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Travel Daily AU

First with the news

Thu 09 Sep 10

Page 1

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

TMS Temp loyalty bonus



Megan Waters has been awarded \$700 this week for working 960 hours for TMS temp team.



www.tmsap.com

What next for DJ/DL?

VIRGIN Blue and Delta Air Lines say they will work with the US Govt over the next 14 days to mount a response to its tentative denial of their alliance (*see right*).

Virgin Blue reiterated that "It believes the proposed alliance will be good for consumers."

Delta GM Australia/NZ Steven Crowder also told *TD* this morning that Delta would be responding within the comment period.

Today's Travel Daily

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

- TMS Asia Pacific
- AA Appointments
- Consolidated Travel

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Virgin/Delta pact rejected

VIRGIN Blue Group's aspiration to build an international network of alliances has been dealt a blow after the US government said it plans to turn down a proposed tie up with US carrier, Delta Air Lines (*TD* breaking news).

A decision on the DJ/DL alliance had been touted for months to be made in Sep, and was forecast by *Travel Daily* to be made this week in response to Virgin Blue's request to expedite a decision on its proposed alliance with Etihad, also revealed by *TD*, last Fri.

The US Dept of Transportation has tentatively denied the Joint Venture application, saying DJ and DL have not met the "high standard necessary to justify a grant of anti-trust immunity" yet.

Anti-trust immunity would allow Virgin and Delta to work together on schedules, pricing and more.

The ACCC gave the green light for the JV in Dec (*TD* 11 Dec).

The US regulator suggested that "substantial benefits" of the alliance, such as increased capacity, lower fares and more efficient services, are "in doubt."

"The applicants in this case have not made a strong showing of public benefits," the DoT said.

It said barriers of integration would hold up the realisation of public benefits, which "at worst

could prevent any substantial benefits from being achieved at all."

The DoT's reasons also included Virgin and Delta having "virtually no experience as commercial partners", and that the JV was limited to 'trunk routes' between Australia and the US.

"In brief, they have only just begun to explore the feasibility of arms-length cooperation, much less the degree of cooperation that requires, or would merit, a grant of anti-trust immunity," the US government said.

It also said conditions were in "an extraordinary state of flux" in the Australia-US air market, with prices and capacity having changed dramatically since the applicants entered the market.

The DoT said the historically static market "experienced a sudden and significant increase in capacity by airlines that have no prior experience in the market."

"In these circumstances, the applicants have not shown that immunized cooperation would yield substantially more public benefits than a continuation of the current competition between them."

DJ, DL and other "interested parties" have two weeks to respond to the tentative findings before a decision is finalised.

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Page 2

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ETIHAD
AIRWAYS

[Click for Etihad Interactive Tour](#)

Cruise West update

ADVENTURE World has today confirmed that all Cruise West bookings are suspended and current bookings on the *Spirit of Oceanus* are now void, as flagged by *Travel Daily* yesterday.

AW's head of marketing Neil Rodgers said it would be working with agents with clients effected.

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Booking cycles swinging

INSIGHT Vacations says "ever increasing consumer confidence" and demand from consumers and agents is behind the tour operator's decision to print a hard copy of its 2011 Europe and Britain Preview brochure.

Previously, Insight had only featured the program in the form of an online brochure, as last year clients had favoured last minute deals, due to the financial crisis.

Managing director Lorraine Sharp suggested a shift in booking cycles and trends compared to last year, was pushing demand for early bookings on 2011 itineraries.

Star quiz tickets

STAR Alliance is reminding agents they can still win double movie passes by correctly answering its online 'See your lucky stars' quiz.

Answers to six questions are available on the website, with 100 passes on offer until 30 Sep - starallianceagentsquiz.com.au.

NCL YouTube chnl

NORWEGIAN Cruise Line is planning to launch a travel channel powered by the popular YouTube website, dubbed 'YouTube Vacationer'.

NCL's new site will provide info, ideas and advice from experts from Lonely Planet, National Geographic and Travel Channel.

The interactive site allow users to create a 'Vacation You' video to share online - for details see www.youtube.com/vacationer.

Sharp said demand for early bookings is even greater than it was when Insight first released its Europe & Britain Preview program, with a number of tours already falling under the 'Definite Departures' category.

The Preview brochure is available now in limited stock.

Twitter Intrepid

INTREPID Travel is tomorrow hosting a Twitter Treasure Hunt in Melbourne, starting at 08.30am.

