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# Travel Daily

First with the news

Thursday 14th April 2011

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ISSN 1834-3058

## Today on Travel Daily TV

**TRAVEL** Daily's video website service *Travel Daily TV* today features a video of a "flashmob" organised by American Airlines in Los Angeles to promote the expansion of its services ex LAX.

The growth includes the addition of 10 new destinations, including new daily nonstop flights to Shanghai.



To view the AA flashmob see [www.traveldaily.com.au/videos](http://www.traveldaily.com.au/videos).

## Top travel places to work

**PEOPLE** certainly appear to want to work in the Australian travel industry, with an awards ceremony last night in Sydney to highlight the country's top employers seeing several major travel firms take top honours.

The inaugural 'Randstad Awards', organised by HR services provider Randstad, saw Virgin Blue come in first place as Australia's most attractive employer - just pipping Qantas which came in second place.

The top 20 also included Jetset Travelworld, Flight Centre and Jetstar, with the awards based on research undertaken late in 2010.

The firm identified Australia's

largest 150 companies, and asked 7000 jobseekers to rank them on "key metrics of attractiveness".

The research takes brand awareness into consideration, to compensate for a possible bias towards better known companies.

Randstad Awards have been conducted in Europe since 2000 but this was the first time the program has been run here.

The company said that with global skills shortages intensifying "the importance of strong employer branding and company perception amongst potential and existing employees should not be underestimated".

### Eight pages of news!

*Travel Daily* today has eight pages of news and photos, plus full pages from: ([click](#))

- TMS Asia Pacific
- AA Appointments
- Consolidated MH incentive

### McEvoy ATE wrap-up

**TODAY'S TD** includes the first of a two-part exclusive column from Tourism Australia md Andrew McEvoy following last week's Australian Tourism Exchange - **p7**.



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**travel** counsellors

## Claire Davies to STB

**THE** Singapore Tourism Board has appointed Claire Davies as its new Manager Oceania.

Davies is well known to the industry through previous positions at Tourism Victoria, Hawaii Tourism and the Abu Dhabi Tourism Authority, and is returning to the Australian tourism industry after seven months of travelling in Europe.

For more industry appointments see **page six** of today's issue.

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# Travel Daily

First with the news

Thursday 14th April 2011

## Aussies head to Fiji

**TOURISM** Fiji is hailing a new record for Jan arrivals by Australians, with figures up 11.4% compared to Jan 2010.

Australia was Fiji's primary source of arrivals, comprising 53% of all international visitors during the month, with regional director Paresh Pant saying strong forward bookings from airlines and wholesalers indicate that the good performance will continue throughout the year.

## AA sues Travelport, Orbitz

**THE** dispute over American Airlines' controversial "direct connect" reservations system is set to spill over into the courts, with the carrier launching legal action against GDS firm Travelport overnight.

The "civil antitrust lawsuit" aims to "stop exclusionary and anticompetitive business practices" of Travelport as well as online travel agency Orbitz Worldwide, which is not selling AA fares due to the dispute.

AA claims that Travelport effectively controls the distribution of fares and other content to a large number of travel agencies and corporate customers, has engaged in anticompetitive conduct to protect its market position from new competition by alternative technologies "that are both less expensive and more capable".

The carrier is also saying that Travelport and Orbitz have harmed consumers by "suppressing innovation that would be beneficial to airline passengers," and is seeking both

an injunction against the firms as well as monetary damages.

Orbitz responded by saying that the lawsuit is the "latest in a series of tactics to force Orbitz to adopt an airline ticket distribution model that limits consumer choice and inhibits competition."

"American Airlines made the decision to play the role of marketplace bully and pull its fares from Orbitz," the firm said.

"The unfortunate truth is that American Airlines is attempting to deprive consumers of the ability to compare prices across competing airlines," it added.

Travelport also responded, dismissing AA's allegations as "ludicrous and without merit".

"Travelport believes that AA's plans to force a more restrictive distribution model would result in inefficiencies and considerable added costs ultimately to be paid by consumers," the company said, confirming that it will strenuously defend its position in court.

AA has launched a website putting its side of the dispute at [www.distributionupdate.com](http://www.distributionupdate.com).

## River cruise crash

**A RIVER** cruise ship operating on the Danube River in Europe has badly damaged a cargo ship in a collision overnight.

The *Viktoria* had about 150 passengers on board, and is currently on charter to a German tour operator called Elan Touristik, according to *USA Today*.

No injuries have been reported on either vessel, and passengers are likely to be transferred to another vessel later today.

## Isn't It About Time?



Your clients can earn an extra 5000<sup>^</sup> Qantas Frequent Flyer points on South Australia bookings.

<sup>^</sup>Terms and conditions apply. Ends 30 April 2011.



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## QF engineer strike vote

**ENGINEERS** working for Qantas are threatening industrial action, after a vote in favour of strikes in a postal ballot.

The tactic is part of ongoing negotiations between the carrier and the Australian Licensed Aircraft Engineers Association.

The vote means just 72 hours notice must be given before industrial action which could include walkouts of up to 48 hrs.

