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# Travel Daily AU

First with the news

Mon 22 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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## Big Deal for Harvey World

THE Harvey World Travel brand will be heavily promoted on TV next year in a new partnership with Channel 7's 'Deal or No Deal' program, which is broadcast nightly at 5.30pm.

The move was revealed by HWT marketing manager James Brodie on Sat in Hong Kong at the group's 2010 Symposium.

HWT will be the show's exclusive travel partner, and host Andrew O'Keefe will become an "unofficial ambassador" for the group with ad-lib references supporting the partnership.

During the year there will be five special destination-based travel promotional weeks sponsored by HWT during which viewers will be able to win holidays, and a permanent HWT logo will be built into the set.

Brodie also outlined a number of other innovations for HWT, including a significant expansion of its Groups program which in 2011 includes Antarctic, Anzac, Canada, Europe River Cruise, China, Vietnam and Britain and

Ireland and Africa departures.

A 'Kenya and Tanzania' HWT tour is already sold out, he said, with 2012 plans to add further product in NZ and South America.

The Groups program will also enable HWT agencies to promote their own group departures to other members.

Also new for HWT members is an online 'marketing system' in partnership with SNAP printing, which provides easy to use templates which members can customise to produce their own promotional collateral.

And Brodie confirmed a new digital signage arrangement costing just \$35 per month after startup costs, under which supplier Onquevision will provide real-time messaging for stores.

The first electronic signage is already in place at the HWT store in Mt Ommaney, Qld.

More from the HWT Symposium throughout today's *TD*.

### Bumper issue today

*Travel Daily* today has seven pages of news and photos, a special Oprah first full page, plus full pages from:

- AA Appointments
- China Holidays
- Qantas Holidays

### QH sale launch

QANTAS Holidays is offering up to 20,000 bonus Qantas frequent flyer points on some packages as part of a major week-long sale.

For details see last page.

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# Travel Daily AU

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Mon 22 Nov 10

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10 GOOD REASONS TO VISIT NEW CALEDONIA

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## Travellers Choice online

TRAVELLERS Choice has unveiled plans for its members to embrace the internet, with a new Digital Marketing Strategy launched at the group's conference in Melbourne on Sat and set to debut early in 2011.

General manager Christian Hunter told *TD* the plans had been developed in full consultation with members, and aim to create incentives which attract consumers to individual agent websites to help agencies build their databases.

"We don't want to be a cheap flights to London website," he said, with the strategy making it easy to create co-branded sites which can be customised to a particular agency or clientele.

The move is in partnership with web content management firm Platform Interactive (PI).

Competitor websites were seen as "too price focused" with low personal engagement, with PI gm Rob Donkersloot saying this had prompted TC to "design a website where people don't feel left to their own devices".

The announcement was very positively received by attendees at the conference, with md Gary Allomes telling *TD* that members had been asking how quickly it could be implemented, while

suppliers were keen to work with the group to include their product.

He said he hopes the majority of members would take it up within the next 18 months.

Also announced at the conference was a partnership with Training People Worldwide which will offer Travellers Choice members sales and service training modules as well as business benchmarking.

Allomes confirmed that Travellers Choice was continuing to grow, with five new members accepted since Jul - more on p3.

## QF A380 grounding

QANTAS may not return its A380 superjumbo fleet to the air until early next month, with the schedule changes reflecting the ongoing groundings now extended on some routes (*TD*breaking news).

According to GDS displays QF has planned for a phased reintroduction of A380 services, with the first resumption from 27 Nov on Sydney-Singapore-London, to operate four times a week.

Sydney-Los Angeles A380 flights have been loaded for QF11/12 on 04 Dec, while Melbourne-Los Angeles and Melbourne-Singapore-London A380 operations are currently planned to restart 05 Dec, booking systems say.



## Window Seat

JETSET Travelworld Group ceo Peter Lacaze knows where he stands in the gender stakes.

