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Travel Daily AU

First with the news

Thu 18 Nov 10

Page 1

EDITORS: Bruce Piper and Guy Dundas
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A380 uncertainty ongoing

QANTAS ceo Alan Joyce has been in daily communication with the head of Rolls Royce since the QF32 A380 engine incident nearly two weeks ago now - but it will still be some days before a plan to return the QF superjumbos to service is finalised.

Speaking at a function at Sydney Airport this morning (see p2), Joyce confirmed that Airbus had been asked to remove engines from A380s on the production line, to be possibly swapped out with some of the forty which may need to be replaced on existing Qantas, SIA and LH aircraft.

DJ, Skywest boost

VIRGIN Blue and WA carrier Skywest today announced an expansion of their codeshare agreement, which will add six extra Skywest destinations to the Virgin Blue network.

Effective immediately DJ pax can book flights between Perth and Albany, Esperance, Monkey Mia, Geraldton, Exmouth and Carnarvon, for travel from 01 Dec.

These ports are in addition to existing codeshare destinations incl Broome, Kununurra, Karratha and Kalgoorlie, with the carriers saying they would "continue to explore opportunities to work closer together".

Some engines may only need a modification rather than replacement, and "we're still working through what's required," Joyce said, with a formal plan for rectification "still a few days away".

The QF ceo confirmed that while all routes had been maintained, the schedule and aircraft changes had seen a 4-5% drop in Qantas int'l capacity.

Currently the modified A380-free QF schedule is in GDS through until 25 Nov, with Joyce not giving any indication of whether this will be extended.

MEANWHILE Singapore Airlines has loaded inventory for its SYD and MEL flights through until 25 Nov, confirming the ongoing absence of the A380 from the routes as planes are worked on.

SQ227/238 between Singapore and Melbourne, as well as SQ221/212 and SQ231/222 to Sydney will all operate using 777-300s.

Supplementary flights will also operate on 19 Nov and 24 Nov.

Today's Travel Daily

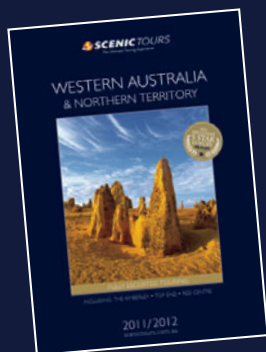
Travel Daily today has seven pages of news and photos, plus full pages from:

- TMS Executive Candidates
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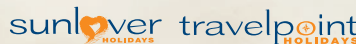


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Mary Rossi grows

MARY Rossi Travel will take over the ownership and management of fellow Travelscene member Intertravel Lindfield next Jan, when the current owner and founder of the business, Elsbeth Hodgkinson, retires.

Mary Rossi md Claudia Rossi Hudson said expanding into a second North Shore Sydney location was the ideal way to celebrate the agency's 40th year.

Hodgkinson started Intertravel Lindfield in 1993 and the business will retain its existing team, location and name.



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QF premium domestic

QANTAS is determined to hold onto its 30% yield premium in the Australian domestic market, with a range of enhancements to both business and economy services to roll out in the coming months.

Launched today by ceo Alan Joyce at Sydney Airport, the innovations include an extension of the existing QF relationship with celebrity chef Neil Perry, with the pair pictured together at right this morning.

Perry-designed menus with matching wines will debut in domestic Business class next week, aligning the product with that of QF's international business class.

The move also extends to the business class lounges, with more hot meal selections and a 'plate of the day' dining service in the form of a light supper with matching wine.

An extra entree course will be offered on trans-Continental and Tasman flights, with services from Sydney and Perth to Melbourne to also be increasingly operated with new cabin product as QF takes delivery of more new A330s.

There are already two of the A330s in service - fully equipped

throughout with free seat-back on demand entertainment - and the same product will be fitted to two more A330s to be delivered before Christmas.

Twenty new 737s to be received over the next two years will also feature the AVOD and new seats.

The service upgrade also boosts QF's economy offerings, with a



new "Neil Perry influenced" menu including premium breakfasts, new hot dinners, complimentary bar from 4pm on CityFlyer flights and "enhanced personal recognition for Frequent Flyers".