The object of the game is to follow Intrepid's Twitter updates in order to find hidden globes placed around the CBD, to win \$12,000 worth of prizes, including travel vouchers and Intrepid trips.

For players who can not get into the Melbourne CBD, Intrepid is hosting a virtual hunt too - see twitter.com/intrepid_twitter.

QF/SAA JV ok'd

THE International Air Services Commission has today issued a second draft decision on its plan to authorise the Qantas/South African Airways to continue code sharing between Australia and South Africa, from 31 Dec 2010 until the end of next year.

The commission has now added a requirement that the carriers will need to expand the combined number of frequencies between the countries from 12 to 14 per week.

Submissions are being accepted up until COB 16 Sep 2010.

IT Systems Analyst – GDS Systems

Imagine really looking forward to going to work.

This role requires a systems specialist who has the ability to provide consistent and high quality client support. Troubleshooting system issues, change management and internal client as well as Interline partner support will be the main challenges of this role.

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You will be required to work with Amadeus, Galileo, Sabre and Worldspan and we are seeking an individual who has a sound working knowledge of at least one of these products and applications. Proven airline experience and exposure to airline systems will be highly regarded.

So if you're someone who likes working in an energetic, fast-paced, dynamic environment where your passion for challenging convention and fast-tracking innovations can go into overdrive, then we're probably a good match and we'd love to hear from you.

Applications close 15th September 2010.

To apply visit virginblue.com.au/careers or click 'Apply Now'.



Window Seat

A FLIGHT would have been a lot quicker, but probably not quite so interesting.

A 67 year-old Queensland man has just travelled from the Gold Coast to Cairns the slow way - taking about 8 weeks to push a lawnmower up the Qld coast.

Claude Harvey left Surfers Paradise in July and finally arrived in Cairns on Tuesday, raising \$40,000 for child protection charity Bravehearts along the way.

He said it took single-minded determination to avoid getting distracted along the way.

"People all the time ask me to mow their lawns," he said.

"But I'd never get where I was going if I did everyone's grass".

IT'S definitely that time of year in the northern hemisphere - no, not when birds fly south, but when cyclists get their gear off in the name of the environment.

Last weekend several hundred nude bike riders pedalled their way through Philadelphia in the USA, in the name of promoting "bicycling awareness and cleaner air".

It was the second year of the Philly Naked Bike Ride, which mirrored similar events which have taken place in about 70 cities across the globe since 2004.

THIS really isn't the best way to encourage tourism.

Locals on the New Jersey shore near New York have come up with a new derogatory nickname for the areas current legions of summer tourists.

The seasonal guests have been dubbed FOOTs - an unfortunate acronym which stands for F**** Out Of Towners.

AND finally, European soccer authorities have decided to stamp down on the vuvuzela plastic trumpet craze which provided a constant buzzing backdrop to the recent FIFA World Cup in South Africa.

UEFA has banned vuvuzelas from all of its competitions, saying they drown out supporters as well as "detract from the emotion of the game".

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Travel Daily AU
 First with the news
 Thu 09 Sep 10 Page 3
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World's Best Business Class.
 Skytrax World Airline Awards 2010
QATAR AIRWAYS القطرية

Sydney marketing focus urged

PETER Holmes à Court yesterday called for a "renewed and coordinated focus on marketing" for Sydney, to promote the NSW capital for the benefit of the state and national economies.

Holmes à Court, who's the Founding Chairman of a group called The Greater Sydney Partnership, slammed current efforts, saying "overseas cities with less attributes than Sydney

are doing a better job promoting themselves - thereby attracting greater investment, more tourism and events".

He said that research shows that while Sydney is well regarded across the globe, "competitor cities are moving faster and achieving better results".

Holmes à Court suggested Sydney needs a well funded marketing body with "real authority" to coordinate the distribution of the limited number of messages that come from a well articulated vision.

Design comm up

THE Design Hotels group has launched a travel industry promotion offering agents 15% commission on Best Available Rates at selected member hotels.

The campaign is valid for bookings until 16 Dec, with different hotels taking part during different months and available for GDS bookings and arrivals at the selected properties during their period of participation.

The list of hotels offering the bonus will be updated continuously over the promotional period at designhotels.com/travel_agents, where agents can also register for special rates and receive updated information.

Design markets a selection of almost 200 independent properties in over 40 countries across the globe.

P&O iPad offer

P&O Cruises is offering travel agents the opportunity to win a funky 32GB Apple iPad with 3G, with an entry into the *Earlybird Deck Chair Shuffle* promotion with every booking over the next seven weeks.

