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# Travel Daily

First with the news

Wednesday 20th April 2011

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## Rex issues profit warning

**REGIONAL** Express has today said it may have to cut marginal routes as well as possibly reducing staff, warning investors that it expects its after-tax profit this year to be down by up to 30%.

The carrier says its pre-tax result

will be about \$23.5m, down 10% on the 2010 figure, but the after-tax figure will dip 30% to \$17.1m because last year it was able to get tax benefits from the gov't's post-GFC investment allowances.

Executive Chairman Lim Kim Hai said the continuing uncertainty in the economic outlook had slightly weakened passenger numbers, magnifying the impact of the "extremely sharp increases in fuel prices" in recent weeks.

The situation means "regional aviation in Australia is now extremely vulnerable," Lim added.

## AFR letter slams QF

**A SENIOR** company executive who appears to be a disgruntled Qantas Platinum Frequent Flyer has publicly aired his grievances in a stinging letter published in today's *Financial Review*.

Tony Forrest, who's the ceo of cable provider Movie Network, says that being a QF Platinum FF "comes with an acceptance that there is often more talk than action," citing particular problems with luggage handling in Sydney and Melbourne.

The spray also takes in understaffed spas in Qantas First Lounges which are "usually booked out for the three hours before international flights," with Forrest saying he believes Virgin Blue is well placed to "achieve results in a class war with Qantas."

## EY recruitment

**ETIHAD** is today advertising a number of roles in Sydney and Melbourne - details on **last page**.

## Nine pages of news

**Travel Daily** today has nine packed pages of news and photos, plus full pages from:

- AA Appointments NTIA voting
- inPlace Recruitment jobs
- THAI Airways 40th birthday
- Etihad jobs

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## New Apollo vehicles

**APOLLO** Motorhomes has launched a new 4WD Outback Camper, which it says is the first four-berth 4WD on the market.

Built on a Mitsubishi Triton base, the Outback Camper has two double beds and aims to fill a "giant cap in the family focused market," according to the company's ceo Luke Trouchet.

The Outback Camper is available nationally except Hobart and is priced from \$133 per day.

## Virgin Blue has joined IATA

**VIRGIN** Blue has taken another step into the aviation mainstream with confirmation that the carrier has become a full member of the International Air Transport Association, according to a report in today's *Australian* newspaper.

The news means DJ has passed IATA's Operational Safety Audit, and continues Virgin's "game change strategy" which is seeing it launch new products and services on almost a weekly basis.

The carrier moved closer to IATA about seven weeks ago when it

announced that its V Australia international operations would switch to BSP (**TD 23 Feb**) with the aim of "providing agents with greater reporting and reconciliation support".

Joining IATA means Virgin Blue has access to the group's multilateral interline agreements as well as giving the airline a voice in the organisation's global lobbying efforts.

A spokesperson for the carrier said the benefits of being part of IATA would increase as Virgin Blue broadened its distribution channels and expanded further in international markets.

## NZCC clears Air NZ

**AIR NZ** has welcomed a decision by the New Zealand Commerce Commission to discontinue proceedings against a number of employees in its cargo operations.

The carrier said it continues to maintain that it hasn't broken the law in relation to cargo activities.

NZ has been cleared in other jurisdictions, with only Australia's ACCC and the NZCC continuing with allegations which are being "strongly defended".

## GC Hilton for sale

**THE** new Hilton Hotel and Residences at Surfers Paradise is up for sale, with the deal including the 169-room hotel and a 25 year management and letting rights agreement on the property's 410 residences.

The deal also includes Luke Mangan's Salt Grill restaurant.

The hotel is expected to open in Jul, with expressions of interest sought through CB Richard Ellis.

## \$193.5m Q1 SYD profit

**SYDNEY** Airport this morning reported a \$193.5m EBITDA for the three months to 31 Mar, despite traffic figures being impacted by the Qld floods, Cyclone Yasi and CHC earthquake.