Joyce said that the massive investment QF had made in its domestic Qantas Clubs, Business Class lounges and Chairman's lounges was a 'key competitive advantage' for the carrier.

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Window Seat

QANTAS ceo Alan Joyce was this morning touting the work done on QF's behalf by designer Marc Newsome, who among other things has created the new electronic Q Bag Tag which is currently being distributed to top tier Qantas frequent flyers.

He said that Newsome even designed a special box which has been used to package the Q bag tags - which some canny recipients have apparently used to raise a bit of extra cash by listing on auction site eBay.

According to Joyce one of the fancy boxes had so far attracted a top bid of \$23.

BRAVE sommeliers in Finland have today popped the corks of two champagne bottles which were salvaged from the bottom of the Baltic Sea after being submerged for almost 200 years.

One of the bottles of bubbly was Veuve Clicquot, while the other was from the now defunct house of Juglar.

According to the AFP news service the champers had a "thick, nose-wrinkling bouquet" which could be smelled several metres away, but wine experts present at the event said it was "quite drinkable".

AN unemployed Latvian man has been charged with food theft after a series of "eat and run" incidents at several top London restaurants.

27-year-old Janis Nords allegedly ran up a massive £1021 bill at the upmarket L'Oranger French eatery in central London, with other incidents including a £965 meal at the Connaught Hotel and a comparatively meagre £349 outstanding bill (probably for just a snack!) at the Glass House restaurant - all in the last four weeks.

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This week's EK winner



ABOVE: Emirates NSW sales manager Tim Harrowell has really put these agents in the frame.

He's pictured handing over the weekly prize in the current Emirates European trade incentive to the NSW winner, Elena Paterson (left) from Flight Centre First & Business Class Travel in North Sydney NSW.

FC North Sydney store manager Emily Harris is also pictured.

Elena's feature destination is Vienna - and she often promotes Austria to her clients in conjunction with EK's direct

flights from Australia via Dubai, chauffeur transfers and wonderful Dubai stopover packages.

Other winners in the incentive this week are Deborah Oakley from Toowoomba City Flight Centre (Qld); Fiona Hyde of Voyager Travel Corporation (Vic); and Jessica Crook of Flight Centre Bassendean (WA).

The Emirates to Europe incentive, offering lots of great prizes of tickets and other goodies is valid for sales through to this Sun 21 Nov - more details at www.emiratestoeurope.com.au.

Wien in Melbourne

THE Vienna Tourist Board and Austrian National Tourist Office have revealed plans to hold the biggest Art Nouveau exhibition in the world, in the Victorian capital for four months next year.

Director for ANTO, Astrid Mulholland-Licht said the "coup" was huge news for the state and country, with industry initiatives to be linked with the gallery.

'Vienna: Art & Design' will be hosted at the National Gallery of Victoria as part of the gallery's *Winter Masterpieces* series.

A combined 240 pieces from The Belvedere and Wien Museums in Vienna, and private lenders, will be on show from 16 Jun, including furniture, decorative arts, painting and jewellery, dating back to the 1890 to 1928 period.

Vienna Tourist Board boss Norbert Kettner told *TD* in Vienna he was "very excited" about the upcoming show, which will explore modernism, individualism and the Succession movement.

And ANTO will use the event to incorporate an Austria tourism symposium, bringing together partners, wholesalers, retailers and tour operators.

'After-dark' extended hours will also be offered, with Mulholland-Licht predicting the show will lure around 400,000 interstate and international travellers to Melbourne.

Austria ERC bigger

THE number of Australians travelling through Austria as part of a European River Cruise from Jan to Sep in 2009 was 19% on top of the approximately 250,000 room night figure for Aussie visitors to Austria (*TD* yesterday), the Austrian National Tourist Board has clarified.

In 2009, a total of around 60,000 extra room nights were sold to Aussies who were sailing on a Danube river cruise.

Travel Daily AU
First with the news
on location in
Graz, Austria

Today's issue of *TD* is coming to you from Graz, courtesy of the Austrian National Tourist Office and Emirates

ABOUT two hours drive south of Vienna in the state of Styria is Graz, a city that shares the title of being Austria's second biggest town and the birthplace of classical music's Mozart (and iconic Austrian movie mega-star turned US politician, Arnold Schwarzenegger.)