Each new P&O Cruises booking made before 22 Oct will give consultants a POLAR Online booking reference number which can be used to play a game at pocruisesearlybird.com.au.

The consultant in each of Australia and New Zealand who gets the highest score will win.

For more cruise news see today's issue of *Cruise Weekly* - subscribe for free at www.cruiseweekly.com.au.

BA reveals cabin

BRITISH Airways has unveiled more details of the economy and premium economy cabin product which is being fitted to its new 777-300ER aircraft, as exclusively flagged by *TD* (TD 11 Jun).

The first new plane has been delivered, with World Traveller (economy) having a 3-3-3 configuration with individual seatback entertainment.

World Traveller seats are 45cm wide, with lumbar support, an adjustable footrest and a "new hammock-style headrest".

BA says it's also offering upgraded soft furnishings including new pillows, amenity kits and blankets.

World Traveller Plus has a 2-4-2 arrangement, with a 96cm (38") seat pitch, and the premium economy class will also offer an increased baggage allowance and complimentary newspapers.

All World Traveller Plus seats also have individual in-seat power supplies.

As well as being fitted on the new 777-300ER planes BA will install the same product on its upcoming 787 and A380 aircraft, while 18 of its existing 777-200s will also be refurbished with the new cabins and IFE.

The carrier said it won't be fitting the new systems into its other 22 777s or 747 fleet, which will instead be "refreshed".

The new planes also have BA's upgraded business class (Club World) and first class cabins fitted, but this product is already available on some existing aircraft - the new FIRST is now on two BA 747s and six 777s, while the latest Club World is on all 747 and 777 planes.

SQ Barcelona-Sao Paulo approval

THE Spanish government has approved fifth freedom rights for Singapore Airlines which will allow it to operate flights between Barcelona and Sao Paulo three times per week.

The Singapore-Barcelona-Sao Paulo route must be operated under a code-share with a Spanish carrier, with the approval coming after a joint application with SQ's Star Alliance partner Spanair.

WIN TIM MCGRAW 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 Tuesday 21st September, Tim McGraw 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 to answer all 5 questions featured in *Travel Daily* this week for your chance to WIN...

Q.4: On what month and year was Macau handed back to China?

Email your answers to timmcgraw@traveldaily.com.au

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Macau Government Tourist Office



National Tourism Alliance CHIEF EXECUTIVE OFFICER

- Develop and drive the policy agenda for the Australian Tourism Industry
- Be the representative to Federal Government for the Tourism Industry
- Provide leadership and passion to the organisation

The NTA represents over 45,000 Australian tourism businesses and seeks to appoint a Chief Executive Officer to lead the NTA forward. This role is critical to the future of the Tourism Industry and the NTA seeks a passionate and collaborative leader for this role.

Working with the member associations, the CEO will develop and drive the policy settings in which the tourism industry puts forward to the Federal Government.

The NTA is looking for a strategic thinker, and a person who can add value, provide leadership and demonstrate an experience that will deliver for the NTA into the future.

The NTA Board seeks Expressions of Interest from suitable candidates who should first obtain an application information pack by emailing an enquiry to EOI@tourismalliance.org or download the information pack at <http://www.tourismalliance.org/eoi>.

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South Africa's Little Travellers



OVER 300 travel agents, wholesalers and suppliers gathered at the City Recital Hall Angel Place in Sydney last night for the 2010 South African Tourism (SAT) Showcase.

Themed 'Adventures in South Africa', the national roadshow featured the sights, sounds and sensations of this fascinating country which played host to the FIFA World Cup earlier this year.

SAT gm - Australasia, Bangu Masisi told *Travel Daily* she was overwhelmed by the number of people who attended this year's national showcase, in particular last night's Sydney event.

As part of the roadshow, SAT threw their support behind the Hillcrest AIDS Trust Centre.

Travel trade in attendance each received a 'Little Traveller' beaded doll pin as they entered the Recital Hall, created by people in South Africa affected and infected by HIV/AIDS.

This was followed by a screening of a video featuring



suppliers and partners including Sun City Resort, Makutsi Safari Springs and Southern Sun, as well as airlines and local wholesalers.

Travel agents last night were also eligible to win a 10 day South African Famil, and the two lucky ladies who held the keys to the padlocks on the prize suitcase were Laura Bainbridge from BCD Travel and Barbara Koryzna-Kijowski of All Tours & Travel.

