

**eXperts**plus



Tuesday 16th August 2011

Joyce launches QF 'new era'



# New MasterCard md

**MASTERCARD** Worldwide has appointed Debra Janssen as managing director of its Access Prepaid Worldwide subsidiary.

# Nine pages of news

Travel Daily today has nine pages of news and photos, plus full pages from: (click)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Radisson Edwardian Berkshire

**Canada Winter** 

**Wonderland** 

2011-2012

Flyer out now!

ISH COLUMBIA

1berta

**Holidays** 

qantasholidays.com.au/agents

# **QANTAS** ceo Alan Jovce savs

today's major announcements (TD breaking news) are a first vital step in building a business with a "sustainable future".

The news took many by surprise, coming more than a week ahead of the previously planned date of 24 Aug.

As well as changes to a number of routes, Qantas has deferred the delivery of six A380 aircraft and flagged an order for more than 110 Airbus A320s.

Joyce confirmed plans for a new Asia-based premium carrier, as well as the long-rumoured joint venture low cost carrier in Japan together with Japan Airlines (p2).

"We will be the best premium airline for Australia's global

travellers," he said, with the carrier "doing things smarter and more efficiently, extending our reach while we lower our costs".

The short term plan aims to return QF Int'l to profitability, with the project including a five year roadmap to seeing the QF flying businesses sustainably exceeding their cost of capital.

About 1,000 jobs are expected to be affected by the changes, which will also see Qantas cease its Buenos Aires route in favour of new non-stop Santiago flights.

More details on p2, p6, p7 & p8.



# **Exclusive London deal** THE Radisson Edwardian

Berkshire on Oxford St. London is offering a special rate for Aussie travellers from £169 per night, valid for stays 29 Jul-11 Sep 2011 including full English Breakfast, priority early check-in, free wi-fi and other bonuses - see last page.





# CTM Gold Coast office

**CORPORATE** Travel Management this morning announced the opening of a new office in Varsity Lakes on the Gold Coast.

Twelve staff will be based at the new operation, which relocates CTM's Gold Coast team from its previous Bundall location.

CTM gm for Qld, Andre Moten, said the company's ultimate plan is to position the Gold Coast office as a "national hub for our travel consulting business".



WHY JOIN OR REFER A FRIEND

Trip

Join or refer a friend to Australia's leading travel agent reward program and be instantly rewarded with 500 points\* to spend on a huge range of quality reward products.















Visit worldrewards.com.au today and be rewarded.

contact: ben@inplacerecruitment.com.au



Tuesday 16th August 2011



# **Arabian roadshow**

THE Arabian Peninsula is for the first ever time being promoted in Australia as a combined holiday destination, with an upcoming roadshow conducted by the tourist offices from Dubai. Oman and Abu Dhabi (TD Thu).

Events will take place next month in Geelong, Canberra, Adelaide, Mackay, the Gold Coast and Coffs Harbour, hosted by the Dubai Department of Tourism and Commerce Marketing (DTCM), Oman Tourism and the Abu Dhabi Tourism Authority (ADTA).

"We recognise that Dubai, Abu Dhabi and Oman can be packaged together to offer a truly unique and diverse holiday proposition," said DTCM director for Australia and NZ, Julie King.

More than 300 agents are expected to participate in the regional events which will highlight the proximity of Abu Dhabi (one hour) and Muscat (four hours) to Dubai.

The organisers said that travelling to the UAE and Oman had become "much more accessible" due to the addition of more flights than ever between Australia and the region.

# QF, JAL confirm JQ Japan

**QANTAS**, Japan Airlines and Japanese manufacturing giant Mitsubishi today confirmed a three-way joint venture to form a low-cost carrier based in Japan.

The long-rumoured Jetstar Japan "will enable Australians to link low fare services to Osaka and Tokyo with other leisure hotspots across Japan," with fares on the new domestic routes expected to be about 40% cheaper than current prices.

JQ CEO Bruce Buchanan said the fledgling operation would operate from Tokyo Narita and Kansai International airports, with other ports under consideration including Sapporo, Okinawa and Fukuoka.

The airline will commence flights by the end of 2012, with an initial fleet of three A320s and plans to grow this to 24 narrow body aircraft within a few years.

"We are an Australian airline being invited to partner with two of the most established companies in Japan and apply our successful formula on their turf," Buchanan proudly said.

"As Jetstar expands into new

markets across Asia, it gives us economies of scale to strengthen the low cost advantage right across our network, including within Australia and New Zealand," he said.

JAL President, Mr Masaru Onishi, said the partnership was a part of a two-airline strategy which will allow JAL to competitively serve a larger part of the Japanese market.

"It will encourage even more movement of people within the country and also increase the number of visitors from Asia to Japan," he said.

Mr Onishi said the move was also likely to stimulate consumer spending and play a key role in revitalising the Japanese economy.

Jetstar Japan fares will be covered by the airline's Price Beat Guarantee, meaning the Japanese market is set for a big shake-up with the debut next year of a rival LCC joint venture between ANA and AirAsia (TD 22 Jul).

Jetstar Japan is expected to employ 150 people in 2012, with this figure increasing to 800 within a few years.

# Introducing the Hamilton Island **Yacht Club Villas**



#### NOW AVAILABLE THROUGH TRADE

Luxury 4-bedroom waterfront villas, a short stroll from the Hamilton Island Yacht Club. Enjoy spectacular Whitsunday passage views and a unique balance between tranquil serenity and world class facilities.



CLICK HERE



# Waiting to be enlightened?

Wait no longer. If you are a travel agent based in Australia, we are giving away copies of our Consumer Research Survey which reveals the changing face of today's travel consumers and the influences behind their decision making process

<u>Click here</u> for your copy and if you are really lucky, you might win an Apple iPad 2.