## Vanuatu brand launch

**VANUATU** Tourism will today officially launch its long-awaited new 'Discover What Matters' brand, with a special function in Sydney hosted by dignitaries including Vanuatu Deputy Prime Minister Ham Lini Vanuaroroa and Charles Lini, chairman of the Vanuatu Tourism Office.

## CWT NSW win

**CARLSON** Wagonlit Travel has today confirmed that it's been awarded a second three year term for the NSW government's travel management contract.

CWT chief operating officer Asia Pacific, Martin Warner, said the program has seen a "dramatic increase in compliance and policy awareness," with a key aspect being the implementation of a Logical Lowest Fare policy which ensures travellers must book the cheapest practical airfare within a 20 minute window regardless of airline preference, as well as the transition to online booking.

## 5-day Superski tickets

**THREDBO** and Perisher in the NSW Snowy Mountains have released a new Superski 5 day ticket allowing skiers and boarders access to both resorts.

Tickets are valid over a six day period and require a three day minimum at the 'home' resort.

The Superski ticket is priced from \$499 for adults and \$275 per child, saving up to \$42.

For full details on the pass see [www.superski.com.au](http://www.superski.com.au).

## BA set for relaunch

**BRITISH** Airways has confirmed that it will conduct a major consumer campaign later this year, as part of a rebranding exercise following its merger with Iberia and the formation of its new parent company, International Airlines Group.

According to the UK's *Marketing* magazine, a BA spokesperson said the campaign would "put a great brand back on the map".

## See Branson in a dress

**SIR** Richard Branson is set to don a "red and sexy AirAsia female flight attendant uniform" after losing a bet over Formula 1 with AirAsia ceo Tony Fernandes.

AirAsia has opened bookings for a special AirAsia X charity flight where Branson will serve guests during the 13 hours flight from London to Kuala Lumpur.

There are just 160 tickets on offer for £4500 each - see [www.airAsiaGo.com](http://www.airAsiaGo.com).



## Window Seat

**FANS** of 1980's "brat-pack" actor Emilio Estevez can now walk in his footsteps, after the launch of a special walking tour in conjunction with adventure operator Explore Worldwide.

The tour takes in locations highlighted in an upcoming Estevez movie called "The Way" which features the iconic Camino de Santiago pilgrimage in northern Spain.

Although the tour is likely to be exciting, it's not clear whether it will reach the "tiger blood and Adonis DNA" levels of Estevez' deranged half-brother Charlie Sheen - although they presumably both have the same stuff running through their veins.

**OFFICIALS** in the South Pacific nation of Niue are facing controversy after launching special commemorative Royal Wedding stamps (below) which split the happy couple in half.

The stamps were designed and printed by New Zealand Post, with a spokesman saying that because they are collector's items they are "unlikely to be separated for postage".



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Thursday 14th Apr 2011

## Marriott Luna ferry

**THE** Sydney Harbour Marriott Hotel and Luna Park have teamed up to offer event organisers the 'ultimate' event experience.

Quay Events says it can cater for groups of 10 to 2000 delegates, and is now able to offer transfers from the harbour-side theme park to the hotel by ferry.

## QF boosts WG levy

**QANTAS** has announced a 48% increase in its Domestic Safety and Security Charge, which will become \$4.46 per sector for all QF domestic ports in Australia except OLP (Olympic Dam).

The new level, which has increased from \$3 currently, is effective for sales and travel on or after 21 Apr 2011.

## AKL Feb traffic

**AUCKLAND** International Airport has reported a 5.7% increase in total international passenger volumes in Feb, with Australian arrivals growing strongly, up 8.2%.

The major growth was on flights from Cairns and Adelaide.

The airport is likely to see further increases in traffic, with China Southern Airlines this week confirming it would increase its new direct Guangzhou-Auckland flights to daily.

Auckland Airport also owns part of Cairns Airport, where traffic in Feb soared 26.9% despite the airport being closed for a day due to Cyclone Yasi.

## New UU 777-300ER

**AIR** Austral has added a newly upgraded Boeing 777-300ER aircraft to its fleet, offering more room in business, premium and economy class cabins.

The latest 777 operates between Reunion Island and Europe.

## Top Orient-Express agents



**ABOVE:** Orient-Express held an event to celebrate the success of its Australian Chapter of the Bellini Club that was launched on 01 Jan.

The exclusive evening held at the Observatory Hotel in Sydney late last month attracted a number of top agents, with the group enjoying a Gala dinner and train ride to Sydney's old Observatory for star gazing and Champagne.

The Bellini Club is a global initiative that selectively invites the world's top travel professionals to exchange ideas and expertise as well as offer benefits for agents, agencies and clients by working together with Orient-Express and select retail agency partners worldwide, OE's director of sales Aust/NZ, Shane Arnold said.

Members can expect to receive enhanced commissions as well as exclusive Come & Stay rates to gain personal experience of the company's products.

