

Early Bird
Europe!

red|offer

Eastern Europe fr \$1399*

Sale from 10Oct10 / Travel from 1Apr11

Travel Daily AU

First with the news

Wed 27 Oct 10

Page 1

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

Reservations Manager,
Sydney

- Wholesale Company
- Fantastic destinations
- Strong sales background required
- Ability to lead a team

Contact **Stacy Balderston** at
TMS stacy@tmsap.com
T: 02 9231 6444



*Fare not including taxes and surcharges.



Qantas ADL AGM

QANTAS will hold its Annual General Meeting in Adelaide this Fri, with chairman Leigh Clifford and ceo Alan Joyce to speak.

In contrast to previous Qantas AGMs, a media conference after their addresses will not be webcast and TV and still cameras will also be banned after the conclusion of their speeches.

Walshe gets Scandinavian

REPRESENTATION firm The Walshe Group has scored a coup with its appointment to look after Scandinavian Airlines in Australia.

The move is effective 01 Nov, and was exclusively foreshadowed earlier this month (TD 01 Oct), continuing a strong performance for Walshe which was also recently appointed to represent SriLankan Airlines here.

Walshe has represented SAS in New Zealand since 2001, but the carrier has had its own sales organisation in Australia since 1984 - one of the longest running operations here by an offline carrier, supporting and developing business on SAS intercontinental and European routes.

"With the involvement of the current team at SAS, we are confident that The Walshe Group will ensure a continuation of the

highest standards of professional services to the Australian travel industry and our valued customers," said local SAS gm Irmgard Goetjes-Pedersen.

Contact phone and email details for SAS will not change, but existing staff will relocate to the Walshe Group office at 117 York Street Sydney and it will be "business as usual," she said.

Etihad Tasman OK

ETIHAD has been granted rights to codeshare on Pacific Blue flights between Australia and New Zealand, with the pact being a free sale type arrangement with co-ordinated pricing and marketing but no revenue sharing.

The International Air Services Commission has also granted applications which will allow V Australia to operate to the United Arab Emirates and to code share on EY services to France, Greece, the UAE, Thailand and Bangladesh.

The IASC has also granted a request from Qantas allocating 531 seats per week to Jetstar for its planned operation between Darwin and the Philippines.

CTM might float

CORPORATE Travel Management today confirmed that a share float is one of several options it's considering to fund growth, after appointing stockbroker RBS Morgans as an adviser.

But the firm downplayed rumours of an imminent offering, telling TD: "We will make a formal statement about our growth plans soon".

Cruise in style to 320 ports of call worldwide.



Holland
America Line

FIND CRUISES

Bumper issue again

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

- AA Appointments
- Inplace Recruitment

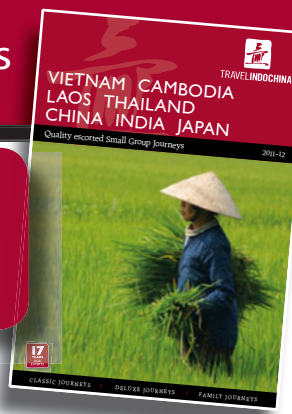
2011-12 Small Group Journeys brochure out NOW!

REDUCED PRICING FOR 2011-12

[click here](#)



TRAVELINDOCHINA



Australian Open 2011



Your clients can earn **5,000** extra Qantas Frequent Flyer points[^] when combined with a Qantas or Jetstar Airfare.



Holidays

qantasholidays.com.au/agents

A partnership for a whole new world of choice.*



الإتقاد
ETIHAD
AIRWAYS

Vaustralia

International airline of
Virgin
Australia

*Subject to regulatory approval.

Client Value Manager

- ▶ 2 roles- Brisbane & Melbourne to \$90K+ s
- ▶ Australia's largest privately owned TMC
- ▶ Add real value to your clients businesses
- ▶ Previous Corporate Account Mgt ess.

Call Ben Carnegie
02 9278 5100
ben@inplacerecruitment.com.au



[click here for details](#)



First with the news

Wed 27 Oct 10 Page 2

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

10 GOOD REASONS TO VISIT NEW CALEDONIA

6 It's not touristy

New Caledonia has so much to see and do, but is not overrun by tourists.



Aircalin
International Airline of New Caledonia

[CLICK HERE FOR THE OTHER 9 REASONS](#)

TRIP OF A LIFETIME

WIN x2 nights Suite Accommodation at Resorts World Sentosa*



[CLICK HERE FOR DETAILS](#)

Webjet pushes for DJ/DL

ONLINE Travel Agency Webjet is hoping its support of the proposed Virgin Blue/Delta Air Lines joint venture will "swing the pendulum" in favour of antitrust immunity.

CEO of Webjet North America Mathias Friess told the US Dept of Transportation last Fri that the carriers should be allowed to partner on trans-Pacific flights "to ensure the continuation of benefits to consumers."

Friess said: "Sustainable competition is in our view not possible in an environment where there are two dominant players [QF and UA] operating by themselves unchallenged."

"It requires new entrants to shake up the market and that's why we are trying to make a case for the two new entrants to succeed in their venture," he said.

Friess said that to appeal to the corporate market and to be competitive, "key decision factors" like frequency, frequent flyer access, loyalty point status recognition and seamless access to beyond points was needed.

The Webjet North America boss said he expects that if antitrust immunity is not granted, "the marketplace as a whole will be less efficient", with the airlines all competing head-on for the small number of corporate

customers that are "not locked in" by QF/AA and UA.