Graz is known as the 'Culinary Capital' of Europe, a title it was bestowed with in 2003, and two years ago was named the 'Capital of Culinary Delights'.

There's an abundance of regional delicacies for visitors to the town to savour, with a smorgasboard of sausages, meats and breads, along with farmers markets, specialty stores & locally grown wines.

In the heart of the city, surrounded by churches, palaces, and private townhouses is the City Hall, within the confines of the UNESCO Old City Centre.

Well worn cobbled-paths and roadways line virtually every street through the town, and pushbikes and trams are popular means of transport for people to get around.

On a mountain just steps away from the heart of Graz is the Schlossberg, an ancient fort which overlooks the city and features a clocktower as its landmark.

Schlossberg is accessed by either a very steep staircase or a funicular railway running to the summit every few minutes.

There's also amazing architecture from the Renaissance period around every corner, and a collection of museums and centres, such as the art nouveau 'House of the Arts' (called the Friendly Alien), galleries, theaters & festivals.

Graz is 200kms from the nearest airport (Vienna) with lots of accom options - www.visitgraz.com.

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ICCA invitation

THE International Cruise Council Australasia is inviting cruise specialist agents to take part in next year's Cruise3sixty conference in Florida 13-17 Apr.

ICCA members will pay \$1295 (land only) plus a \$750 single supplement to take part in the event which is the official travel agency conference of the cruise industry in North America.

Registrations close 31 Dec for the five night conference including accom, breakfasts, various functions and an exclusive ICCA seminar - more info www.cruising.org.au/cruise3sixty.

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Rex calls for ACCC probe into SYD

REGIONAL Express says that the bringing forward of a key Productivity Commission inquiry into privatised airports is the result of "widespread concerns by the aviation community, IATA and the ACCC" over the pricing policies of Sydney Airports Corporation Limited.

The inquiry was originally scheduled for 2012 but will now take place sooner, the government has announced.

Rex said that the ongoing ACCC monitoring airport price increases as well as the Productivity Commission mandate do not directly examine the actual fees and charges at the airport.

"Accordingly, Rex has made a submission to the Federal Government highlighting the need for a specific factual investigation of pricing," the carrier said.

If the government requests the probe, the ACCC will then have the authority to "compel SACL to fully disclose how it allocates costs and sets pricing between different types of users at Sydney Airport including regional airlines."

Rex said this would in turn give the Productivity Commission the "factual basis on which to make an informed decision and also will be invaluable to the Government when formulating aviation policy in relation to the regional aviation users of Sydney Airport in line with the stated intentions of the White Paper".

Hayman shows off in Sydney



ABOVE: Hayman Island general manager Shane Green travelled south to Sydney yesterday to host a function where attendees were updated on the latest developments at the luxury resort.

The biggest news at Hayman is the imminent unveiling next month of the property's new Beach Villas - eight absolute beachfront dwellings each (naturally!) with a private pool.

Green is pictured above with Hayman Head of Corporate Communications Sally Morgan (left) and Anna Guillan, executive general manager sales and marketing for Hayman and Mulpha Hotels Australia.

Shamrocker brox

BUSABOUT, Haggis and Shamrocker Adventures' has launched its 2011 program with updated routes, new itineraries and more inclusions.

The new brochure includes an extended Busabout Adventure range including a 7 day Egypt itinerary, two eight day Ibiza Island Hopper tours and an eight day Morocco adventure including a Surf add-on.

Haggis Adventures has also added to its product in Scotland with two new 'Off Road' trips including the four day Great Glen and six day Lowlands tours.


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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.

Elsbeth Olalia has been appointed as Trade Marketing Executive for Qantas Holidays, joining Danielle Gorman and Linh Le in the organisation's marketing and communications team.

Wyndham Vacation Resorts Asia Pacific has appointed Sue Currie as its new VP Public Relations and Communications, taking over the role from Wendy Kessler who is moving to Melbourne. Stacey Grims is Wyndham's new Public Relations Officer, while Sarah Korin will provide admin support to the team.

