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# Travel Daily AU

First with the news

Thu 16 Sep 10 Page 1

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

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## IASC China decision

THE International Air Services Commission has approved a Qantas request for an extra 166 seats per week in each direction on the China route (TD 24 Aug).

The extra allocation is to allow QF to upgauge from an A330 to a 747 during the Northern Winter 2010 scheduling season.

The IASC noted that there are currently 8365 seats available for immediate allocation in each direction between China and Sydney, Melbourne, Brisbane and Perth, and approved the QF expansion to 2301 seats per week.

## JTG set to refresh brands

JETSET Travelworld Group has conducted an in-depth analysis of its retail brands "with a view to a major refresh and relaunch".

The details were revealed in the JTG annual report which was released to the stock exchange yesterday, with outgoing ceo Peter Collins saying that the retail division "has continued its success in recruiting new, high quality franchise and affiliate members to the network".

During the year the Jetset and Travelworld retail group grew by 26 stores to 670 in total, with the brands valued at a total of \$8.9 million in the balance sheet.

TTV for the retail network is up 20%, with positive contributions from entering a preferred GDS arrangement and a number of one-off recoveries from suppliers.

In JTG's wholesale division, Viva! Holidays now contributes 42% of all air revenue, and although Qantas Hols and Viva! margins are improving they remain volatile due to exchange rates and "competitive pressures from online suppliers, online aggregators and other wholesalers," the company said.

The report also revealed remuneration details for senior JTG executives, with Collins receiving a base salary of

\$237,000 plus a \$100,000 bonus.

Qantas Holidays chief Chris Rankin was paid \$194,000 plus a \$52,000 bonus, while gm retail Warwick Blacker received a \$215,000 base salary plus a \$22,000 bonus during the year.

Collins, as well as cfo Nigel Underwood and gm corporate Andrea Slark are also entitled to a "potential retention payment" equal to 50% of their base annual salary, if the Stella merger is successfully completed and they provide "ongoing leadership to JTG employees during the period."

MEANWHILE the report also revealed JTG's direct to consumer Readyrooms.com.au website will add the ability to book cruise product by the end of the year.

Readyrooms already offers int'l and domestic airline, accom, car hire and insurance products, while "an online cruise offering is scheduled to be added in the near future".

More information in today's *Cruise Weekly* - subscribe free at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

### Today's Travel Daily

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

- TMS Asia Pacific
- AA Appointments

## Ballet giveaway

AIR Canada is today offering ten double passes for travel agents to attend the Ballet Nacional de Cuba, which will be presenting their world-acclaimed production *Don Quixote* at the Old Performing Arts Centre on 29 Sep.

AC offers great fares and online connections from Australia to Cuba via North America; to win be one of the first ten TD readers to answer the following question:

*What are the names of Air Canada's six Cuban destinations?*

Send your entries in asap to [cubacomp@traveldaily.com.au](mailto:cubacomp@traveldaily.com.au).

## SCENIC TOURS

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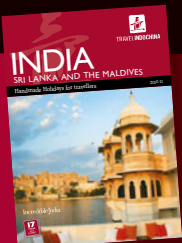
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## SIA to add no-show fees

SINGAPORE Airlines has announced the introduction of a new "no-show" fee for passengers who don't turn up for flights effective from 01 Nov.

The charges will be applied on a sliding scale, ranging from A\$120 for economy class through to \$230 for business and \$340 for suites/first bookings.

The fee is per person per no-show for a confirmed SQ flight, regardless of when and where the ticket was issued and also applies to child tickets.

In an update to travel agents, the carrier said the new policy meant that "customers will be encouraged to inform us should they need to change their itinerary prior to the flight.

"This will help to minimise the wastage of seats due to no-show and this will be beneficial to all our customers, particularly for waitlisted customers who would otherwise not be able to travel,"

## Batavia plots Aust.

INDONESIA'S Batavia Air wants to launch services to Australia ahead of Europe, the carrier's president director has said.