Should the JV be knocked back Friess raised the likelihood of cutting services, meaning "fewer choices which will drive up fares which will reduce demand, which in turn means we can sell less."

Webjet North America is a joint venture between Friess (who was formerly the senior vp of sales/distribution at V Australia and the Virgin Blue Group), and the Australian listed Webjet Ltd.

MEANWHILE, two US Senators from Georgia have also voiced their support for the alliance.

"We believe the Australian government's approval of the application, the terms of the open skies agreement between Australia and the US, and the carrier's response should compel DoT to approve the application," Senators Johnny Isakson and Saxby Chambliss said last week.

AND, Seattle-Tacoma Intl Airport has also stated that it is pro the airline pact, stating to DoT that it hopes the alliance, if approved, could see direct Sydney-Seattle services in the future.

"Seattle needs a strong airline team to support South Pacific. Delta has Alaska at the US end and will need the Virgin Blue Group at the Australian end," the port said.



THE soccer world is today deeply in mourning, after the sudden death overnight of Paul the Octopus, who made headlines by predicting the winners of seven consecutive matches during the recent World Cup in South Africa.

The mystic mollusc "appears to have passed away peacefully during the night, of natural causes, and we are consoled by the knowledge that he enjoyed a good life," said the manager of the Oberhausen Sea Life Centre in western Germany.

Paul's body is being kept in "cold storage" (i.e. the fridge) until the aquarium decides how to mark the oracle's life.

"We may decide to give Paul his own burial plot and erect a modest permanent shrine in our grounds," the centre said.

THIS is a fairly unusual round the world journey.

A Canadian man has spent the last 10 years travelling around the world, after deciding to go for a nice long walk on his 45th birthday in 2000.

Jean Beliveau from Montreal said he started the stroll in order to address feelings of a "mid-life crisis" - and he just kept walking.

Since then he has walked more than 68,000 kilometres and visited 64 countries, raising money for charity along the way.

Believe it or not, he's married, with his wife joining him for a month each year during his global odyssey.

He's now getting closer to home, having arrived in what he says is his final country, New Zealand, last week.

Beliveau will return to Canada before the end of the year, and then the couple plan to publish a book about the adventure.

2011 EUROPE EARLYBIRDS

12 Night Grand Mediterranean Cruise

AMAZING VALUE FROM \$111* PER DAY



NEW 2011 Cruise Holiday Brochure!

CLICK HERE

*Conditions apply




Australian Tourism

DIRECTIONS CONFERENCE

Defining a long-term vision for the Australian Tourism Industry

Monday 15 November 2010

Canberra | Registration: \$195 per delegate

[Click here to find out more and register online](#)




2011/12 brochures & launch boxes currently being distributed by Tifs

Wendy Wu Tours Brochure LaUNCH Extravaganza!

You can win fantastic prizes!

Simply book your customers on a 2011 group tour or FIT vacation at over \$2000 pp between 15 Oct 2010 and 21 Jan 2011.

*Conditions apply. Refer to the Gold letter in your LaUNCH box for full details & conditions.

Conditions: Full terms and conditions of prizes are outlined in the prize letter contained in the official Wendy Wu Tours LaUNCH box. Closing date of promotion: 21 January 2011. Random prize draw will take place on 28 January 2011, 10:00EST at Level 9, 275 George Street, Sydney NSW 2000. Prize winners names will be published in Travel Daily on 01 Feb 11 and Travelbulletin on 25 Mar 11. Authorised by permit numbers: NSW-LTPS/10/08813; VIC-10/3319; SA-T10/2252; ACT-TP10/041042. Wendy Wu Tours Lic Number: 2TA4792. 7201K



Wendy Wu Tours®

Just say 'Wu'™

Restricted Flight Spring Sale

BANGKOK from \$520*

HANOI from \$630*

PARIS from \$1,140*

Book by 07 Nov '10.

Outbound flight restrictions apply.

*Taxes to be added to all fares.

www.thaiairways.com.au



Travel Daily AU

First with the news

Wed 27 Oct 10

Page 3

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

Airline of
the Year 2009
TTG Travel Awards 2009



Ramada Vanuatu

WYNDHAM Hotel Group has confirmed signing a management deal with Breakas Beach Resort in Vanuatu, which will see the hotel rebadged under the Ramada brand, as flagged by *Travel Daily* two months ago (TD 26 Aug).

The Ramada Resort Breakas Beach is tipped to have a sister property announced at Rentapow, also in Vanuatu, in the future.

MU/FM lift c'share

CHINA Eastern Airlines and Shanghai Airlines have expanded codeshare services to cover flights between Shanghai and Japan, Korea and Vietnam.

14 Shanghai Airlines and 10 China Eastern routes are included.

Brisbane inside out

BRISBANE Marketing has rolled out new collateral aimed at driving tourism from local, domestic and international markets.

The *Brisbane Inside Out Guide* features an expansive list of attractions on offer across the greater Brisbane region.

The directory is available in hard copy at Visitor Information Centres, or online for the first time at www.visitbrisbane.com.au.

Outbound travel to Japan surges

LATEST statistics from Japan National Tourism Organisation has revealed a near 25% year-on-year swing into positive growth for Aussies heading to Japan in Sep.

Combined preliminary overseas arrivals to Japan rose 34% during the month to 717,800, fueled by a massive 83% increase in visitors from South Korea.