How good is that?



Travelport



Become an **1ndependent** Travel Expert and improve your teams customer service.

Click here or "talk to us" on 1300 163 367



















Virgin Atlantic Short Sale to Hong Kong -Sales to 17 Aug 11. Departures to 31 Mar 12! From \$499\* per person plus taxes.

\*Conditions Apply. Taxes approx. \$390 AUD.

**CLICK HERE for further details** 

# Tiger to recommence Brisbane route

TIGER Airways has confirmed it will relaunch services between Melbourne and Brisbane from Thu, as revealed by TD earlier this

WIN A COPY OF "AFRICAN DAWN"

Congratulations to yesterday's lucky winner, Josie Hanney from Goldman Travel.

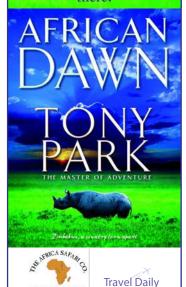
Each day this week, the Africa Safari Co and Travel Daily are giving readers the chance to win a copy of author Tony Park's latest novel, "African Dawn".

To win a copy of the book, simply be the first reader to email the correct answer to the guestion below to:

africandawn@traveldaily.com.au

Hint! Visit www.africasafarico.com.au

Part of "African Dawn" is based in Zimbabwe. What famous falls can be found there?



month (TD tweet 05 Aug).

Tiger will phase in the route, beginning with a daily service on 18 Aug, before moving to double daily from 23 Aug.

The LCC said its return to Australian skies late last week has seen a "good start", and in the past four days it has already made in-roads into improving its previously dismal track record for getting flights away on time.

"Since resuming Australian domestic services last Friday the airline has been pleased with solid bookings & the achievement of 100% on time performance for all departures and all arrivals to date," said TT Head of Marketing & Comms, Vanessa Regan.

She said Tiger is now offering an "improved product that is safe, affordable and more reliable for the long term."

Based on TT's dropdown menu from its website, it's expected the airline will gradually phase in the relaunch of other routes from its Melbourne Tullamarine hub to Perth (from 29 Aug), to the Gold Coast (from 31 Aug) and to Adelaide (from 01 Sep).

# QF/BA extension

**QANTAS** and British Airways have extended their current travel agent incentive, with the "ultimate luxury trip to London" now up for grabs until 23 Aug.

Consultants who book and ticket five separate bookings including QF or BA JSA flights via Singapore, Bangkok or Hong Kong can enter the incentive by answering the question "What do you love most about flying to London" - see gantas.com/agents.

# **BMW drivers app**

**GERMAN** luxury carmaker BMW has launched a new iPhone App which allows travellers to share their favourite scenic drives.

Dubbed The Ultimate Drive, the app highlights routes with many twists and turns, as well as key points of interests such as lookouts and restaurants.

It's only available for North America at the moment, but a future version is likely to offer more destinations as well as introduce "game play elements" such as a point system for drivers who complete particular itineraries.

# Thrifty franchisee

**THRIFTY** Car Rental has expanded its franchise network, signing over depots in Preston and Footscray, Victoria to franchisee, Simon Leech this month.

The move is in line with Thrifty's aim to franchise non-airport and non-gateway corporate locations.



**STARWOOD** Hotels in the US are urging travellers to make sure they bring their ID, with a special "Pay Your Birth Year" promotion launching this week.

The deal applies to the second and third nights booked by guests, who are able to pay a cut rate based on their age.

Not all hotels are participating and some require you to pay US\$100 plus your birth year.

Starwood says the offer is most popular with travellers born between 1969 and 1972 who pay \$69-\$72 for the additional nights.

**THIS** just goes to show that some people will go a very long way for a good meal.

A man from the southern US state of Mississippi has travelled more than 2000km in order to buy a slice of his favourite pizza.

David Schuler made a 24 hour mercy dash across 16 states to Town Spa Pizza in Stoughton, just outside Boston, because he says he can't find a good pizza in his hometown of Jackson.

And he's stocked up, spending US\$1200 for 150 frozen, vacuum sealed pies which will last him about 12 months.

TRAVELTECH \$549 + GST Sydney, Monday, August 29. ■ Compelling Program ■ Excellent Speakers ■ Great Networking ● TRAVELtech Amadeus Web Awards **VISIT WWW.TRAVELTRENDS.BIZ FOR INFO & BOOKINGS** OR CALL BLUEWATER PRESS ON (02) 9882-1575

Make the most of our **Finntastic** fares to Europe Paris from \$1,899\* Helsinki from \$1,845\* \*conditions apply To find out more click here













Monday 16th August 2011



Today's issue of TD is coming to you from Orion Expedition Cruises' new Orion II.

TODAY Orion II has taken TD to Tiga, one of the youngest islands in the world, having been formed off the coast of Sabah in 1897 by a series of volcanic eruptions.

Tiga's tropical waters make for spectacular snorkelling, while the volcano is a must see - along with a dip in its hot mud pools.

Orion II's zodiacs also allow quests to take a short jaunt across to nearby Snake Island, to watch deadly reptiles make their way from the ocean to nest.

We're also set to visit Kudat, on the northern tip of Borneo and home to the traditional Rungas people whose longhouse dwellings are the region's main tourist attractions.

# **Sydney Tower Eye &** WILD LIFE launch

**MERLIN** Entertainments Group will launch WILD LIFE Sydney (formerly Sydney WildlifeWorld -TD Thu) on 13 Sep.

When the attraction reopens after a two month long face-lift, guests will be able to experience the Australian Animal Adventure spread over 8 Aussie landscapes.

