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# Travel Daily AU

First with the news

Thu 11 Nov 10

Page 1

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

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## Hilton tops the poll

HILTON hotels in Australia have grabbed the lead in Roy Morgan Research's latest Hotel Customer Satisfaction poll for the 12 months to Sep 2010, with 87.2% of guests 'very' or 'fairly' satisfied with their hotel choice.

Hilton rated 10% higher than the average satisfaction level of 27 hotel brands, which was 79.3%.

Crowne Plaza was rated second in the survey, scoring an 87% satisfaction score, while Mantra (86.3%), Marriott (86%) and InterContinental (84.5%) rounded out the top five during the period.

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## Responsible Oz tourism

TWO Australian tourism operators have been named as winners in the annual Responsible Tourism Awards overnight at World Travel Market in London.

Orion Expedition Cruises won the 'Best Responsible Cruise or Ferry Operator' category, with the judges citing the company's "real commitment to the communities it visits".

They said that Orion helps protect cultural heritage in its

ports of call, offering "real benefits" and had also influenced suppliers to make changes such as moving to recyclable containers.

And Booderee National Park on the NSW south coast won the "Best for Conservation of Cultural Heritage" category, with the judges saying it was proof that a "partnership between government and a marginalised community can work to protect cultural heritage through long-term conservation goals."

Federal Environment Minister Tony Burke said the award celebrates the park's "ability to deliver a distinctively South Coast Indigenous experience," with Koori cultural activities complementing outstanding diving, camping and scenery.

## QF Y+ Skytrax gong

QANTAS' Premium Economy product has been acclaimed at the Skytrax 2010 World Airline Awards, winning the global award for *Best Premium Economy Class* and *Best Airline Seat - Premium Economy Class*.

The Skytrax *Airline of the Year* was Korea's Asiana Airlines, while Air New Zealand was *Best Airline: Australia/Pacific*, and Virgin Blue took out *Best Low-Cost Airline Australia/Pacific*.

## Six pages of news

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

- TMS Asia Pacific
- AA Appointments
- Consolidated Travel

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## Star Alliance boosts Latin America

THE Star Alliance overnight agreed to accept two new Latin American carriers as members, with the move set to boost the Star network by 46 destinations.

Avianca-TACA is one of the prospective new members, with hubs in Bogota (Colombia), San Salvador (El Salvador), Lima (Peru) and San Jose (Costa Rica), while the other carrier to join is Copa Airlines with hubs in Panama City (Panama) and Bogota.

Star Alliance already has 27 member carriers plus four members-elect, and once all 31 carriers are integrated will offer more than 22,500 daily flights serving 1292 destinations in 188 countries across the globe.

Avianca-TACA operates about 150 aircraft to over 100 destinations and has more than three million loyalty scheme members.

Copa Airlines was formerly part of the SkyTeam alliance, and is a long-standing partner of United/Continental.

## Longer QF embargo

QANTAS has extended its travel agent rebated flight restriction to Europe, Asia and the US (TD yest.) until Sun 14 Nov, and says it will continue to review this date on a daily basis until its A380 aircraft are back in the air.

## VN ups SYD/MEL

VIETNAM Airlines will bolster capacity between Ho Chi Minh and both Melbourne and Sydney for the Christmas/New Year period, with a sixth weekly service to be offered from 19 Dec to 11 Jan, according to travel agent GDSs.

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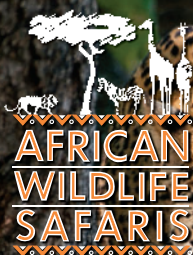
## Velocity matching

VIRGIN Blue says reports that it's currently matching the status of Qantas frequent flyers in its Velocity Rewards program (TD yesterday) are incorrect.

Spokesman Colin Lippiatt told TD that the suggestions appear to have emerged from an erroneous business travel website report.

He said that from time to time Velocity does release an allocation of free Gold memberships for QF high status frequent flyers, but the most recent one of these has been exhausted and it's not clear when more may become available.

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## A380 European directive

THE European Aviation Safety Agency has issued an interim airworthiness directive for A380 aircraft operating the Rolls Royce Trent-900 aircraft, ordering repetitive inspections of parts of the engines to "detect any abnormal oil leakage, and if any discrepancy is found, to prohibit further engine operation".