Pictured here back row *from left* are: John Chekian, Phil Hoffmann, Rob Mackie, Mark Chaskiel, Suzanne Duzenman, Alexis Gilbey Gold, Andi Von Zepplin & Tina Killeen.

Middle: Kellie Anderson, Yvonne Verstandig, Wendy Hopping, Judy Gillard, Fay Cohen, Claudia Rossi Hudson, Sharen Shelnutt.

Second row: Ros Hakim, Andrea Filippi, Maya van de Wetering de Rooy and Mandy Dwyer.

Front: Shane Arrol and Ralf Bruegger.

## WIN TICKETS TO SEE "MARY POPPINS"



**Travel Daily** has teamed up with **Qantas Holidays** this week and is giving five lucky travel consultants the chance to win a double pass to the preview session of Mary Poppins on 21 April 2011.

As Australia's leading wholesaler specialising in Events, Qantas Holidays proudly offers your clients to come and step into the magical world of **Mary Poppins**, opening at the Capitol Theatre, Sydney in May 2011.

For your chance to win a double pass to the preview session of Mary Poppins, simply be the first person to send in a correct answer to the question below to: [marypoppins@traveldaily.com.au](mailto:marypoppins@traveldaily.com.au)

**What is the name of the actress who plays Mary Poppins in the Australian cast?**

**Congratulations** to yesterday's lucky winner, **Angela Arena** from **Jetset Hurstville**.

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We are looking for an experienced, passionate and energetic travel consultant with the ability to manage significant corporate travel assignments and provide a service that is second to none.

We are looking for someone who pays attention to detail, has excellent verbal and written communication skills, has experience with the Sabre and Galileo booking systems, but more importantly has a real focus on client service excellence.

If this sounds like you then expect to be paid well above the market level and depending on experience a package up to \$70K.

Contact Ian Strachan on (03) 9650 9650 or send your CV to [ian@igsa.com.au](mailto:ian@igsa.com.au)

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**\$109<sup>pp</sup>**

London - Manchester  
1st Class  
was \$210<sup>pp</sup>  
now from just  
**\$119<sup>pp</sup>**

London - Bath  
1st Class  
was \$179<sup>pp</sup>  
now from just  
**\$51<sup>pp</sup>**

New discounted fares are non-refundable, non changeable, instant purchase fares and include seat reservations.



Thursday 14th Apr 2011

## Getaway Qld special

**TONIGHT's** episode of Channel Nine's travel program Getaway, is a special episode devoted to the Sunshine State dubbed 'Get back to Queensland'.

The show is the latest initiative to drive tourism to Queensland this week, and features stories on Cairns, Mission Beach, Mareeba, Daintree, Rockhampton, Capricorn Coast, Townsville, Magnetic Island, Whitsundays, Brisbane and Toowoomba.

This week, a range of TV, radio and online advertising has been promoting travel to Queensland.

**Want to stay one step ahead of the competition?**



### We can help you:

- Want a chance to take part in a **British Columbia Super-Famil** in Sept?
- Sign up today to our **FREE online training** program
- Complete the training by the **30th of Jun**
- Go into the draw to win one of ten **\$100 Coles Myer Vouchers!**

Become the newest Canada Specialist!

<http://csp-au.canada.travel/>

**Canada**

## Vanuatu Cudo deal

**THE** latest deal launched on group buying website Cudo is a massive 55% saving on a package at the Ramada Resort Breakas Beach in Vanuatu.

Normally priced at \$1340, Cudo subscribers are being offered a \$741 discount meaning the package, available nationwide, costs \$599 for four night's accom with daily brekkie, tours and a scuba lesson.

## Orbitz mobile website

**ORBITZ** Worldwide corporate division, Orbitz for Business, says its first major OTC to launch an "end-to-end mobile solution" which enables business travellers to search and book flights, hotels and car rentals directly from any smartphone.

The streamlined interface also provides Trip Tracking, Itinerary Management, Flight Status and Traveller Updates.

The new mobile site applies all existing corporate travel policies, controls and compliance guidelines to new bookings - see [m.orbitzforbusiness.net](http://m.orbitzforbusiness.net) for info.

## Martin Bay events

**HOLLYFORD** Track Guided Walks in New Zealand is opening the Martin Bay Lodge to small conference and meeting groups from Apr to Oct for the first time.

Premier Management Retreat packages include Queenstown airport pick up, a helicopter or fixed wing flight to Martins Bay Lodge, full accommodation, catering and conferencing each day and daily activities - email [info@hollyfordtrack.co.nz](mailto:info@hollyfordtrack.co.nz).

## UA/CO raises \$2.5m

**UNITED** Continental Holdings has raised US\$2.5 million for the Japan natural disaster efforts.

Staff and customers donated funds, including one Mileage Plus/OnePass member donating 63m points, with all proceeds going to the American Red Cross.

## Zuji Mastercard deal

**ONLINE** agency Zuji has just announced a two year Asia-Pacific pact with MasterCard Worldwide, giving cardholders in the region "exclusive deals and packages" across Zuji's entire product.