Michelle Masters has taken up the Perth-based role of Regional Director of Sales and Marketing, Australia for Karma Resorts.

Swissotel Hotels and Resorts has named Jack Breisacher as general manager of Swissotel Beijing, Hong Kong Macau Centre. Breisacher moves from the Swissotel Chicago.

Emirates has announced two senior appointments within its Destination and Leisure Management division, with the jobs to begin on 01 Dec. Frederic Bardin will come on as Senior Vice President, Emirates Holidays and Peter Payet will take on the role of Senior Vice President, Arabian Adventures.

InterContinental Hotels Group has appointed Anthony Smith as the new marketing manager for the National Convention Centre Canberra. Smith will also be responsible for the marketing of Crowne Plaza Newcastle and Parliament House Catering.

Asian Destination Management Company, Exotissimo has announced Damien Van Eyk as its new Sales Manager of Australia and New Zealand. Van Eyk has moved across from Emirates.

Starwood Hotels & Resorts has named Kerrie Mulholland as its Director, Global Sales. Mulholland has been with Starwood for 13 years and will be based in Melbourne in her new role looking after corporate and Melbourne MICE customers.

Ubud Bali package

UNIQUE Group Travel has released a new Ubud Bali Spa Escape priced from \$849ppts for five nights at the Kupu Kupu Barong Resort.

The package, valid for stays until 15 Dec, includes accom in a Duplex Village Villa, butler service, brekkie, a L'Occitane spa pack, 60 min Pure Balinese Massage for two and much more - uniquegrouptravel.com.au.

Contiki savings

CONTIKI Holidays is offering up to 15% off selected Winter Europe departures for earlybird bookings confirmed by 29 Nov.

Tours included in the discount are the 19 day *European Inspiration* now priced from \$2141ppts departing 01 Jan 2011; 24 day Winter Wanderer, starting at \$2948ppts leaving on 15 Dec; and 21 day European Vista from \$2519 departing on 10 Jan 2011.

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ABOVE: Air Canada was recently all at sea - literally - hosting the 'Air Canada Regatta 2010' on Sydney Harbour to celebrate the third anniversary of the carrier's daily nonstop flights from Sydney to Vancouver.

Four teams of agents, along with AC staff, battled it out over a fiercely contested three race series, with trophies awarded at a gala luncheon at Walsh Bay following the event.

The winning crew were on *Cutting Loose* and included Skipper Rick Pomery, Air Canada; Jerome King, Globus and Cosmos; Tom Van Gessel, Expedia; Paul Scambler, American Express; Dean Wicks, Zuji; and Neil Ford, AC.

Pictured above making an official Air Canada salute to the Australian travel industry are the crew of *La FUNita* back row from left: John Balloch, Flight Centre; Jamie Sutherland, Flight Centre; Manny Tzafaris, Carlson Wagonlit;

and Louise Barker, Pan Pacific.

Front row: Rachel Pavia, CWT; Melanie Passmann, Air Canada; Kellie Stanbury, Corporate Travel Management; and skipper Gary.

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Relais star power

UPMARKET hotel and restaurant group Relais and Chateaux named movie star Richard Gere as its 2011 Ambassador.

New Caledonia sale

CORAL Seas is offering a 30% discount on flight-inclusive packages to New Caledonia.

A lead-in deal offers three nights at the Ramada Plaza Noumea from \$979 per person including taxes and transfers.

Specials are also available at other properties incl Le Meridien Isle of Pines - 1300 372 984.

AA JQ codeshare

THE new codeshare arrangements between American Airlines and Jetstar on JQ domestic New Zealand routes take effect today.

The AA code will be placed on Jetstar flights from Auckland to Christchurch, Wellington and Queenstown.

Amadeus makes things click

YESTERDAY

Amadeus unveiled its new 'OneClick' program that will see corporate travel managers able to locate its clients with the click of a button.

The new online application was developed to help TMCs fulfil a "duty of care" to corporate clients in the event of an emergency, travel disruption or for an important corporate message.

Lisa Akeroyd, regional director corporate solutions, Amadeus Asia Pacific said: "using Amadeus OneClick, travel managers have access to the entire organisation's travel information at their fingertips via a single dashboard."