Around 23,500 Aussies travelled to Japan last month, the second highest result achieved this calendar year (the Jan figure was 26,904 people), and about 20% more than Sep last year.

This Sep's figure was close to double that of Aug, when only 12,900 Aussies travelled to Japan.

From Jan to Sep, 169,100 Aussie travellers have visited Japan, which is currently sitting at a 12.6% increase on last year.

For all markets, total visitors to Japan are up 33.6% to 6.6 million.

Based on last month's results, Australia has moved up to Japan's sixth most important source market, behind South Korea (193,800), China (137,500), Taiwan (102,800), the USA (56,600) and Hong Kong (33,700).

Smiling for South America

THE Classic Safari Company (TCSC) officially launched its South America product last night and showcased Argentina and the Galapagos Islands with special guests Jakob von Plessen, horseman and guide of Jakotango Riding Safaris; and Guy Cooper, Governor of the Taronga Foundation.

The first of only six Argentinian luxury riding tours is scheduled to depart on 22 Nov with a maximum group size of eight people staying in mixed five star accommodation for 10 nights.

The tours will take guests to Patagonia, Don Felipe Island and the East coast of Argentina, offering cattle mustering and fly fishing, and transported by pack mules and on charter flights.

von Plessen, pictured above with TCSC director Julie McIntosh,



told *Travel Daily* that the pair have been working together for three years leading trips to Kenya, and said his Australian clientele has gone from zero to 40% to become his biggest market.

Guy Cooper will accompany a tailored 10-night Galapagos trip on 18 Nov next year, which visits Quito, Ecuador and includes a seven night Galapagos voyage.

Extensions can be added to Machu Picchu & Amazon, Atacama and Salta, Patagonia and Iguazu Falls - for more information visit www.classicsafaricompany.com.au.



The world becomes smaller while your world becomes bigger with Korean Air, with its network of 118 cities in over 39 countries for quick and convenient flights to any destination.

Brisbane Booms

Korean Air now flies from Brisbane 6 times per week*, providing the best connections to the UK, Europe, Asia and North America.

* New services commence 31 October 2010

Brisbane

Sydney
Melbourne

London Frankfurt Paris Rome Prague Tel Aviv

Seoul

New York
Los Angeles
Toronto
Vancouver
Tokyo
Beijing

Experience the power of network that connects your world

Reservation: Sydney 02 9262 6000, Brisbane 07 3226 6000, Melbourne 08 9670 5800

Excellence in Flight
KOREAN AIR

A lifetime of bragging rights



INTERCONTINENTAL Hotels Group in the Northern Territory rewarded two loyal clients by flying them to the NT for an exclusive two day fishing trip off Coburg Peninsula.

Maureen Styles from APT and Mark Biggs of Core Staff (pictured above) were flown to Darwin where they spent the night,

before heading out the next morning on a charter plane to Cape Don homestead.

A highlight of the trip included having co-host Justin Harrison, the former Australian Wallaby and current forward coach of the Super 14 Brumbies, onboard.

One of the catches of the day included a 40lb Spanish Mackerel.



Travel Consultants Sydney

At BCD Travel we take a fresh approach to business travel with a focus on innovate solutions and consultants designated to specific clients. We provide outstanding products and service, delivered with an entrepreneurial spirit, to all our clients and we employ, quite simply, the best consultants to deliver our vision.

Due to our current expansion of business we are recruiting for the following new positions:

Corporate Consultant

The primary focus of this role is to develop strong relationships with your designated clients and deliver appropriate solutions for their international and domestic travel requests.

You will have a minimum of three years experience in corporate travel consultancy with the ability to develop strong relationships with clients, a focus on attention to detail, strong fares and ticketing knowledge and Sabre experienced would be preferred.

Online Consultant

Our Online Team is a vital part of our Corporate Travel Management Team focused on efficient responses and innovative technological solutions. We currently have a vacancy for an experienced Online Consultant with a focus on attention to detail and the ability to learn quickly. Sabre experience will be highly regarded.

Take a fresh approach to your career and join our innovative growing organisation.

To apply for these positions please forward your application to:
Nicola.fowkes@bcdtravel.com.au



Otahuna reopening

CHRISTCHURCH'S Otahuna Lodge will reopen on 10 Jan 2011, which comes in the wake of a restoration program brought on by last month's earthquake.

Otahuna's owner, Hall Cannon, said he was working with "peer properties" in New Zealand to reaccommodate guests during this "extraordinary situation."

NCL to float - really

NORWEGIAN Cruise Line this morning announced a proposed Initial Public Offering of its shares next year, with the filing of a so-called "S-1 document" with the US Securities and Exchange Commission.

No further details are available at this stage, but the move follows the announcement of an order for two 4000-passenger newbuilds set to enter service in 2013 and 2014 (*TD* yesterday).

NCL is 50% owned by Genting Hong Kong - formerly named Star Cruises Limited, with the other half owned by private equity firm Apollo Management.

Apollo Management also owns Oceania Cruises.

China Hols earlybird

CHINA Holidays has significantly increased the value offered in its 2011/12 China program, with most packages now including China Visa processing, tipping of drivers and guides in China and standard comprehensive travel insurance at no extra cost.

Earlybird offers save clients up to \$1304 per couple, and on all earlybird bookings the specialist wholesaler is paying 12% commission at source as well as a \$50 Myer Card for the consultant.

"With the Australian Dollar making China a very cost effective destination, there has never been a better time to travel to China," the firm said.