They are pictured *above* with SAT's Rob Gurr and Bangu Masisi and Ian Robinson from South African Airways; and *inset* is Neil Rodgers of Adventure World with Graham Ware of SAA.

Pictured to the *left* with South African Tourism's marketing and comms mgr, Tommy Linblad, are the lovely ladies from Scenic Tours - Olga Korobko, Laila Hage-Ali, Cathy Page and Liz Glover.



Tourism Australia

Request for Quote -

Media and Opinion Leader Hosting Programs

Tourism Australia is seeking professional organisations or sole traders to be appointed to a Panel of Contractors to support the coordination of Tourism Australia's media and opinion leader hosting programs.

Panel members will be appointed on a case-by-case basis to coordinate, and at times escort, visits by international and domestic print, broadcast, online and wire services media and visiting opinion leaders (eg. bloggers and celebrities). For more information please write to mediahosting@tourism.australia.com.

Applications close on Wednesday 29 September 2010, 12 noon (AEST).

Nothing like HKG

TOURISM Australia has launched its 'There's nothing like Australia' brand campaign in Hong Kong, via digital, print and broadcast media.

Consumers in China browsing the tailored website this month also have the chance to win two round trip tickets to Australia.

Canada stats grow

THE number of Aussie travellers spending overnight trips in Canada in Jun 2010 rose 17.6% year-on-year, according to the latest Tourism Snapshot figures from the Canadian Tourism Commission.

The 29,901 Aussie figure during the month continues to support positive growth from this market, with Jan to Jun numbers now sitting at 106,034 overnights, up 11.2% on the same time last year.

Year-to-date travel volumes from Australia were also up 11.5% on the CTC's targeted figure of 95,000, to be sitting at 106,000 movements, until the end of Jun.

The organisation said its Jun analysis indicates that "the recession appears to have ended in all CTC markets."

NZ to increase SFO, YVR services

AIR New Zealand is looking to increase capacity to North America from 01 Apr 2011, with flights between Auckland and San Francisco to increase from five per week to a daily operation.

GDS displays also indicate more NZ capacity to Vancouver, with larger aircraft used on some flights in Jun and Jul 2011.

P&O appoints Chief

P&O Cruises has appointed former Newcastle Knights rugby league player Paul 'The Chief' Harragon as its Ambassador, timed to coincide with *Pacific Sun's* maiden Hunter season.

Pacific Sun is based in Newcastle for the next two months.

AS/CX codesharing

ALASKA Airlines and Cathay Pacific Airways have requested to begin codesharing on services between Hong Kong and over 20 US destinations, in addition to CX's current North America hubs.

Routes flagged by the carriers include services between San Francisco, Vancouver and Los Angeles to Seattle and Portland.

MEANWHILE, American Airlines has also asked the US authorities to allow it to codeshare on 10 routes into Mexico with Alaska Airlines or Horizon Air.

Routes include LAX to Mexico City, Guadalajara, La Paz, Loreto, Puerto Vallarta and Manzanillo, as well as San Francisco and San Diego to Puerto Vallarta.

Getaway tonight

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

- London, The Cotswolds, the Lakes District and Manchester in the United Kingdom
- Playa del Carmen, Mexico
- Cape Reinga flight-seeing, NZ
- Falls Creek, Victoria
- King Island, Tasmania

Showcase not Jumeirah

THE operators of the recent property showcase in Perth (*TD* 27 Aug) have issued a clarification, stating that the event showcasing property investment opportunities in Bali was not in fact held by The Jumeirah Group.

The event in question at the Duxton Hotel Perth was conducted by Worldwide Property Enterprise in conjunction with Raine and Horne North Perth highlighting investment opportunities in Bali for their Venu Bali Hotel Brand as well as other projects not related with the Jumeirah Group.

The companies apologise for any confusion.

Allure dining option

ROYAL Caribbean International says it will introduce "new culinary concepts" onboard *Allure of the Seas*, when the ship debuts in Dec 2010, including a Brazilian steakhouse located in Central Park (*CW* Tue) and a Mexican inspired restaurant in the Boardwalk area, dubbed Rita's Cantina.

MEANWHILE, Royal Caribbean Cruises Ltd has announced the appointment of Gabriela Gonzalez Saul as managing director for its new Mexico operation (*TD* yest.).

Gonzalez Saul will lead the new RCC Mexican office as it seeks to establish a greater presence there.

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India prices down

TRAVEL Indochina suggests that its pricing for India in 2011 will be 8-10% cheaper than in 2010, and China will be down 8-12%, a "great saving for small group travellers" said Paul Hole md.