The exhibit features enhanced interactive displays, daily shows and feeding sessions - more info at www.sydneywildlife.com.au.

MEANWHILE, Sydney Tower will celebrate its 30th anniversary with the new Sydney Tower Eye (also managed by Merlin) viewing experience to launch on 23 Sep, believed to be replacing OzTrek.

The landmark includes a 4D cinema experience (TD 21 Jul) featuring the first ever 4D film made locally - and a renovated Observation Deck with new "high powered" binoculars and multilingual touch screen panels



# Accor aims for higher Indian visitation

**THE** Mercure Sydney & Menzies Sydney are the first properties in the Accor's Australian portfolio to achieve accreditation under the Optimum Service Standards (TD 04 Apr) for Indian Visitation.

It's part of a move by Accor to increase its appeal to Indian tourists, with the market tipped to become the second-fastest growing source in coming years.

Last year the number of Indian visitors to Australia rose 11% to a total of 128,000 tourists.

Accor's new OSS for the Indian market sets certain standards of expectation and trains staff on sensitivites for Indian culture and religious differences.

Additionally, the OSS covers Indian meals, hotel welcome kits in Hindi, adaptors, TV channels, newspapers and minibar snacks and drinks.

"Indians represent a significiant and growing future for tourism in Australia so it is imperative we

enhance their experience of Australia," said Mercure Sydney GM, Greg Brady.

The Pullman Reef Hotel Casino in Cairns achieved Accor's first OSS targeted towards the Chinese visitor in Jun (TD 14 Jun).

# QF change fee rising

**QANTAS** will raise its change fee for Domestic Red eDeal Fares by 8% effective 28 Sep, bumping up the levy \$5 to \$60.

No change fee continues to apply on QF's Domestic Flexi Saver and Fully Flexible fares.

# 50% off Tempo Egypt

**TEMPO** Holidays has cut the price of its new 11-day Wonder of Egypt package by 50% for travel from 01 Oct 2011 to 30 Sep 2012, when two pax travel together.

The tour is priced at \$1,758pp when booked by 31 Aug.



# give a star performance in sales, get the star treatment in L.A.

The five travel agencies with the highest number of V Australia bookings in July and August will win one of five star-studded trips to LA for four members of staff.

Click here to find out how to enter.

AMADEUS USERS	SABRE USERS	GALILEO USERS
	30SI VA VALA. CALIFORNIA	SI.VA*VALA. CALIFORNIA









# APT bdms up to 16

APT has boosted the number of Business Development Managers nationally to 16, with the recent appointment for positions in Qld, WA, NSW and Vic-Tas.

# Virtuoso goes out of this world



ABOVE: A group of MTA Travel agents attending the Virtuoso Travel Mart in Las Vegas were the only Aussies attending the Virgin Galactic ASA Agency Forum, which included talks from a VG test pilot, an aircraft interior designer and Wally Funk.

In 1961, at the age of 21 Funk volunteered and was selected as 1 of 25 people for the 'Women in Space' Program run by NASA.

**Pictured** from left at the Cocoa's 60's Beach Party are: Andrew

Challinor, General Manager MTA
Travel Mobile Travel Agents of
Australia (Spaced out 60's Beach
Hippie); Mathew Upchurch, CEO
Virtuoso (Major Nelson from I
Dream of Jeannie); Wally Funk,
Virgin: Galactic Future Astronaut
& Member of Mercury 13; Carolyn
Wincer, Head of Astronaut Sales
Virgin Galactic (Groovy 60's Baby);
and Margaret Lange: National
Training & Development Manager
MTA Travel (Spaced Out 60's
Beach Hippie).

# **AMR Eagle spin-off**

AMERICAN Airlines parent firm, AMR Corporation, has signalled the next stage in the "potential spin-off" of subsidiary American Eagle, which would see it completely off-load the carrier.

Late last week AMR filed a Form 10 Registration Statement with the US Securities and Exchange Commission for AMR Eagle Holding Corporation.

The spin-off would see Eagle become the third largest regional airline, while still operating 281 aircraft on behalf of AA as part of a nine-year air services deal.

Last year Eagle generated revenue of US\$1.2b, AMR said.

# Crystal Slovenia debut

**CRYSTAL** Cruises will make its maiden call in Slovenia this year with *Crystal Serenity* to visit the city of Koper as part of the Italian Splendor cruise on 16 Nov.

Six new shore excursions have been added for the Adriatic port.

# Viva! HNL J Class deal

VIVA! Holidays has a seven night Hawaiian Airlines Business Class air & land package to Honolulu priced from \$2,999ppts ex SYD.

The deal runs until 23 Aug 2011 and is based on the Courtyard by Marriott in Waikiki.



**WELCOME** to *Money Talk, TD's*Tue feature on what the
Australian dollar is doing.

# \$1AUD = US1.047

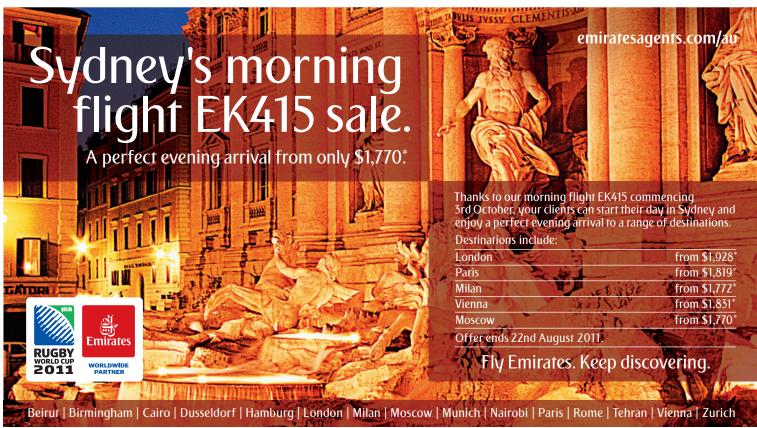
FINANCIAL markets across the world have taken a roller-coaster ride over the last week, with the wild gyrations also affecting the Australian dollar.