Brochures for the new season will shortly be available via Tifs, and bookings can be made 7 days a week on 1300 224 462 or 24/7 online at chinaholidays.com.au.

I ♥ MY JOB

A great opportunity to join TravelEdge

We're bold and do things a bit differently - that's why our people love it here. Continued growth means we're looking for brilliant individuals to join us.

Online Consultant - Sydney

In our Online team customer service is key. If you consider yourself reasonably tech savvy, patient and can answer the phone with a smile you'll fit right in.

Corporate Consultant - Sydney or Melbourne

If you have corporate travel experience, ideally Sabre and Tramada skills, and a passion for amazing customer service we want to hear from you!

National Account Manager - Sydney

We are looking for a self-motivated National Account Manager responsible for customer retention and growth. You will deliver exceptional account management with a proactive client solutions focus. You will also build and maintain client relationships, working closely with operations to develop and implement processes that exceed expectations. Prior experience in a similar role is desired.

If you've got what it takes to be part of our team, please submit your application in writing to careers@traveledge.com.au.

www.traveledge.com.au



Mauritius:

IT'S FRENCH FOR HEAVEN

CONTACT: WWW.AFRICANTRAVEL.COM.AU
& WWW.AIRMAURITIUS.COM



Directions agenda

TOURISM Australia ceo Andrew McEvoy will speak about Achieving the potential of the Tourism Industry at next month's Australia Tourism Directions Conference.

The event will include keynote addresses on 'Tourism in Australia: Where to now', from Professor Ian Harper and 'The future has already happened - it's just not well distributed', from Chris Sanderson of FutureLab.

Discussions on the National Long Term Tourism Strategy will also be presented by Drew Clarke, secretary for the Department of Resources, Energy and Tourism.

The conference is being held in Canberra on Mon 15 Nov - for more info see the ad on page 2.



Viator buys OurExplorer.com

GLOBAL tour and attraction provider Viator - originally founded in Australia and now with headquarters in San Francisco - has announced the purchase of OurExplorer.com.

OurExplorer is described as "an online resource for discovering and booking private tour guides around the world", and was established in Sydney in 2008 by Dave Cunningham.

The company, which has a partnership with the World Federation of Tourist Guide Associations, offers information on more than 2000 registered tour guides in 500 destinations including London, New York, Paris and other off-the-beaten-track locations around the globe such as La Paz, Dar es Salaam and even Thimpu in Bhutan.

The OurExplorer brand will continue to operate under its existing name, and travellers seeking a "customised local experience" in their destination can use the network to find a local expert who will "craft a private tour that will complement their activities itinerary".

Viator ceo Barrie Seidenberg said the move followed increasing demand for private tour options in the past couple of years, with Viator to look at ways of enhancing the OurExplorer offering including "increased marketing efforts and potential cross-links to the Viator flagship site".

Financial details of the deal were not disclosed.



Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.

Q STATION RETREAT MANLY will open a new dining venue at the beginning of Nov. The dining room will offer a spacious private balcony and anteroom, and a contemporary interior with the capacity to hold up to 90 guests. Bookings are being accepted for Christmas parties at unique.venues@uniquevenues.com.au.



Starwood Hotels and Resorts Worldwide has announced the opening of the **SHERATON TRIBECA** in New York City. The move follows the Apr opening of the Sheraton Brooklyn, with the Tribeca property including the brand's new inclusions such as Link@Sheraton, Link Cafe and Club Lounge.



Park Hotel Group has reopened the **GRAND PARK ORCHARD** in Singapore on the 'lucky' 10/10/10, after the completion of a multi million dollar refurbishment of the former Park Hotel Orchard. The hotel has a fabulous herringbone design glass facade as well as fashion inspired wall murals in each room.



Design Hotels' newest Laos member the **ALILA LUANG PRABANG** opened its doors earlier this month. The resort features a contemporary design in keeping with the historical aspect of the building, with 23 suites: 2 Governor Suites, 4 Pool Suites, 2 Heritage Suites and 15 Garden Suites opening onto a private garden with either a pool or outdoor pavilion - designhotels.com.



The **ICE HOTEL ROMANIA** is scheduled to be re-opened on 25 Dec, with four artistically themed rooms. Ice sculptures, animal skins, woollen blankets and arctic sleeping bags create a unique style and ambience in the -2°C hotel.



Service Delivery Consultant

amADEUS

Your technology partner

- Actively engage with customers in a unique and dynamic role
- Drive results and achieve success through service delivery excellence
- Be part of a dynamic team working within a fast paced, vibrant industry

Do you have strong customer service skills and experience in the travel or IT industry? 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 Operations division as a Service Delivery Consultant. The key purpose of this role is to enable world class support to Amadeus IT Pacific customers, ensuring the appropriate procedures and documentation are in place and to act as a point of escalation for our first level help desk. Key accountabilities include:

- Responsible for defining and creating effective support documentation and procedures to be used by the Customer Service Centre and Amadeus customers
- Providing second level support on complex or local solutions
- Contributing to the resolution of root cause problems
- Act as the interface between the Customer Service Centre and local Amadeus Commercial Organisation and local suppliers for the 'business as usual' production support and knowledge distribution of Amadeus products
- Accurately maintaining market database tables
- Identifying and notifying key stakeholders of any significant problems that affect or degrade the services we offer
- Contribute to the analysis of competitor products by assisting in testing and monitoring of product feedback
- Case manage complex client problems and issues to ensure effective resolution and customer satisfaction
- Participating in customer consulting engagements as part of the pre and post sales process

To be successful for this role you will be required to demonstrate your ability to effectively problem solve and will possess a genuine commitment to delivering excellent customer service. Previous experience working in a customer service role within the travel industry will be fundamental to your success. A sound working knowledge of Amadeus or another GDS is essential. Candidates must be fluent in spoken and written English. An understanding of Amadeus systems, products or platform would be a distinct 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.