Industry Appointments

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

Flight Centre has appointed **Justin Michael** as General Manager of **Travel Money**, effective 01 Oct. He replaces the founder **Clint Nieuwendaal** who is leaving the industry.

Delaware North Australia Parks and Resorts has announced **Wayne Kirkpatrick** will take an advisory role within the company after stepping down from his Managing Director position.

Nermina Sejranovic has taken the role of Business Development Executive at the **Melbourne Marriott** hotel. Sejranovic will handle corporate and government hotel clients.

Value Tours has announced the appointment of **Elizabeth Laugher** as Marketing Manager of the iconic ski and snow holiday wholesaler. Laugher has previously worked for **Flight Centre**, and is very familiar with New Zealand's ski slopes.

Air New Zealand has appointed **Michael Zorbas** as Commercial Operations Manager - Australia, **Leanne Geraghty** has been promoted from her role of National Sales Manager - Southern Region to the Head of Sales Australia, and **Rachael Menzies** has been recruited for the newly created position of Online Performance Manager - Australia.

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HA boosts LAX

HAWAIIAN Airlines is set to further expand its flights to the US mainland, with GDS displays indicating the introduction of a second daily A330-200 flight from Honolulu to both Los Angeles and Las Vegas effective 09 Dec, replacing 767s on the routes.

Mercure wines you

GRAND Mercure Apartments around Australia are offering three to five night stays priced from \$108 per night.

Guests booking a three night stay before 31 Oct will also receive a free De Bortoli Wines Triple Pack - for more info see grandmercureapartments.com.au.

TG bomb threat

A THAI Airways International flight has landed safely at Los Angeles International Airport after a bomb threat note was found written on a mirror in one of the on-board toilets.

A spokesperson for the FBI said the plane arrived safely after 8pm and was taken to a remote area of the tarmac where passengers disembarked.

TG chief Piyasvasti Amranand was quoted as saying "This must have caused some nuisance to the passengers. It sounds like it was done by a crazy person".

GSR plots longer season



YESTERDAY Great Southern Rail celebrated the Indian Pacific's 40th Anniversary, hosting an industry event onboard the train.

The 860m long Indian Pacific completed its first coast-to-coast 4352kms uninterrupted journey in 1970, with the train now travelling from Sydney to Perth with stops in Broken Hill, Adelaide, Cook and Kalgoorlie, taking three nights and four days to make the trip.

Two classes are offered on the Indian Pacific, Red and Gold, although select itineraries offer a Platinum Class service, with GSR saying that from next year the Platinum class will also be offered on services departing Sydney on Wed and Perth on Sun.

Platinum offers more space, a double bed and personal shower.

A representative for Great Southern Railway told *TD* that international travellers account for about 25% of passenger loads on the iconic Indian Pacific, the remainder being domestic clients.

New Zealanders makes up the largest overseas passenger numbers for the International sector, followed by English speaking European countries, Canada and then Asia.

CEO Tony Braxton-Smith, said GSR's trains have received a \$10 million refurbishment over the last few years, and also announced the line-up for this year's Christmas journey, which

involves taking Santa across the Nullarbor to visit outback communities bringing presents and cheer to the local children.

This year, the Xmas trip will depart Sydney on 01 Dec to arrive in Perth on 04 Dec and will feature singers James Reyne and Mark Seymour, who will perform for locals at each stop.

Braxton-Smith also announced The Southern Spirit's return to service next year, with the first two itineraries having already sold out.

The Southern Spirit takes in the Great Dividing Range, the Grampian Ranges, Murray River, Western Plains Zoo, the Hunter Valley, the Blue Mountains, Port Stephens, Port Macquarie and Byron Bay before ending up in Brisbane, or vice versa.

GSR has put on additional trips that can be booked now for the Jan to Apr 2011 season.

A longer season will also be available at the end of 2011, beginning in Nov and running through to Apr 2012.

GSR is offering a free upgrade from Red to Gold Service on The Ghan, a saving of \$600pp, as part of its Tropical Summer campaign.

The deal is valid for travel from 01 Nov 2010 to 31 Mar 2012.

Pictured at Central Station in Sydney are Tony Braxton-Smith (right) and Jos Engelaar, GSR hospitality manager.

TRAVEL2

Wholesale Telephone Sales Consultants, Melbourne

Travel 2 is a one stop shop for holiday travel to UK, Europe, Asia, New Zealand, Pacific Islands, USA and Canada.