The agreement also includes a \$20 hotel voucher for each Zuji flight booking using MasterCard, 10% off on MasterCard hotel bookings made on Mondays, and a cardholder competition offering tickets to the 2011 UEFA Champions League Final at Wembley in London.

## Green light for Biman

**US AUTHORITIES** have granted Bangladesh Biman Airlines rights to commence services between Dhaka and Newark, New York.

The Bangladeshi carrier plans to operate services via intermediate points including Delhi, Dubai, Amsterdam, Brussels and Manchester (**TD** 16 Mar).

Biman has been told that it can operate services into Newark using aircraft wet-leased from an authorised US or foreign carrier.

Authority has been granted for a 12 month period, from 12 Apr.

## Position Vacant

### Travel Consultant

#### Bring your passion for travel to life!!!!!!

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- Provide a high quality Customer Service experience and strive to achieve and exceed sales targets
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- Research and maintain an extensive knowledge of travel industry products, systems and processes

#### What you need:

- Minimum 3 years in a Travel Consultant or similar retail role
- A demonstrated track record of reaching high performing sales targets
- Outstanding attention to detail along with excellent verbal and written communication skills
- Ability to multitask
- Knowledgeable in Galileo Flight Reservation system and other travel booking systems
- Knowledge in both International and domestic products
- Knowledge of the Freidman sales system or similar model is desired
- Intermediate PC skills

#### What we offer:

- Free RAA Membership
- Discounted RAA Insurance
- Excellent Growth Opportunities
- Friendly Team atmosphere

Some interstate and overseas travel may be required from time to time.

To apply, please forward your Cover Letter & CV to Deanna Gill [dgill@raa.com.au](mailto:dgill@raa.com.au)

Applications close Wednesday 20 April 2011

**RAA**



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[andrew\\_goold@travelctm.com](mailto:andrew_goold@travelctm.com) (Recruitment Manager)



[www.travelctm.com](http://www.travelctm.com)

Brisbane | Sydney | Melbourne | Perth | Gold Coast | Auckland

Thursday 14th Apr 2011

## HINN SYD 7-nt offer

**HOLIDAY** Inn Sydney Airport is offering a 'Park, Stay & Go' deal priced from \$229 which includes a night's accom, brekkie, airport transfers and 7-nights parking.

The package is available via travel agent GDSs and is 10% commissionable.

## Natural bear bargains

**NATURAL** Focus Safaris is offering up to \$1500 off its 15-day 'Grizzlies & Polar Bears' escorted group tour departing on 09 Oct, when booked by 01 May.

The trip is now priced from \$14,912pp ex SYD and also incl extra value offers - for details see [naturalfocussafaris.com.au](http://naturalfocussafaris.com.au).

## Lord Howe campaign

**TOURISM** NSW is promoting the range of outdoor activities and accommodation options in a new \$250,000 campaign for Lord Howe Island.

The two phase promo is being run in partnership with Lord Howe Island Tourism Association and QantasLink.

## Swiss pax numbers up

**SWISS** International Air Lines saw a 5.9% year on year increase in pax numbers, up to 3,432,658, in the first quarter of 2011.

The Jan to Mar figure also included a rise in total flights operated, up 7.1% to 36,956.

## Second Singapore Ibis

**ACCOR** has this month opened its second Ibis branded property in Singapore, the 241-room Ibis Singapore Novena.

It's located near the CBD and two Orchard Rd MRT train stops.

**UNITED**



## MARKETING SPECIALIST - UNITED AIRLINES

Reporting to the Director, Australia and New Zealand, this position has strategic and tactical responsibility for marketing communications and relationship management with travel trade, media, consumers and other partner organizations, and is based in Sydney, Australia.

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- Planning and coordinating activities involving cooperative marketing funds with contracted agents to ensure maximum benefit and appropriate ROI. These to include incentives, trade shows, educational trips.
- Ensure brand and message consistency and legal compliance.
- Manage budgeting and accounting for activities including complimentary tickets.
- Event planning and coordination.
- Sales collateral.
- Managing local communications to business partners, industry associations.
- Coordinating the day to day relationship with PR and local content for Mileage Plus.
- Direct Marketing activities including E-commerce, Sponsorships and above the line marketing

### Qualifications:

- 2-3 years marketing experience.
- Strong organizational and time management skills and attention to detail.
- Ability to think creatively and conceptually and plan strategically.
- Outstanding written and verbal communication skills.
- Team player.
- Competency in Microsoft Office, Word, Excel, PowerPoint.
- Must have legal right to work in Australia.

Please express your interest by April 21, 2011 to  
United Airlines HR Dept at [canhr@united.com](mailto:canhr@united.com)



## 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).

**The Travel Corporation** has appointed **Fiona Hunt** as its Managing Director, **Contiki**. Hunt takes over the role from Nicole Moy and will begin the role on 16 May.

Former Travel Counsellors Australia general manager, **Peter Watson** has joined the newly launched **Travel Partners** taking on a key business development role with the specific responsibility for Professional Partner recruitment.