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

WIN A JURLIQUE ANTI-STRESS FACIAL



Mauritius is the world's leading spa destination. The island's mix of cultures inspires an eclectic mix of therapies such as Asian Ayurvedic massages, ocean-inspired treatments and African and Creole remedies made from local herbs and flowers.

Travel Daily has teamed up with **Mauritius Tourism Promotion Authority** this week and is giving five lucky readers the chance to win an Anti-Stress Facial from Jurlique valued at \$55.

To win this fantastic prize, simply be the first person to email the correct answer to the question below to: mtpacomp@traveldaily.com.au

What is the name of one of the private islands off the coast of Mauritius where you can arrange your wedding?

Hint! Visit www.tourism-mauritius.mu

Congratulations to yesterday's lucky winner, **Kristy York** from **Flight Centre Global Product**.



Qikbook upgrades

TRAVELSCENE Holidays has made it easier for TSAX agents to book popular 'fly & flop', making packages to Phuket, Fiji, Bali, Honolulu or Vanuatu available through Qikbook, via calypsonet.

National sales manager Melissa Watt told delegates at last week's TSAX Owners Managers conference that other enhancements include the ability to book more than one country in the same reservation.

Also new is Star Cruises content, an option to book and hold Virgin Blue flights and Hawaii outer island packages that can be tied in with Honolulu stays.

The division has also just launched a new Holiday Bargains 12-page catalogue which features exclusive deals to select destinations.

MEANWHILE, Travelscene Rail Tickets has upgraded its web-based booking engine to offer a shopping cart button, component pricing and book & pay online.

An option to retrieve and amend bookings is also to be rolled out soon, Watt said.

Worldhotels + VS

VIRGIN Atlantic has become the 18th airline partner of Worldhotels allowing VS Flying Club members access to earn miles as more than 450 hotels in 65 countries.

Flying Club members can earn up to 500 mile points per stay.

Other airline partners include QF, MH, CA, AA, DL, and UA.

RJ profits down

ROYAL Jordanian airline has announced a profit of JD19.6m (A\$28m) for the first nine months of the year, down from JD25.5m recorded for the same time in 09.

Gross profits also dropped from JD73.3m to JD65.5m in 2010.

Tempo Apartments

TEMPO Holidays has launched its new Apartments and Self Catering brochure for 2011, including stay pay deals and free arrival trnfs from London airport.

The program offers apartment accommodation across Europe at "value for money" properties for the budget conscious traveller.

Winter deals in London properties include a 'Stay 6/Pay 5' deal at 44 Curzon Street; and 1&2 The Mansions on various dates from 01 Nov-30 Apr.

For more details visit www.tempoholidays.com.au.

U Hotels to Qatar

ABSOLUTE Hotel Services is making a move into the Middle East market, with its U Hotels & Resorts brand to launch in Qatar.

The 120-room U Le Mirage Doha is billed as "the quintessential business and social destination", and will open in Aug next year.



At BCD Travel we take a fresh approach to business travel with a focus on innovative solutions and personalised service. We provide outstanding products and service, delivered with an entrepreneurial spirit, to all our clients and we employ, quite simply, the best Travel professionals who are committed to taking a fresh approach to business travel.

Due to phenomenal growth in 2010 and to meet the increasing demand for our services, BCD Travel are expanding our Sales and Client Services team with two new employment opportunities to lead and develop our very talented team and to drive the profitability of business.

Manager of Client Services Melbourne Based

In this role you will be responsible for our team of Business Managers, located across Australia, focused on exceeding our client's expectations, increasing retention of clients and creatively improving our product and services. You will drive change and results through motivating, training and leading our team as well as maintaining a portfolio of client relationships.

We are looking for the best in the business, someone who is looking to join a global company with a local focus. Is this you?

- Extensive experience as a Business Manager with a Travel Management Company
- A Fresh approach to Business Management.
- Have the experience, passion and commitment to lead a knowledgeable team of Business Managers
- Be commercially focused and results driven
- Be strongly analytical with excellent reporting and computer skills
- Have the ability to promote internal service and support between all sections of organisation
- A focus on streamlining of processes to ensure an effective and efficient team
- Outstanding sales and presentation skills

Manager of National Sales Brisbane Based

Responsible for our team of National Sales Managers you will lead, support and coach the team to convert the most challenging of sales opportunities. You will be responsible for new business acquisitions in the local market and streamlining sales processes to ensure the most effective Sales Team.