Total revenue was \$238.7m, including \$118m in aeronautical charges and \$54.7m from retail.

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## VA customer service coming to DJ

THE Virgin Blue Group will cross breed its customer service skills from its long-haul international carrier to that of its 10-year old domestic division, as another part of its 'game change' strategy.

Speaking one-on-one with *Travel Daily* this week in Sydney

at the launch of the carrier's new domestic Premium Entry Lounge, Group Exec. of Product and Guest Service, Martin Daley said the brand's make-over is gaining momentum.

"The revitalisation of our product (new uniforms, lounges, menus, Business class product and East-West coast services) and services is all very exciting," he said.

Daley told *TD* that Virgin Blue's staff, crew, ground crew, guest contact centre staff are "going through heaps of training right now, as we want to enhance those service skills as well."

"It's important they look after leisure guests light-heartedly, but we also want to have that professional, stylish and engaging piece that we bring to V Australia and the Business Class sections.

Daley said Virgin Blue would "mirror" the VA service for the domestic business arena, which when combined with the new products will be "quite enticing."

## TMS: industry must engage Generation Z

TMS Asia-Pacific ceo Andrew Chan says it's unlikely that the "cyclical war for talent" in the travel industry will ever be completely resolved unless the 'next generation' of employees can be attracted to the sector.

Speaking at a PATA conference in Beijing last week, Singapore-based Chan said the travel industry was "continuing to lose talent hand over fist to other industries offering better remuneration and career paths".

He said the "ever-evolving social media" had a critical role in attracting future crops of staff.

## EU blacklist updated

THE European Commission has raised the number of countries black-listed from flying to the EU to 21, adding all carriers from Mozambique and two Air Madagascar Boeing 767s, due to safety concerns.



## Window Seat

QANTAS ceo Alan Joyce didn't mince words in a speech yesterday in Sydney, during which he blasted union leaders over accusations that the carrier is 'crying wolf' about the current high fuel cost environment.

"The truth is the wolf is not just inside the door, it's gnawing at our leg," he said.

Joyce also displayed some not very festive spirit when he spoke about job security.

"It is no more in my power to guarantee jobs in writing than to promise that Santa will swing by on 24 December," he scrooged.

SCALPERS have moved beyond movie and sports tickets in the US, with *USA Today* reporting that some campsites at California's Yosemite National Park are being resold at markups of more than 500%.

The official cost is US\$20 per night via the official contractor, ReserveAmerica, but online sites such as eBay and Craigslist currently have some listed during prime summer weekends for more than \$100.

And it goes further than that, with free permits to climb the park's Half Dome mountain also being sold by profiteers.

Yosemite has 1800 camping sites in total, about half of which can be reserved up to five months in advance and the rest available on a first come, first served basis.

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**WIN A SPA PACK FOR EASTER**



To celebrate Easter, *Travel Daily* has teamed up with **Pezula Resort Hotel & Spa** this week and

today is giving one lucky reader the chance to win a fantastic Pezula hamper valued at over \$100 (pictured above)\*.

The Pezula hamper includes six Signature Spa Treatment products from the Maruwa collection, a unique African range of body treatment products as well as a Bunny Buddy and imported chocolates.

For your chance to win this great prize, simply be the first reader to send the a correct answer to the question below:

**What Lucky Draw prize could you win just by registering to participate in the Pezula Private Castle Trade Incentive Campaign?**



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

Hint! Visit [www.pezula.com](http://www.pezula.com)

Congratulations to yesterday's lucky winner, **Emma Rodgers** from **Andrew Jones Travel, Hobart**.

\*Please note: participation in the competition allows Pezula Resort Hotel & Spa and its representation company, Gorman Leisure Group, to include them on their promotional mailers.



**SYD screening chaos**

THOUSANDS of passengers were disrupted by a brief power failure at Sydney Airport at about 3pm yesterday, which saw 16 passengers walk through a checkpoint without being screened.