TMC World Travel Professionals is one of the companies using the system, and has been trialling it with a number of clients over the last three months.

WTP md Michael Chase-Smith told *TD* that the company is planning to have "more than a dozen live by the end of the year".

Chase-Smith said OneClick is a "visual aspect to contact clients" and "allows travel managers to differentiate themselves" in their customer service.

The benefits of the program include the ability to track employees, plus efficient overseas communication via a



two way SMS feature that provides real time support 24 hours a day seven days a week.

Also the dashboard style reporting interface can export info to different file formats that users can access instantly; and can be remotely accessed by a secure login and password.

Akeroyd said the technology has been piloted out live to nine other countries in Asia and will be officially launched in 2011.

Throughout the next year quarterly updates will be released including the March rollout which will add the ability to email corporate clients, an extension to different Asian languages.

An extension to planned functionality will also see text messages sent to consultants when an alert is issued, with moves underway to sign up a communications provider to provide these alerts.

Pictured above at yesterday's event in the Amadeus Sydney office are Michael Chase-Smith and Lisa Akeroyd.

TIME for Hoffmann

ICONIC Aussie travel agent Phil Hoffmann from Phil Hoffmann Travel in Adelaide is the special guest speaker at the next networking session of the Travel Industry Mentor Experience.

The event will take place at the Sydney Blue Hotel on 02 Dec.

TIME chairman Penny Spencer told *TD* that there are already twelve Mentees signed up for the next intake into the program in Feb - including the organisation's first international participant, from Christchurch, NZ.

Spencer said the organisation is also on the look-out for mentors nationally - for more information see the TIME website at www.travelindustrymentor.com.au.

Fourth LH A380

LUFTHANSA yesterday took delivery of its fourth Airbus A380 which will enter service today.

LH currently operates the superjumbo on routes between Frankfurt to Beijing, Tokyo and Johannesburg.

Hotels.com loyalty

EXPEDIA'S Hotels.com booking website has today officially launched its 'Welcome Rewards' loyalty scheme in Australia.

The move was foreshadowed earlier this year (*TD* 16 Jul, 14 Sep) and has already been rolled out in the UK and the US.

Hotels.com recently conducted research which found that a third of Australians are members of a hotel loyalty scheme - of whom over half had never been able to redeem a reward.

The Hotels.com scheme differs from other programs because it allows guests to simply earn a free night for every ten nights booked - valid across thousands of properties across the globe.

The free night can be redeemed at more than 65,000 participating hotels - with no blackout dates or "complicated point systems".

The free night is valued at the average of the ten paid nights, and can be redeemed for a higher rate room by paying the difference.

Rewards accumulated under the scheme are valid for three years.

Sunrise to Hawaii

HAWAII will be firmly in focus on Australian TV next week with the top-rating Channel 7 *Sunrise* breakfast show being broadcast from Waikiki for the second time.

It's not quite on the scale of Oprah's visit to Australia, but 300 loyal *Sunrise* viewers will also experience Hawaii, travelling along with the cast and crew on a specially branded Jetstar aircraft which leaves Sydney on Sun.

The show will take place at the Hilton Hawaiian Village, while personalities including Fifi Box and Grant Denyer will do live crosses to other locations across the islands to highlight many of the diverse experiences on offer.

AB adds Gatwick

GERMAN carrier (and oneworld-member-elect) Air Berlin has announced the launch of its second UK hub, with nonstop flights from London Gatwick to Nuremberg and Hanover, between 07 Feb to 31 Oct 2011.

The flights to both destinations will operate 13 times a week.

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Please send your expression of interest and CV to recruitment@cruise1st.com.au

JQ's Hamish and Andy tickets

JETSTAR is sponsoring radio presenters Hamish and Andy's 'Thanks for the memories' farewell tour in five cities over five days starting in Perth later this month.

The popular Austereo stars announced earlier this year they would cease the daily broadcast of their national afternoon show.

Jetstar JetMail members are being given the chance to win a reserved spot in the StarClass area by entering a competition with a 25 words or less story of 'Your favourite memory of the Hamish and Andy show'.

Entries to be submitted by 23 Nov to thankyou@jetstar.com.

