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Travel Daily AU

First with the news

Tue 19 Oct 10

Page 1

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

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DJ/NZ to boost Tasman

VIRGIN Blue and Air New Zealand have detailed a number of routes on which they will boost frequencies if their trans-Tasman alliance is approved.

In a 110-page supplementary submission to the ACCC enquiry into the pact, they say they will operate year-round daily Perth-Auckland services and double daily services between Brisbane and Wellington.

Double daily services would also operate between the Gold Coast and Auckland during the peak season, as well as double dailies between Sydney and Wellington and daily summer flights between Melbourne and Wellington.

The submission, which aims to overturn the draft ACCC decision rejecting the deal, also indicates a strong focus by Virgin Blue on corporate accounts, with QF currently carrying more than 40% of business travellers on the Tasman compared to Virgin Blue's share of just 6.6%.

Air New Zealand says that the growing dominance of Qantas/Jetstar means that "the only commercially and financially viable option that enables Air NZ to effectively compete in the Australasian market is to form an alliance with Virgin Blue".

And the submission points out a

wide range of public benefits of the alliance, which will be "valued by all passengers" such as increased frequencies and better connections which in turn will stimulate passenger numbers.

The carriers also say they will implement a "joint tourism strategy" to promote new Australian destinations for both NZ travellers and long-haul int'l visitors, "particularly dual-destination tourists".

MEANWHILE, Tourism Tasmania has also made a submission endorsing the DJ/NZ alliance.

Acting ceo Rowan Sproule said the joint venture could lead to new opportunity for New Zealand visitor growth, through new codeshare services to Hobart and Launceston.

Sproule said benefits of the deal (schedules, capacity, reciprocal loyalty schemes, etc) could lure leisure and business travellers "who may have thought travel to Tasmania was just a bit difficult due to the need to change airlines mid journey."

8 pages of news!

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

- TMS Asia Pacific
- AA Appointments

Trafalgar at Leisure

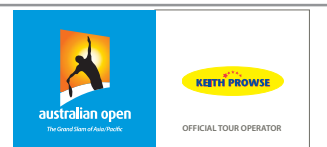
TRAFALGAR Tours is set to announce a brand new product for its 2011 European tours, that claim to offer guests significantly more freedom and flexibility, *Travel Daily* can reveal.

The 'At Leisure' program offers minimum stays of 2-3 nights on average, "substantial free time", complimentary hop on/hop off city sightseeing and access to Trafalgar's expert Tour Directors.

Wotif ceo extension

WOTIF.COM Holdings Limited has extended the contract of its managing director and ceo, Robbie Cooke, until 22 Jan 2014.

Cooke's remuneration package is \$875,000 per annum, including superannuation, subject to review.



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Major Jupiters expansion

TABCORP yesterday announced a \$175m upgrade of the iconic Jupiters Casino on the Gold Coast to "create an international entertainment and resort destination".

The move is part of a major demerger of the Tabcorp business which will separate its operations into two companies, one focusing on casinos and the other on wagering and gaming.

The Casino business will operate Star City in Sydney, the Treasury in Brisbane and Jupiters on the Gold Coast and Townsville.

The Jupiters Gold Coast upgrade will "significantly expand the non-gaming facilities" including eight new restaurants and bars, a new night life venue plus a spa.

It will also upgrade the main gaming floor and create new

dedicated VIP gaming areas.

Tabcorp CEO Elmer Funke Kupper said construction would commence next year, with work to be completed by 2014.

"The investments at Jupiters on the Gold Coast will significantly improve the customer offer and competitiveness of the property, and improve the overall attractiveness of the Gold Coast region," he said.

The project will also leverage the \$960m expansion of Star City in Sydney, Funke Kupper added.

He also confirmed that Tabcorp is currently in negotiation with the Qld govt on the potential for further expansion of its Gold Coast, Brisbane and Townsville properties, "including the construction of one or two new hotels".

Fantasy bookable

DISNEY Cruise Line's newest vessel, *Disney Fantasy*, will begin taking bookings for the 2012 season from tomorrow, with the ship's maiden voyage planned to sail the Caribbean on 07 Apr 2012.

Disney Fantasy, a sister ship to *Disney Dream*, will offer seven-night Caribbean sailings from Port Canaveral in Florida.

Prices start from US\$959pp - see www.disneycruise.com.

TAAP surge

EXPEDIA says the strong Aussie dollar is driving ongoing demand, with last week seeing a record high for transactions through the Travel Agent Affiliate Program.

Expedia travel agency distribution manager Stuart Udy said the high currency saw US destinations soar, with New York, Los Angeles and Las Vegas accounting for 20% of bookings - see www.expediaaccess.com/au.



Window Seat

AUTHORITIES in the Chinese city of Zhengjiang have launched a major tourism campaign, creatively centred around a vinegar drinking competition.