**Insight Vacations** has three new sales staff on its team. **Ray Hands** is the company's new state sales manager Qld; **Sally Gorrington** is sales manager, Qld; and **Sophie Weller** has taken up the role of state sales manager WA.

**Julius Ungar** has taken up the role of Business Manager for **BCD Travel**, located in Sydney.

**Anantara Bangkok Sathorn** has named **Melanie Smith** as its new general manager. She has worked with the brand in similar roles in Hong Kong and Thailand's Koh Lanta.

**Renae Pocklington** has been made the Australian and New Zealand representative for **Radisson Plaza Resort, Tahiti**.

**Brooke Tolar** has taken on the public relations role for **World Resorts of Distinction** adding to her portfolio which also includes Captain Cook Cruise and Sigatoka River Safari.

**Sheraton Resorts** has appointed **Ravinder Desi** as its Hotel Manager for Sheraton Fiji Resort and Sheraton Denarau Villas.

## St Regis adds 10 in 12

**ST REGIS** Hotels & Resorts is continuing its global growth with 10 new properties to be added to its portfolio within the next year.

New hotels will be opening in Bangkok, Florence, Tianjin, Shenzhen, Abu Dhabi and Doha.

## Australia soars for CTC

**AUSTRALIA** has reaffirmed its position as a key growth market for Canada, with Jan figures released by the Canadian Tourism Commission revealing a 21% jump in Aussie visitor numbers.

That compared to just a 2% increase overall.

## Port Douglas promo

**PORT** Douglas Incentives has launched a new website and tag line to showcase to businesses the range of experiences and products the region has to offer.

The new tagline incorporates the wording 'World Heritage, World Class' to go with the new Tourism Port Douglas and Daintree destination messaging.

## ZQN's big exposure

**QUEENSTOWN** in NZ will be beamed across US TV screens this month after scenes from the US version of 'The Biggest Loser: Couples' were filmed there.



## Wholesale Operations Supervisor



Long established wholesaler Eastern Europe Travel / Russian Travel Centre has an exciting position available as a Wholesale Operations Supervisor, located in Sydney CBD and reporting to the Managing Director. We seek an enthusiastic, organised and experienced candidate, with excellent people management skills, strong leadership qualities and a genuine interest in our destinations. A flair for product development would be an advantage, but not essential.

Please forward a brief covering letter and CV in confidence to:  
[jaynethomas@eetbtravel.com](mailto:jaynethomas@eetbtravel.com)



Thursday 14th Apr 2011

## Tripadvisor stats soar

**WEB-BASED** consumer travel review portal, TripAdvisor, is claiming to be the world's largest travel website, notching up a cumulative total of 45 million reviews and opinions last month.

About 23 new contributions are posted online every minute, incl 474,000 hotel opinions, it said.

## Oberoi opens hotel

**THE** Oberoi, Gurgaon in New Delhi India has opened its doors. It features 202 rooms/suites and is the city's first 24hr spa, and Rolls Royce & BMW limo services.

## North Borneo loco

**A BRITISH** 'Vulcan' Steam Engine passenger locomotive will take to the rails in Kota Kinabalu from Jul, when the North Borneo Railway restarts operations.

The train features six colonial-period carriages, has a capacity of 180 pax, and will chug from Tanjung Aru station to Kinarut, Kawang and Papar.

## Part 1 - Australian Tourism Exchange wrap-up

By Andrew McEvoy, Managing Director Tourism Australia

It was great seeing ATE 2011 back in Sydney, the first time in the city since the 2000 Olympics.

Lyndel Gray's team at Tourism New South Wales did a great job of co-hosting what was one of the biggest and best ATEs I can remember in a long while. And our other big partner, Qantas, should also be acknowledged.

As ever it was a full-on week, with a record number of buyers and sellers getting through a staggering 100,000 business appointments and meetings.

I know ATE can sometimes feel like the industry's own version of speed dating, but the event plays a hugely important role in giving operators the opportunity to meet with influential international buyers, develop relationships and create business for their products and destinations.

In the short-term, ATE also plays an important economic function, injecting an estimated \$10 million in to the local economy, with 13,000 visitors nights spent in Sydney over the course of the week.

This year saw lots of new buyers and sellers, including the first ever exhibition by a Chinese airline, China Southern, emphasising the growing importance of both additional aviation capacity and Asia in Australia's future tourism growth.

The overall calibre of overseas buyers attending this year's ATE was particularly strong, with international appetite for Australia's tourism products and destinations stronger than ever.

The launch of TQUAL, the new National Tourism Accreditation Framework, by the Federal Tourism Minister, Martin Ferguson, got the week off to a great start, emphasizing the industry-wide need to strive for better quality Australian tourism product.

Being in Sydney, it was great too to hear about the city's transformational plans to create a 'New Sydney', including exciting new projects such as the Barangaroo waterfront development and revamped Museum of Contemporary Art.

The fact that government representatives from most of the States and Territories - including the new Premier and Tourism Minister of NSW - found time to come down to ATE and support their local operators was fantastic. We also had tourism CEOs from Canada, Britain and New Zealand visit the show.