Uniworld connects

UNIWORLD Boutique River Cruises has announced that it will offer complimentary internet access to all guests travelling on its company owned ships in 2011.

GM John Molinaro said the move would make it easy for passengers to share their holiday experiences with family and friends back home.

More details in today's *Cruise Weekly* - subscribe free at www.cruiseweekly.com.au.

Musicians outback

GREAT Southern Rail is inviting members of the public to attend concerts by Aussie rock legends James Reyne and Mark Seymour in Sydney, Bathurst, Broken Hill, Adelaide, Watson, Rawlinna, Kalgoorlie and Perth.

The Indian Pacific Outback Christmas train will operate from 01 to 04 Dec with concert dates at www.greatsouthernrail.com.au.

TA's in your face

TOURISM Australia has achieved a major social media milestone, with one million "fans" signed up to its page on networking phenomenon Facebook.

TA launched the page in 2008, with md Andrew McEvoy saying: "Word of mouth has always been the most effective way of spreading the word about holiday destinations," with Facebook and other social media platforms enabling this to happen more powerfully than ever before.

The TA fan base includes 490,000 Australians; 75,000 in the US; 36,000 in the UK; 27,000 in Germany; 25,000 in France and 18,000 in Switzerland.

About 55% of the fans are female and the page generates 850,000 impressions a day.

To celebrate the millionth fan TA has created a special animated video just for fans of the page at www.facebook.com/SeeAustralia.

Adventure Africa

ADVENTURE World has launched its new look 2011/12 Acacia Africa brochure which includes an innovative new "Adventure PLUS" section for passengers looking for Comfort and a little adventure.

See adventureworld.com.au.

Tache-tacular travel staff

THE Australian travel industry is starting to get even hairier than usual, with blokes beginning to bristle up as part of *TD's* 2010 Movember competition, in conjunction with P&O World Cruising.

After the first week of growing it appears that some participants decided that

nature was taking too long - with Air Tickets' "Rugged Mo Bros" Remus, Matt and Bruce (right) deciding to fill in some of the blanks with a permanent marker



Pictured left is Mario Blasius, Globetrotter Corporate Travel

predicting his hair and mo growth for the month (and below his actual progress),

while above is a hunky Aaron De La Torre, Qantas Airways, who is competing as an individual.

The competition is offering

lots of prizes including a seven night P&O World Cruising *Arcadia* sector from Sydney to Fremantle in 2012 - entry details at left.

AA JetBlue pact

HOT on the heels of its new interline agreement with Emirates (*TD* Tue), US low cost carrier JetBlue has expanded its pact with American Airlines.

Under the deal AA and JetBlue will offer reciprocal frequent flyer benefits, and customers will also be able to book travel on selected combined AA/Jetblue itineraries on the AA website.

The previous commercial interline agreement between the airlines, which was launched in March this year, has been expanded to include AA international flights from New York JFK and Boston to London Heathrow, Paris, Brussels, Barcelona, Budapest, Buenos Aires, Madrid, Manchester, Milan, Rome, Sao Paulo, Rio de Janeiro, Zurich and Tokyo (both Haneda and Narita), as well as 26 JetBlue domestic ports.

The combined itineraries can also be booked via GDS.

Helsinki backpacks

HELSINKI City Tourist and Convention Bureau has updated its website to include a new section targeting the backpacker and budget traveller market.

The new section offers tips on "couch surfing", sightseeing by tram, free attractions, inexpensive meals and how to find affordable local bars - at visithelsinki.fi/budget_travellers.

Get on CC Board

CENTRAL Coast Tourism (CCT) is seeking applicants with knowledge, experience and a passion for the tourism industry to fill three skills based positions on its Board of Management.

All positions on the board are volunteer roles, with other directors including elected positions from CCT membership.

Applications close at 12pm on 13 Dec; expressions of interest to tcollits@centralcoasttourism.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.

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?

Aurora is instantly recognisable thanks to her elegant tiered stern. Designed as a classic ocean going vessel Aurora is ideally suited to world cruising. At her heart is a Lalique-inspired waterfall which forms the centrepiece of her atrium - one of her signature features.