Previously known as Metro Batavia, the carrier announced plans to add Perth as its first local port in Jul (*TD* 26 Jul), utilising A319 aircraft.

"We want to open flights to Australia first. We are awaiting permission from the Ministry of Transportation by the end of the year," said Yudiawan Tansari.

The Jakarta-based carrier is planning to introduce five times weekly services to Perth, four times weekly services to Sydney, and three weekly services to Melbourne, all from Denpasar.

Batavia Air also flagged routes to Rome are on its agenda in 2012 after it was taken off the European Unions 'no-fly' blacklist earlier this year (*TD* 07 Jul).

the airline said.

Customers who request a revalidation, reissue or refund of the unused ticket will also continue to be charged applicable reissue/revalidation/refund fees.

Passengers who have booked through travel agents must contact the agent for any refunds and payments of the no-show fee.

SQ said it could waive the no-show fee in the case of flight re-scheduling, cancellation or delay on the inbound flight (if issued on the same ticket), or if the passenger has a no-show on an earlier flight or in the case of "natural catastrophic events or strikes".

## Jetstar NZ boost

JETSTAR has stepped in to fill the void created by the pullout of Pacific Blue from the NZ domestic market, this morning announcing a 50% boost to services between Auckland, Christchurch, Wellington and Queenstown by Feb 2011 (*TD* breaking news).

CEO Bruce Buchanan said the move would provide a platform for "future growth and new destinations".

## ICCA training dates

THE International Cruise Council Australasia is hosting a series of training dates for agents across the country in coming weeks.

Events are planned for Brisbane (21 & 22 Sep); Perth (06 & 07 Oct); Canberra (19 & 20 Oct); the Gold Coast (04 & 05 Nov); Adelaide (16 & 17 Nov); Melbourne (18 & 19 Nov); Hobart (30 Nov & 01 Dec) and Sydney (16 & 17 Dec).

For all course details, and to register see [www.cruising.org.au](http://www.cruising.org.au).

## GA boost PER team

GARUDA Indonesia has named Jason Turner as sales executive for WA, based in Perth - see page seven for more of the latest travel 'Industry Appointments'.

## Window Seat

TRAVEL agents at Tue night's Philippines roadshow in Melbourne (p4) really showed their entrepreneurial side, with the organisers providing a very creative alternative to the usual lucky door prizes on offer.

Attendees were encouraged to speak with as many of the Philippines suppliers as possible, with an incentive of a 500 'peso' payment for each presentation.

At the end of the night, these 'pesos' were used by guests to bid for a range of prizes incl accommodation and flights.

PAL's local gm Brett McDougall told *TD* things started relatively slowly with the first accom prize attracting a winning bid of about 170,000 pesos.

But the agents quickly got the hang of things, with the final prize, of a couple of tickets to Manila, going for a whopping 2.4 million pesos - reportedly accumulated by a group of Flight Centre consultants who pooled payments to win the auction.

HANDCUFFS are apparently not on the list of items banned by strict US aviation security requirements - at least if you're an international singing star.

Lady Gaga reportedly passed through screening at Los Angeles International Airport yesterday wearing very little (below) - with her skimpy outfit accessorised by a pair of handcuffs around her waist.

The UK *Daily Mail* quoted a TSA spokesperson as saying the gear was no problem, adding that handcuffs "do not pose an immediate threat".



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**Travel Daily AU**  
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**TT CNS inaugural**  
 TIGER Airways will commence daily services to Cairns tonight from Melbourne, with the ultra low cost carrier to boost capacity to FNQ by 130,000 seats per year.

**Eurostar on sale**  
 EUROSTAR is offering standard class fares between London and Paris priced from \$63 in its 'Love Paris, J'adore London' promotion. Fares are on sale until 30 Sep for travel until 30 Dec.

**TMS app. going off**  
 TMS Asia-Pacific has had nearly 3,500 users install its new iPhone application since it was launched four weeks ago, describing its take up as a "major success", the travel recruitment firm said.

**Princess Europe**  
 PRINCESS Cruises has launched its 2011 Europe program, made up of 106 sailings on seven ships, calling in to over 135 ports from May to Nov - see [princess.com](http://princess.com).