Airport authorities ordered the re-screening of all passengers in Terminal 2 - including hundreds who had already boarded aircraft.

Massive delays meant some passengers ended up being stranded overnight, with a total of 29 flights cancelled including 15 Jetstar services.

Jetstar described the situation as "extremely regrettable" and is activated a "major recovery mission" to get passengers to a range of destinations today.

The carrier also provided accommodation for passengers who were away from home for the night - and today Jetstar confirmed it would be seeking damages from Sydney Airport.

An airport spokesman apologised for the drama, saying security "remains an absolute priority".

**The coach and the new recruit**



ABOVE: AFL icon Ron Barassi recently caught up with James Harrison, Etihad's new regional manager for Vic, SA and Tas.

Barassi was rather chuffed after winning two Pearl Class tickets to Abu Dhabi as part of the carrier's recent second birthday celebrations in Australia.

To show his appreciation, the living legend gave James two personally autographed books,

along with a personal invitation to join him at an AFL game.

It's believed that Harrison has already adopted Barassi's beloved Carlton as his favourite Aussie Rules team.



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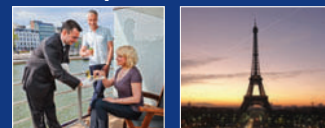
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**AIR NEW ZEALAND**

## Check out these super hot buns!

**OCEANIA** Cruises staff played the role of Easter Bunnies this week - but instead of Hot Cross buns, they handed out Hot "O" Buns to top agents.

The special deliveries were part of a promotion to celebrate the release of Oceania Easter Specials, offering savings of up to \$3685 per passenger plus a US\$250pp onboard credit offer.

Oceania Vic sales manager Jane Tanti is pictured shaking her cute little bunny tail with Jonathan Doneley of Wingsaway Travel.



## TM cruise sales soar

**HOME**-based travel network TravelManagers has reported a 59% year on year increase in cruise sales in 2010, with growth for Royal Caribbean, P&O Cruises, MSC, Costa and Celebrity.

## Y Hotel Hyde refurb

**THE** 3.5-star Y Hotel Hyde Park in Sydney's CBD has completed the facelift of 121 rooms.

Room rates at the property range from \$76 to \$180.

## 15% off Tempo Castle

**TEMPO** Holidays is offering a 15% discount on seven-night stays at Castle Montegufoni, located near Florence in Italy, priced from \$435ppts, valid for all stays from Sat to Sat in 2011, except between 02 Jul-20 Aug.

## AF adds 60th B777

**AIR** France this week inaugurates services with its 60th Boeing 777. The B777 currently makes up over half of AF's long-haul fleet.

## Zuji Easter sales spike

**ZUJI** Australia says it's seen a flurry of last minute domestic and overseas bookings in the lead up to the Easter/ANZAC Day five-day extra long weekend.

MD James Gaskell says there's been a "phenomenal" rise in int'l flight bookings and hotel/flight packages, including a 22% surge is Western Australian's opting to travel to Bali for a beach holiday.

Zuji's most popular destinations include Melbourne, Auckland, Cairns, Sydney, Gold Coast, Bali, Hong Kong, Fiji, Phuket and Singapore.

## APT Europe earlybirds

**APT** is reminding agents that the deadline for its Round One earlybird deals on 2012 European river cruises, with savings of up to \$2,200/couple ends 30 Apr.

## Finnair Business deals

**FINNAIR** is offering Business Class fares from Australia to Helsinki and 46 European cities priced from \$5,711, for travel 01 May-30 Sep, on sale until 31 May.

Fares exclude taxes and fuel surcharges, and are based on Qantas or British Airways flights to Bangkok or Singapore, ex BNE, SYD, MEL, PER, ADL, CNS & DRW.

## Plunge in Qld visitors

**MAJOR** domestic carriers not suprisingly noticed a decline in passenger numbers heading to Queensland in Feb, but govt figures released yesterday show the true extent the floods and cyclone had on passenger movements.