The move follows the sudden suspension of three Singapore Airlines services from London, Sydney and Melbourne (TD yesterday), with those aircraft heading home to Singapore (with just crew on board) to each have an engine replaced.

Singapore Airlines denied reports that the London crew had refused to operate the flight after oil was found in one of the turbines, saying this was "absolutely incorrect" - and also

## Ben's Expedition

QUEENSLAND tourism minister Peter Lawlor yesterday confirmed that the state's former Best Job in the World Island Caretaker, Ben Southall, will begin a new three-month campaign to promote the Great Barrier Reef, as revealed by *Travel Daily* (TD 28 Sep).

Dubbed 'The Best Expedition in the World', the challenge will see Southall kayak and sail 1,600km from the town of 1770 to Cooktown to spread the message of research, education and conservation of the world's largest coral reef.

"Our aim is to encourage more people from around the world to experience the Islands of the Great Barrier Reef and perhaps to get involved in research and protection of the reef themselves," Lawlor said.

Southall was the brains behind the expedition, saying he was "thrilled" to be taking on a caretaker role for the GBR.

His expedition will kick off in May next year.

claimed that passengers on the suspended LHR flight were not told that Rolls Royce had placed an "embargo" on the A380 Trent 900 services.

SQ Regional Vice President South West Pacific, Subhas Menon, told TD that initial engine inspections by SIA had found "nothing untoward," but further investigations had seen Rolls Royce recommend replacing the three engines - leading to the cancellation of the services.

The EASA safety directive requires mandatory engine inspections within 10 flight cycles and thereafter for every 20 sectors operated by the A380s.

This morning SQ issued an update saying that alternate aircraft had been put in place to operate its Sydney and Melbourne flights through until 17 Nov, with the A380s to resume service once the precautionary engine changes had been carried out in line with the Rolls Royce recommendations.

There are no changes to SQ's SYD and MEL schedules as a result, and the carrier said if necessary it would mount supplementary flights to meet demand.

MEANWHILE Qantas also today released an updated A380-free schedule for its international network for the "coming weeks".

QF said that while it's committed to returning the superjumbos to service as soon as possible, "this contingency schedule has been designed to provide certainty for customers planning to travel in the near future".

747s have been replaced by A330s on Sydney-Narita, while A330s have been replaced by 767s on Perth to Singapore and A330s will operate Sydney-Hong Kong.

"These changes will enable Qantas to operate 747s on long haul international services previously operated by the A380," the carrier said.



## Window Seat

ONLY in Japan.

Lingerie maker Triumph has unveiled a special brassiere in Tokyo which aims to provide a big lift - both for busts and the country's tourism sector.

The 'Yokoso Japan!' support garment (pictured below) is said to be inspired by a tour guide's uniform, and features an in-built display to highlight attractions.



It can greet visitors in English, Chinese and Korean and incorporates in-built tour guide flags which "act as side stays, providing good support and creating an attractive bust line".

Triumph said it was "identifying and making good use of abundant tourism assets that still remain untapped in Japan".

THE Netherlands' "drug tourism" industry may take a hit after a crackdown by Dutch authorities on home-grown marijuana.

As part of the move 30,000 households in Rotterdam and The Hague will receive special 'scratch 'n' sniff' cards to help them detect whether their neighbours are cultivating cannabis on a large scale.

Authorities say that although they turn a blind eye to those who grow up to five marijuana plants for personal use, they're concerned about the estimated 40,000 bulk plantations hidden in people's attics - which can be a fire hazard because of the electrical equipment needed to maintain the right growing conditions.

When the special cards are scratched they reveal the scent of marijuana as well as the phone number of a police drug hotline.

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**Travel Daily AU**  
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**Airline of the Year 2009**  
TTG Travel Awards 2009

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## One frantic Devil's Dance



LAST night this group of lucky travel agents and their friends enjoyed Metallica's World Magnetic Tour at Sydney's Acer Arena courtesy of the Macau Government Tourist Office.

The headbangers enjoyed classics such as 'One', 'Fuel' and 'Enter Sandman' as well as tracks from Metallica's latest album.