His presentation at the HWT conference in Hong Kong on Saturday morning included an overview of the experience of two senior members of his executive team - JTG chief financial officer Elizabeth Gaines, and chief development officer Andrea Stark.

"The females in the audience will note that I have surrounded myself with women - and that means the work will be done on time and effectively," he quipped.

SHE'S a nice lady really.

Melissa Watt from Travel 2 was among many of the attendees at the HWT conference to partake in the local cuisine.

At a function yesterday *TD* snapped this candid photo of Melissa -

and yes, that's right, she is eating a baby penguin.

The delicacy was part of a yum-cha meal served at a nearby restaurant, where diners were assured that the tasty morsel wasn't actually made of penguin.

AND below is pictured another person who is actually nice - despite a dire warning to anyone who dares to touch his drink.

Paul Rickard from HWT Caloundra whipped out this



special sign to keep his beer safe when he went to the loo during the HWT cocktail party.

FOR

# THE BARE FACTS

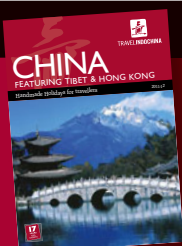
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Mon 22 Nov 10

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Airline of  
the Year 2009  
TTG Travel Awards 2009

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## Harveys Choice cruise charters

HARVEY'S Choice Holidays will operate a number of exclusive cruise departures next year, in response to growing demand from the HWT network.

Harvey's Choice ceo Alistair Fernie told *TD* in Hong Kong yesterday that plans include two Island Escape Cruises charters, one to operate a Vanuatu voyage including the iconic Pentecost Island Land Divers, as well as another Island Escape itinerary in New Zealand's Charlotte Sound focusing on food and wine in Nov.

Harvey's Choice has also seen strong demand for its exclusive Titanic Memorial cruise, which has seen Fred.Olsen Cruises' *Balmoral* chartered by a UK operator for a 2012 departure to commemorate the centenary of the Titanic sinking, and Harvey's Choice appointed as the exclusive Australian distributor.

Fernie said that Australian agents had sold more berths on the cruise than any other market apart from the UK, with the operator having to retrieve more cabins from other countries to boost the Australian allocation.

Harvey's Choice 2011 plans also include a large allocation on Cunard's President's Voyage across the Atlantic Ocean on board *Queen Mary 2*, plus an exclusive booking of a castle in Scotland coinciding with the Highland Games in Braemar.

Harvey's Choice is also set to unveil further exclusive cruise charter products in the coming weeks, Fernie said.

## AirAsia DRW/Bali

AIRASIA is moving forward with plans for linking the Top End with Bali, as exclusively revealed by *Travel Daily* in Jul (*TD* 14 Jul).

According to AirAsia's website, the new Darwin-Bali direct route is planned to begin by Christmas.

## TC business plan

THE new Training People Worldwide (TPW) partnership with Travellers Choice (p2) will allow the group's members to improve their sales skills, enhance customer service and benchmark their financial performance, according to TPW ceo Sue Langley.

A number of training options are on offer, starting from 'Back to Basics' and 'Manager Development' sessions next month and continuing into 2011.

Training will take place in Canberra, Perth, Adelaide, Brisbane, Sydney and Melbourne, with a key feature of the pact being ongoing contact with members.

"We are there for them no matter what...we are not just a training provider flying in to do one thing and fly out again - we're someone they can come to," Langley said.

## TCF crack down

THE Travel Compensation Fund has announced the non voluntary termination of eight travel agency head offices, and one branch location, for failure to lodge annual financial returns on time.

Agencies incl *Express Touring*, Pyrmont NSW; *ID Travel*, and *21st Century Travel* in Melbourne, Vic and *Khalsa Travels* in Clayton, Vic.

## Virgin-Delta asked for more information

VIRGIN Blue ceo John Borghetti says he welcomes the opportunity to provide further information to the US Department of Transportation in relation to the proposed Virgin Blue/Delta Air Lines trans-Pacific pact.