Visitors numbers to Hamilton Island were among the hardest hit, slumping by over one-fifth compared to Feb last year.

The Brisbane-Hamilton Island city pair saw a 23.2% drop in arrivals, to 9,400, and the Sydney-Hamilton Island city pair decreased 20.1%, to 10,500.

The Adelaide-Gold Coast city pair saw the largest percentage change, down 7,000 less pax, or 32.8%, travelling between the cities, dropping to 14,300.

Other city pairs involving Qld to take a dive included Gold Coast-Sydney (-11.8% or 23,500 less pax), Brisbane-Sydney (-1.2% or 7,600 less pax), Gold Coast-Melbourne (-5% or 6,300 pax), Brisbane-Prosperpine (-20.0% or 3,200 pax) and Cairns-Sydney (-4.6% or 2,800 less pax).



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## Tokyo Disney reopens

JAPAN's Tokyo Disneyland was reopened to the public on Sun following a five week closure after last month's earthquake and tsunami.

## Wiltrans, RBA set up interstate offices

AUSSIE cruise GSA, Wiltrans International, and Sultanate of Brunei flag-carrier, Royal Brunei Airlines, are among a list of travel companies registering new branch locations with the Travel Compensation Fund this month.

Wiltrans has set up a Brisbane office in Fortitude Valley Qld, and RBA have a new Melbourne office located in William Street.

Other new branch locations incl Adventure Travel Bugs in Brisbane Qld, Destination Travel Centre in

Auburn NSW, Firstclass.co.au Premium Travel Service in Parramatta NSW, Sunshine Coast Regional Council in Caloundra Qld, an Escape Travel branch at Rouse Hill and a Flight Centre addition in The Pines Shopping Centre, Elanora Qld.

The TCF has also admitted 10 new head office locations, incl seven new agents in Victoria, being: Koki Alpine Travel, Falls Creek (ABN: 75 294 218 546); Skyline Travels, Doveton (ABN: 39 709 700 217); Extragreen Holidays, Hawthorn (ABN: 35 147 448 726); Aquamarine Travel, Docklands (ABN: 91 149 793 555) TJ Travel Centre, Dandenong (ABN: 85 149 347 580); Adam Travel, Coburg (ABN: 78 142 747 215) and Last-Seat.com, Kew (ABN: 56 147 592 121).

Other new agencies include Untamed Travel in Brookvale NSW (ABN: 67 147 669 627), Bali Retreats in Coolangatta Qld (ABN: 29 127 366 358) & Purple Princess Cruise and Travel in Mudgeeraba Qld (ABN: 31 149 434 391).

## FC agents in a flurry over Japan



ABOVE: Twelve lucky Flight Centre agents from Queensland recently went on a famil to Club Med Japan Ski resort in Sahoro after winning their place on the Cathay Pacific Airways and Club Med sales incentive.

During their time in the country the group enjoyed five days skiing and boarding on powdery snow, as well as thawing out with some Japanese cuisine & experiencing activities such as ice skating, a dip in a heated pool and the outdoor heated Canadian bath.

Pictured above on top of the slopes in Sahoro (in the Northern Island of Hokkaido) from left are: Courtney Sheehan, FC Surfers Paradise; Sally Wilson, Corporate Traveller; Heidi Adams, FC Cairns; Bianca Taylor, ET Carindale;

Nathan Wynne, FC Wynnum West; Jodie Weeks, Club Med State Manager Qld/NT/Nth NSW; Nicol Fordyce, ET Mt Ommaney; Cathay Haug, CX Business Development Exec.

Front: Robert Ehemann.

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## Copa gets mobile

COPA Airlines says it's the first Latin American carrier to launch a mobile site that gives pax access to the major functions of its web site - see [m.copaair.com](http://m.copaair.com).

## Elton at Caesars

ELTON John will perform 16 'Million Dollar Piano' shows at the Colosseum at Caesars Palace in Las Vegas from 28 Sep 2011.