Rebecca Cushing from FCM Travel told *TD* that she asked her friends to Facebook her in 25 words or less why they wanted to come to Metallica.

Does that sound familiar? That's what she had to do on the last

day of the week-long MGTO competition promoted in *Travel Daily* to win the two tickets.

Cushing said 12 people responded, but there could only be one winner, and friend Lani was only too happy to attend.

Pictured above feeling devilish from left are: Branko & Mareesa Florek, Travel Counsellors; Scott Buchi & Anthony Allardyce, Travel Makers; Rebecca Cushing, FCM Travel; Lani Hooper; Nick Griffin, MGTO; Chris "Free Spirit" Gillies; Ria Wolf, Corporate Traveller; David Walters; and Dan and Cath Thompson, Qantas.

## NZ most satisfying

AIR New Zealand has been rated as delivering the most satisfying experience by customers on international flights for the 12 months to Sep 2010, according to research by Roy Morgan.

Air NZ just pipped out Singapore Airlines to the best rating, with 88.6% of passengers saying they were either 'very' or 'fairly' satisfied in the latest results.

Customers flying with Singapore Airlines were satisfied 88.5% during the period, followed by V Australia with 86.4% (which was a jump of two places since Jun), then Thai Airways and Malaysia Airlines (83%), Emirates (81.4% - down three places), Etihad (81%) and Qantas with 80.9% satisfied.

23 airlines were surveyed in the poll, with an industry average of 74.2%, which according to Jane Ianniello of Roy Morgan Research says has been pulled down by low cost carriers such as Tiger Airways, AirAsia X and Jetstar.

## Stay in SIN longer

SINGAPORE Tourism Board is ramping up its YourSingapore.com branding (*TD* 06 May) with a new 'Scratch more than the Surface' marketing campaign.

The promo aims to entice Aussie travellers to uncover more about Singapore and to spend longer in the city than just the typical stopover stay on the way through to Europe or the UK.

The addition of attractions such as Marina Bay Sands, Universal Studios Singapore and the seven-star Swarovski cable car between Mount Faber and Sentosa recently have opened up new options for tourists heading to Singapore.

"The city has gone through such a transformation during the past two to three years and there is now so much more to enjoy you need at least 96 hours or more to take it all in," said STB's area director Oceania, Sandra Leong. See [www.YourSingapore.com](http://www.YourSingapore.com).

## Dengue fever in QLD

TRAVELVAX Australia is advising people travelling to hotels and resorts in any setting in North Queensland to ensure they cover up to prevent mosquito bites, after 35 cases of Dengue Fever were reported as being 'imported' into the region this year.

## Travelport rev. up

TRAVEL technology company Travelport has recorded a 2% year-on-year rise in net revenue of \$US582 million for the three months ending 30 Sep 2010.

Operating income swung around during the period, from a loss of US\$740m in Q3 2009 to US\$104m this year, and pre tax profit of US\$175m.

CEO and president Jeff Clarke said the growth from GDS business (Galileo and Worldspan) was slightly lower than anticipated.

## US/Japan ATI ok'd

THE US Dept of Transportation has issued its Final Order of approval for antitrust immunity to both Star Alliance and oneworld, permitting the airline groups to begin joint ventures between the United States and Japan.

A tentative decision in favour of the JVs was announced last month (*TD* 07 Oct).

The green light means Star partners ANA, Continental and United Airlines, and oneworld members American Airlines and JAL, can coordinate services.

## ZQN stays up in Sep

TOTAL visitor nights spent in Queenstown, New Zealand were up 9% year-on-year to 196,686 in Sep 2010, on the back of a 9.5% increase in int'l visitor nights.

Destination Queenstown ceo Tony Everitt said the figure was fueled by a longer ski season, extra air capacity and strong conference and incentive activity.

"The result helped offset some earthquake-related cancellations... and ongoing tough economic conditions in the UK and USA," Everitt said.



## Part-Time Reservations Agent – Perth (Two days per week – some flexibility required)

The Walshe Group, General Sales Agent for South African Airways, is looking for an enthusiastic and experienced individual to fill the above role to work in a small team environment based in Perth CBD.