The A\$ fell close to parity with the US greenback last week, but since then has regained significant ground, including a gain of more than 1c overnight to almost US\$1.05.

Analysts are eagerly awaiting the release later today of the minutes from last month's Reserve Bank meeting, with strong expectations that local interest rates are set to decrease - which will in turn put downward pressure on the Australian currency.

Wholesale rates this morning:

US UK NZ Euro Japan	\$1.047 £0.638 \$1.250 €0.724 ¥80.11
NZ	£0.638 \$1.250 €0.724
Thailand	ß31.26
China	¥6.6o
South Africa	R7.26
Canada	\$1.02
Crude oil	US\$87.49



Air Transport World 2011 Airline of the Year. \*Return Economy airfares are inclusive of taxes and surcharges correct at 14th July 2011. Offer ends 22nd August 2011 for travel between 3rd October 2011 and 31st March 2012. Only valid on EK415 outbound. Airfares are subject to availability. Low season quoted, other dates available at a higher fare. Amendments and cancellation fees apply. For full terms and conditions visit emiratesagents.com/au, contact your Emirates Sales Team or the Emirates Customer Service Centre on 1300 880 599. TM © Rugby World Cup Limited 2008. EMI 3172



# **CCC Harbour discount**

**CAPTAIN** Cook Cruises is offering a 25% saving on its two night Sydney Harbour Weekend cruise on 09, 23 & 30 Sep sailings, now priced from \$360pp.

# Getaway moves to online group buying

**CHANNEL** Nine has taken steps to move into the online group booking phenomenon, recently launching a website for its nearly 20 year old travel show, Getaway.

Promoted heavily by Getaway host Catriona Rowntree on the network, Getaway Lounge offers members "exclusive member savings" on holiday deals in Australia and internationally.

GetawayLounge.com.au appears to operate in a format similar to GroupOn, Spreets, Cudo and LivingSocial, where deals are based on achieving a minimum number of sales over

Discounts of up to 63% are

certain time frames.

# **DL Companion fares**

**DELTA** Air Lines has launched a BusinessElite companion fare promotion between Sydney and Melbourne and US cities, with fares leading in at \$5,587pp to LA.

The deal requires a minimum of two people travelling together, for travel 01 Nov to 30 Apr, when ticketed before 23 Aug.

currently on offer for a four-night Bali package, priced from \$1,647 at Karma Kandara.

There's also deals for the Rugby World Cup (16% saving), Fiji's Musket Cove Resort (50% saving) and Hervey Bay whale-watching packages (58% saving) listed.

According to the site, every week new offers will be loaded. and once activated members will receive an email informing them bookings have opened.

New sign-ups are also offered a \$10 Joining Credit.

# Sevens comp winner

**CONGRATS** to Nesa Tuaoi of RAA Group who was the winner of the Qantas Holidays' Rugby Sevens World Series mini-comp that featured in TD last week.

Nesa has won a double pass to the Gold Coast Rugby Sevens World Series on 25-26 Nov 2011.

Her winning entry was: New Zealand has got this under their belt; I'm sure you will say, their haka was felt; Play to the crowd and make us Proud.

# **Govt on Qantas move**

THE Federal Government has said today it will monitor changes at Qantas to ensure it meets select criteria of the Qantas Sales Act.

There are six key provisions of the Act, being: QF's main operational base and HQ must remain in Australia; the Qantas name presevation; Total Foreign Ownership must not exceed 49%; the firm must be incorporated in Australia: at least two-thirds of the Board must be Australian citizens and the Chairman of the Board must be Australian.

**Transport Minister Anthony** Albanese said it was vital Qantas "remains an iconic Australian brand" as part of its int'l review.

### TCF withdrawals

**THE** Travel Compensation Fund has voluntarily terminated Harvey World Travel Broadbeach in Qld (ABN:68 053 405 342) and Eco & Adventure Travel of Campsie, NSW (ABN:83 766 299 396), due to the closure of the agencies.

# DJ ATR regional fares

VIRGIN Australia has launched its schedules and fares for its new ATR 68-seat turboprops, servicing regional and interstate routes.

Prices from Brisbane to Gladstone and to Port Macquarie start at \$89 and \$99 respectively.



# CONGRATULATIONS **Rosalie Tobias**

from BCD Travel

Rosalie is the top point scorer for Round 23 of *Travel Daily's* NRL industry footy tipping competition and has won a complimentary family pass to Sydney WildlifeWorld, courtesy of **Sydney** Attractions Group



# **Major Prize Sponsors**

1st Prize: 4-night holiday to Dubai & Abu Dhabi, courtesy of Emirates and Jumeirah Hotels & Resorts





2nd Prize: 4-night holiday to Kuala Lumpur & Penang in Malaysia, courtesy of AirAsia & Parkroyal



PARKROYAL PARKROYAL

3rd Prize: Apple iPad 2, courtesy of Compass Car Rental





V Australia can take your clients to over 250 destinations throughout North America and Mexico with our partner Delta Air Lines. This partnership means more convenient connections to all the greatest destinations, with the ability to earn Velocity frequent flyer Points every step of the way. Guests also benefit from reciprocal lounge access where applicable.