See tomorrow's issue of *Travel Daily* for Part 2 of Andrew McEvoy's wrap up of ATE 2011.



**Tourism Australia** 

# Global. Growing. And recruiting.

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Are you looking for a new career challenge? Along with the chance to work for one of the world's fastest growing airlines?

We now fly to over 65 destinations around the world. And, as the **World's Leading Airline\***, we are seeking the following motivated and dynamic people to join us on our journey.

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Reservations & Ticketing Agent

For more details, email Rachel Mossman,  
Human Resources Manager – Australia, on  
[rmossman@etihad.ae](mailto:rmossman@etihad.ae)

To apply, visit: [careers.etihadairways.com](http://careers.etihadairways.com)

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AIRWAYS

FROM ABU DHABI TO THE WORLD

\*2010 & 2009 World Travel Awards

Thursday 14th Apr 2011

# Travel Daily

Eat your heart out,  
Esther Williams!



**SOMETIMES** being a travel agent can leave you between a rock and a hard place - or two rocks, as was the case for this group on a recent Viva! Holidays famil to Thailand and Malaysia.

The wholesaler took staff from its Premium Agencies to thank them for their support of both Viva! and Qantas Holidays.

Elephant riding and cooking classes were the order of the day - not to mention snorkelling, with the group pictured in the balmy

South East Asian waters of Thailand, back row from left: Karen Cunningham, Phil Hoffmann Travel; Faye Lockwood-Rourke, Jetset Sanctuary Lakes; Saskia Van Donven, Viva! Holidays.

Front row: Sarah Young, Travelworld Bonnyrig; Kimberley Kirby, Maria Slater Travel; Carolina Gavin, Eleit Travel; Aurora Poynder, Travelscene Mt Eliza; Chloe Leoniuk, Queanbeyan City Travel & Cruise; and Silvana Petrovski, Travelworld Wollongong.

## Marketing Communications/ PR Manager



Julie King & Associates is a dynamic brand leader in Hospitality & Tourism Consultancy offering over 24 years of experience.

This exciting new opportunity is for an experienced hands on PR/ Marketing Communications Manager in Sydney, who will be responsible for all areas of Public Relations/ Marketing Communications within Australia and New Zealand for a leading international destination.

An ideal position for someone who has extensive experience in PR in the Tourism/Hospitality Industry with well developed relationships or who works in a reputable agency looking after a Destination or Hotel account.

The ideal candidate should possess excellent communication and presentation skills, be self-motivated, customer focused, target driven, innovative and has the ability to develop and drive new programmes and initiatives.

They also should be able to demonstrate effectiveness in building productive relationships with potential Media and Marketing Managers of organisations and establish strong PR/marketing communications networks within the Australia/New Zealand Territory.

Please send your resume to [julie@jkingassociates.com](mailto:julie@jkingassociates.com)

**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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**Pharmacy**  
DAILY

## WIN a Luxurious Holiday to Abu Dhabi!



This fort was a seat of power and the summer residence of the ruling family.

Abu Dhabi Tourism Authority is giving one Travel Daily reader and their guest a chance to indulge and luxuriate in the exotic and charming Abu Dhabi emirate. Fly return economy class to Abu Dhabi courtesy of V Australia celebrating their new flights from Sydney and spend a luxurious 5 night stay at the sophisticated Jumeirah at Etihad Towers near the fashionable corniche area. Enjoy a City Spectacular Tour, a Dune Dinner Safari and return airport transfers thanks to Arabian Adventures.

To enter simply name the images displayed each day (pictured) during the month of April 2011 and send your answers to [abudhabi@traveldaily.com.au](mailto:abudhabi@traveldaily.com.au) by 5:30pm Saturday 30th April 2011. (Click Here for more information).



## bmibaby slashes hubs

**BMI'S** low-cost offshoot bmibaby will pull out of operations at Manchester and Cardiff Airports in the UK later this year, with the move reducing its UK bases to three - Belfast City, East Midlands and Birmingham.

A total of 22 routes will be axed as a result, but new destinations will launch instead from its remaining hubs meaning job losses are being minimised.

The LCC said it needed to "focus on its more established routes" during the current economic climate.

Lufthansa-owned BMI will continue to fly its mainline services from Manchester.

Tiger Airways Australia managing director Crawford Rix was previously head of bmibaby before taking up his role here.

## Whitsundays sale

**A SPECIAL** promotion was launched yesterday to entice Aussies to head north for winter.

The Whitsundays 74 Island Wonders 74 Hour Sale includes a range of deals offered in a \$350,000 joint campaign by Hamilton Island, Tourism Queensland and Virgin Blue.

## More US ATC staff

**THE** US Federal Aviation Administration has announced increased overnight staffing levels at 27 air traffic control towers at airports across the US.

The move follows yet another air traffic controller falling asleep, this time at Nevada's Reno-Tahoe International Airport, while a medical evacuation flight was trying to land.