Contestants, who initially underwent a medical check, were lined up and then raced to drink 375ml bottles of local vinegar in succession.

As well as hoping to attract more tourists, the campaign also aims to promote the health benefits of drinking vinegar.

The winner managed to down the acidic beverage in just 28 seconds, saying "I kept telling myself this is not vinegar but sour honey water".

ARMENIA in Eastern Europe has launched the world's longest cable car, with the move aiming to boost tourism to the country's ancient Tatev monastery.

The cable car travels 5.7km across the Vorotan River Gorge and will allow year-round access to the ninth century holy site, which showcases Armenia as the first country to have adopted Christianity.

Locals will be able to ride the cable car for free, while visitors will pay about six Euros.

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Airline of
the Year 2009
TTG Travel Awards 2009

QATAR
AIRWAYS القطرية

Alaskan ambassadors

THIS week Aussie agents are being invited to learn all about Alaska, in a series of roadshows in Sydney, Brisbane and Melbourne undertaken by the Alaska Travel Industry Assn.

Spokesman Jesse Carlstrom, who's pictured with local rep Sue Jones and a special furry friend, yesterday confirmed that

Australia is a very important market for the northern most US state, with about 38,000 Aussies visiting last year - comprising about 20% of Alaska's total international visitor numbers.

The agent events this week, which will also move across the Tasman to Auckland on Thu, feature several Alaskan operators, with key supporters including Alaska Airlines and Delta Air Lines and major prizes of a trip to Alaska given away each night.

At a function yesterday Carlstrom highlighted the huge variety of experiences available in



Alaska, including amazing wildlife viewing, national parks, soft adventure, fishing and of course viewing of the spectacular Northern Lights.

Many Australians experience Alaska in conjunction with a cruise, but there are lots of opportunities to extend trips to take in more of the state.

Alaska Tourism has also launched a free Alaska Certified Expert program, which comprises four online modules agents can complete to learn about the destination - for more info see www.travelalaska.com/trade.

Tassie NZ no's drop

THE number of travellers from New Zealand visiting Tasmania has dropped by 23% year on year for the twelve months ending Jun, according to Tourism Tasmania.

The decrease also saw actual nights spent in the Apple Isle by Kiwis dropped "a staggering 50% year on year", said acting ceo Rowan Sproule.

"We view this issue with concern due to the importance placed on international visitors to our tourism industry," Sproule said, highlighting that over the same period the total number of NZ arrivals to Australia was up 2%.

QH week 2 winner

QANTAS Holidays has named Lynne Bird from Jetset Devonport as its Week 2 winner in its month long competition, exclusively featured in *TD* in Oct - see p8.

Lynne has won a \$100 QHols voucher and a Tassie treat for submitting her Ultimate Tassie Trip itinerary titled, a 'Wine and Food Indulgent Tassie Experience'.

There are just two more weeks left in the competition for travel agents to enter.

The consultant who provides the best Tassie itinerary to the value of \$5000, using the 2011 QH brochure, will win that holiday.

Travel Centre Manager

The Australian Holiday Centre specialises in selling niche Australian products and is part of the SeaLink Travel Group, who employs over 350 people in Australia and NZ. We have an exciting opportunity for an experienced Travel Centre Manager to join our Melbourne Office. This is an opportunity to join an award winning tourism, transport and technology company with an excellent reputation in quality products and professional customer service.

The successful applicant will reach and exceed strategic goals by developing, servicing and delivering our range of products whilst ensuring the centre continues to deliver the highest level of customer service. This role will work with other business units and will be required to demonstrate passion and innovation to grow the business in both existing and new markets by proactively delivering business growth strategies. The position will oversee a team of 3-4 consultants, ensuring they achieve their targets.

Reporting to the General Manager, the successful applicant will need to display:

- Excellent sales management and negotiation skills
- Strong interpersonal and leadership skills
- Ability to build rapport and foster strong internal and external relationships
- Innovation and creativity in order to grow the business
- Ability to think strategically and analytically
- Ability to run the business autonomously
- Sound domestic knowledge (including product, wholesalers and operators)
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For more on the Gift of Time, click here



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Money

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

\$1AUD = US98.8c

THE Australian dollar has slipped back from its record high last Fri, dropping almost 2 cents from its landmark parity with the US greenback.

But upward pressure on the currency is continuing, with the Reserve Bank widely expected to boost interest rates by 0.25% which will make the Aussie dollar even more attractive.

And any government moves to step in and address the impact on exporters and inbound tourism appears unlikely, with treasurer Wayne Swan yesterday warning that any intervention would be 'dangerous'.

The dollar is also continuing to soar against the UK pound and the European Euro.