Over the weekend the DoT confirmed that it was asking the carriers to provide copies of their finalised commercial agreements, evidence of changes to the Navitaire reservations system, and a detailed report on the status of any third country approvals required (*TD* breaking news) - along with current traffic stats.

The DoT hasn't given any further timetable for its final decision, but says it needs to have the updated information "to enable us to fully and fairly evaluate [Virgin Blue and Delta's] proposed changes to the alliance".

Borghetti told *TD* on Sat: "We look forward to continuing to work with the DoT and will be providing them with the requested information over the next ten days".

Travel Daily AU  
First with the news  
on location in  
Hong Kong

Today's *TD* is coming to you  
from the Grand Hyatt Hotel in  
Hong Kong - the venue of the  
2010 Harvey World Travel  
Symposium, courtesy of HWT  
and Qantas Airways.

More than 400 HWT agents, suppliers and head office staff are today returning home after a weekend of learning and networking under the banner of "Unite - Grow - Prosper".

The conference was held at the luxury Grand Hyatt Hotel, adjacent to the Hong Kong Convention and Exhibition centre overlooking spectacular Hong Kong Harbour.

As well as business sessions and presentations from key suppliers, the conference heard from Jetset Travelworld Group ceo Peter Lacaze about the future of the group following its merger with Stella Travel Services.

A range of major initiatives were also unveiled, and many delegates made the most of the strong A\$ exchange rate with lots of shopping!

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**Travel Daily AU**  
First with the news

## We were ready - TC

ALTHOUGH the timing of the JTG-Stella merger may have caught many by surprise, "in many ways Travellers Choice had been preparing for it for several years," according to Travellers Choice md Gary Allomes.

Speaking at the group's MEL conference on Sat, Allomes said the Board had been looking at many options for TC.

"Our group had to grow - not just in transaction volume but also in terms of the overall quality of our members, our support services, our network's reach and our ability to deliver incremental business to our preferred partners," he said.

Allomes said Travellers Choice now has 63 preferred suppliers - including deals with 10 new airlines which were negotiated by Stella-JTG on TC's behalf under their joint sourcing pact.

## DJ/EY SYD lounge

THE heads at Virgin Blue and Etihad Airways have confirmed plans to build a joint lounge facility at Sydney Airport as part of the alliance's synergies, as flagged by *Travel Daily* earlier this year (*TD* 03 Sep).

The combined airport processes could also be expanded to cover training, purchasing, engineering support and aircraft acquisitions, according to EY ceo James Hogan.

Virgin and Etihad have received 'interim authorisation' by the ACCC for their joint venture, but are still awaiting full approval.

## Excite names GM

AGENT-only online wholesaler Excite Holidays has named Joe Karbo as its new general manager, with md George Papaioannou saying Karbo will "lead the growth" of the company.

## \$10m reno for QLD Island resorts

HIDEAWAY Resorts will plough \$10 million into its two Qld island properties through extensive upgrades and enhancement programs, in a bid to "unlock the potential of both islands."

Located on the Great Barrier Reef, Dunk Island Resort and Bedarra Island Resort have already begun remodelling projects, which will extend to exterior and interior redesigns.

Dunk Island will receive a \$6.5m face-lift to provide more accom options for groups and families, new Upper Banfield spa rooms for couples (a lower priced alternative to Beachfront rooms and suites), soft refurbishments to its bar and restaurant, resort-wide Wi-Fi access, and new water sports equipment.

It will also switch its tariff to full board from 01 Apr, a move in response to customer feedback.

\$3.5m has been committed to Bedarra Island, which will cover exterior painting of the entire resort, new furniture and fixtures, remodelling of three split level villas, and an overhaul of the gym to transform it to a wellness centre with plunge pools, spa swim jets and steam rooms.

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First with the news

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A new helipad is also on the drawing board, said Hideaway Resorts chairman Rupert Greenhough, who added that the work would reposition the resorts "back to the top of their competitive sets, where they deserve to be."

The upgrades are expected to be completed by mid 2011.