The successful applicant will:

- Have a demonstrated history of sales success
- Be experienced in driving and motivating a team to success
- Be able to develop strong relationships with a variety of clients
- Have the ability to implement new initiatives that will positively impact the business
- Be passionate about closing the sale and have a hunger for success
- Be able to successfully form multi level relationships both internally and externally
- Have the ability to step outside the square and deliver a fresh, new approach
- Have outstanding presentation skills

To apply for these positions please forward your application to:

Nicola.fowkes@bcdtravel.com.au



Harvey World Travel Carnegie
Office Manager/Senior Travel Consultant
Harvey World Travel Malvern
Senior Travel Consultant

The owners of Harvey World Travel Ashburton, Carnegie, Malvern & South Yarra are looking for two highly motivated individuals to join their growing team. Come and work for a company that cares about their team and their clients. We are looking for experienced, well travelled, customer service and sales focused consultants to be a part of a passionate and motivated team who will be well rewarded and recognised for their achievements.

Candidate requirements:

- Enthusiastic, motivated, well travelled & knowledgeable.
- Prefer minimum 5 years experience
- Proven sales results & exceptional customer service skills
- Galileo experience preferred.
- Both positions available for an immediate start.

Please forward your application to Lisa Harrison, General Manager at lisa.harrison@harveyworld.com.au or call 0402 265 003.

AM Asia-Pac GSA

AEROMEXICO (AM) has partnered with Discover the World Marketing to extend sales and marketing support to cover Laos, Malaysia, Thailand, Vietnam and Cambodia in the Asia Pacific region.



MARINA EUROPEAN PREMIERE 2011

Marina is destined to set new cruise industry standards, with elegantly appointed & custom crafted accommodations that are among the most spacious at sea. Specifically designed for lovers of fine food and wine, Marina will boast an array of stylish bars, lounges & 10 dining venues.

SANDS OF TIME ISTANBUL TO ATHENS 12-DAY VOYAGE

Sep 19 to Oct 01, 2011 onboard *Marina*
VERANDA STATEROOMS FROM

\$7,495*
PER GUEST

OCEANIA CRUISES®

* Terms & Conditions apply.

Indigenous tourism push in WA

TOURISM Western Australia and the Western Australian Indigenous Tourism Operators Committee has signed a new marketing deal aimed at boosting the profile of Indigenous tourism product.

Under the agreement, WAITOC will receive \$1.3m over three years to promote experiences and products in the state's five Regional Tourism Organisations, at a local, interstate and international level.

"Essentially, it's about ensuring visitors in our key markets are well aware of the vast range of Indigenous experiences available here in WA," Tourism WA chair Kate Lamont said.

WAITOC chairman Neville Poelina said the support will "hopefully encourage more Indigenous people to get involved with the tourism and hospitality sector."

TM sales soaring

TRAVELMANAGERS has reported a 72% increase in Total Transaction Value for the Jul to Sep period, fuelled by "major increases" from coach touring and air ticket sales.

CEO Joe Araullo said coach touring figures had soared 144%, air tickets were up 77%, self-drive holidays had risen 64% and travel insurance was up 63%, compared to the same period last year.

Araullo also said he believes the personal travel manager and online travel agent, such as Webjet or Wotif, in some instances offer complementary services, rather than competing head-to-head.

Hawaii Safari cruise

AMERICAN Safari Cruises will launch inaugural yacht sailings to Hawaii next year, with seven-night and 10-night voyages ex Kona on its 36-berth *Safari Explorer*, from 26 Oct 2011 to Mid-May 2012.


First with the news
Wed 27 Oct 10 Page 7
EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au

Wendy Wu Mega conference



ABOVE: Wendy Wu Tours and Cathay Pacific's recent Mega Famil to China ended with a conference in Beijing, attended by the 60 agents on the educational.

The event provided consultants with a comprehensive overview of what a Wendy Wu Tour itinerary encompasses and how the fully inclusive tours operate.

CX marketing mgr Australia, Nigel Chynoweth stressed the importance of retaining the current relationship between the two companies.

"Cathay's mission is to be the most progressive airline in the world and this can only happen with the support of the great

Australian consultants".

Pictured here at the conference from left are: Alan Alcock, Wendy Wu Tours; with Helen Grant and Nigel Chynoweth from Cathay Pacific.

Tucan Rio famil

TUCAN Travel is offering travel agents the chance to gain one of three places on 'The world's biggest party famil', spending 10 days in Rio de Janeiro in Mar.

The grand prize winner, the top seller of bookings made from 01 Nov-31 Jan, will also get the chance to compete as a member of a Samba school during Carnival. 3D plasma TVs are also on offer.

e-Commerce Support Specialist

AMADEUS

Your technology partner

- Use your customer service skills in a unique and challenging role
- Be part of a dynamic team working within a fast paced, vibrant industry
- Deliver world class service and support to key clients

Do you have strong customer service skills and experience in the travel or IT industry? 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 Operations division as an e-Commerce Support Specialist. The key purpose of this Help Desk role will be to ensure the provision of world class first and second level support of Amadeus Online Booking Engine system users and internal groups. Key accountabilities include:

- Responsible for answering and rectifying user incidents and problems at the first point of contact;
- Accurately maintaining database tables and ensuring compliance with product guidelines;
- Liaising with second and third level support teams and key stakeholders within the local, regional and global offices to ensure a fast and effective delivery of escalated items on behalf of the Amadeus Commercial Organisation's customer base
- Troubleshoot customer problems with reference to the existing Incident Management methodology, defined individual Key Performance Indicators and escalation guidelines.
- Actively engage with customers to identify problems that impact products and service delivery;
- Contribute to the resolution of root cause problems and consult with customers in the pre and post sales phases in order to ensure delivery meets expectations;
- Identify training needs and opportunities within the customer base and internal teams to ensure continuous improvement;

- Contribute to the analysis of competitor products by assisting in testing and monitoring of product feedback

Essential to the role will be a passion for customer service and a demonstrated commitment to resolving problems and issues effectively. Previous experience working in a customer service role within the travel industry will be fundamental to your success. Candidates must be fluent in spoken and written English. A sound understanding and working knowledge of Online Booking Engines, Amadeus systems, products or platform would be a distinct 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.