## Seeking Career Satisfaction?

Find the Right Job with TMS



### Hot Jobs (Australia) - April 2011

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 – 02 9231 6444 – [sally@tmsap.com](mailto:sally@tmsap.com)

Temp or Contract Executive – Alex and Sharon  
– Sally Frape

#### JOB OF THE WEEK!

#### Sales Manager, Boutique Expedition Company

- (12 month contract) Salary to \$75K

Our client, a leading high end adventure company specialising in group travel is looking for an experienced Sales Manager. They are looking for a person with previous senior sales experience who will be able to implement a strategic sales plan to successfully move the business forward. You must have solid sales experience working in a travel company or tour operator with proven ability to plan, develop and execute sales strategies. You will have ability to lead, mentor and train staff, coupled with relationship building skills.



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

Contact Stacy Balderston T: 02 9231 6444 E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or apply online now!

#### Corporate Travel Consultant – Sydney CBD

- Salary 55K

Experienced Corporate Travel Consultant to join a growing corporate team. The right person will enjoy a range of benefits including travel perks, relaxed and friendly atmosphere and lots of variety. Your duties will include consulting over the phone and email, selling travel arrangements to all corners of the world whilst delivering best customer service experience. You will solid experience in corporate travel, strong product and airfare knowledge, Sabre trained, computer savvy, and ability to work under pressure in a fast paced environment.

Contact Stacy Balderston T: 03 96021809 E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or apply online now!

#### Fares and Ticketing Consultant – Sydney

- Work for respected brand
- Good salary package is on offer

Well known and respected Travel Wholesale Company. They provide a range of travel products across most popular destinations. Currently seeking an experienced Fares and Ticketing Consultant. Duties will include ticketing airfares deadlines, assistance with air related enquires (Air Desk) actioning queues through Galileo, Sabre & Amadeus. You will also be submitting BSP on a weekly basis, actioning refunds and re-issues, issuing ACM/ADM's and checking of air quotes completed by Customer Service staff. The successful candidate will have experience in a similar role within travel wholesaler or consolidator, solid airfare and ticketing knowledge and ability to work towards deadlines in fast paced environment. Min Certificate III in Tourism is required.

Contact Anna Wachowiak T: 02 9231 6444 E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or apply online now!

#### Business Development Managers - MICE SYD BNE MEL

- Great earning potential
- Large travel company with fantastic management and support

This company has a wide portfolio of clients including top blue-chip corporations and major global brand names. You will be responsible for developing and implementing sales strategies within the travel industry and identifying new business opportunities across MICE sectors. You will need to have proven sales experience, a strong work ethic, be confident and highly self motivated.

Contact Brendan Grant T: 02 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or apply online now!

#### Domestic Corporate Travel Consultant – Lower North Shore

- Ongoing training with exceptional management and team
- Respected travel company with fantastic training opportunities

This role is responsible for providing end to end domestic travel management for corporations. This is a great opportunity for a experienced retail or domestic corporate consultant. To be considered for this role you must be experienced in retail/corporate travel, knowledge of a GDS system and back office. If you have strong customer service skills this is the role for you!

Contact Brendan Grant T: 02 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or apply online now!

#### Business Development Manager - NSW

- Uncapped commission structure
- Training and development

Global TMC currently looking for an experienced Business Development Managers to grow their corporate business in NSW and ACT. The right person will enjoy the range of benefits such as uncapped earning potential, room to grow with Australia's largest TMC, ongoing training and development and career opportunities including working overseas if desired. Some of your duties will include identifying, qualifying and capturing new business; actively contributing to company's growth and delivering results against set objectives. Skills required include background in Business Development Management – Corporate. You will be a self-starter, highly motivated and driven. You will possess exceptional selling and negotiation skills. You will be flexible on working hours and travel. Hard work and dedication is a must.

Contact Anna Wachowiak T: 02 9231 6444 E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or apply online now!



Quality recruitment for the travel and  
hospitality industries in Asia Pacific





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TO SHOW YOUR SUPPORT PLEASE  
VOTE AA NUMBER 1 IN  
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## **TRUST THE MOST EXPERIENCED TEAM IN EXECUTIVE RECRUITMENT**

### **EXECUTIVE LEVEL STRATEGIC SALES**

**SENIOR SALES & PARTNERSHIP MANAGER**

**SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE**

This is a key role for a hard-hitting Sales professional with good knowledge of airline commercial operations and distribution. It is essential that you are experienced in creating pipelines, high level negotiations, client relationship management and strategic planning. This rare opportunity with a global organization is available now for a seasoned professional looking for wider horizons and aiming for greater success.

### **THE PINNACLE OF ACCOUNT MANAGEMENT**

**REGIONAL SALES & ACCOUNT MANAGER**

**BRISBANE – SALARY PACKAGE TO \$125k**

This regional role is perfect for an ambitious and experienced Account Manager who can drive a team to achieve optimum results. This position is worth moving for – offering a great salary package and a seniority that will elevate your career profile. Leading a sales and account management team your role will involve strategic development, service delivery, and managing relationships with key suppliers and top tier clients.