Your clients can travel to the USA from now until September 14 from \$1539\* international economy return.

For more USA fares for less, visit vaustralia.com.au or speak to your account manager.

\*Departing Sydney, Melbourne or Brisbane to Los Angeles. Conditions apply.

membership and Points earn and redemption are subject to the Member Terms and Conditions, available at virginaustralia.com/velocity, as amended from time to time.



international airline of





# **More QF First lounges**

QANTAS ceo Alan Joyce today announced the construction of a new First Lounge and Business Lounge in Los Angeles, with the new facility tripling the current space available at LAX for Qantas premium passengers.

New First Lounges will also be created in Singapore and Hong Kong, complementing the existing Sydney and Melbourne facilities.

# QF, MH to get closer

QANTAS plans to leverage its existing relationships with other carriers as part of a new 'gateway' strategy which will see it work more closely with American Airlines, British Airways, LAN and Malaysia Airlines.

QF ceo Alan Joyce said MH flights to continental Europe were of particular interest, with Malaysia Airlines ports including Istanbul, Rome and Amsterdam.

"This will be ideal for pricesensitive premium leisure passengers looking to come home to Qantas and start building up their frequent flyer points again."

# Ciao Buenos Aires, Ola Santiago!

**THE** Qantas network review has seen the carrier announce the replacement of its Buenos Aires flights with a new thrice weekly operation to Santiago in Chile.

From Apr 2012 the move will see QF services complement those of its **one**world partner LAN Airlines, with the carriers saying it will provide "great connections for customers and benefits to both companies".

"Santiago is the exciting hub city for booming South America, as well as an important destination for Australian business," said QF ceo Alan Joyce.

Interestingly, when QF's South American services were first announced some years ago (*TD* 28 May 2007) by Group Executive Rob Gurney, the route was initially planned for Santiago but later switched to Buenos Aires when the flights actually launched.

# 1000 redundancies

**ABOUT** 1000 jobs within QF will become redundant as a result of the planned restructure, including management roles, pilots, cabin crew and engineering.

CEO Alan Joyce said he expected the majority of the redundancies will be voluntary, while the revamp will also open up future new opportunities.

# Qantas to drop LHR flights from BKK, HKG

QANTAS will consolidate its London services via Singapore, with today's major network revamp including the cessation of flights on QF metal onward from Hong Kong and Bangkok.

Instead QF will expand its Joint Services Agreement services in conjunction with British Airways, which has also confirmed it will cease operating its flights between Bangkok and Sydney.

All Qantas flights to London will be consolidated via Singapore, while BA will upgrade its London-Singapore-Sydney service from a 777 to a larger Boeing 747.

"These changes will consolidate Singapore's position as the primary hub for the JSA relationship...resulting in a market leading customer offer both north and south of Singapore," the carriers said.

Customers through to London via BKK or HKG will be able to connect to the other carrier "swiftly and efficiently".

"For Qantas, the restructured JSA will improve profitability on London routes and allow the early retirement of four Boeing 747 aircraft," said QF ceo Joyce.

He said Qantas would retain its "valuable landing rights at Heathrow' for possible future requirements.

# Asia-based QF offshoot

**QANTAS** will establish a "new premium airline based in Asia" with a new name, new aircraft and a new look and feel.

The move, announced by QF ceo Alan Joyce today, aims to utilise Qantas expertise to boost its presence in the "world's largest, fastest growing and most profitable aviation market.

"Our customers want to do business in Asia and so do we," he said, adding that "we need to act now because our competitors are circling the opportunities".

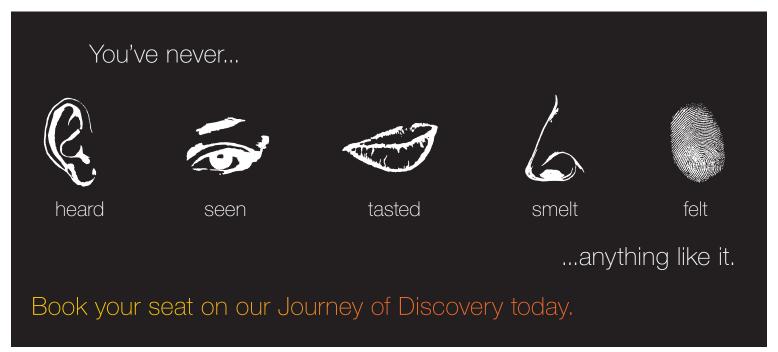
The airline will not be called Qantas or Jetstar, and will be equipped with an initial fleet of 11 A320 aircraft to "enable more frequencies while offering a 21st century premium experience".

"We will be offering same day services to and within Asia, and overall frequencies to Asia from Australia will grow," Joyce said, with traffic fed into the yet-to-beconfirmed new hub from Europe, Australia and Asian ports.

# A<sub>3</sub>80 deferrals

QANTAS will defer the delivery of six Airbus A380s for "five to six years," with numbers 15 to 20 to now be delivered between 2018 and 2021 in line with the retirements of QF's last 747-400.

The move will significantly cut the capital invested in QF int'l.



Events are almost full. Starts Sept 12. Click here to begin.





INSIGHT VACATIONS
The Art of Touring in Style







TRAVELSCENE Toorak was one of many agencies across the country which made the most of last Fri's Jeans for Genes day, setting up a sandwich board (below) promoting the special Star Alliance \$200 donation to the charity for alliance product bookings on the day.

Star Alliance airline reps dressed in their casual gear to promote



the event and raise awareness of the current incentive - details at www.airnzagent.com.au.