We currently have an exciting opportunity available for talented Telephone Sales Consultants to join our dynamic Telephone Sales team based in Melbourne.

To be successful in this role you will have excellent customer service skills, strong attention to detail, good communication skills, be self motivated and have previous travel industry experience. Calypso wholesale reservation system knowledge advantageous.

To apply for this role please send your CV to careers@stellatravel.com.au by 14 September 2010.

WIN A HOLIDAY FOR TWO TO HAWAII



During September, **Travel Daily** is giving readers the chance to win an incredible seven-day holiday to Hawaii, courtesy of **Hawaii Tourism, Hawaiian Airlines and Aqua Hotels and Resorts.**

This fantastic prize includes return economy airfares from Sydney to Honolulu with Hawaiian Airlines, six nights accommodation at your choice of an Aqua property in Waikiki and return transfers with a lei greeting.

Each day **Travel Daily** will ask a Hawaii-related question – just read the issue and email us your answer. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Hawaii holiday.



Q.7: What is this a picture of and where will you find this sunken crescent-shaped volcanic crater?

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

Hint! Visit www.hawaii.com.au

Plus, a daily prize of the new Jack Johnson CD - To The Sea (pictured to the right) will be awarded for the first correct entry received, thanks to **Universal Music Australia.**

Congratulations to yesterday's lucky winner: **Lee Epis from Holiday Wizard.**

[Click here for competition terms & conditions](#)



Sales Executive THAI AIRWAYS INTERNATIONAL Perth

A full-time permanent position is available for a highly motivated person to join our sales team in Perth. The successful candidate will be responsible for the implementation of sales and marketing strategies and generation of revenue through business development.

Applications are invited from candidates who have the following:

- sound knowledge of travel industry (previous sales experience advantageous)
- ability to develop sales plans and achieve revenue targets
- capacity to build and develop strong relationships with travel agents, and corporate accounts through travel management companies
- excellent presentation and communication skills
- demonstrated negotiating skills
- ability to problem-solve and identify business opportunities
- aptitude to gather, analyse, interpret and evaluate statistics
- current driver's licence and own car
- competent in Microsoft Office programmes

Please email your application to
debra.matthews@thaairways.com.au by 24th September.

OpenSkies promise

BRITISH Airways' all-business class transatlantic offshoot OpenSkies has launched a money-back guarantee on its flights.

The carrier operates non-stop flights from Paris Orly to both New York JFK and Washington Dulles airports, using Boeing 757s configured with 84 business class seats - 12 which lie flat in the 'biz bed' cabin, and 72 'biz seats' with a 140° recline and 53" (134cm) pitch.

The new 'OpenSkies Satisfaction Guarantee' follows a survey during Jun which saw 97% of passengers saying they would recommend the carrier to others.

It offers "the opportunity to fly the airline and receive reimbursement if not satisfied with the experience," which the carrier says is an "unprecedented offer in the airline sector".

Oyster bargain rate

CORAL Seas is offering rates at Vanuatu's Oyster Island priced from \$54pp/pn in a waterfront bungalow with brekkie, priced for stays until 31 Mar - 1300 374 248.

BA/AA/IB loyalty

BRITISH Airways, American Airlines and Iberia are planning to link their frequent flyer programs together and launch new services to Europe for early 2011, along with schedule changes from Apr.

The expanded FF program is expected to be rolled out in the first half of Oct after regulators recently approved the oneworld alliance members parity.

Underwater rooms

CONRAD Hotels has announced its Maldives Rangali Islands Resort is offering honeymooners the ultimate suite, located below the Indian Ocean.

The glass domed aquarium was previously the Ithaa restaurant but is about to be converted into a luxurious room for honeymooners, priced from \$1950 per night.

HWT/APT donating books



HARVEY World Travel Dandenong last week organised a collection of children's books, clothes and blankets to go to the Conway's Kids Fund. The good-will deed came after some of their customers came back from an APT Kings Canyon Wilderness Lodge tour, which went to see the not-for-profit organisation supporting Aboriginal children in remote

homelands, that offers education.

Pictured above with their full boxes ready to be sent to the organisation from left are: Narelle Newhouse, Harvey World Travel Dandenong; with Denise Isaacs and Melinda Flavell, from APT.

Student opens 53rd

FLIGHT Centre's Student Flights brand has opened its 53rd store on Staff House Road (on campus) at the University of Queensland in St Lucia.