Click here for competition full terms and conditions





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LEISURE / WHOLESALE SENIOR MANAGER

- Wholesale, retail, online, offline
- Sales, Operations, Contracting, Product
- Ops Mgr, General Mgr, CEO - Full Commercial responsibility
- Europe, North America and Australia

A result driven executive with over 20 years experience in leisure travel. Understands the value in supporting and developing all partnerships to uncover and maximise all opportunities. Identifies road blocks and offers solutions and strategies. Ability to coach and manage teams and individuals delivering success and exceptional performance measurable against business plans. Employs best practice to ensure service levels are maintained. Responsible for business plans, budgets, strategies and KPI's. Has experience with large global multi brand business along with small high end tailor made programmes. Enjoys the challenges created by the dynamics and ever changing landscape of the travel industry.

SENIOR INDUSTRY EXECUTIVE - CORPORATE/ONLINE/IT

- Proven sales record
- Entrepreneurial flair
- Excellent presentation / communication skills

A travel industry professional with extensive experience in diverse industry channels including: corporate, government travel, leisure, retail, online as well as IT. Our candidate has held senior management positions with various major travel organisations and is well respected with a strong network of contacts. Predominantly working in sales & marketing roles he has a proven record of successful business development, account acquisition and retention and a well developed understanding of travel distribution processes. A natural leader with excellent communication skills, an entrepreneurial flair for identifying and capitalising on opportunities and experience building and managing a productive work team, he is seeking an executive management position where he can leverage this experience.

AIRLINE SALES MANAGER

- Revenue results in excess of forecasts
- Pan European integration and structural change specialist
- Strong leadership experience across Asia / Pacific

This consummate professional has acquired a wealth of travel trade experience within Australia, Asia and more recently within Europe. As the former Asia/Pacific Regional Director for one of the world's largest airlines, this results driven candidate consistently delivered revenue in excess of forecasts. He was also responsible for marketing, managing the various General Sales offices and oversaw a multi country call centre to more recently managing a team of corporate, leisure, sales support, sales planning and distribution personnel in Europe. This target orientated professional implemented substantial reductions in the company's overall cost of operation whilst fine tuning a number of distribution channels. Also demonstrating a proven track record of motivating and managing a team through the GFC.

SENIOR EXECUTIVE LEADER - EXPERIENTIAL TRAVEL

- Inspiration leader with ability to increase profit
- Experience in developing online B2B and B2C
- Strong strategic planning with product development and growth

Results orientated executive with over seven years' experience as General Manager/Director in Travel Industry in the capacity of Sales, Operations, Finance, IT and Marketing. Excellent leadership, contract negotiation skills and strong people management expertise with a pragmatic approach. Ability to understand and implement online business models and execute business growth strategies with desired results. Proven brand development experience and high-level communication skills, this candidate has the capacity to increase market awareness and share.

PROJECT MANAGER, GENERAL MANAGER

- Over 30 years in Travel including 18 years experience in airline operations
- A Project Management and Implementation Expert
- Managing Director of Western Canada's largest Travel & Tourism College

This dynamic candidate arrives with comprehensive travel industry experience working at a senior management level in Australia and North America. During the 18 years, he gained invaluable experience in key roles across Qantas negotiations. Professionalism, work ethic a can-do attitude and delivery of tangible results lead to a series of promotions, culminating in the prestigious role of Qantas Airport Manager in Bali. Attracted to North America by business opportunities, this candidate was quickly recruited to lead a major start up project for a travel training college. After a successful start up phase, the Travel College to become the largest in Western Canada. Most recently, he headed up an online marketing agency.

MANAGING DIRECTOR / CHIEF COMMERCIAL OFFICER

- Technology, Agency or Distribution
- Available for project or permanent opportunities
- Leader and Visionary

With over 15 years of marketing, strategic management, business development and product development experience across diverse organisations and geographies, this individual is capable, proven and passionate about travel. Significant experience and expertise with travel industry technologies, including online booking tools, global distribution systems and integration of legacy and web technologies. A comprehensive blend of multi-national and global experience in both established and emerging markets, with work experience in Australia, Asia, Europe and the USA. Extensive experience in sales, consulting, marketing and strategic development. With a well-developed ability to create, synchronise and execute commercial strategies and plans, this individual is ideal for a company seeking a big-picture thinker and manager ready to move your organisation forward. Interested in Australian or Asian -based roles, and available on short notice.