Pictured above are Kieran Wall, THAI Airways; Karen Hitchings, Travelscene Toorak; Sue Burgess, Air NZ; Candice Holt, Travelscene Toorak; and Rolf Huber, SAA.

And below, Neil Cawthray from TG is pictured with the HWT Greensborough girls.

Lots more pics on our website at traveldaily.com.au/photos.





# Sales Manager - VIC & TAS

#### Are you passionate about Premium Travel & Cruising?

A unique position based in Victoria has become available. A minimum of two years experience within the industry (preferably in a BDM / Sales Exec role) and an understanding of VIC/TAS sales network would be an advantage.

You will be responsible for developing and maintaining productive commercial relationships with our key travel partners in a confident and outgoing manner. A driver's licence, sound computer skills, cruise knowledge and an understanding of the premium travel market will be an advantage. The ability to carry out presentations and to deal with people at all levels will be a pre-requisite.

This position is 4 days per week.

To apply for this position send your resume to careers@traveltheworld.com.au

## Massive QF A320 order

QANTAS ceo Alan Joyce this morning announced the purchase of up to 110 Airbus A320 aircraft - along with 194 purchase rights and options - to support the airline's fleet renewal and growth over the next ten to 15 years.

The commitment for 110 A320s include 78 of the more efficient A320neo variants, with the planes to be used within Jetstar's domestic and int'l operations, as well as the new Jetstar Japan (p2) & the new Asia-based carrier (p7).

"This is an investment that will position the Qantas Group very strongly in the competitive Asia-Pacific aviation market," he said.

# **TA welcomes QF news**

**TOURISM** Australia md Andrew McEvoy says today's major Qantas announcements would support the Australian tourism industry's future strategic direction.

"Like Tourism Australia, Qantas has taken a strategic decision to focus on profitable growth," McEvoy said, with the future QF international network aligned to the industry's long term ambition of doubling overnight visitor spending by 2020.

McEvoy also hailed the creation of Jetstar Japan which he said would "help stimulate what is a struggling top tier market for Australian tourism".



# **AFTA UPDATE**

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

**YOU** have got to love a good chunk of research and particularly a good chunk of research when it discovers some good news.

I am referring to the latest report released last week by Contiki Holidays on what they call their "Style Miles" research (*TD* Thu). Well done to all the team at Contiki Holidays for a great piece of research work and thank goodness they are willing to share the insights.

3 million young Australians intend to travel overseas in the next three or four years and 63% of them are already saving for the trip. The challenge for travel agents is to make sure they can tap in on this market.

The research has found that 83% of these young people use the internet to find good deals. That does not necessarily mean that they have booked direct or intend on booking direct.

There are many great travel agent sites on the internet and there is no reason why this market will change the habits if they can find what they are looking for. Therefore the market is not lost to the internet.

The other very interesting fact coming out of this research is that 53% of 18-35 year olds headed for Asia, 30% headed for Europe, 26% the Pacific and 23% off to the USA. It appears that the young Aussie has become more connected with our closest neighbours than our traditional gap year experience of going to Europe only.

This speaks volumes to the way young people are thinking these days and how their thirst for information and experiences are headed more and more towards our Asian neighbours.

In addition to these interesting insights, the research also found that young Australians rank travel as their number one aspiration. And young Aussies are backing this up by placing travel on their top item to save for. In fact, 57% are saving for international travel and 27% for domestic travel. That's a staggering 84% who are saving for a holiday.

In some of the other categories like saving for a property or a car the percentage is well down - 37% saving for a property and 24% saving for a car. What this confirms is that travel is and will remain an important part of an 18-35 year olds journey of life and this research has galvanised this well and truly.

The age category falls directly within the latest release for the year ended June 2011, for the number of outbound trips taken by Australians. While the ranges don't line up perfectly, the 18-35 range is right in the middle of the strongest age groups for travel.

I guess the real challenge for everyone in the travel industry is to ensure that there is product available and that if you are running a travel agency you are thinking about how to get into, hold onto or find this very large market segment.

You can access the Contiki Holiday research "Style Miles" at www.contiki.com.au/stylemiles



# NZ snow day powder

**NEW** Zealand recorded a massive snow dump yesterday, with 30cm of new snow at the Remarkables and Cardrona on the South Island and Whakapapa at Mt Ruapehu on the North Island.

MEANWHILE, JQ & Air NZ are advising pax travelling to the region to check flight status' online before going to the airport with some flights affected by the snow.

# **Vic Alpine Spring pass**

FALLS Creek and Hotham Alpine Resorts have released Spring Passes offering unlimited days in 2011 for adults, youths and kids, with adult passes priced at \$549.

# **NSW** in Auckland

**DESTINATION** NSW is in NZ to showcase the latest products from around the state to key trade partners in Auckland today.

# Spicers Farmstay

SPICERS Hidden Vale in Qld is offering Family Farmstay packages priced from \$399/night, for stays between 10 Sep-16 Oct.

# ALEXANDER ASSOCIATES

# **4 FANTASTIC NEW CAREER OPPORTUNITIES** FROM ALEXANDER ASSOCIATES

#### **RESERVATIONS CONSULTANT - YACHTING - SYDNEY**

Join this leading global marine operator with a portfolio of water based holiday companies. Provide high level customer service to wholesale companies, agents and direct guests. Initial training will be provided on one of Queensland's premier island resorts! To apply for this role you must have wholesale or retail res experience.

#### **MARKETING COORDINATOR - CRUISE - SYDNEY**

Great opportunity to join this leading boutique Cruise Sales & Marketing company with a portfolio of 4 leading cruise brands. Coordinate the marketing plans and budgets, weekly advertising and direct marketing activities.

To apply for this role you must have previous experience as a Marketing Coordinator within travel.