**Marriott tops hotel satisfaction**

MARRIOTT Hotels has taken the lead in the battle for customer satisfaction ratings, according to the latest data from Roy Morgan Research released yesterday. The survey, which is based on guests providing hotels with either a 'very' or 'fairly' satisfied rating, saw Marriott score an 88.6% approval in Australia, more than 8% higher than the average of 27 hotel brands. Crowne Plaza and InterContinental came in second and third place respectively, at 87.9% and 87.8%, then Hilton (87.7%) and Accor's Sofitel (87.5%).

and Hilton all improving their customer satisfaction ratings over the past four years, InterContinental has lost its long held lead," said Roy Morgan Research's Jane Ianniello. As only one percentage point separates the top five hotels, Ianniello believes it makes it hard for any group to achieve a sustainable market advantage.

InterContinental has previously rated as the most satisfying hotel group throughout 2010. "With Marriott, Crowne Plaza

**Strategic Bali boost**  
 STRATEGIC Airlines will launch a Brisbane-Townsville-Denpasar service from 03 Dec, bolstering its operation between the Queensland capital and Bali to thrice weekly. MEANWHILE, Strategic Airlines' French subsidiary has had flights grounded as a result of the local aviation authority not renewing its Air Operators Certificate.

**Base restructure**  
 THE Travel Compensation Fund says an ownership restructure for backpacker specialists Base Travel Pty Ltd, has seen the voluntary withdrawal of its branches in Sydney (x2), Bondi Junction, Bondi Beach, Coogee, Byron Bay, Brisbane (x2), Surfers Paradise, Airline Beach, Cairns, Melbourne and NorthBridge in WA. At the moment, according to the TCF's website, the only Base Travel agents trading are in Kent St, Sydney NSW; St Kilda VIC and Edward St, Brisbane QLD.

**Another iPad drives away**

RIGHT: Bronwyn O'Neil from STA Travel Warringah Mall was the final winner of Driveaway Holiday's iPad booking incentive, landing herself one of the latest 'must have' accessories. Bronwyn is pictured here accepting her prize from Hugh Twomey, Driveaway Holidays Area Sales Manager NSW North.



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## Spring into Hayman

HAYMAN on the Great Barrier Reef has released a four-night Spring into Summer package priced from \$990ppts, and valid for travel until 21 Dec.

The deal includes accom, daily brekkie, \$100 'dine at leisure' voucher, a choice of: two yoga lessons, a 50 minute Training session or two 50 min Wellness Massages; use of the gymnasium, sauna and steam room, activities, 25% off all Hayman Inner Reef Diving experiences, and more.

More info at [hayman.com.au](http://hayman.com.au).

MEANWHILE, Hayman will debut its first Hayman Private Residence accommodation next month.

## AirAsiaX KUL/HND

AIRASIA X will become the first low cost carrier to operate to Tokyo Haneda when it launches thrice weekly services at the end 2010 to the Japanese airport.

CEO Azran Osman-Rani said he was hopeful of gaining a green light for daily Kuala Lumpur-Haneda services in the future.

The route launches on 09 Dec.

## LHW Moscow hotel

LEADING Hotels of the World has signed a deal with South Korea's Lotte Hotels & Resorts to represent the brands new five-star Lotte Hotel Moscow, the hotelier's first property in the West.

The 304-room property features a Mandara Spa and is claimed to be "the most expensive, and thus most ambitious project on the Russian market."

## Third Euro Disney

EURO Disney has been granted approval by French authorities to expand its operation to include a third theme park, a housing development and a new vacation village, to be called Les Villages Nature de Val d'Europe.

The new projects will see the site of Euro Disney increase by around 12.5% to 2,230 hectares.

Currently, Euro Disney consists of Disneyland Paris and Walt Disney Studios Park, and last year attracted around 15.5m visitors.

## Early Rockies snow

THE Canadian Rockies are already showing signs of snow fall, a month ahead of schedule, with Banff and Jasper National Parks reporting white powder on tree tops and mountain peaks.