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## MH Brisbane celebration



**MORE** than 120 agents, suppliers and industry figures gathered in Brisbane last night to celebrate Malaysia Airlines' new A330-300 direct services from Kuala Lumpur to Brisbane (**TD Fri**)

The brand new 283-passenger plane, operating as MH135 inbound and MH134 outbound, will arrive at 7.55pm tonight to commence five-times weekly flights on the KUL-BNE-KUL route.

MH Area Manager Qld, Muzakir Shar Abdul Rahman told **TD** that the inaugural return flight to KLIA has a full revenue pax load and passengers will receive a special certificate to mark the occasion.

"This is an exciting time for Malaysia Airlines which has been flying to Australia for more than

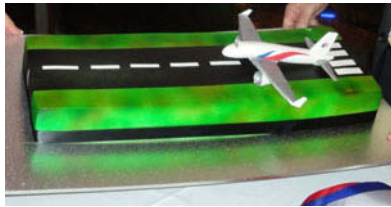
thirty years and to Brisbane since 1990", said Rahman.

Pictured above at the function yesterday are, from left: Kim Tomlinson, Travelscene Amex; Gwenda Zappala, Sabah Tourism; Muzakir Shah Abdul Rahman; and Danny Roche, Jetset Travelworld.

Guests also had a sneak preview of the product via **Travel Daily TV's** exclusive video, online at [www.traveldaily.com.au/videos](http://www.traveldaily.com.au/videos).

Inset: Attendees enjoyed this fabulous aviation cake.

For more pictures from the night see [traveldaily.com.au/photos](http://traveldaily.com.au/photos).



## Etihad record Q1 result

**ETIHAD** Airways has reported its most successful first quarter ever, with revenue gains of 21.2% on the same time last year, up to US\$770 million.

Pax revenue and numbers grew positively, up 15% and 10.6% respectively during the period.

The Abu Dhabi-based carrier said the figure "continued progress towards the airline's goal of break-even in 2011 and profitability in 2012."

CEO James Hogan said airline fuel prices were a major challenge for the airline, but added he was thankful EY had hedged over 75% of its fuel requirements for 2011.

## TAAP's diversity sells

**EXPEDIA's** Travel Agent Affiliate Program is proving to be a much needed lifeline for agents trying to locate accom in remote global locations, according to its local Manager of Travel Agent Distribution, Stuart Udy.

"It's the diversity of destinations and the amount of available inventory that is driving growth of Expedia TAAP... the inventory is simply not available through other sources," Udy said.

"Agents constantly comment that they find more availability on Expedia than anywhere else."

## Travel Store moving

**VICTORIAN** agency The Travel Store will move from Collingwood to Doncaster East, with the office reopening at Shop 18, Devon Plaza, 958-978 Doncaster Road, 3109, from Wed 27 Apr 2011.

## AM linking MIA/CUN

**AEROMEXICO** is seeking approval to launch multiple daily services between Cancun and Miami, to commence 04 Jul 2011.

## Tasty Sommer tour

**PETER** Sommer Travels has introduced a new gastronomic adventure in Italy.

The eight-day Gastronomic Tour of Eastern Sicily visits markets, farms, vineyards & restaurants - see [www.petersommer.com](http://www.petersommer.com).

## US/Saudi air bilateral

**THE** US and Kingdom of Saudi Arabia have initialed a US-Saudi Open Skies Agreement, aimed at liberalising a bilateral aviation relationship between the nations.

# our success in the air is due to great people on the ground.

Since the day we brought competition and a new sense of excitement to Australian skies, agents like you have been right behind us. In fact, we couldn't have flown more than 50 million customers without your continued invaluable support.

You've played a big part in us becoming one of the world's most successful airlines and now we're asking for your 'click' of approval by way of your vote in the AFTA Trade Awards.

### Nominations:

- Best Domestic Airline - Virgin Blue
- Best Airline International - Online - V Australia
- Best Sales Executive - Industry Supplier - Danielle Moubarak
- Best Sales Executive - Industry Supplier - Felicity La Terra
- Best Sales Executive - Industry Supplier - Gary Manuel

Voting is quick and easy, but hurry we need your vote before 5pm AEST on Thursday.