Wholesale rates this morning:

US	\$0.988
UK	£0.621
NZ	\$1.30
Euro	€0.707
Japan	¥79.89
Thailand	฿29.59
China	¥6.47
South Africa	R6.67
Canada	\$0.998
Crude oil	US\$82.86

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

Flight Centre buys into gapyear.com

FLIGHT Centre Limited is continuing its online strategy, with yesterday's announcement that it had acquired a majority stake in UK-based social networking site, gapyear.com (TD breaking news).

The site specialises in providing information, products and a social network for travellers looking at taking extended international breaks - a market which has seen more than 2.5 million people from the UK take 'gap year' breaks over the past five years.

Flight Centre marketing mgr Colin Bowman said the site focuses on products and services directly related to gap year travel, including accom, flights, transport, travel insurance and travel money.

It was also supplemented by products and services such as clothing, footwear, camping and trekking supplies and equipment, travel guides, destination guides and other publications.

FLT hopes to use the site to generate travel enquiries for its brand in the UK initially, before rolling out to other markets.

"Oh, he's just so cute & fluffy,... like the cub"



ABOVE: Peregrine Adventures and South African Airways recently hosted a group of Flight Centre Queensland agents to a fam in South Africa.

The group spent three-nights at Umlani Bush Camp in the Timbavati region of Kruger NP, before moving to the Palace at Sun City for two nights, and then two nights in Johannesburg.

Participants saw the Big 5 and were lucky enough to also see a Cheetah, and a lion kill.

There was also a very close encounter with a leopard for two of the girls while walking back to their room one night.

The trip concluded with a dinner in Sandton, Johannesburg and a tour of Soweto.

Pictured here at Sundown Lion Park near Sun City with an eight-month old lion cub, *from left* are: Leanne Jervis, FC Indooroopilly

Megastore; Jacqui Hoitink, FC Morayfield; Jennifer Jessop, FC Harbourtown; Tammin Butt, FC Sunshine Plaza; Sarah Louise Scales, Peregrine/Gecko's; Amanda Thomas, FC Kenmore; Sam Mylrea, FC Noosa Civic; Trent Malcolm, South African Airways; Amanda Barrett, FC Coolumb; Lauren Batticciotto, FC Aspley, and Karly Tester, FC Toombul.

Sabre joins ICCA

GLOBAL Distribution platform Sabre Pacific has signed on with the International Cruise Council Australasia as an associate member.

"Cruising is a burgeoning travel category worldwide and the Asia Pacific region is a key growth point in the trend. We're very excited about this and fully intend to engage with it," said Sabre Pacific ceo Gai Tyrrell.

Account Manager, Airline

Amadeus is the world's largest supplier of travel distribution services and the largest supplier of IT solutions to the Australian and New Zealand travel and tourism industry. Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. We have won awards around the globe in recognition of our innovative and progressive IT solutions.

Amadeus currently has an exciting opportunity to join our Airline Business Group based in Sydney. The key purpose of the Accounts Manager position will be to manage, maintain and develop relations between Amadeus and existing airline clients.

In addition the role will be responsible for the following activities:

- Provide on-going account management to existing strategic clients to ensure a high level of customer satisfaction.

- Provide sales opportunities of new products and services
- Assist customers to maximise revenue generation through existing products
- Participate in the company's airline strategy and assist in identifying, targeting and selling the Amadeus airline range of products into existing or new customer base
- Conduct presentations and demonstrations of products as required
- Responsible for retaining existing customers

Essential to the role will be sales experience in the travel and tourism industry, account management, excellent problem solving and negotiation skills.

A solid understanding of Amadeus products and services along with knowledge in IT and technology at a functional level and an ability to build and implement a Account Development Plan will be a significant advantage.

Amadeus has a well-defined set of corporate values, and we seek out those who will enjoy our culture. If you are looking for a work environment where you will be exposed to industry best-practice, where you will be encouraged to learn and grow, where you will be in a supportive team environment and have the opportunity to be recognised for a job well done, then please apply.

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ANTOR going digital



ABOVE: The Assoc. of National Tourism Office Representatives last week brought together a group of "digital thought leaders" to an event exploring the future of digital tourism marketing.

Speakers at the event talked about the newest ideas and best practice in digital marketing, and

VS free upgrade

VIRGIN Atlantic is offering Premium Economy passengers a one way Upper (business) Class upgrade on travel to or from Hong Kong to Sydney when travelling before 29 Oct.

More info call 1300 727 340.

Qatar adds Phuket

QATAR Airways has commenced services from Doha to Phuket, operating via Kuala Lumpur.

Phuket is the 93rd destination added to QR's network, and the eighth new route for the Middle Eastern carrier to launch in 2010.

UA/CO MEX growth

UNITED Continental Holdings are planning to launch services between Los Angeles and Leon/Guanajuato, Mexico as part of a move to ramp up operations to the USA's southern neighbour.