The Lake Louise Ski area is scheduled to open on 05 Nov with Sunshine Valley not far behind opening on 11 Nov, and Mount Norquay due to open in early Dec.

## Hound BNE deals

GREYHOUND is offering school holiday specials from Brisbane to Surfers Paradise, Australia Zoo, Noosa and Byron Bay priced from as low as \$14 in Sep.

## Major Philippines push



MORE than 600 travel agents in Melbourne, Sydney and Brisbane are this week experiencing the Philippines, with Philippines Tourism and Philippine Airlines conducting their first agent roadshow in a number of years.

Although there has always been strong VFR traffic for the carrier, this has been boosted in the last 12 months by significant capacity increases, the deployment of new 777 aircraft on Australian routes and new relationships with travel retailers and wholesalers here.

The organisers admitted that there's a lack of awareness of the Philippines among the travel trade and consumers, but this is changing, with Australian visitor numbers up 11% to 58,880 for the first five months of 2010.

Australia is the Philippines' sixth largest market but this is "just the beginning," according to local tourism attache Consuelo Jones,

who said "you can expect some aggressive marketing programs" in the coming year, focusing on a range of segments including shopping, honeymoons, business events and beaches.

PR is also keen to support "large groups of Australian agents" to experience the Philippines, according to the airline's commercial manager Richard Miller, who has been with PR in Manila for 18 months.

Pictured above yesterday in Sydney are, *from left*: Philippine Airlines country manager Arnul Pan; Philippines Department of Tourism attache for Australia and NZ, Consuelo Jones; Benito Bengzon from the Philippines DoT; Vicente Romano, Philippines DoT Undersecretary Tourism Planning and Promotions; PR commercial manager Richard Miller; and Brett McDougall, gm of PR's Australian gsa Rakso Pty Limited.

## Key Accounts Manager

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- Create, implement and monitor Key Account Development Plan
- Achieve monthly, quarterly and yearly acquisition targets for segments and retention of customers at agreed profitability levels
- Ensure high levels of industry contacts with customers, prospects and suppliers are developed and maintained

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

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# Stamford's really cooking



ABOVE: Last night the Stamford Grand Hotel in North Ryde, Sydney hosted a number of very special guests at the opening of its new 'Captain Cook's Cove' dining venue.

As well as the captain himself (pictured above centre), attendees included former deputy prime minister Mark Vaile (left), the executive chairman of Stamford Land Corporation Mr C.K. Ow (second from left), and recently elected MP for Bennelong, John Alexander (above right) with hotel gm Paul Gallop.

The hotel is located in a busy corporate area near Macquarie University, and the investment is part of a F&B push by the hotel which includes the appointment of executive

chef Simon Wong, ex the Sydney Sofitel Wentworth.

JA officially unveiled a commemorative plaque to celebrate the \$5m investment by Singapore-listed Stamford, which has all of its property assets in Australia according to Vaile, who is a director of the company.

The evening's entertainment also included an authentic musket salute by two of Captain Cook's lieutenants (below).



## Au revoir Viva Mac.

LONG haul low cost carrier Viva Macau Airlines has been officially declared bankrupt this week, with administrators showing there was no alternative but to shut it down.

The Macanese airline has debts of about US\$38m and ceased operation in Mar, as flagged first by *Travel Daily* (TD 29 Mar).

## Swiss ciggie bans

THE Dept of Foreign Affairs & Trade this week advised travellers to Switzerland to be aware of new smoking laws that were introduced earlier this year.

The smoking ban applies to all workplaces and all public places, including hotels, restaurants and shopping centres.

## Getaway tonight

TONIGHT'S episode of Channel Nine's dedicated travel program *Getaway* at 7:30pm features stories including the:

- Scottish Highlands
- Sunshine Coast for families
- The Best of Wales
- Shangri-La in the Maldives
- Northern Ireland
- Paddington in Sydney

## CI confirmed to Sky

TAIPEI-based China Airlines has confirmed its decision to join the SkyTeam airline alliance, signing a letter of intent this week with the group, flagged by *TD* on 07 Sep.