#### SENIOR RESERVATIONS CONSULTANT - CRUISE - SYDNEY

Excellent career opportunities with this leading cruise line. Small team, areat location and opportunities for summer ship visits and fam trips. Oversee this small team and report weekly to management.

To apply for this role you must have senior wholesale cruise res experience.

#### **MARKETING COORDINATOR - MARINE - SYDNEY**

Marketing Coordinator required for this global marine company. Coordinate the marketing strategy for their 3 brands with a particular focus on e-commerce & social media strategy. Knowledge of Indesign/Photoshop would be a bonus. To apply for this role you must have previous marketing

For a confidential chat please contact Philippa Baker on 02 9261 1926 or email your resume to philippa@alexander-associates.com.au

# WIN A HOLIDAY TO MAURITIUS

Check out our latest fabulous entry (right) into this month's competition, which has come from Dayl Workman at Sabre Pacific. Il pleut encore?

Oooh la la je serais plutôt dans le Maurice!

When translated,



Dayl is saying Rain again? I'd rather be in Mauritius! For your chance to win a sensational Mauritius holiday package for two, courtesy of Mauritius Tourism Promotion Authority, Air Mauritius and Beachcomber Tours, simply send in a picture of yourself dressed in a French theme and showing how you imagine yourself escaping winter for the warmth of Mauritius.

The prize includes: Air Mauritius return economy flights for two from Sydney, Melbourne or Perth to Mauritius; five nights twin share accommodation in a luxurious Junior Suite at the 5star Trou aux Biches Resort & Spa and daily breakfast & dinner

Email your entries to: mauritiuscomp@traveldaily.com.au

CLICK HERE for terms & conditions and to view other photos for entry into the competition.









# Sea Cloud new brox

SEA Cloud Cruises has unveiled its 2012 Captivating Yachts brochure that combines its three vachts - Sea Cloud, Sea Cloud II & River Cloud II - for the first time.

The River Cloud II will begin the season in Apr from Belgium and the Netherlands, while the two Sea Cloud yachts will spend the European winter in the Lesser Antilles, Grenadines, Cuba, Costa Rica and Panama, before Sea Cloud II heads off to Azores and Madeira and then on to western and the Eastern Mediterranean.

Sea Cloud will operate voyages of the Adriatic and the Aegean. Earlybird savings are available on select sailings when booked by 31 Oct 2011.

Details at www.seacloud.com.

# The Darling bookings

SYDNEY's entertainment precinct, Star City, has started taking bookings for its new fivestar hotel, The Darling (TD 18 Jul).

The new stand-alone property offers 171 rooms and suites and is part of a \$860m redevelopment that will see Star City renamed as The Star later this year.

# Costa back to Japan

**COSTA** Cruises plans to resume Japanese itineraries from 26 Aug following the earthquake and tsunami that struck the region earlier this year.

The cruise line will operate 12 itineraries to Japan and South Korea from Aug to Oct, with stops at Fukuoka included.

Advertising and Marketing: Lisa Maroun

Email: advertising@traveldaily.com.au

Email: accounts@traveldaily.com.au

(Manager), Lisa Martin and Magda Herdzik

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.traveldailv.com.au.

PO Box 428, West Ryde, NSW 1685 Phone: 1300 799 220 Fax: 1300 799 221

experience.

Publisher/Managing Editor: Bruce Piper

Editor: Guy Dundas

Contributors: Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson Email: info@traveldaily.com.au

Travel Daily Group:





Business Manager: Jenny Piper



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.



# Find a role that actually fits you...

Get a new job with TMS

tmsap.com

Hot Jobs (Australia) - August 2011

– 02 9<u>231</u> 6444 - 03 9602 1809 - 07 3221 9916

- 02 9231 6444 - s xecutive Positions –02 9231 6444 – s

2011

# **Business Development Manager - Sydney**

- Leading hotel chain, international branded companySuperstars of corporate and
- M&E \$65K-\$70K+ super

The market is calling for experienced Business Development Managers who are capable of sourcing, attracting and securing business from corporate and event clients.

We are looking for professionally projecting sales people who are confident to chase new prospects and meet decision makers face to face in the market place.

Min 3 years on the road sales experience pref, which attracts a great work environment, career growth opporrtunities and an above market salary.

For qualified applicants please contact Fujio Shibata on +612 9231 6444 or email your cv to fujio@tmsap.com

BNF • MFI • PFR • SYD BKK • HKG • SHA • SIN

#### Wholesale Reservations Consultant

- Sydney CBD Location
- **Exciting international product**

Come and join this leader in wholesale travel and be part of this dynamic reservations team. This company is renowned for its funky culture and 'family' feel. With a large array of destinations and tours to sell, this company is constantly evolving and expanding to meet client demands. A rare opportunity exists for an experienced wholesale reservations consultant to be part of this winning team. On a daily basis you will be liaising with travel agents and direct passengers on all aspects of promotion of this product. You will utilise your strong customer service skills and outgoing personality to convert quotes into bookings and build long standing relationships internally with staff and externally with clients. To be considered for this role, please bring your previous CRS experience and Wholesale Reservations background; outgoing personality and friendly nature; strong customer service skills and self motivation and commitment. Competitive salary and exciting travel benefits are on offer for the right candidate.

Contact Anna Wachowiak T: +612 9231 6444 E: annaw@tmsap.com or apply online now!