The Leon route will be operated by Continental, effective 01 Nov.

The Group also plans to operate season once-weekly non-stop services between Austin, San Antonio and Raleigh-Durham to Cancun from 19 Feb, also on CO.

UA plans to lift frequencies to Mexico City ex LA to thrice weekly, ex Chicago to double daily, ex San Francisco to double daily in coming months.

There's also plans for a daily Denver-Mexico City, on UA metal, to operate from 16 Dec to 03 Jan.

QH tennis incentive

QANTAS Holidays, in conjunction with Tourism Victoria and Novotel Melbourne, is giving agents the chance to win one of 19 places on a three-night famil to the 2011 Australian Open from 15 Jan.

To win a spot, agents need to sell as many QH Victoria packages between 15 Oct and 26 Nov, for travel 17-30 Jan 2011 - see qantasholidays.com.au/agents.

Princess 18nights

ECRUISE has an 18-night fly-cruise-tour itinerary onboard the *Caribbean Princess* priced from \$5779pp, on sale until 27 Oct for departures on 10 May, 06 and 15 Jun and 12 Jul 2011.

The deal includes airfares from SYD, taxes, accom, some meals, sightseeing, nine nights cruising, and transfers - ecruising.travel.

Ooraminna auction

ICONIC Alice Springs outback event destination, Ooraminna Homestead Station, is scheduled to go on auction next month.

The 2503-acre cattle station has been run by owners Jan and Hill Hayes since 1995 and offers accommodation for independent travellers and groups, and also hosts outback dinners and performances.

SQ's Japanese exp

SINGAPORE Airlines is offering passengers in suites, first and business class a new 'authentic Japanese fine dining experience' onboard flights from Singapore and Japan and between Tokyo and Los Angeles.

Suite and First class pax will be served a five-course *Kyo-Kaiseki* service, while Business class pax will experience a brand new *Hanakoireki* meal service, which replaces its current *Hanagoyomi* meal option.

C&C Tourism chief

CHRISTCHURCH & Canterbury Tourism has appointed Tim Hunter as its chief executive, replacing Christine Prince who resigned from the position earlier this year (TD 06 Jul).

Hunter, who is GM of operations for Tourism New Zealand and chair of Qualmark, will commence with C&C Tourism on 06 Dec 2010.

New Hoover Bridge

THE USA's longest single span bridge, the Mike O'Callaghan-Pat Tillman Memorial Bridge, towering over the Colorado Rr near Hoover Dam, is expected to open this week.

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AFTA UPDATE

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



I AM writing this week's column from Geneva as I am attending the PAPGJC meeting, which is the forum for global dialogue between IATA, airlines and the travel agency community.

It is clear that one of the big issues for the industry is the deadline that is just a few weeks away - for the new mandatory requirements implemented by the US Department of Homeland Security (DH) and the Transportation Security Administration (TSA) known as Secure Flight Passenger Data (SFPD).

You would have heard a lot about this and AFTA has sent many communications around, along with all the airlines that fly to the USA about what is required - but here's a quick recap.

Secure flight is the system that collects the data for watch list matching of passengers travelling to, from, over or within the US.

It enables pre-screening of passenger information before arrival at the departure airport and identifies known and suspected terrorists through a watch list matching process, with the aim of enhancing the security of air travel in the US

Effective 01 November 2010, airlines flying to and from the US are required to provide specific passenger data (SFPD) 72 hours in advance: the full name of the passenger, date of birth and gender are mandatory and must be provided within the booking.

Travel agents, therefore, become responsible to ensure that this data is collected and there is great discussion about how this is an extra requirement upon the agent. This data must be collected in 100% of ticketed PNRs for transmission to the TSA 72 hours prior to flight departure, and airlines will need everyone's help to make sure that this is in place.

For bookings made within 72 hours of departure, the data must be provided at the time of booking.

Remember also that passengers must also apply with ESTA prior to departure at www.esta.cb.dhs.gov if they are travelling under the US Visa Waiver Program.

This is a big issue for the industry and you would know that this is not NEW news, but it is important to be aware of the deadline for the mandatory nature of this Secure Flight program, which is 01 November, 2010. There is additional information about Secure Flight at www.afta.com.au. You should also talk to your airline contacts if you are unsure about the requirements and if you need more specific assistance.

The USA will impose substantial fines upon non compliant airlines, and passengers may be seriously inconvenienced and possibly denied entry - so this is one of those things in which travel agents can really demonstrate their value to the client.



Airline emission

THE EU is pushing ahead with plans to charge airlines for emissions permits effective 2012, after a global deal on emissions was resolved last week with The International Civil Aviation Organisation.

The European Commission said the plan is to reduce aviation emission with a "roadmap" up to 2050 for the 190 member states.