China Airlines is expecting to be a member by next year.

## WIN A YEARLY BREAKAWAY MEMBERSHIP



Congratulations to yesterday's lucky winners, **Jess Roberts** from **Jetset Horsham**, **Amy Whyburn** from **Scenic**

**Tours**, **Lisa McCracken** from **Trtavelscene on Crown**, **Kate Mudford** from **HWT Shepparton** and **Nicola Pascoe** from **Globus**.

*Travel Daily* has teamed up with **Breakaway Travelclub** this week and is giving 5 lucky readers the chance to win a yearly Breakaway Travelclub Membership each day. If you are a member already Breakaway Travelclub will extend your membership by one year **Free of Charge!**

For more information on Breakaway Travelclub Memberships visit [www.travelclub.com.au](http://www.travelclub.com.au)

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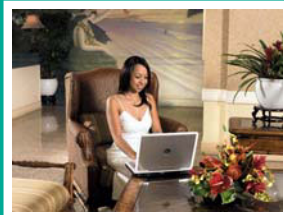
## WIN A HOLIDAY FOR TWO TO HAWAII



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.12: How much will it cost you for internet access when staying in one of Aqua Hotels & Resorts' 'boutique' properties?**

Email your answer to: [hawaiicomp@traveldaily.com.au](mailto:hawaiicomp@traveldaily.com.au)

Hint! Visit [www.hawaiitourism.com.au](http://www.hawaiitourism.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: **Matthew Chisholm** from **Flight Centre Narellan.**

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



## SQ, NZ top satisfaction ratings

A ROY MORGAN research report released overnight has revealed that Singapore Airlines and Air New Zealand have topped consumer satisfaction ratings among Australian travellers, with a 90% overall figure for the 12 months to July 2010.

The figures are based on a survey of Australians aged over 14 who have used the airlines for international travel in the last 12 months, with Emirates coming in next with an 87% rating.

V Australia was just behind at 86%, while Thai Airways and Malaysia Airlines tied in fifth place with an 85% rating.

And next on the list came Qantas and Etihad, tied in seventh position with an 81% rating - a big drop for Etihad from its previous 87% figure in May.

The overall satisfaction rating across the whole international aviation industry operating in Australia was 75%.

## AA's enhancement

AMERICAN Airlines has updated its website to include new customer friendly enhancements offering a "more personalised and convenient experience for flight bookings."

The new features can be found on the My Account section of the site where personal info can be added, including reservation preferences, email and fare alerts, as well as storing important travel documents for int'l travel.

## Skal golf day

THE Sydney North club of industry networking group Skal International will next week hold a golf day and is inviting both members and non-members to take part in the event.

The round will take place before the club's scheduled Sep lunch at the Northbridge Golf Club on Fri 24 Sep, costing \$90 for both golf and lunch.

Details [tim@cruisefactory.net](mailto:tim@cruisefactory.net).

## Amex splits with CO

AMERICAN Express has today announced the cessation of its deal with Continental Airlines which allows cardmembers to redeem Membership Rewards points for miles in the Continental OnePass loyalty program.

The move is effective 30 Sep 2011, with Amex saying that "despite our best efforts, we were unable to reach an agreement with Continental".

The change will also see the end of the current arrangement in which Platinum and Centurion cardmembers receive complimentary access to CO's Presidents Club lounges when travelling on Continental Airlines.