Australian-owned Hideaway Resorts last year bought both of the former Voyages properties from GPT.

## Skywest WA win

PERTH-based carrier Skywest Airlines has been chosen as the "preferred proponent" for a five year licence extension to operate flights from Perth to Albany; as the sole operator to Esperance; and to Learmonth/Exmouth in a shared operator capacity.

The route between Perth and Geraldton will be deregulated, but Skywest said it would continue to operate these flights with onward connection to MEL.

Skywest also said it was talking to the WA govt about continuation of Carnarvon, Monkey Mia and Kalbarri flights, with negotiations set to be finalised by 30 Nov.



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## Top Choice for fourth year



ABOVE: The number one Gold Choice member of the year with Travellers Choice was awarded to Toni Chambers from Broadway Travel and Cruise Centre in WA.

This is the 4th consecutive year Broadway Travel & Cruise Centre has been bestowed with the honour, and is also the only agent to have ever taken out the accolade since its inception in 07.

The other 10 Gold Choice winners for 2010 were: Sue Holmes, Carine Travel Bug (WA); Carol Shaw, Tour de Force Travel (WA); Carol Evans, Bay Travel & Cruise (Vic); Sue Fessey, Stodarts Travel & Cruise (WA); Michelle Hancock, City Beach Travel & Cruise (WA); Hans Went, Canadian Bay Travel (Vic); Brian Slater, Maria Slater Travel (ACT); David Holsman, Ucango Travel (QLD); and Jim Cooper, Queanbeyan City Travel & Cruise Centre (NSW).

This year's Gold Choice agents will be off on an eight-day Uniworld River Cruise between Amsterdam and Frankfurt in Mar, aboard *River Empress*.

Pictured with Toni Chambers (centre) from left are: Max Walker, emcee; Christian Hunter, general manager Travellers Choice; Gary Allomes, managing director TC; and Trish Risdale, chairman TC.

## Calypso owner sale

TOURISM Technology, the parent company of the Calypso reservation system, is now back in the hands of its founder Graeme Hunter, who together with gm Michael Dundon has bought all TT shares formerly owned by the collapsed Roamfree.

Hunter set up the business in 1991 and sold a majority share to Roamfree in 2007, staying as md.



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## GA SkyTeam meet

GARUDA Indonesia will meet with officials from the SkyTeam airline alliance in Jakarta on Tue to sign an official memorandum of understanding, paving the way for the carrier to join the expanding SkyTeam, by 2012.

## AA Travelport fee stuns agents

THE new "booking source premium" which will be charged by American Airlines for agents booking its segments through the Galileo GDS (*TD* breaking news) is likely to see the carrier suffer a big drop in bookings, according to a number of furious agents who have contacted *TD* this morning.

IATA is today circulating a notification to Travelport-connected agencies in every market across the globe except for Japan and the USA, advising them that AA will apply an ADM for every sector booked.

In Australia the fee is US\$11.75 per segment, with AA blaming the impost on "dramatic booking fee increases very recently notified to American by Travelport".

AA is asking agents to absorb the cost premium to bring the cost of Galileo GDS bookings "reasonably in line with the cost to American of other GDSs and

## TC pays out \$690K

TRAVELLERS Choice managing director Gary Allomes said the company emerged from the downturn of "2008/09 as a lean, financially disciplined organisation, strategically well positioned to take advantage of the steadily improving trading conditions we've experienced over the past 12 months".

He referred the growth to the expansion of the Travellers Choice Cruise Club and the Discover magazine as major contributors to the delivery of \$728,000 pre-tax net profit after a payment of \$660,000 in commission trading rebates throughout the year.

"In addition, we have paid \$30,000 in dividends, bringing the total paid to member this year of \$690,000, or 95% of the total profit", Allomes continued.

distribution platforms available in the marketplace".

The fee will be levied for every AA segment booked in Galileo on or after 20 Dec, and will be charged to agents via BSP from Feb next year.

Agents are expected to pass the fee on, with one telling *TD* "it will prove an accounting nightmare as it is priced in US\$".

