERTH – (03) 9670 2577 – [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au) & [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au)**

**\*TEMP ROLE OF THE WEEK\***

**EXPERIENCED TRAVEL CONSULTANT - SABRE TRAINED TEMPI  
SYDNEY CBD - TOP HOURLY RATE**

Jump to it and apply for this temp role of the week! We have an amazing opportunity for a ‘switched on’ travel consultant that can start temping immediately. This is a Corporate Consulting role booking the business travel of corporate clients so your customer service, communication and attention to detail will be some of your outstanding strengths. In return you are paid a fantastic hourly rate (weekly) with the opportunity of temp rewards and many more incentives!

**TRAVEL, ENTERTAINMENT AND BEYOND!!  
AMADEUS AND/OR GALILEO TRAINED TEMP.  
SYDNEY CBD – TOP HOURLY RATE**

Fancy a change of pace in your normal travel booking requests? If you are ready to shift gears ; want to actually use your mind and think on your feet ; and are passionate about selling travel, then this could be the role for you! Temp to perm opportunity, starting ASAP. Must have a minimum of 12 months travel consulting experience and proficiency in either Galileo or Amadeus. It’s time to move now!

**SUBURBAN SATISFACTION  
RETAIL TRAVEL CONSULTANT**

**MELBOURNE (EAST) – SALARY PACKAGE TO \$55K (NEG)**

Move closer to home and put your work life balance back on track! This boutique privately owned retail travel office is highly successful and seeking a senior travel consultant to join their fun & vibrant team. Not only will you be thrilled with the working hours, you will be excited by the salary package & working environment on offer. Galileo & Crosscheck skills are highly desirable however not essential. This is your perfect opportunity to step away from the retail chains!

**ENJOY YOUR WEEKDAYS**

**DOMESTIC CORPORATE CONSULTANT  
PERTH (INNER) – SALARY PACKAGE TO \$52K (NEG)**

This extremely well established corporate company truly has one of the best staff retention rates on Perth! Not only will be working in a friendly & welcoming office, you will be given some of the best perks in the business! Monday to Friday 8.30am to 4.30m ONLY, additional 17.5% leave loading, 6 weeks leave and a great salary to go with it! Galileo highly desirable & domestic corporate travel experience required. Have your summer afternoons to yourself!

**FLAIR FOR FARES**

**FARES AND TICKETING CONSULTANTS  
BRISBANE CBD – SALARY PACKAGE \$45K OTE**

Looking for a role with a difference? Do you have a flair for fares and a ticketing expert? Then don’t miss your chance to join this supportive and fun loving team. Your day will involve assisting industry clients with fare enquiries, problem solving and issuing tickets. This company puts their staff first with you enjoying a solid salary + incentive structure, free tickets, cherished work/life balance and more. You will need strong ticketing experience and exceptional fares knowledge.

**WHEN ONLY THE BEST WILL DO  
VIP CORPORATE TRAVEL CONSULTANT  
BRISBANE CBD – SALARY PACKAGE \$55K + OTE**

If you are an experienced international corporate consultant with exceptional customer service skills you can’t afford to miss out on this role. This newly created team is looking for a sensational corporate consultant to join them. You will be responsible for catering to the travel arrangements of VIP clientele. Your expertise will be rewarded with amazing \$\$, top industry training, fabulous famils and more. Don’t wait apply today before this one vanishes.

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The lucky winner will be announced in  
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