The aviation sector seeks to be 2% more fuel efficient every year until 2020, at which time it will cap emissions.

Sommer's Amalfi

PETER Sommer Travel has introduced a new Amalfi Coast cruise itinerary for the 2011 season travelling on a traditional wooden 'gulet'.

The new Italian adventure follows the success of the Greece and Turkey sailings, and offers an eight-day itinerary that visits villages and ancient ruins around the Amalfi coast and the Bay of Naples, and it is priced from £2895pp (A\$4684).

For more details on the trip go to www.petersommer.com.

Doubletree rebrand

HILTON Worldwide plans to introduce a new brand logo and name for its Doubletree portfolio of hotels in five countries from early next year.

The division will be rebranded as Doubletree by Hilton.

Travel Daily
First with the news

Tue 19 Oct 10 Page 6

EDITORS: Bruce Piper and Guy Dundas
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Etihad goes above & Beyond



ABOVE: Beyond Travel and Etihad Airways were the sponsors of the major prize at the Russian Language School fundraising Debutante Ball at Le Montage in Sydney last month.

The prize included two Etihad airfares to Moscow, three nights

accommodation, sightseeing with private guides and airport transfers.

The winner was Maeve Holt (pictured second from right) with Zoya Alaeddine, EY; Irene Ryan, Debutante Ball organiser; Bryce Crampton, Beyond Travel marketing manager; and Donna Balabanova, EY.

USA by rail special

MOMENTO Travel Services has rail passes for use on Amtrak in the United States on special, when travelling before 31 Dec.

The 15-day pass is priced from US\$389pp, the 30-day pass starts at \$579 and the 45-day pass starts at \$749

Passes are valid for 180 days from date of purchase; for more info see momentotravel.com.au.

JQ Africa c/share?

JETSTAR appears to be looking to broaden its network to Africa, albeit through a codeshare with Qantas, according to the Qantas Industry site.

Yesterday the agent site listed updated flight restrictions "with QF/JQ" on a range of fares between Australia and Africa.

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The LAN Group consists of LAN Airlines, LAN Argentina, LAN Ecuador and LAN Peru. From Santiago LAN Ecuador provides connections to Guayaquil and the Galapagos Islands in Ecuador. LAN Peru offers connections from Santiago to Lima, Peru and from January 2011, LAN Airlines will offer direct flights from Lima to Puerto Iguazu, Argentina and Easter Island, Chile. For flight schedules please refer to your GDS or contact LAN Airlines on 1800 221 572.

Turkey Delights agents



ABOVE: Tempo Holidays hosted a group of travel agents on an educational to Turkey recently.

The 'Turkish Delight' tour gave the agents a change to experience Istanbul, Gallipoli, Cannakale, Troy, Pergamum, Kasadasi, Ephesus, Aphrodisias and the hotspots at Pamukkale.

Pictured here at the Blue Mosque, front row *from left* are: Genevieve Westgarth, St Ives Travel; Edwina Gebhardt, Harvey World Travel Belconnen; and Helga Stelzhammer, Tempo Holidays/Cox & Kings Australia.

Back row: Camille Felstead,

Flight Centre North Rocks; Suzanne Hallas, Malaysia Airlines; Louisa Clare, Claremont Cruise & Travel Centre; Renee Holton, Jetset Leongatha; and Angela Robson, Maria Slater Travel.

Sky river cruise

BLUE Sky Holidays has added a new cruise package on the Mekong River in Vietnam onboard the *Jayavarman*, priced from \$1,795 per person twin share, for bookings made by 30 Nov 2010 and departures between Jun and Sep 2011.

See blueskyholidays.com.au.

US Aus specialist fined \$30,000

NEW York-based travel agent Pacific Holidays, a specialist in travel to the Pacific region including Australia, New Zealand, Fiji and Tahiti, has been slapped with a US\$30,000 by the US Dept of Transport for false advertising.

The DoT said the firm's website "disclosed numerous instances" where it "failed to comply with the Department's full-fare advertising rule", in regards to additional taxes and fees on airfares.

"Pacific Holidays may not break fuel surcharges out of its base fare and must provide proper notice of the nature and amount of taxes and fees that may properly be stated separately from the base fare," the DoT said.

The agent agreed to pay the \$30K fine to avoid litigation.

Counsellors warns

THE chairman of Travel Counsellors, David Speakman, has warned of the "demise of travel agencies and call centres" in the light of the UK amalgamation of the Co-Operative and Thomas Cook agency chains (*TD* 11 Oct).

Speakman, who will be visiting Australia for a roadshow shortly, said the industry is being polarised into either being the cheapest ('super-transactional') or providing the best service ('super-relational') - "leaving call centres and travel agencies vulnerable of being neither one or the other".