**VOTE NOW**





# AFTA UPDATE

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

**IT'S NOT** often, if at all, that I make a comment in relation to a specific story that runs on television, however after watching Channel 9's *60 Minutes* last Sunday night (17 April) I was appalled by the story about insurance companies and the plight of the Queensland people.

In fact, it has had a dramatic impact on me to the extent that I don't seem to be able to let this go. Watching the show (a transcript of which can be read online at [bit.ly/afta60minutes](http://bit.ly/afta60minutes)) felt like I was watching a story from another country.

The conditions in which these people are living in, more than eleven weeks after the floods, are appalling.

Like many of you I donated to the Queensland Premiers Flood relief fund, and it's interesting to see that the fund website now has several links to how people can apply to get access to the money and how they can get other support services. But, if this is the case and the system is working so well, why would *60 Minutes*, a television program with a strong reputation for reporting truth and quality, run such a story?

Over the past decade the world has had many natural disasters. The travel industry has always jumped to help out other nations in many ways with money and other support. I am sure that many of the support programs that have run elsewhere have had their share of issues when providing assistance, but, of all the places in the world you would think we, Australia, would be able to help out our own people in our backyard.

From watching this story it would appear that our political leaders have not been able to fully manage the situation and ensure that the people of Queensland have been able to get back to the life they knew before.

Meanwhile, the rest of us go about our daily lives as if nothing has happened. What to do?

Firstly, if you feel strongly about this like I do you should write to the Premier of Queensland ([www.thepremier.qld.gov.au](http://www.thepremier.qld.gov.au)) expressing your deep concern for the people who remain affected by the floods in January and asking her to take more action both with insurance companies but more directly with these people that still need help.

Second, you should write to your local federal member of parliament (find yours at [apps.aec.gov.au/esearch/](http://apps.aec.gov.au/esearch/)) and get them more involved in this. Who knows, the next time the natural disaster *reaper* passes by, it could be in your backyard.

This has little to do with the travel industry, but plenty to do with being an Australian.



Wednesday 20th Apr 2011

Travel Daily  
First with the news

## How green it is!



**ABOVE:** Club Med and Singapore Airlines hosted a group of agents on a famil to Club Med Phuket and Bintan island recently.

The agents were given a place on the educational for making the most amount of SQ/Club Med bookings over a period of time.

The lucky winners are seen above at the Ria Bintan Golf course about to have a practice round - **from left** are: Rebecca Ratcliffe, Flight Centre Caringbah; Sally O'Brien, Intertravel Lindfield; Sharon Restuccia, Trailfinders; Rachel Gatumia, Singapore Airlines sales Sydney; Michelle Newton, Travel Beyond;

Rosemary Kates, Travel Managers; Michelle Fitzgibbon, Jamison Travel ACT; and Helen Courias, Club Med Sales Sydney.

## MEL Mar arrivals up

**MELBOURNE** Airport has today reported a 3% year-on-year rise in international arrivals for the month of Mar, up 13,185 to 489,329 passengers.

Domestic pax numbers were relatively flat during the month, increasing just 1% to 2,353,481.

MEL's Q3 result showed an 11% surge over the same period last year in int'l arrivals, up to 1.62m.

## Driveaway green fleet

**DRIVEAWAY** Holidays has expanded its range of hybrid and low CO<sup>2</sup> cars in both the luxury and smaller sized vehicle fleet.

Models include the Mercedes S400 Hybrid (luxury), and the Toyota Primus, Ford Fusion, Toyota Camry and Toyota Corolla.

## Perisher 'myride club'

**NSW** ski resort Perisher is doing away with its Perisher Card and replacing it with a new deal, the MyRide Club.

The club is priced from \$49 and provides discounts on 1-day and 5-day lift tickets, accom at The Station and equipment hire.