Applicants must possess the following:

- Previous travel industry experience with an airline/travel agent/consolidator/GSA;
- GDS expertise – preferably Amadeus;
- Thorough understanding of airfare construction, ticketing and airline terminology and processes;
- A commitment to delivering a high standard of customer service;
- Excellent communication skills;
- Knowledge of African market a definite advantage.

Applications via email to [Greg.McKeone@flysaa.com](mailto:Greg.McKeone@flysaa.com) by Friday 19 November.



Quality Travel is looking for a fully experienced travel agent to work Monday to Friday 9am to 5pm. No weekends or late nights.

We are located in the northern suburbs of Perth and specialize in cruising.

Experience with Galileo and CCT is preferred but not essential.

Only experienced consultants with references need apply to [qtravel@inet.net.au](mailto:qtravel@inet.net.au) or 9246 3330



## Qantas GST fight

THE Administrative Appeals Tribunal in Sydney is currently hearing a case in which Qantas is disputing whether GST is payable on cancellation fees and forfeited fares paid by no-show passengers.

QF has been disputing the GST assessments issued by the Australian Taxation Office over the last four years, and is seeking a "hefty refund" according to today's *Financial Review*.

The ATO has previously ruled that Qantas makes a so-called "taxable supply" even before passengers take a flight, and therefore GST is payable on cancellation fees and forfeited fares for no-shows.

QF's legal representative yesterday argued that "take-off is the path that leads to supply" and in cases where no flight is taken there is "simply an agreement that if you don't take a supply, we'll keep your money".

## Mexicana restart?

**BANKRUPT** carrier Mexicana may be revived by next month if its owner, Grupo Mexicana de Aviación SA, can get the support from unions and creditors to agree to a 1.9 billion-peso (AU\$155m) proposal deal, *Bloomberg* reports.

## Getaway tonight

TONIGHT'S episode of Channel Nine's dedicated travel program *Getaway* at 7:30pm features stories including:

- WA's new Indian Ocean Drive
- Mentawi, Indonesia
- Tennessee & Mississippi, USA
- Muster in Victoria
- Hilton Sydney

There's also be a special segment on Paradise Bay Eco Escape in the Whitsundays, showcasing the properties remote location on South Long Island.

The luxury resort includes all meals, beachfront accom, sailing, snorkelling and kayaking activities, as well as helicopter transfers.

## Topdeck Euro deal

**TOPDECK** has cut the price of its 28-day Discover Europe tour by \$406pp, to \$4,713ppts, for bookings paid in full by 15 Dec.

## Other A380 news

**LUFTHANSA** has taken delivery of its fourth Airbus A380, named *Tokio*, in Hamburg on Mon.

**MEANWHILE**, Korean Air's first double decker aircraft has begun its first taxi testing in Germany.

KE has also revealed its fleet of A380s will be configured to seat between 400-450 passengers, and less extravagant facilities that other carriers are offering.

**AND**, Airbus is in the final taxi tests of Qantas' seventh A380 in Hamburg, with the next QF superjumbo to be flown to Toulouse shortly before its handover this month.

## Emirates winners in Spain



**EMIRATES** has chosen its latest weekly winners in its 'Emirates to Europe' competition with the postcard destination being Spain as chosen by Phillip van Dueren, Outdoor Travel Melbourne.

van Dueren is pictured receiving his oversized ticket wallet from EK sales mgr, VIC, Dean Cleaver.

The other weekly winners were Andi vo Zeppelin, Zeppelin Travel

Benowa QLD; Xin Li, Jet Up Bei-Ao Travel Haymarket NSW; and Rhian Oakes, Campus Travel Curtin University Bentley WA.

In celebration of EK's Madrid route, the carrier has partnered up with Ossiano, the restaurant at the Atlantis, The Palm's in Dubai to offer First and Business Class pax a three course meal between Dubai and the Spanish capital.

## MEL reaches 27 mil

**MELBOURNE** Airport has reported 27 million passenger movements for the first ten months of the year until Oct, supported by a record figure of 2.5m last month.

International visitors also increased by 14% year on year to 532,046 passengers, while domestic numbers rose by 9.6% to 1,968,009.