WIN METALLICA TICKETS



Travel Daily has teamed up with Macau Government Tourist Office again and is giving subscribers the chance to join in the experience of World Class Entertainment at Sydney's Acer Arena.

On Wednesday 10th November, Metallica will be performing and the Macau Government Tourist Office is giving seven lucky winners and their friends a chance to join them in their very own Private Suite.

All you need to do is answer all 5 questions featured in *Travel Daily* this week for your chance to WIN...

Q.2: What are the dates of the 2010 57th Macau Grand Prix?

Email your answers each day to: metallicacomp@traveldaily.com.au

Click here for terms & conditions

Travel Daily AU
First with the news

Macau Government Tourist Office



Solutions Engineer: SOLUTIONS DESIGN AND DELIVERY

Amadeus is the world's largest supplier of travel distribution services and the largest supplier of IT solutions to the Australian and New Zealand travel and tourism industry. Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. We have won awards around the globe in recognition of our innovative and progressive IT solutions.

Amadeus currently has an exciting new opportunity to join our Operations Department based in Sydney. The key purpose of the Solutions Engineer, Solutions Design and Delivery position will be to combine functional and technical knowledge with consultative selling in order to design the most appropriate solutions and services to match the requirements of customers. In addition the role will be responsible for the following activities:

- Be an active member of the Operations Management Team for AU, NZ and the Pacific Islands

- Provide consulting support to prospective and existing customers on Amadeus products and solutions.
- Liaison with Product Management and Operational teams to produce accurate sizing, solution builds, potential modifications to existing products, 3rd party workflow integration in order to execute solutions on time, on budget and to customer expectation.
- Communicate effectively with all channels to market, other internal departments and the Amadeus global organisation to meet desired goals
- Project Management of solutions and migrations into 'production' encompassing all aspects of professional project management.

Essential to the role will be sales experience in the travel, airline, tourism or IT industry along with highly developed sales, account management, presentation, negotiation, project management and interpersonal skills.

A solid understanding of Amadeus products and services is an advantage. Combining an indepth knowledge of current industry solutions across all verticals, best practices in workflow management, consulting and the positioning of travel technology as an enabler in customer environments.

Amadeus has a well-defined set of corporate values, and we seek out those who will enjoy our culture. If you are looking for a work environment where you will be exposed to industry best-practice, where you will be encouraged to learn and grow, where you will be in a supportive team environment and have the opportunity to be recognised for a job well done, then please apply.

If you want to be part of a global dynamic company please apply by logging onto www.au.amadeus.com OR e-mail the Human Resource department at careers@au.amadeus.com

Jewel cancellation confusion

P&O CRUISES has been forced to amend its compensation to passengers affected by the sudden cancellation of this week's *Pacific Jewel* cruise (TD breaking news), this morning extending the window during which a 25% 'Future Cruise Credit' can be used.

The company cancelled the JO32 departure from Sydney to Vanuatu and New Caledonia due to a problem with the ship's propulsion system, which it expects to be rectified in time for the next cruise.

Initially passengers were advised of a delayed embarkation because the ship is returning from Noumea at a reduced speed, but later in the day were told that the cruise had been cancelled.

They're all being offered a full refund and assistance with claiming for reimbursement of reasonable out of pocket expenses, as well as the 25% Future Cruise bonus - which

EK sale extended

EMIRATES has extended its Melbourne to Singapore or Kuala Lumpur economy and business class fares to 08 Nov, with ex tax economy fares priced from \$620 return or \$400 one way, and \$3200 return in business class.

initially applied to bookings deposited before 31 Dec for departures before 31 Mar.

However this morning P&O changed the policy on the 25% future cruise credit, saying that it's now valid for any P&O Cruises departure before 31 Oct 2011.

"We wanted to welcome you on board as soon as possible - that's why March 31, 2011 was set as the travel window," the company said in a post on Facebook.

"We understand other factors can affect holiday timing, so if you can't travel by then we will assist by extending use of the Future Cruise Credit on any P&O Cruises' departure before 31 October 2011," it added.

P&O is also telling passengers that travel agents will have funds on hand to pass on refunds today, while those who paid direct will be refunded by cheque or by a credit card refund.

Premium rising

IATA says the recovery in air travel is slowing, with Aug economy passenger figures up 6.2% year on year, compared to an 8.1% increase in Jul.

Premium traffic in Aug was up 9.1%, with IATA saying that travel up the front is now 17% higher than its lowest point last year.

But almost all of the rebound occurred by the end of March, with levels of business and first class travellers levelling off since.

Yet another scam

SEVERAL TD readers have asked us to alert the industry about the latest email fraud attempt which is doing the rounds - an invitation to resubmit information about taxation payments to the US government.