A REAL LEADER OF PEOPLE / SALES / PRODUCT & MARKETING

- 18 years of product sales, management and marketing experience
- A former successful company director who is looking for the next big challenge
- Great ability to think outside the box and lead from the front

Thanks to a successful sale of his business, this former company director is looking for the next big challenge. Having been an employer and an employee, he really does understand the demands and pressures from all sides. A real leader and an enthusiastic sales and marketer make this candidate a real asset. With excellence references and great industry relationships, he is looking to be part of a motivated and forward thinking industry team. Experience in online and offline marketing, strategic planning, managing sales teams, running call centres, managing key accounts and developing product are just some of the reasons why you would at least want to talk to this individual.

Contact Sally Frape for the above candidates at sally@tmsap.com



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LARGE SCALE CALL CENTRE OPERATIONS

GENERAL MANAGER RESERVATIONS

SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE

This award winning travel operator is looking for a talented Call Centre manager to take over their National operations. This strategic role will include leading & managing the reservations and support departments with a focus on customer service delivery and staff development. Previous Call Centre experience with an emphasis on development and change management is essential.

IT'S ALL ABOUT INBOUND

TOUR OPERATIONS MANAGER

SYDNEY – SALARY PACKAGE \$83K+

This global tour operator is one of the best in the business. Reporting to the Asia Pac GM, this role will focus on leading all aspects of the ground operations in Australia and NZ, with major emphasis on staff training and development. To succeed in this role you will have a strong tour operations or domestic inbound background with an excellent track record in staff management.

HIGH LEVEL ACCOUNT MANAGEMENT

KEY ACCOUNT MANAGER

SYDNEY – SALARY PACKAGE CIRCA \$100K++

Be responsible for managing, maintaining and developing the relationship with key clients through your proactive & strategic approach, ensuring ongoing revenue opportunities are maximized and a true business partnership is developed. You'll have strong commercial acumen, highly developed communication & presentation skills, and functional knowledge of IT/GDS, distribution and e-commerce operations.

STRIKE IT RICH WITH A GLOBAL GIANT

STATE SALES MANAGER

PERTH – SALARY PACKAGE TO \$90k + CAR

This Golden Opportunity is available NOW and requires an experienced Sales Manager to drive the entire WA/SA sales team. You will have the ability to achieve the best outcome from the team, building success and ensuring positive relationships are established with industry clients. Managing top level accounts and consortia you will have highly developed communication skills and a great personality.

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.

GROW A CAREER WITH A GROWING COMPANY

BUSINESS DEVELOPMENT MANAGER – CORPORATE SALES

SYDNEY – SALARY PACKAGE OTE \$90k +

Looking for a company that can provide you with a great team environment? This fabulous TMC is forging ahead in the market and are looking for a highly driven BDM who knows how to grow the business. With a great reputation and an inspirational leadership team your career will take off with this successful global organisation. For great career development and satisfaction this role is for you.

SHARE YOUR KNOWLEDGE TO IMPROVE THE TEAM

TRAVEL TRAINER X 2

SYDNEY & MELBOURNE – SALARY PACKAGES TO \$75k

Use your high level knowledge of the travel industry and leadership skills to drive the ongoing success & growth of this exciting travel company. You will be either a trainer working in the travel industry currently or a team manager within travel who has been heavily involved in training staff. This role requires innovation, great communication skills, leadership & development skills, and a desire to see the business grow.

JUST THE RIGHT FIT

BUSINESS DEVELOPMENT MANAGER

BRISBANE & SYDNEY – SALARY PACKAGES TO \$65k + CAR

Feeling like you have outgrown your current sales role and need a new challenge with a larger company? You'll thrive with this highly regarded supplier to the travel industry, they provide great benefits and the opportunity of building rewarding relationships with agents in your territory. On road sales experience is essential along with a fun, self-motivated attitude towards success.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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NSW & ACT
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Kate Dalrymple
OLD & NT
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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