## BW recovers Aust

**BEST** Western Australasia says hotel business is picking up with Corporate clients and families staying 3% longer and spending up to 5% more than the same time last year on daily accommodation, according to a recent BW survey.

The month of Oct also saw a 65% spike in bookings made online with the hotelier, compared to the corresponding time in 2009.

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## Industry Appointments

**WELCOME** to *Industry Appointments*, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Tiger Airways** has recruited **Stewart Adams** as its managing director for its Singapore operation. Adams has 34 years experience in the industry, previously holding a similar role with the Lufthansa unit bmi.

**Robert Doyle** has taken on the Sales Manager role with the **National Convention Centre Canberra**. Doyle has moved across from his role as senior Business Development Manager with the Canberra Convention Bureau.

**Tim Smith** has been confirmed as managing director of **Delaware North Australia Parks and Resorts** and **Wayne Kirkpatrick** has moved into an advisory role for the firm.

**Outrigger** on the **Lagoon Fiji** has welcomed **Russell Blaik** as its new Executive Assistant Manager and recently **Jason Zvatora** was appointed as the Resort Manager.

## SAS Business fare

**SCANDINAVIAN** Airlines SAS is offering a special on its Business Class product ex BNE, MEL, PER and SYD to 35 European destinations, on sale until 31 Jan.

Airfares are priced from \$4,500 plus taxes, valid for travel from 01 May to 31 Aug 2011.

## Venture price cut

**WHOLESALE** Venture Holidays has announced "significant savings" on new bookings to a range of destinations, due to the strong Aussie dollar.

Destinations incl the USA, Bali, Canada, Dubai, Turkey, China, Fiji, Vietnam, Malaysia and Hong Kong.

## Ash disruptions

**CARRIERS** operating to Bali and Jakarta have been forced to modify their operations to avoid ash clouds from Indonesia's erupting Mount Merapi volcano.

Qantas passengers travelling from Singapore to Perth are also seeing much longer flight times as the carrier's tracks are routing them above Alice Springs and Darwin to avoid the affected area.

Visibility problems due to the ash have also seen Jetstar reschedule services to avoid night landings at Denpasar as a "precautionary measure" with further disruptions possible depending on volcano activity.

## Future Darling Harbour hotel

**PROPERTY** developer Lend Lease has revealed images (right) of its proposed 'floating hotel' project for Sydney's Darling Harbour, part of the \$230 million Barangaroo project.

The planned hotel will sit atop a wharf jutting into the harbour.



## Vueling French hub

**SPANISH** low cost carrier Vueling Airlines will open its first base outside of Spain after its merger with Clickair, in Apr 2011.

The Toulouse hub will handle the airlines flights to new destinations including Pisa, Venice, Ibiza and Malaga as well as operate new services to Barcelona, Amsterdam and Paris.

## Save 32% on GA

**GARUDA** Indonesia is offering earlybird specials offering savings of close to \$500 on economy class flights from Sydney to Amsterdam, when booked by 31 Mar 2011.

The return economy flight is now priced from \$1653.16, valid for travel until 31 Mar 2012, with seasonal surcharges and black out periods applying.

## Creative Hawaii

**CREATIVE** Holidays unveiled its new Hawaii brochure for 2011, which includes more accom and sightseeing tours.

Also new in Oahu is a Whale Watch Adventure; the Tale of Two Palaces Adventure; Magic of Polynesia; and Polynesian Cultural Centre Circle Island tour.

The five star Kahala Hotel and Resort will also be added to the program next year.

## Saudi's 12 777-300

**SAUDI** Arabian Airlines has put in a US\$3.3 billion order for 12 Boeing 777-300ER planes.

The order is on top of the 8 787 Dreamliners already on order, and an option of 10 more 777s.

## Mammoth opening

**MAMMOTH** Mountain in California has officially opened to a fresh foot of snow which was dumped earlier this week after a storm covered the Main Lodge as well as the top of the mountain.

## New TA ambassador

**TOURISM** Australia has appointed co-founder of Earth Hour, Andy Ridley, as its first Ambassador for Australia in its New7Wonders of Nature campaign.