A number of agents say they have looked twice at the scam email because they coincidentally received it shortly after making payments on behalf of clients travelling to America under the new US ESTA Visa Waiver scheme.

TN wine tasting

TRAVELLERS with Air Tahiti Nui this month are being offered the chance to sample the 2010 Beaujolais Nouveau wine, which will be offered for two weeks from 18 Nov to pax in all classes.

Beaujolais Nouveau is eagerly awaited each year, when it is shipped on the first Thu in Nov.

Tom accepts VN gong



THE Orient Express Travel Group was the recipient of the Global Sales Achievement Award at the Vietnam Airlines global sales meeting in Da' nang recently.

Tom Manwaring, OETG chief executive said the firm has a long standing business relationship with VN and "Vietnam business has grown consistently through our special relationship."

"This has occurred because of the expanding VFR market here, our Express Ticketing range of

services, our Select Agents Group retail reach into the Asia market nationally and the widening popularity of Vietnam as a tourist destination," Manwaring added.

Tom is pictured above receiving the award from Toan Xuan Ho, VN Deputy General Manager.

JAL Haneda lounge

JAPAN Airlines will launch new First Class, Sakura and Arrival lounges at Haneda Airport in Tokyo when the new terminal officially opens on 21 Oct.

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*Terms & Conditions apply.

Tailor Your Ultimate Tassie Trip



Qantas Holidays, in conjunction with Tourism Tasmania, are giving you the chance to uncover some of Tasmania's best kept secrets with the release of the Qantas Holidays 2011 Tasmania Brochure.

Simply use the brochure to create your ultimate Tassie itinerary to the value of \$5,000. The lucky travel consultant with the most creative response will have their dream converted into reality with Qantas Holidays, up to the value of \$5,000! Include accommodation, transport, tours and total itinerary cost using the prices from the new 2011 brochure! The most creative title for the itinerary entry using 10 words or less each week during the promotion will receive a \$100 Qantas Holidays voucher and a delicious Tasmanian treat!

Email your answer to: qhcomp@traveldaily.com.au

To view the Qantas Holidays 2011 Tasmania Brochure, click here.

Click here to view Terms & Conditions and see some sample itineraries!

Promotion commences 1 October 2010 and ends 31 October 2010.

*TERMS & CONDITIONS: Promotion is only open to Australian residents who are employed as travel consultants by an IATA-approved travel agent that sells products offered by Qantas Holidays Limited, and are not Flight Centre Limited employees. Please refer to the full terms and conditions.

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Hot Jobs (Australia) - October 2010

Sydney – 02 9231 6444 – nswjobs@tmsap.com
Melbourne – 03 9602 1809 – vicjobs@tmsap.com
Brisbane – 07 3221 9916 – qldjobs@tmsap.com

Adelaide & Perth – 02 9231 6444 – sajobs@tmsap.com, wajobs@tmsap.com
Executive Positions – 02 9231 6444 – sally@tmsap.com

Temp or Contract Executive – Alex and Sharon
– Sally Frape

JOB OF THE WEEK!

MANAGING DIRECTOR, Sydney

- Leading travel wholesaler
- Provide strategic direction

Contact **Sally Frape** at TMS
E: sally@tmsap.com
T: 02 9231 6444 or
apply online now!



BNE • MEL • PER • SYD • BKK • HKG • SHA • SIN

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 or **apply online now!**

Travel Data Entry Officer - Sydney

- Inner west location
- \$40k plus super

This Luxury Specialist Travel Company requires an experienced wholesale data entry operator to complete their existing team. You will be responsible for entering in wholesale hotel contracts on their new online system. You must have Excellent administrative, time management and organisational skills and accurate data entry skills with attention to detail

Contact Lisa Dodd T: 02 9231 6444 E: lisd@tmsap.com or **apply online now!**

Groovy Retail Travel Consulting Temp Role - Inner West

- Long term temp role
- Fun & vibrant atmosphere

If you have been a retail travel consultant and you are looking for some on going temp work - read on..... We are looking for two temps that have retail travel consulting experience that would like to work in a groovy travel organisation in the Inner West. You will be booking domestic and international travel all over the phone and via email with no face to face!

Contact Sharon Moss T: 02 9231 6444 E: sharon@tmsap.com or **apply online now!**

Domestic Corporate Consultant – Sydney

- Modern offices in CBD
- Up to \$45K + super

Due to continued growth, this successful company is currently looking for an experienced Domestic Corporate Travel Consultant. You will be working in a team booking air travel, accommodation, car hire and other services required. In return, you can expect support from the management, growth opportunities and above average remuneration. Ideal candidate will have previous experience in a Retail or Corporate consulting role and knowledge of Sabre.