# Manager – Front Office Applications **aMADEUS**

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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 Product Management business in the newly created role of: **Manager – Front Office Applications.** The successful applicant will lead the team to define the Amadeus Commercial Organisation's direction, approach and strategy for the Amadeus Front Office and Front Office Applications Solution and Services offering. Through Travel Agency Distribution, along with corresponding marketing tactics, your key responsibility will be to develop and optimize revenue by increasing and/or retaining clients in the market. The key to success in this position is to be a team leader who can support and interact with Sales, Marketing Communication, Technical and Operations teams. The Manager - Front Office Applications, is responsible for Solution strategy definition, Managing the

Team's Requirement Gathering Process and overall Solution portfolio planning and product life cycle execution for TA Distribution customers in AU & NZ. Other key duties include:

- Product Management – management of packaging of Front Office products and services to create segment specific offers (selling platform and ancillary). Managing product lifecycle
- Market Strategy – develop business solution strategies and initiatives to increase Amadeus brand awareness and optimise sales and market growth
- Project Management related to products and solutions rollout
- Develop quality management systems and ensure continuous improvement
- Stakeholder management – utilise internal expertise and key stakeholder relationships to meet and exceed customer expectations

The successful candidate requires a sound working knowledge of Global Distribution Systems (GDS) and will have extensive experience working within the travel industry. Other key skills

sets include: Product management experience; consulting experience; sales and account management experience and knowledge of operational marketing principles.

Degree qualified or equivalent in the areas of Business Administration, product management or international business is essential. Fluent in spoken English and proficient in written English is essential. An understanding of Amadeus (or other specialist industry technology providers) products & solutions would be advantageous.

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](http://www.au.amadeus.com) OR e-mail the Human Resource department at [careers@au.amadeus.com](mailto:careers@au.amadeus.com)

## 15% off Kumuka

KUMUKA is reminding agents that it is offering 15% off the price of the majority of tours, and 5% off Family Adventures and Africa Lodge Safaris, when booked and paid in full by the end of Sep.

## bmi sweetens Sydney agents



LAST night more than 30 agents were invited to enjoy an intensely indulgent chocolate experience at Lindt Cafe in Martin Place Sydney, courtesy of British Midland International (bmi).

Master Chocolatier, Thomas Schnetzler explained how the famous Swiss chocolate is made, then followed with a cooking demonstration assisted by some of the agents in the room.

Whilst the group indulged on Lindt block chocolate, pralines, Lindor balls, Macrons (or Delice as named by Lindt), cake and ice-cream, they learnt about bmi's new flights to Vienna and Berlin from its London Heathrow hub.

bmi is a member of Star Alliance and flies twice daily to Moscow and Cairo, offering a lie-flat bed service on mid-haul flights.

"bmi is well known here in Australia. The agents love the airline and we're appreciative of their continued support", bmi national sales manager, Jenny Bevan told *Travel Daily*.

This evening bmi will host a group of Melbourne agents for a similar chocolate appreciation event at Lindt Cafe on Collins St.

## OOL tourism strong

GOLD Coast Tourism's \$4.6b industry is said to be back to pre global financial crisis levels with findings from Tourism Research Australia placing Domestic overnight visitors for the year ending Jun 2010 at 3.3 million, a 3% jump on 2009.

Domestic visitor expenditure also increased by 12% to \$3 billion, and there was a 5% growth in international visitor numbers.



Pictured *above* with lucky draw winner, Alison Gothard from Southside World Travel are Belinda Thomas, Leonie Prowse and Jenny Bevan of bmi.

And *inset* is 'Masterchef' Kathy Kotzias from World Travel Professionals in Double Bay with a selection of mouth-watering Lindt desserts which she helped to prepare.

## Domestic trips up

PASSENGER numbers on Australian domestic airlines during Jul were up 8.3% year on year, according to figures released by the federal Department of Transport today.

Capacity grew faster than traffic, meaning the industry wide load factor fell from 80.7% to 80.3%, and seat utilisation decreased on 28 of the 52 routes covered by the report.

Melbourne-Sydney remained Australia's busiest route with 666,000 passengers, up 13.2%, while Brisbane-Melbourne also grew strongly at 16.4%.

Sydney was Australia's busiest domestic airport with 2.1m passenger movements during Jul, followed by Melbourne with 1.88m and Brisbane at 1.38m, the govt report found.