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

www.au.amadeus.com

careers@au.amadeus.com

Tailor Your Ultimate Tassie Trip



TASMANIA. SECRETS REVEALED.

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.

Qantas Holidays Limited ABN 24 003 836 459. Licence No. NSW - 2TA 003 004, VIC - 31288, QLD - TAG 740, SA - TTA 48 116, WA - 9TA 510



QF slams union

QANTAS says claims by the Australian Licenced Aircraft Engineers Association about cockpit doors on some QantasLink planes are an "irresponsible escalation of an industrial campaign" being waged by the union in Queensland.

QF spokesman David Epstein said the cockpit doors in question had been validated by the Office of Transport Security and CASA.

He said the "spurious claims" about the doors were a well-worn tactic of union official Steve Purvinas, which were "needlessly alarming the public and damaging Qantas".

IHG Vegas Priority

INTERCONTINENTAL Hotels Group has signed a new deal with the operator of Las Vegas casino resorts the Venetian and Palazzo, which will allow members of IHG's Priority Club to earn and redeem points for stays on the Las Vegas strip.

The move will see the Venetian and Palazzo also added to IHG's reservations system, with the Nevada gambling capital one of the most requested destinations.

Under the agreement, the casino resort operator Las Vegas Sands will also have the right to market vacations in Las Vegas to IHG customers.

Very tasty Macau

MORE than 125 restaurants - for the first time including some from mainland China's Henan province - will take part in the upcoming Macau Food Festival, which kicks off in the enclave's Sai Van Lake Square from 05-21 Nov.

Sep airline traffic surges 10.5%

THE International Air Transport Association has announced global aviation statistics for Sep, with int'l passenger traffic up 10.5% compared to the previous year.

That was significantly better than the 6.5% growth in Aug, with IATA saying the rebound in passenger markets during sep "can be attributed to normal volatility in travel patterns accentuated by special factors such as the effect of Ramadan".

There was particularly strong demand in North America, where carriers saw traffic climb back to levels last experienced in early 2008, up 11.1% and outstripping a 7.2% capacity expansion - leading

to more crowded planes with an average 84.1% load factor.

In the Asia-Pacific region airlines posted an 8.6% traffic increase, with an average load factor of 82.6%.

IATA said growth had slowed in Asia-Pacific, which had initially led the recovery with an early surge in demand but growth in 2010 had been largely flat - and traffic in the region is still 2% below the pre-crisis peak.

Middle Eastern airlines led the industry growth, with passenger traffic up 23.9% compared to last year, with the earlier occurrence of Ramadan this year dampening Aug but boosting Sep.



General Manager

- Trusted Iconic Brand
- 2.2 million Membership
- Competitive Salary Package

This is an exciting career opportunity to increase member satisfaction by offering unique travel packages, exclusive tours and guided tours to 2.2 million members, who trust in our brand!

Your role is to increase the member awareness, member engagement, acquisition and retention.

Reporting to CEO, you have the security and backing of NRMA. You will work in collaboration with the key stakeholders and develop strategic relationships internally and externally, specifically you will:

- Build a compelling Member value proposition to reflect their travel needs
- Develop a range of profitable business streams
- Position NRMA Travel by developing key stakeholder relationships with the travel industry, NRMA Members, Government, Auto Clubs and internal wholesale travel divisions

Imperative you must have:

- Extensive retail and Travel Industry experience
- Segmentation Marketing experience
- MBA or Post graduate qualification, in business or similar
- Demonstrated experience developing and implementing business initiatives and identifying business opportunities
- Proven effective strategic analysis, planning and advisory skills, sound creative problem-solving skills
- Excellent people management and leadership skills, ability to motivate, lead and develop team members
- Project and result driven

To register your interest please submit your CV to

jobs@ihholdings.com.au

www.mynrma.com.au

FOR

THE BARE FACTS

ON PERSONAL BUSINESS COACHING WITH THE BEST FINANCIAL REWARDS TAKE A CLOSER LOOK AT TRAVELMANAGERS

CONTACT AARON STINSON
NATIONAL RECRUITMENT MANAGER
ON 1800 019 599



**JOBTOBER
IS HOTTING UP!
REGISTER TODAY**

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

SYDNEY – 8/6 O’Connell St – (02) 9231 6377 – apply@aaappointments.com.au

MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – recruit@aaappointments.com.au

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

BULA VINAKA!!

**PRODUCT CO-ORDINATOR: SOUTH PACIFIC SPECIALIST
SYDNEY WEST – SALARY PACKAGE \$45 +**

Join a highly respected and successful travel wholesaler in Sydney’s Western Suburbs. You will be working with an exciting range of products throughout the stunning South Pacific. As well as loading product you will be liaising with suppliers and reservations staff. You will have loading experience and excellent communication skills, web site experience is ideal as you will also be working on the implementation of a new website. This is your chance to find a great role close to home.