## International Leisure Consultant



Platinum Travel Corporation requires an additional International Leisure Consultant to join us in our beautiful new Double Bay (Sydney) office.

At least 2 years international consulting experience is mandatory and knowledge of Amadeus and Tramada is an advantage.

If you are brilliant at what you do and really proud of your work, please email resume to [greg.mccarthy@ptc.travel](mailto:greg.mccarthy@ptc.travel)



## BUSINESS DEVELOPMENT MANAGER QLD

We are looking for an enthusiastic and highly professional person to join our QLD Sales team.

You will be motivated, and have the ability to work autonomously. Experienced in sales and displaying a focus on strong customer service, you will be results orientated. An understanding of both the corporate and travel markets will be well regarded. This role demands a high level of person to person sales as well as administration duties. You will be required to prospect for new business, service an existing portfolio of accounts and promote the range of Hertz products and services to the corporate and travel industry markets. An eye for detail and excellent customer service skills will make you stand out.

Applications in writing should be addressed to Belinda Smart, State Sales Manager Qld, no later than Thursday 28 April. Email: [bsmart@hertz.com](mailto:bsmart@hertz.com) or mail to 11-15 Cornwall St, Fairfield, QLD 4103.



**Best expedition site**

**TOURISM** Queensland has today launched a site for Ben Southall's 'Best Expedition in the World' along the Great Barrier Reef - see [bestexpeditionintheworld.com](http://bestexpeditionintheworld.com).

**TIME for more mentees**



**LAST** night at the Sydney Blue Hotel nine new Travel Industry Mentor Experience mentees were inducted into the program as the fourth TIME intake.

Guest speaker at the event was hospitality industry icon Stephen Lewis, who retired late last year as long-time general manager of Sydney's Four Seasons Hotel.

He regaled attendees with tales from his career, including insights into the quirks of a number of celebrity hotel guests, and also described his own experiences of being mentored along the way.

The new mentees and some of the mentors are pictured **above** from left: Judith O'Neil, Aspirations Consulting; Penny Spencer, Spencer Travel; Simone Lucas, Creative Holidays; Jake Hower, Pan Australian Travel; Christina Shepherdson, Royal Caribbean International; Owen Arthur,

Sabre Pacific; Milla Peltola, Cox & Kings; Shannon Beresford, American Express Business Travel; Angelya Vassiladis-Balaguer; Yonas Susilo, Corporate Travel Management; Marie Allom, TIME; and Simon Woodward, American Express Business Travel.

The next TIME graduation ceremony will be on 29th Sep, with 12 mentees completing the program at that time.

**BELOW:** Stephen Lewis with TIME directors Penny Spencer, Spencer Travel and Judith O'Neill, Aspirations Consulting.

For more photos from the night see [traveldaily.com.au/photos](http://traveldaily.com.au/photos).



**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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**WIN a Luxurious Holiday to Abu Dhabi!**

This isolated and famous mountain range lies to the south of the city of Al Ain, and is shared with Oman



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).



هيئة أبوظبي للسياحة  
ABU DHABI TOURISM AUTHORITY

**Discover the World Marketing**

**Air Reservations Team Leader**  
Full Time - North Sydney

Established in 1981, Discover the World Marketing has over 80 offices in more than 60 countries. Discover is the largest travel representation company with more than 55 major clients worldwide. Our Australian office represents a variety of airlines, hotel chains, a cruise line and other global travel companies.

We are currently seeking a highly motivated Air Reservations Team Leader.

Reporting to the Operations Manager, the successful applicant will provide services in all areas to our Air Clients customers. The applicant will develop and maintain all communication channels and documentation in relation to the position and department. A minimum of 2 years experience in international air fares and ticketing is required and Computer Reservation System (CRS) knowledge is essential, preferably Sabre/Amadeus.