## 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](mailto:appointments@traveldaily.com.au).

Flight Centre Limited has appointed Justine Spencer to the role of Product Leader WA/SA/NT, to cover the maternity leave of Kelly Weinbauer. The role will begin effective 20 Sep and end on 30 Jun. Also newly appointed is Kylee Schwellnus as General Manager Finance, effective 01 Oct. Kylee takes over the position from Justin Michael who has been promoted to General Manager of Travel Money.

Swissotel Sydney has announced James Plume as its Director of Revenue and Marketing for the hotel. He has held a similar role with the Holiday Inn Darling Harbour since 2003, and has worked previously with InterContinental, Stella and Swissotel hotel groups.

Contiki Holidays has announced the appointment of Deana Marrocco as its Consumer Marketing and Brand Manager, based in the tour operator's Sydney Office.

Royal Caribbean International has named Christina Shepherdson as direct sales manager for Azamara Club Cruises in Australia. Prior to joining RCC she worked for First Choice Travel in the UK. MEANWHILE, Royal Caribbean Cruises Australia has also appointed Tony Soden as its new National Key Account Manager for Newcastle, Central Coast and the ACT.

Cameron Harms has been appointed as General Manager of Wildman Wilderness Lodge in Northern Territory, effective 01 Oct.

Marriott Melbourne has appointed Emma Hall as its new Business Development Executive - MICE. Emma has worked with Sony BMG in the UK and with Globe Trotter in Australia.

InterContinental Hotels Group has appointed Dean Jones to Director of Key Accounts - Wholesale Leisure, covering leisure, wholesale and online sectors. Anna Moore has returned to IHG to take on the role of Key Account Manager - Wholesale & Leisure, focused on online, domestic and US-based accounts, and Georgie Talbot has joined IHG Wholesale & Leisure sale team as Key Account Manager, responsible for key domestic and UK/Europe-based accounts.



Operating United Vacations, Singapore Airlines Holidays, Freestyle Holidays, Rosie Holidays

**Love Airfares? Ready for a change?**

Pinpoint Travel Group is seeking an **Airfare Database Co-ordinator**

to join their Operations Team

The successful applicant will have a positive and professional attitude, with a minimum of 2 years travel experience.

**Candidates should have the following attributes:**

- Fares and Ticketing 1 & 2 (preferable but not essential)
- Ticketing experience with wholesaler/airline or consolidator
- Calypso & Amadeus training

**Applicants will be:**

- Analytical with good attention to detail
- Able to work to deadlines
- Willing to learn
- Creative and enthusiastic with good communication skills to liaise with other travel professionals at all levels.

**Please forward your resume in confidence to**  
[megan.convoy@au.pinpoint.biz](mailto:megan.convoy@au.pinpoint.biz) by Friday 24 September 2010

# High Achievers Wanted!

Career Opportunities for Top Talent



## Hot Jobs (Australia) - September 2010

Sydney – 02 9231 6444 – [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne – 03 9602 1809 – [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane – 07 3221 9916 – [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth  
– 02 9231 6444 – [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions – 0411 421 465 – [wendy@tmsap.com](mailto: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](mailto:sharon@tmsap.com)  
T: **02 9231 6444** or **apply online now!**

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### Online National Sales Executive, Sydney

- *Global leader in online technology*
- *Rewarding job environment*
- *Competitive salary + generous commission*

Globally renowned leader in online technology is currently seeking a results-driven travel industry sales professional to join their team and grow business within the travel advertising market. You'll be committed to the digital media revolution with commercial advertising, technical and travel knowledge with strong presentation and communication skills. You will be responsible for visiting the travel network across Australia, promoting and selling this suite of technology products. You will educate the travel industry on advertising solutions, develop solid strategic sales plans, prepare and conduct strategic and consultative sales presentations of the highest quality. You must be degree qualified with an excellent academic record, have at least 6 yrs industry sales experience, an extended and proven experience in a selling role with a strong network of industry contacts.