### **HIGH IMPACT – MAKE A CHANGE FOR THE BETTER**

**SALES MANAGER (12 month contract)**

**SYDNEY – SALARY PACKAGE TO \$85K + bonus**

Here is an exciting opportunity for a sales focused Travel Manager to make a positive impact on a growing business and help them develop to their full potential. This gorgeous adventure travel company needs your leadership skills and ability to focus on sales & trade relationships. You are capable of rising above the day-to-day operations and working on strategy and structure and driving a changing culture.

### **UNIQUE COMBO PLUS TRAINING PROVIDED!**

**ACCOUNT MANAGER – TRADE & CORPORATE**

**SYDNEY – SALARY PACKAGE TO \$75K**

Stay in Travel but change your Product – this newly created role is available now for an experienced Industry Sales Executive who wants to learn new skills including dealing with the corporate market – training will be provided. Not many positions offer this variety of account management and sales, plus training, plus a top salary package & car allowance. Join a great team and enjoy the rewards.

### **HUGE REWARDS FOR HUNTERS & COLLECTORS**

**CORPORATE AND/OR MICE SALES MANAGER**

**SYDNEY – SALARY PACKAGE OTE \$115K+**

There are at least TWO great Sales roles calling for your ability to identify new opportunities, build rapport, and close the deal. Both are with exciting companies that are about to make some big noise in the industry, and as a result of your skills you will contribute to their ongoing success and growing profiles. All you have to do is show them why you love sales and why you're so good at it. The rewards will follow automatically.

### **YOU'RE GREAT AT SALES SO SHARE IT AROUND**

**TRAVEL MANAGER**

**SYDNEY – SALARY PACKAGE TO \$70K + INCENTIVE**

This retail travel agency is growing and you can make sure they reach their full potential by showing the team of travel consultants in how to sell as well as increase their product knowledge. You'll be experienced in retail travel sales, staff management, and coaching & mentoring others to achieve targets. You'll also be motivated by financial goals as your impact on the company's growth will be incentivised.

### **STRIKE GOLD IN THE WEST**

**BUSINESS DEVELOPMENT MANAGER - CORPORATE TRAVEL**

**PERTH – SALARY PACKAGE \$80k + INCENTIVE**

Know how to target new business? With your winning ability to develop a pipeline, deliver pitches, negotiate deals and win new business you will be well rewarded within this large corporate Agency. Representing a well known brand in the market you will be proud to be a part of this growing team, showing off your sales skills to close the deal and getting new clients to sign on the dotted line.

### **LOVE THE BUZZ OF ON-THE-ROAD SALES?**

**SALES MANAGER – LEISURE PRODUCT**

**PERTH – SALARY PACKAGE TO \$55k + CAR + Bonus**

Looking for a brand name that shines above the rest! This successful leisure product is building a bigger & better wholesale product year after year and their name is something you should be a part of. Our client is seeking an experienced on the road sales manager who has the ability to focus and deliver the goods! You will have great selling skills and the know-how to run a busy call cycle.

## **CONTACT OUR EXECUTIVE TEAM FOR THESE AND MANY MORE GREAT ROLES**

**Adriana D'Angelis**  
MANAGING DIRECTOR

Ph: 02 9231 6377

**Linda Green**  
NSW & ACT

Ph: 02 9231 2825

**Carmen Pugh**  
OLD & NT

Ph: 07 3229 9600

**Kathryn Hebenton**  
VIC, SA, WA

Ph: 03 9670 2577

**OR EMAIL YOUR APPLICATION TO [executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)**

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



Sell!

Sell!

Sell!

Sell!

Sell!

Sell!

Sell!

### CRITERIA FOR PRIZE 1

The top two agents in Sydney, Melbourne, Brisbane, Adelaide and Perth achieving the highest revenue sales on Malaysia Airlines between 28 March - 22 April 2011 will attend a luxurious famil to Malaysia.

### CRITERIA FOR PRIZE 2

For every return Economy class ticket issued - receive a \$20 voucher for David Jones

For every return Business/First class ticket issued- receive a \$40 voucher for David Jones

Sales Period: 28 March - 22 April 2011

Claim your vouchers by 29 April 2011, please email your local CT sales team



**Consolidated Travel  
Group**



Quikfares

Quickticket



**CONDITIONS:** This offer is open to all full time international selling agents only. Vouchers are capped and will be distributed on a first come, first served basis based on ticket orders received. Valid for tickets issued by Consolidated Travel or via Quickticket between 28 March - 22 April 2011 on 100% MH itineraries ex Australia plated to MH (232) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Malaysia Airlines reserve the right to alter or cancel the promotion any time. Vouchers & tickets (do not include surcharges or taxes) for this promotion are capped and will be distributed at the completion of the promotion, voucher claims must be received by COB 29 April 2011. All claims must be emailed to your local sales team. The top 2 producing agents per state (VIC/NSW/QLD/SA/WA) will be awarded Economy class (Australia/KUL) & Business class (KUL/Australia) familiarisation in June to Malaysia. Consolidated Travel Group ABN 60 004 692 791. Date of issue 28 March 2011.