"Agents will just avoid AA, and the repercussions will be massive," he said.

Another major corporate agency said he also expected the move to impact the sale of oneworld round the world fares, and would be recommending Star Alliance to clients instead as a result of the new fee.

Flight Centre, which is a major Travelport GDS user, hasn't commented on the AA move yet.

## Bookings slide

JETSET Travelworld Group ceo Peter Lacaze has revealed a dip in Australian BSP figures for both domestic and international bookings during Oct, with the decline reversing a strong growth trend seen in previous months.

The booking figures, unveiled during Lacaze's presentation at the Harvey World Travel Symposium in Hong Kong on Sat, were an update of previous statistics released by Lacaze after the JTG/Stella merger (*TD* 08 Oct).

He said that there had been some consequent "turbulence in pricing" during Oct, reflecting a dip in consumer confidence and rising interest rates.

However passenger numbers were continuing to rise, with Australia unique in the world for its strong outbound performance through the global financial crisis.



## To Hollywood and Beyond!

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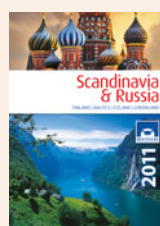
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## Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Bentours - Scandinavia and Russia 2011

The new 2011 Scandinavia and Russia brochure features more tours across Eastern Europe with a new highlights section of each country and a simpler format. New Russia products includes the 9 day Volga Dream Russian River Cruise and 7 day The Military Glory of Russia itinerary. More available online at - [bentours.com.au](http://bentours.com.au).



### Queensland Rail Holidays 2011-12

Offering a different kind of break for travellers the new brochure offers unique journeys and experiences. Exclusive holidays range from 14 day grand tours to 3 day short breaks, stretching from South East Queensland to Cairns and to outback Queensland, as well as daytrips to the reef and rainforest and outback farm stays and adventures.



### TrekAmerica - USA, Canada, Alaska and Latin America 2011/12

The small group adventure travel operator is showcasing off-the-beaten-track journeys in USA, Canada, Alaska, Mexico, Costa Rica, Panama and Peru in its new 2011/12 brochure. New and unique experiences are being offered for 18 to 38 year-olds incl a 3-night San Francisco to Yosemite mini

adventure, and additional dates to their expanding range of Budget Lodging Tours. Brochures available through TIFS or at [adventureworld.com.au](http://adventureworld.com.au).



### Creative Holidays - Hawaii 2011

Creative have launched a new range of Hawaiian holidays including an expanded range of accom and sightseeing tours outside of the normal travel hotspots. Newly introduced is the five star Kahala Hotel and Resort; a Whale Watch and Tale of Two Palaces Adventure, Magic of Polynesia & Polynesian Cultural Centre Circle Island tour in Oahu.



### Venture Holidays - Turkey 2011/12

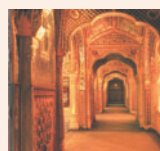
Nine new itineraries and several destinations have been added to the Venture Holidays brochure due to growing consumer demand and an increase in repeat travellers. Four destinations have been added to the list of three day guided packages incl Cappadocia, Ephesus, Antalya and Bodrum to compliment trips to Istanbul, Mt Nemrut and Urfa.



### Back-Roads Touring - UK and Europe in Winter

The Australian owned small group tour company is offering itineraries taking in the Christmas markets and snow covered cobblestone streets of Europe in Winter. Trips include the 7 day Alpine Lakes and Mountain itinerary to Northern Italy and Switzerland; nine-day Winter Imperial Cities in Prague, Vienna and Budapest. More info or to

book a brochure see online at - [backroadstouring.com.au](http://backroadstouring.com.au).



### Beacon Holidays - India 2011

The release of the new India brochure is in the format of a coffee-table presentation for travellers wanting exotic tastes of India. The brochure offers boutique and luxury accom, tiger safaris and royal experiences, holistic

Ayurveda treatments and yoga. Beacon Holidays says it can also customise any itinerary to suit clients needs. For more details see [www.beaconholidays.com.au](http://www.beaconholidays.com.au).