TA is calling on people from around the globe to vote in the survey for two iconic Australian landmarks, Uluru or the Great Barrier Reef, to make the cut in the New7Wonders list, that is scheduled to close on 10 Nov 11.

## WIN 2 SEATS ON AN ANTARCTICA FLIGHT

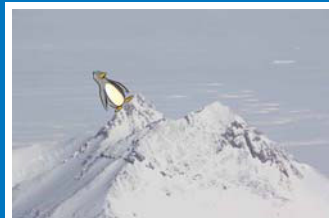


Over the next two weeks **Antarctica Sightseeing Flights** is giving one lucky *Travel Daily* reader the chance to win two seats on an Antarctica Flight.

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](mailto:antarcticacomp@traveldaily.com.au)

The most creative caption wins!

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## Social Media forum

THE Tourism Industry Council of NSW will hold an Industry Forum on social media at the Mercure Parramatta on 19 Nov, email - [paula@ticsnsw.com.au](mailto:paula@ticsnsw.com.au) to register.

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## 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?

Recent studies conducted by the Woolcott Research group found the Australians rated P&O Cruises World Cruising for their high level of Service High Quality of Food, Luxurious Décor and furniture and for its surprising and delightful onboard experiences

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Only successful applicants will be contacted.

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EDITORS: Bruce Piper and Guy Dundas  
E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

## Amadeus' caped crusaders



ABOVE: Fourteen Amadeus staff members donned secret identities last night to take part in the JP Morgan Chase Corporate Challenge in Sydney's Centennial Park.

The event was held to raise money for the Football United charity organisation, with the Amadeus team competing against 290 other companies on a 5.6km track around the park.

Pictured above back row from left are the normally mild-mannered Gert van Tonder, Guiseppe Taroni, John Clagnan, Patrick Naughton, Rob Hendriks, Melanie Seymour, Michele Christiana, Greg Boyd and Dieter Zom.

Front row: Andrew Chen, Simone Court, Deborah Binder, Natasha Khan and Peter James.

## MacBook TSA OK

THE latest micro-thin Apple MacBook Air laptop is allowed to stay in passenger baggage through US airport screening, according to the Transportation Security Administration's blog.

The 11-inch model can stay in the bag - along with iPads and small 'netbook' computers - but the 13-inch MacBook Air must be removed for screening.

The TSA has also announced that it will ban the carriage of toner and ink cartridges on all US-bound passenger aircraft, in both carry-on and checked baggage.

This move follows the discovery of bombs disguised in toner cartridges on several cargo flights late last month.

## PNG travel advisory

THE Department of Foreign Affairs & Trade has today advised of a restriction on all cross-border travel under the free-movement provisions of the Torres Strait Treaty in Papua New Guinea's Western Province, due to an outbreak of cholera in Daru.

The travel restrictions will be in place until further notice, the govt's Smarttraveller site says.

Travel Daily  
First with the news

## LHW agent offer

THE Leading Hotels of the World is offering Australian travel agents an extra 5% commission on its newly renovated Superior hotel rooms at The Sukhothai Bangkok.

This additional amount will be added to the normal 10% commission on all room categories bringing it up to 15% and 20% will be offered on all Suites on offer until 31 Mar 2011.

## Summer in Sydney

TOURISM NSW has unveiled three new marketing campaigns to entice visitors to Sydney over the new year, Vivacity, has begun with television ads and will kick off the New Year's Eve fireworks, Sydney's Festival's Festival First Night and The First Emperor: China's Entombed Warriors at the Art Gallery of NSW.

From 14 Nov an extensive campaign will be offered with Accor Hotels and Country Link.

## More DL UK routes

DELTA Air Lines has been granted approval by the US Dept of Transportation and European Union to begin services between Miami and Boston to London Heathrow Airport, from 27 Mar.

The new routes (applied for in Aug this year) will be operated within the scope of Delta's trans-Atlantic joint venture with Air France-KLM and Alitalia.

## Skywest traffic slips

WA-BASED regional carrier Skywest traffic measured by Revenue Passenger Kilometres decreased by about 1% during Oct while capacity rose 4% over the same period - meaning load factor decreased by 2.7 points to 54.1% for the month.