HOW TO BEAT THE INTERNET

A webinar for travel consultants

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Talent Wanted!

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Hot Jobs (Australia) - September 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 – 0411 421 465 – wendy@tmsap.com

Temp or Contract Executive – Alex and Sharon
– Wendy and Sally

JOB OF THE WEEK!

Retail Travel Temp With A Twist – CBD Fringe

- 3 Month temp position starting in October
- Must be able to use Sabre CRS

Unique and rewarding role where you will be booking travelers to developing and 3rd world countries.

Most enquiry is over the phone and via email with hardly any walk-in's.

We are looking for a travel consultant who is passionate about travel, with good knowledge of Africa, South America and Asia.

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

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

Retail Travel Consultant

- **Sutherland Shire Area – work close to home**
- **40k + super + commission**

Our client, an award winning agency based on the Sutherland Shire Area is looking for a dynamic, customer service orientated consultant to join their team. Servicing a number of loyal clients you will have immaculate presentation skills and be able to build rapport easily. You will have excellent product and destination knowledge as well as knowledge of Galileo. You will be rewarded with great working conditions, training, educational to exciting destinations, and a happy and friendly team.

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

Sales & Account Manager - Perth

- **\$70k plus salary package**
- **On The Road**

A rare opportunity has arisen in the WEST. This well known travel industry provider is seeking and seasoned and experienced travel industry professional to manage a portfolio of clients who are travel agencies. Your role will be to manage the commercial value of the travel agents in your area. In addition your selling skills will be put to the test as you are required to expand your portfolio of clients by directly selling to new business. Experience in a sales position from the travel industry essential with excellent presentation skills and CRM skills. Would suit a Sales Representative, Account Manager or Business Development background.

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

Corporate Travel Consultant

- **Up to \$50k plus super**
- **Well known travel organisation**

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

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

Wholesale Consultant – Sydney, Perth

- **Great team environment**
- **Parking available**

Are you ready to move away from face to face consulting and into a behind the scenes role? This well established company is looking for experienced consultants to join their successful team. With your strong destination knowledge, CRS skills and ability to build rapport easily over the phone become an expert in the areas you love to sell!

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

Corporate Consultants – Sydney, Brisbane, Melbourne, Perth

- **All CRS systems, all states**
- **Find the role which meets your needs**

A number of positions exist Australia wide for experienced Corporate Consultants looking to make a positive career change, whether you are looking for a boutique agency, large organization, career growth or just a better life/ work balance. Previous Corporate experience is required as is knowledge of CRS system. Don't delay make the change today!

Contact Karen McGrath
T: **02 9231 6444** E: karen@tmsap.com

Senior Product Co-ordinator

- **Well known travel company**
- **Up to \$46K + super and incentives**

In this role you will be responsible for loading product details and rates into the Calypso system. You will also be assisting the reservation team with product enquiries plus dealing with suppliers and ad hoc requests. Previous experience essential.

Contact Anna Wachowiak
T: **02 9231 6444** E: annaw@tmsap.com



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NEW POSITIONS AVAILABLE NOW FOR TALENTED EXECUTIVES

LEAD THE CHARGE, CUSTOMER SERVICE TEAM TEAM LEADER ONLINE AGENCY SERVICES SYDNEY – SALARY PACKAGE TO \$80K + BENEFITS

This exciting new role with a global technology provider requires proven leadership skills in addition to experience within an online environment plus strong GDS skills. You will lead a Customer Service team engaging with industry clients, trouble-shooting problems, managing performance, and ensuring service SLA's are being met. You'll need great fares & ticketing knowledge and a highly flexible attitude to succeed.

GET BACK TO BASICS WITH THIS BDM ROLE CORPORATE BUSINESS DEVELOPMENT MANAGER SYDNEY – SALARY PACKAGE OTE \$90K+

If you have experience in cold calling, developing pipelines and building a network, apply that experience in a Sales role that will see you working with a dynamic corporate agency and with a highly motivated team of people. Your energy and success will keep this corporate agency growing and if you put in the legwork now your rewards will be huge. If you're driven by reaching targets and earning money, please apply now.

MARKET A GIANT BRAND

GROUPS & CHARTERS SALES MANAGER MELBOURNE – SALARY PACKAGE \$65k + car + INCENTIVES

Market this exciting product into new distribution channels creating growth outside the retail travel network. This senior sales role will be responsible for implementing sales strategies and formulating new focus for the business through your ability to think outside the square and identify new opportunities. You will have strong negotiation & presentation skills along with strong commercial awareness.