## Account Manager Hotels – Sydney

- Work for the market leader in online hotel reservations
- Bring your experience, skills and motivation

Our client is a leading online hotel reservations company with offices throughout the world. They are currently looking for an experienced Account Manager or Market Manager to join their team in Sydney. The role will see you working with hotels to optimize revenue, improve conversion and drive growth in the designated territory. You will be responsible for acquisition of new hotels, creating strategic plans, progress reports and advising hotels on their internet strategies. Ideally you come from a hotel sales background or an online travel environment. You have at least 2 years of experience in a similar role. You will demonstrate strong knowledge of Australian hotels and online distribution markets. You will bring existing network of contacts within the hotel industry. You are a self-starter and results-oriented. You have exceptional analytical, communications and commercial skills. You have a min Bachelor degree. You will be rewarded for your hard work with a solid base and a bonus system.

Contact Anna Wachowiak T: +612 9231 6444 E: annaw@tmsap.com or apply online now!

## <u>Travel Sales Specialist X 2 , Inner West SYDNEY</u>

- **GENEROUS Salary Package**
- **Modern office**
- **Work Close to Home Inner West Location**

Our client, a leading travel specialist to the Pacific region is now looking for travel consultants who have the passion to sell South Pacific destinations and have superior customer service skills. Your role will be converting queries into holiday bookings, upselling packages and existing bookings, following up sale leads via email or phone, and organizing exciting itineraries. The ideal candidate will have strong background and proven experience within a customer service and sales environment in retail or wholesale travel, preferably in a telephone/ internet based environment. In return you will receive generous salary package and excellent career opportunities to grow within the company.

Contact Emmie T: +612 9231 6444 E: emmie@tmsap.com

## **Travel Industry Temporary Assignments**

- Travel Consultants Sydney CBD
- Travel Consultants Sydney suburbs
- **Travel Consultants Melbourne assignments**

Are you an experienced travel consultant? TMS currently has a variety of temporary and contract assignments in Sydney and Melbourne. Essential requirements are knowledge of any GDS system and current airfare knowledge. Knowledge of multiple GDS systems and ticketing experience an advantage. Full and part time positions. Applicants with a working holiday or student visa and relevant experience are encouraged to apply

Contact Jane Dearden T: +612 9231 6444 E: jane.dearden@tmsap.com



Quality recruitment for the travel and hospitality industries in Asia Pacific



MEL

**PER** 

SYD

**BKK** 

**HKG** 

SHA

Partners in DXB SIN

UK











# \*AA IS EXPANDING\*

TRAVEL RECRUITMENT CONSULTANT X 2 **SYDNEY & MELB BASED** SALARY PKGE ote \$60K - \$90K+

Love being a part of the Travel Industry yet hungry for a new challenge? Why not start the new Financial Year in a brand new Career within the AA Team?

Given this is our BEST YEAR ON RECORD, our national offices are in desperate need of additional, talented individuals to service our key accounts. There has never been a better time to make the switch!

As part of our successful team you will responsible for managing all client recruitment needs, whilst also assisting candidates find their perfect next role.

Fantastic perks include an uncapped salary package, up to 5 weeks paid annual leave per year, & amazing team rewards including a luxury Annual AA Conference (This year held at the Fiji Resort - Hilton)

This is your ideal opportunity to use your travel knowledge, passion, sales ability and customer service skills in a whole new career direction!







#### **TO APPLY - EITHER EMAIL YOUR CV**

apply@aaappointments.com.au **OR RING US ON DIRECTLY (02) 9231 6377** For more information on this role or other great career opportunities please visit

www.aaappointments.com







Stay in the heart of London Fashion and enjoy extra space with a complimentary upgrade

# Radisson Edwardian Berkshire

4 Star Deluxe Hotel on Oxford Street



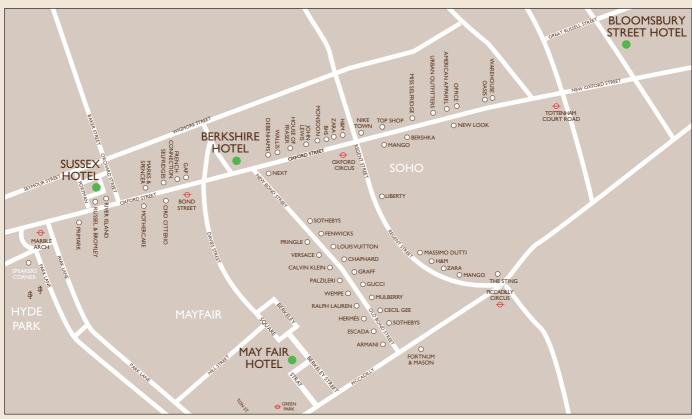
# **Exclusively London Rate:**

Book a King or Twin Deluxe Room for the price of a Double or Twin Standard Room

For stays from 29th July - 11th September 2011 £169 per night (single occupancy) £179 per night (double occupancy)

This rate is exclusive of VAT but includes:

- · Full English Breakfast
- Priority early check-in (subject to availability)
- Late check-out to 4pm
- Complimentary wireless
- Frequent Flyer Points awarded with our partner airlines
- 20% discount on food (beverages excluded)
- 25% discount on telephone charges



#### For Reservations:

Radisson Worldwide reservations toll-free 1800 333 333 New Zealand: 0800 44 3333, Hong Kong 800 96 8356, Singapore 800 616 1283

China 10800-6100-333 (Netcom) / 10800-261-0333 (Telecom)

Galileo: RD@EXCL Sabre: RC-N\u00a8EXC

Amadeus: SR-EXC Abacus: HOTLON/12AUG-14AUG1/RC-N\( \) EXC/RD

#### For further details please contact:

Sarah Whitty or Katherine Heath on +61 3 9520 2353 Whittys@radisson.com / heathk@radisson.com Alice Dixon on +61 2 8264 7828 dixona@radisson.com