## Hotels.com app.

HOTELS.COM has launched a new Facebook app which, it says, is the first online agency to develop an application that offers full auto complete functionality, that can search for accom, compare & complete transactions.

## Agents early Austrian Xmas



ABOVE: Austrian National Tourist Office and Emirates showcased the Tirol region of Austria to this group of lucky agents at the end of last week as part of the 'Austria. Destination Summit'.

The preferred agents visited the Olympic Ski Jump Stadium in Innsbruck, did a walk through the holiday village of Igls (and a inspection of Sporthotel Igls), and stopped at the Glockengiesserei Grassmayr.

There was also a visit to the Imperial Palace and Christmas Markets in the heart of Innsbruck.

Pictured at the Christmas

Markets are some of the Aussie agents who took part in the week-long summit, *from left* are:

Sherron McKie, Zepplin Travel; Elizabeth Orrock, St Ives Travel; Adrienne Quirk, DQ International Travel; Paulette Cherney, Voyager Travel Corp.; William Coulston, Travelforce; Melissa Coles, Concierge Traveller; Karen Smith, Discovery Travel Centre; Vickie White, Goldman Travel; Sharron Shelnutt, Travel Specialists Mosman; Leeat Paltin-Eliahu, FBI Travel; Melissa Pomykaj, Northline Travel and Iris Pichler, Austria National Tourist Office, Sydney.



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## All smiles in Hong Kong



ABOVE: Scenic Tours md Glen Moroney was one of a number of senior Australian travel industry executives who were in Hong Kong on the weekend to support Harvey World Travel's 2010 Symposium.

Moroney is pictured with Carol McCarthy of HWT Drysdale and Emma Davie of Scenic, during a Hong Kong Tourism Board-sponsored cocktail party on Sat.

And at right, another surprise attendee at the conference was Travel Corporation ceo John Weeks, who's pictured with Jetset Travelworld Group ceo Peter Lacaze.

For more photos from the HWT conference see [www.traveldaily.com.au](http://www.traveldaily.com.au).



## Kumuka tracking

KUMUKA Worldwide has introduced an Agent Online Commission Tracking System for a "more powerful selling tool to maximise sales."

The new 'own the client' feature will allow agents to hold the booking in cyber space for up to 90 days.

More info online at- [kumuka.com/commissiontracker.aspx](http://kumuka.com/commissiontracker.aspx).

## QF investigation

THE Australian Transport Safety Bureau has today concluded its investigation into the oxygen cylinder failure onboard a Qantas 747 aircraft between Hong Kong and Melbourne in Jul 2008.

The ATSB said it was clear that the incident was "a very rare event", and its confident the risk of future cylinder failure and damage to aircraft is "very low".

## Webjet expands internationally

AUSTRALIAN online agency Webjet today confirmed details of its international growth (TD Tue), with the soft launch of operations in Hong Kong this week.

"We expect substantial promotional activity in Hong Kong to commence in approximately 30 days, and Singapore operations are expected to commence in late January," said md David Clarke in an ASX statement.

He also confirmed growth in Webjet's North American operations, with the imminent launch of a Spanish language site and plans to commence operations in Canada by the end of the year.

## Free wifi on Alaska

ALASKA Airlines is offering pax complimentary Gogo Inflight Internet Service on all Boeing 737 aircraft equipped with Wi-Fi, until 09 Dec, providing access to online music, games and podcasts.

## QH extends price match policy

QANTAS Holidays and Viva! Holidays have updated their price match and query policy, with the current arrangements now valid until 31 Jan 2011.

Speaking in Hong Kong at the HWT conference on Sat, JTG wholesale chief Simon Bernardi said the move was part of a strategy to ensure QH is price-competitive in each destination.

He confirmed that JTG wholesale would focus on large allocations, rewarding agents and providing top service, and confirmed the launch of a new ski product next year including comprehensive NZ content.