Contact Sally Frape T: **02 9231 6444** E: [sally@tmsap.com](mailto:sally@tmsap.com)

### 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:annaw@tmsap.com)



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## NEW POSITIONS AVAILABLE NOW FOR TALENTED EXECUTIVES

### LEAD A TEAM TO CONTINUALLY IMPROVE SERVICE

#### CUSTOMER SERVICE MANAGER

**SYDNEY – SALARY PACKAGE OTE TO \$120K**

Our client is part of a global organization providing products & services to the travel industry, and there is now a spare chair in the Manager's office waiting for you warm! Your role will be to drive continuous improvement in service delivery whilst creating a happy working environment for the team. Previous contact centre management experience with reporting & analysis and full accountability is essential.

### A BLEND OF SALES & ACCOUNT MANAGEMENT

#### KEY ACCOUNT MANAGER

**SYDNEY – SALARY PACKAGE TO \$100K**

This is an exciting opportunity for an experienced senior Sales professional to join a Global leader in providing technology solutions and services to a portfolio of clients. With a mixture of acquisition and retention targets, you'll be an all-rounder with the ability to articulate your experience. You'll be focused on achieving tangible goals and thrive on reaching targets. A world of ongoing career opportunities awaits you.

### CAPTURING MICE CAN BE VERY REWARDING

#### BUSINESS DEVELOPMENT MANAGERS

**SYDNEY, BRISBANE & MELB – SALARY PACKAGES OTE \$90K++**

Are you well networked across the MICE industry? If you understand the importance of leveraging relationships and are driven by achieving goals & targets you'll thrive in this BDM role with one of the leading event companies in Australia. A good understanding of Conference, Incentive & Event business is a huge bonus, with the most important thing being your hunger to grow the business and earn a fantastic salary. Get on board.

### TUCK A LEADING BRAND UNDER YOUR ARM

#### INDUSTRY SALES MANAGER

**SYDNEY BASED – SALARY PACKAGE TO \$85K**

Take your career in to your own hands and take ownership of this new, unique Sales role with one of the worlds leading brands. You will have strong industry relationships and previous sales experience at a State or National level. This is a largely autonomous role requiring great maturity, vision, and motivation. If you love a challenge and enjoy managing your own time, this role should complete your job wish list.

### NOTHING REWARDS YOU LIKE CORPORATE SALES

#### CORPORATE BDM

**SYDNEY & HOBART – SALARY PACKAGES OTE \$90K**

Do you enjoy developing relationships with corporate clients that creates new business? If you're not afraid of cold calling and understand the benefits & rewards of putting in the leg work to reap the rewards, this corporate Agency will treat you like gold. Join a motivated & successful team and learn from some of the best in the business. Ongoing career development is a reality within this global organization.

### DO YOU DREAM OF WORKING FOR AN AIRLINE?

#### AIRLINE SALES MANAGER

**BRISBANE – SALARY PACKAGE TO \$60K**

This is a fantastic opportunity for an enthusiastic self starter with on-the-road sales experience, travel industry contacts and a "can do" attitude! You will be "jack of all trades" raising the profile of this widely recognized airline, conducting famils & training, servicing corporate and leisure clientele and assisting the executive management team with the implementation of their sales and marketing strategies.

### TIME TO TAKE FULL CONTROL

#### WHOLESALE OPERATIONS MANAGER

**MELBOURNE – SALARY PACKAGE TO \$100K**

Working for this large company is sure to entice any senior operations manager with experience in running a large wholesale contact centre. Overseeing a variety of departments with around 70 staff including department supervisors, you'll be an effective leader who can bring in new processes and procedures to improve the bottom line and customer service efficiencies. An absolute certainty to raise your career profile.

### SWEETEN THE DEAL

#### BUSINESS DEVELOPMENT MANAGER VIC/TAS

**MELBOURNE - SALARY PACKAGE OTE \$80k+**

Are you a go-getter who loves being out on the road, mingling with your agents and being involved in expos and seminars? Selling this great product you'll be jetting off on some luxurious incentive trips with your agents. This client needs a driven high achiever who can slot right into this team with ease and have the flexibility to work weekends, early and late nights as required for the role. You won't regret it.

## 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](mailto:executive@aaappointments.com.au)

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE [www.aaappointments.com](http://www.aaappointments.com)