RE-EVENT YOURSELF WITH THIS LEADER

SENIOR EVENTS PROGRAM MANAGER (MICE) MELBOURNE – SALARY PACKAGE TO \$80k

By joining this superb operator you will be at the top of your game delivering end-to-end C&I programs for both international and domestic events. Being a confident presenter you can demonstrate why you are the best at providing perfect solutions for your clients' business. At this senior level your communication skills will be high along with your ability to effectively source outstanding & innovative products.

THE LINK BETWEEN BRAND AND AGENCY BUSINESS DEVELOPMENT EXECUTIVE SYDNEY – SALARY PACKAGE \$75K + BENEFITS

If you're passionate about supporting your clients and helping their business grow you'll love this Sales role with one of the leading Brands in the country. You'll be responsible for a designated sales territory, managing your call cycle effectively and providing support for your agents. You'll be an adaptable, professional and knowledgeable sales person with previous experience on the road in the travel industry.

BE THE AMBASSADOR OF THIS PREMIUM BRAND NATIONAL SALES MANAGER SYDNEY – SALARY PACKAGE OTE \$90K+

Our client needs someone with the proven ability to take full responsibility & accountability for sales results and business growth in Australia, executing a business plan and building strong partner relationships across the travel industry. You must have strong financial & budgeting skills, be self-motivated, flexible, and have the maturity to work in a largely autonomous role. Frequent travel is required.

SMOOTH OPERATOR FOR ONE OF THE BEST CORPORATE TRAVEL TEAM OPERATIONS MANAGER MELBOURNE – SALARY PACKAGE TO \$75K

Manage this large team with your strong leadership skills and ability to pull people together to effectively deliver amazing customer service whilst enjoying a cohesive team environment. You'll have demonstrated skills in motivating, mentoring and coaching a team, developing their skills to achieve ongoing progression. This is also a great opportunity for you to progress your own career with a leading company.

USE YOUR WINNING ATTITUDE

BUSINESS DEVELOPMENT MANAGER – CORPORATE SALES HOBART & MELBOURNE – SALARY PACKAGE OTE \$80k

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

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Kate Dalrymple
QLD & NT
Ph: 07 3229 9600

Linda Green
NSW & ACT
Ph: 02 9231 2825

Kathryn Heberton
VIC, SA, WA
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com



Consolidated Travel & Malaysia Sales Incentive!

**Simply issue your MH tickets through Consolidated Travel or via Quikticket
between 23 August - 13 September 2010;**

The first 300 return Economy class tickets will be awarded a \$30 voucher*

The first 75 return Business/First class tickets will be awarded a \$50 voucher*

PLUS!!!

BE A TOP ACHIEVER AND REAP THE REWARDS

First Prize: 2 Business Class tickets to Kuala Lumpur

Second Prize: 2 Economy Class tickets to Kuala Lumpur

Third Prize: \$500 Shopping Voucher



- **IMPORTANT:** This offer is valid for MH ticketed bookings from Australia to all MH destinations. Codeshare bookings not applicable.
- All tickets must be issued by Consolidated Travel or via Quikticket on Consolidated Travel IATA only.
- Tickets must be issued between **23 August - 13 September 2010** for travel anytime.
- Child, Infant, Group Sales, Reissued and Cancelled or Refunded tickets are not eligible.
- * 300 vouchers will be allocated to MH return Economy class tickets ex Aust.
- * 75 vouchers will be allocated to MH return Business/First class tickets ex Aust.
- Prize winner tickets do not include taxes & subject to terms and conditions.
- Consolidated Travel and Malaysia Airlines reserve the right to alter or cancel the promotion anytime.
- Vouchers will be distributed at the completion of the promotion on a first come, first serve basis and the prize pool is capped at \$13,250 nation wide.

To receive your vouchers, please complete the details below & fax OR email to the Consolidated Travel Sales Team in your state by Monday 20 September, 2010.

Agency Name: _____ Consultant: _____

Ticket Numbers: _____

Date: _____

Melbourne
Telephone: 03 9251 5044
Facsimile: 03 9663 2095

Sydney
Telephone: 02 9394 1402
Facsimile: 02 9247 7907

Brisbane
Telephone: 07 3334 2000
Facsimile: 07 3221 3771

Adelaide
Telephone: 08 8203 8001
Facsimile: 08 8231 1220

Perth
Telephone: 08 9442 6000
Facsimile: 08 9481 0590

ABN 60 004 692 791

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