## GROW A MO AND WIN A CRUISE



P&O Cruises World Cruising in conjunction with **Travel Daily** is supporting **November** 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 **November** 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](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?

Aurora, Oriana and Arcadia are firm favourites with Australians and offer an original and authentic cruise experience that combines a sense of history and refinement with every modern facility imaginable as they travel the world in effortless style

Click here for competition full terms and conditions



## SHAPE YOUR CAREER WITH THIS COMPANY

### PRODUCT MANAGER - BALMAIN SYDNEY

Pinpoint Travel Group proudly operates Singapore Airlines Holidays, United Vacations, Freestyle Holidays and Rosie Holidays, and provides travel services to the Travel Agency network, and a number of high profile closed user groups.

Pinpoint Travel Group is part of Pinpoint Pty Ltd, an Australasian leader in marketing and loyalty. Due to continued expansion in our business and increased demands for a unique and expanding product range, we are seeking a Product Manager for Australia, NZ, Fiji and South Pacific destinations.

In this role you will have responsibility for overall portfolio product management including supplier contracting, negotiation, sourcing marketing funding, development of brochures, flyers, other sales collateral and new product development.

You will also be an active "can-do" participant in a dynamic product team. Experience with Calypso is essential and previous product development experience in the tourism sector is highly regarded.

Please forward a cover letter and resume in confidence to:  
**Andrew.Hutchinson @au.pinpoint.biz** by Monday 29 November.





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

### **LARGE SCALE CALL CENTRE OPERATIONS**

**GENERAL MANAGER RESERVATIONS  
SYDNEY – EXECUTIVE SALARY PACKAGE**

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.

### **INNOVATE AND LEAD THE BUSINESS**

**MANAGING DIRECTOR  
SYDNEY – EXECUTIVE SALARY PACKAGE**

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.

### **FOCUS ON GROWTH**

**BUSINESS DEVELOPMENT 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.

### **HIGH LEVEL ACCOUNT MANAGEMENT**

**KEY ACCOUNT MANAGER  
SYDNEY – SALARY PACKAGE DOE**

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-comm operations.

### **HIT THE HEIGHTS OF CLIENT MANAGEMENT**

**SENIOR ACCOUNT MANAGER  
MELBOURNE – SALARY COMMENSURATE WITH EXPERIENCE**

With your experience in account management this is your chance to show that you've got what it takes to step up to a leadership role. Overseeing the national account management team your role will be responsible for driving the team plus managing top tier clients. Your strategic ability to find solutions, bring innovation and deliver support will be evident in your extensive experience. A great role with a growing company.

### **CHOICES GALORE FOR HUNGRY HUNTERS**

**BUSINESS DEVELOPMENT – CORPORATE AND MICE SALES  
SYDNEY & MELBOURNE – SALARY PACKAGES OTE \$90k ++**

If you're looking for a company that is successful, fun, innovative and rewards results these roles are available NOW for hungry hunters who love winning new business. If your background is in Corporate or MICE market sales these roles will reinvigorate your career at a time when business is booming. You'll be enthusiastic, self-motivated and driven by achieving sales targets which results in great bonuses!

### **TRAIN FOR EXCELLENCE IN SALES & SERVICE**

**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.

### **ARE YOUR SALES SKILLS BEING REWARDED?**

**INDUSTRY BDM'S  
SYDNEY / PERTH / BRISBANE – SALARY PACKAGES TO \$80k+**  
If you have on-the-road sales experience across the travel industry, managing a territory and driving sales from your Agents, this role with a dynamic & vibrant Brand will give you the chance to demonstrate your skills and join a team that is driven to succeed and celebrates success. You'll have the opportunity to travel on exciting famils and build strong relationships with your clients.

## **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)

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Merry Christmas

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A selection of Domestic and International destinations are on sale now!  
**Hurry!** Sale finishes 27 November 2010.



## Holidays

[qantasholidays.com.au/agents](http://qantasholidays.com.au/agents)