Passenger numbers on scheduled services rose about 1% compared to Oct 09, and the carrier also operated 239 charter services during the month.



## High Achievers Wanted!

Career Opportunities for Top Talent



### 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 - [qlbjobs@tmsap.com](mailto:qlbjobs@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 - Alex and Sharon  
Executive - Sally Frappe

JOB OF THE WEEK!

#### Training Specialist - Melbourne

- Career progression
- Rare opportunity

Our client, a leader in the corporate travel industry is looking for an experienced Training Specialist. You will be responsible for the delivery of training to new starters, existing travel consultants and team leaders. To be considered for this role you must have a background in corporate travel as well as experience in training and course development. In return for your experience you will be rewarded with a great salary package, outstanding benefits and career development.

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



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#### Corporate Consultant - Brisbane

- Fun team environment
- Competitive salary +

This leading agency is looking for an experienced consultant who is looking to make the move into corporate travel. Working with this tight knit team you will be servicing small to medium sized businesses with their domestic & international travel requirements. Solid consulting experience & CRS knowledge is required. This role is to start immediately so do not hesitate in sending your resume through today!

Contact Karen McGrath T: **02 9231 6444** E: [karen@tmsap.com](mailto:karen@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!**

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

#### Retail Travel Consultant - Sydney 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!**

#### International Corporate Travel Consultant - Sydney 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!**

#### 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: [lisad@tmsap.com](mailto:lisad@tmsap.com) or **apply online now!**



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### **HEAD UP THIS LEADING INTERNATIONAL 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.

### **TOP SPOT AVAILABLE IN MELBOURNE**

#### **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.

### **MANAGE THIS INBOUND TEAM**

#### **INBOUND OPERATIONS MANAGER**

#### **SYDNEY – SALARY PKG TO \$80K+**

With your leadership skills and ability, you will be able to confidently slot straight into this Global operator ensuring that you have the ability to create a cohesive working environment and one which delivers outstanding results for the clients needs. Your development, training and guidance will be required to develop your team and enhance skills further along, with excellent AUSTRALIAN AND NZ destination a must.

### **TRAIN THE INDUSTRY**

#### **TRAVEL TRAINER**

#### **MELBOURNE – SAL PKG to \$75k**

Working for this well known operator you will be training consultants with regards to customer service delivery, consultative requirements, systems and company requirements. You will be required to have excellent knowledge of the travel industry with training experience and hold a Cert IV in Workplace Training and Assessment. Be quick as this little gem won't last long on the market.

### **REVENUE MANAGEMENT JUST GOT EXCITING!**

#### **REVENUE PLANNING MANAGER**

#### **SYDNEY – SAL PKG 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.

### **USE YOUR WINNING ATTITUDE**

#### **BUSINESS DEVELOPMENT MANAGER – MICE MARKET**

#### **SYDNEY & MELBOURNE - SAL PKG OTE \$90k +**

Do you know how to hit the ground running and make your mark on securing new Event business? These fantastic new roles are a great opportunity for a sales individual to get ahead with their career. With these positions right on your doorstep you will be spoilt for choice. Working within corporate travel you will have the ability to create new opportunities, present and win business at the top.

### **LEAD FROM THE TOP**

#### **STATE MANAGER – WA/SA**

#### **PERTH – SAL PKG TO \$80k + CAR + Bonus**

Can you motivate a sales team, drive success and build rapport with VIP level clients? As the state manager for this travel product you will be effective in your ability to build sales across your regions while providing support for your team, implementing new strategies and focusing on client relations at the highest level. One day on the road only for this role! Earn a great package plus a CAR.

### **LOVE BEING ON THE ROAD**

#### **BUSINESS DEVELOPMENT MANAGER – RETAIL MARKET**

#### **BRISBANE – SAL PKG TO \$65k + CAR**

Are you a go getting sales executive who is ready to jump ship to join a big name in the industry? Our client is searching for motivated and energetic sales driven BDM who knows how to get the job and loves working out on the road. You will be rewarded with a fully maintained car along with a great salary + incentive. Travel on great incentives and enjoy being part of this company with opportunity to grow.

## **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](mailto:executive@aaappointments.com.au)

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE [www.aaappointments.com](http://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

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