**Click here to view the full job description.**

**Please send all applications to: [hr@discovertheworld.com.au](mailto:hr@discovertheworld.com.au)**

**Applications close on 2nd of May and only successful candidates will be contacted.**



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# BDM, Inbound & Sales Jobs



## **BDM - Adventure Travel**

Based in Sydney you will be managing the NSW & ACT territory for this well established Melbourne Adventure Travel Wholesaler. Personal travel and previous sales experience with African & South American destinations will see you successful in this role. Previous on road sales experience and your own car is essential for this role.

**Ben Carnegie**

- ▶ Exciting adventure tourism products
- ▶ Sydney based position
- ▶ Salary up to \$55K + super + bonus

**Click here for more details or call Ben.**



## **Travel Coordinator - Homebush**

Based in corporate headquarters of this well known co., you will use an online booking tool to make arrangements & coordinate travel schedules for company employees and assist in reconciling accounts. Jobs don't come along at this company very often, due to excellent staff retention. Your high level communication skills & exceptional telephone manner is desired.

**Liz Vibert**

- ▶ 1 year minimum travel industry experience required.
- ▶ Homebush, Sydney location
- ▶ Salary up to \$43K + super

**Click here for more details or call Liz.**

## **Area Sales Manager - WA**

Enjoy the freedom of a non office based sales role. Look after the Western Australia territory for this South East Asian travel Wholesaler. You will maintain existing relationships within the retail travel industry whilst identifying new business opportunities. Previous on road sales experience a definite advantage. This role will suit someone with a solutions oriented attitude who enjoys seeing results of their sales activity.

- ▶ Opportunity for travel to many Asian destinations
- ▶ Perth base
- ▶ Salary to \$55K + super + car allowance + lap top

**Click here for more details or call Ben.**

## **Business Development Managers**

Several roles available across Australia for experienced BDM's! You will be responsible for assessing the market to identify new business opportunities. You will be up to date with your competitors and ready to pounce on new business leads. You will be the driving force behind closing the deal. These roles will see you 'out and about' on the road with your valued clients, at trade shows and consumer events.

- ▶ A good understanding of corporate business travel req'd
- ▶ Sydney, Melbourne, Brisbane, Perth, Canberra
- ▶ Salaries range from \$60K - \$120K OTE

**Click here for more details or call Liz.**



## **Inbound FIT Spanish Speaker**

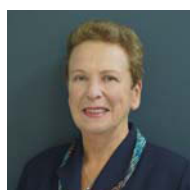
Are you being paid for your knowledge and expertise? Highly respected boutique Inbound agency where the staff are not transient seeks an Inbound FIT Consultant who speaks Spanish.

**Kristi Gomm**

You will need a thorough knowledge of Australian geography & extensive knowledge of supplier products. They will consider a strong Domestic Retail Consultant for this role.

- ▶ Use your Spanish language skills on a Latin market portfolio
- ▶ Sydney CBD location
- ▶ Salary up to \$55K + super DOE

**Click here for more details or call Kristi.**



## **Inbound Product Assistant**

Stable, boutique inbound agency who pride themselves on the longevity of their staff and their high staff morale. This role will initially be heavily involved in database uploading & maintenance as they are moving to a new system. It also encompasses analysing data, running reports, assisting with newsletters & other ad hock product related tasks.

**Sandra Chiles**

- ▶ Product, inbound or domestic consulting skills advantageous
- ▶ Sydney CBD location
- ▶ Salary up to \$45K + super

**Click here for more details or call Sandra.**

**We are delighted to again be nominated for 'Best Agency Support Service' in the 2011 National Travel Industry Awards, to vote for us click here!**

# THAI's 40th Anniversary



BRISBANE STAFF



MELBOURNE STAFF



PERTH STAFF



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YEARS  
AUSTRALIA  
1971 - 2011



Thai Airways International staff around Australia celebrated an important milestone during April 2011, 40 years flying between Australia and Thailand... still Smooth as silk.

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## BRISBANE

Account Manager QLD  
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)

\*2010 & 2009 World Travel Awards

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