**GET BUSY WITH THIS OUTSTANDING JOB
CORPORATE TRAVEL CONSULTANT
SYDNEY CBD – SALARY PACKAGE TO \$53K +**

We are searching for strong retail or corporate consultants to work on a high profile account. This role is with a global TMC and comes with excellent training and progression opportunities. We are looking for future leaders so if this is you and you have the right stuff; CRS skills, airfare and ticketing knowledge, min 1 yr experience and great customer service then register now.

You must be available to start 1st November

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.

BRIGHTEN UP YOUR DAY

**WHOLESALE TRAVEL CONSULTANTS
PERTH (INNER) – SALARY PACKAGES TO \$43K + Overtime**

Our client, one of Australia’s leading wholesalers, has a fantastic staff retention rate, which can be attributed to a great staff incentive scheme, monthly massages, educational galore and an abundance of opportunities for career progression. With multiple positions available from Nov, this is your chance to become a part of their happy team and reap the benefits! A min of 6 mths experience within the travel industry is required along with strong destination knowledge.

BEHIND THE SCENES

**PRODUCT LOAD CONSULTANT
BRISBANE CBD – SALARY PACKAGE TO \$46K OTE**

Always wanted to escape consulting and enter the wonderful world of product? Look no further! We currently have an opportunity for a focused individual to move into product loading. This is the perfect stepping stone for someone wanting to make a long term career in product and work for a travel industry leader. In addition to earning top \$\$ and amazing incentives, you will love being part of this supportive and fun team environment – Call Now!

NO MORE WEEKENDS

**DOMESTIC CORPORATE CONSULTANTS x 10
BRISBANE CBD – SALARY PACKAGE TO \$48K**

Looking to make the jump to corporate travel? Here is your chance. This award winning travel management company is looking for consultant s to join their fun and supportive team.

Your role will involve booking domestic flights, accommodation and car hire, as well as servicing all other client requests. You will work Mon – Fri only and have your weekends to yourself, PLUS enjoy a fantastic salary package. Interviewing now , to join this fabulous team. – Apply Today!



**Register with AA during OCT– NOV
for your chance to win TWO
P3 Reserve Fan Package Tickets
to the U2 360 Tour
in Sydney Mon 13 Dec 10
The lucky winner will be announced in
the trade press on 1 DEC 10
REGISTER TODAY
www.aaappointments.com**





Travel Jobs that are right for YOU



Liz Vibert

In-house Travel Coordinator

Would you like to work closer to home? This role is based in the Sutherland Shire of Sydney and is working within a travel dept of a non travel organisation. You will be responsible for arranging all in-house travel

as well as maintaining company budgets and policies. Strong analytical skills are important for this role.

- ▶ Great opportunity to work in a travel role with a difference
- ▶ Sydney Sutherland Shire location
- ▶ Salary up to \$60K + super

Click here for more details or call Liz.

Cruise, Cruise, Cruise!

Would you like to specialise in cruise itineraries for the discerning traveller? Join Asia Pacific's leading cruise agency and work in a fast paced environment with a young and dynamic team. In this role you will tailor make pre and post cruise holiday itineraries around the world plus have the opportunity to cruise overseas! Enjoy working with a superior cruise product in this role.

- ▶ Work Monday to Friday, no weekend work
- ▶ Near public transport in Homebush
- ▶ Salary up to \$50K + super

Click here for more details or call Liz.



Kristi Gomm

Inbound Groups Consultant

Boutique, well established inbound agency seeks an inbound groups specialist. Prepare group quotes & bookings for series and ad hoc groups, predominately for the Latin market. You will arrange all of the land content around Australia including meeting the groups.

Previous inbound experience required, Tourplan an advantage.

- ▶ Excellent staff retention
- ▶ Sydney CBD location
- ▶ Salary up to \$55K + super

Click here for more details or call Kristi.



Ben Carnegie

Business Development Managers

Join this market leading wholesaler and use your existing knowledge of South East Asia to drive new business. Previous business development experience within the travel industry is essential for this role. Previous on road sales experience will also be highly regarded. Flexibility to travel throughout your territory will be needed as part of this role.

- ▶ 2 roles available - NSW/ACT and Western Australia
- ▶ Own car required, car allowance provided
- ▶ Salary to \$60K + incentives, laptop, phone & ipad provided

Click here for more details or call Ben.

Commercial Analyst

This is a great opportunity to become part of the team with one of Australia's largest online hotel sales and distribution co's. If you enjoy analysing information from company statistics and making recommendations on how to better improve market performance then this role is for you. This company is seeking someone with superior analytical skills and will offer you good opportunities to advance your career.

- ▶ Excellent career advancement
- ▶ State of the art offices located in Sydney
- ▶ Salary up to \$60K package

Click here for more details or call Ben.

Save the day as a Travel TEMP

Corporate Consultants x 2 - Sydney CBD, ongoing assignment, Sabre, Mon - Frid with some Saturday work. Start ASAP. Top \$\$.

International Retail Consultant - Sydney Inner West, Sabre ess, start asap, 2 - 3 week assignment, salary to \$23 p/hr.

International Travel Consultant - Sutherland Shire. 1 year maternity leave contract, Mon - Frid only. Require strong experience with key supplier/agency relationships and advanced PC skills. Start 1st week November, Salary up to \$60K + super.

Like to know more about the many benefits of temping? Call Ben for details.



We have our eyes out on the latest travel jobs, so tell us what job is right for YOU. Call the team today!

Call 02 9278 5100

1300 inPlace (1300 467 522)

Email: jobs@inplacerecruitment.com.au

Visit: www.inplacerecruitment.com.au