Contact Anna Wachowiak T: 02 9231 6444 E: annaw@tmsap.com or **apply online now!**

National Account Manager

- Global Brand
- Competitive package

A fantastic opportunity exists for an experienced National Account Manager to join this global organisation. You will be responsible for developing national account retention and sales plans to achieve business growth. The ideal candidate will have extensive and intimate knowledge of the travel industry, strong analytical skills and negotiation and problem solving skills.

Contact Stacy Balderston T: 03 96021809 E: stacy@tmsap.com or **apply online now!**

Fares and Ticketing Specialist- Sydney

- Well known popular travel company
- Fantastic team environment

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

Contact Stacy Balderston T: 03 96021809 E: stacy@tmsap.com or **apply online now!**

Cruise Consultant - Sydney

- Inner city location
- Great benefits

This leading cruising wholesaler is looking for a superstar to join their team who is as 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 & 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 or **apply online now!**

Corporate Consultant - North West Sydney

- Work close to home
- Enjoy the benefits of working for this global company

Do you love Corporate Travel but sick of making the commute to the city? This global company is looking for an experienced Consultant to join their team based in the leafy north western suburbs. Booking a range of domestic & international travel you will be an experienced Consultant with who thrives in a quick paced environment and thinking outside the square to offer clients the best service possible. CRS knowledge is essential as is solid consulting experience.

Contact Karen McGrath T: 02 9231 6444 E: karen@tmsap.com or **apply online now!**

Corporate Travel Consultant - Melbourne

- Modern offices in the CBD
- Fantastic team environment

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

Contact Stacy Balderston T: 03 96021809 E: stacy@tmsap.com or **apply online now!**



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BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

JOBTOBER IS ALMOST FINISHED!

CORPORATE TRAVEL CONSULTANT - SABRE TRAINED TEMP!
SYDNEY CBD- EXCELLENT HOURLY RATE + SUPER

As the warmer weather starts to heat up, why not try the joy of temping, so that you the flexibility of choosing your hours.

We have several temp positions available for an experienced corporate consultant. To be successful, you must have: Strong SABRE skills; excellent product and destination knowledge for both international and domestic travel; and excellent fares knowledge. You will be rewarded with temp rewards! APPLY with AA today and really enjoy this beach weather!

BECOME A PROFESSIONAL TEMP

SABRE AND TRAMADA TRAINED RETAIL TEMP.

SYDNEY INNER - EXCELLENT HOURLY RATE + SUPER

We have a fantastic travel temp role located in picturesque Five Dock. This is a long term temp role starting ASAP.

If you are an experienced travel consultant with a min of 12 months experience in the travel industry, then AA Appointments would love to meet you!

You will also have exceptional customer service, attention to detail, strong fares knowledge and excellent product and destination knowledge.

BOOK TRAVEL FOR THE STARS

MULTI-SKILLED TRAVEL CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGES TO \$55K

Attracted to the glamour of movies, models & celebrity? Here's your chance to get closer to your favourites by booking their travel arrangements. This leading boutique agency organises business and leisure travel for international model shoots, movie sets and more. You will finally get the chance to use your expert travel knowledge, GDS and fares skills to service this exciting industry! You will also love being part of this fun loving team. Min 2 years experience as a travel consultant required.

AMAZING TEMP ROLE OUT WEST

TEMP CORPORATE TRAVEL CONSULTANT

PERTH (CBD) – TOP HOURLY RATE & FLEXIBILITY

Our client, a global leader in travel management services, is currently in URGENT need of a talented, motivated and Sabre proficient travel consultant to fill an ongoing contract position within their international travel team. This outstanding temp role is available immediately with Monday to Friday hours required. There is also the potential to go permanent at the end of your contract giving you the opportunity to try before you buy! Immediate start required.

NO MORE WEEKENDS

DOMESTIC CORPORATE CONSULTANT

BRISBANE CBD – \$37K - \$48K PKG

Looking to make the jump from retail to corporate travel? Here is your chance. This global travel management company is looking for a consultant to handle their exciting new accounts. Your role will involve booking domestic flights, accommodation, car hire and all other client requests. You will love working Mon – Fri only and enjoy a fantastic set salary package. Never has there been a better time to make the jump to corporate travel. Apply Today!

READY TO TAKE THE NEXT STEP?

TRAVEL MANAGER URGENTLY NEEDED

SUNSHINE COAST – SALARY PACKAGE \$60K OTE +

Are you an experienced travel consultant ready to take that next step in your career? If you are passionate about selling travel and enjoy managing and developing consultants this role is for you! This fast paced and busy store is looking for a travel extraordinaire to join them as a manager. Working in this hip and funky team, you will enjoy earning a top salary, leadership and management training and sensational famils. Interviewing now - Call Today!

**Register with AA during SEP – NOV
for your chance to win TWO
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The lucky winner will be announced in
the trade press on 1 DEC 10
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