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# Travel Daily

First with the news

Tuesday 23rd August 2011

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## Flight Centre online boost

**FLIGHT** Centre this morning confirmed plans to increase its presence on the internet, with a full range of international airfares to be bookable online.

Detailed in the firm's full year results announcement (**TD** breaking news), the initiatives are based on the [travelthere.com](http://travelthere.com) website acquired in 2004.

Since then it's been developing the site "to test booking capabilities and other initiatives, before they are added to higher profile websites."

It's part of a "broader strategy that aims to deliver more options to travellers who want to book flights and other travel products outside normal working hours,"

according to ceo Graham Turner.

He said the same push had seen Flight Centre expand opening hours at key store locations in Australia, as well as boosting after hours phone booking facilities for corporate and leisure clients.

But as well as the online plan, Flight Centre is continuing its strong bricks and mortar focus, with plans to boost its "shop and business numbers" by 10% to over 2450 in the next year.

Flight Centre reported a \$213.1m full year pretax profit - more on **p3**.

## New CTM sales role

**CORPORATE** Travel Management has today announced that former Newcastle Knights ceo Steve Burraston is the company's new Strategic Sales Director.

The newly created role will have him oversee CTM sales in Australia and NZ, with the appointment effective from Sep.

## Frontliners photos

**HARVEY** World Travel last weekend held its annual Frontliners Conference on the fabulous Sunshine Coast - for lots of great pics of the event see **page eight** of today's **TD**.

**Nine pages of news**

**Travel Daily** today has nine pages of news including a full page of photos from last weekend's Harvey World Travel Frontliners conference, plus full pages from: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Consolidated Travel

## Carnival restructure

**CARNIVAL** Australia has restructured its financial services operations, with all accounts payable to be serviced by Santa Clarita, USA-based Princess Cruises effective 01 Sep.

In a letter to suppliers last week the company said that the ever-more competitive environment for cruising in Australia "makes it imperative that the Carnival Group look for synergy opportunities across its brands to drive efficiencies".

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## Necker burns down

**RICHARD** Branson's Necker Island resort in the Caribbean is set for some major rebuilding, after a lightning bolt set fire to the property's Great House during a storm yesterday. About 20 people were staying at the resort, including Branson and actress Kate Winslet who reportedly helped some guests to safety from the inferno. Nobody was injured and Branson said he plans to rebuild.

## CWT soars in Australasia

**CARLSON** Wagonlit Travel today reported its results for the six months to 30 Jun, with the Australian and NZ operations making a significant contribution to its overall Asia-Pacific sales. MD Australia/NZ, Peter Brady, said sales volume was up 18% year on year in Australia and 20%

in New Zealand, with the outcome "testament to the team's commitment to both our customers and finding solutions that meet their needs". In Australia CWT handled approximately 900,000 transactions during the period, up 11%, while NZ volume was also up 11% to just over 100,000.

### QF31/2 becomes QF1/2

**TRAVEL** agent GDS screens are beginning to reflect the major changes to the Qantas network announced last week. With QF online services into London halved and becoming an all-A380 operation, the current QF31/32 SYD-SIN-LHR A380 flight becomes the new QF1/2. And the revised Sydney flights to Bangkok, which now terminate in the Thai capital, are showing as a four class 747-400 operation under QF23/24 which connects to BA's London services - via a 5-6 hour layover in each direction.

The strong local performance outperformed CWT's overall global operation, which recorded a 10% increase in TTV to \$13.4b, comprising 30.8 million transactions, up 5%. Brady has been md of CWT Australia/NZ for just over two months, with his appointment following the abrupt departure of David Greenland earlier in the year (*TD* 04 Mar).

### QF vote on agenda

**OVER** 100 Qantas shareholders have supported the no confidence motion in the carrier's board (*TD* yest.) meaning resolutions against directors incl ceo Alan Joyce and Leigh Clifford will be circulated in the lead-up to the Qantas agm.

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## Strategic fare switch

**STRATEGIC** Airlines has started taking reservations under its new 'unbundled' business model that will be rolled out from 30 Oct. As revealed by *Travel Daily* on Thu, Strategic is now offering four Economy class fare types - Sale, Saver, Flex Saver and Flexible - and one Business class fare. Effective 30 Oct, meals & drinks, in-flight entertainment & a 10kg sporting equipment allowance will be charged as extras.

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## CX adds seasonal non-stop ADL-HKG

CATHAY Pacific will become the only carrier offering non-stop flights between Adelaide and Hong Kong when the route debuts in the summer months.

Announced yesterday afternoon by the carrier, three of the daily flights out of Adelaide (Mon, Thu and Sat) will operate direct, from 24 Nov, enabling same day connections to 36 destinations around the world.

The four remaining services will still operate via Melbourne.

CX174 will depart Adelaide at 7:45am and arrive in Hong Kong at 2:30pm, while the return red-eye flight, CX173, will leave HKG at 7:20pm, arriving into ADL at 6:25am the next day.

CX gm South-west Pacific Dane Cheng said the airline has seen continual growth from business, leisure and student markets out of Adelaide, to and from China.

"We believe the non-stop and same-day connections will also prove popular in bringing tourists into South Australia over our summer," Cheng said.

CX will operate the non-stop route using two-class A330s.

Adelaide Airport md Phil Baker said the flights would make the SA capital "more attractive to international tourists."

SA Tourism Minister John Rau said the initiative will "bolster" Chinese visitor growth.

The new non-stop services are available through until 24 Mar 2012, but it is understood CX will evaluate the options to possibly continue the flights in early 2012.

## New FC desktop

FLIGHT Centre consultants in Queensland are now using Travelport's new Universal Desktop GDS product, which was rolled out this week after pilot programs in Australia, NZ and South Africa.

The new interface "will enhance FLT's ability to distribute airfares globally," according to md Graham Turner, who said it would also give agents a faster and simpler research and booking tool, "thereby strengthening their relationships with customers".

## myTIME rewards

A REWARDS program which offers bonuses and value-adds for customers booking holidays from Flight Centre's retail, wholesale or online brands is set to expand in the coming year.

Dubbed myTIME, the program debuted in North America in Feb and offers extras such as priority reception, transfers, discounts and upgrades at a range of resorts in Mexico and the Caribbean.

The company said this year it will add "key leisure destinations in South East Asia and the Pacific" to the scheme.



## Window Seat

CONFERENCE delegates at Sydney Convention and Exhibition Centre are likely to be nicely refreshed, after the centre won a gold award at the Dilmah Real High Tea Challenge last week.

The Centre was one of only two venues to receive the top gong after brewing up a storm in the challenge which featured the High Tea served at the waterfront Bayside Lounge.

The tasty treats included a range of sweet and savoury offerings complemented with Dilmah Berry Sensation iced tea made with sparkling rain water.

RAIL travellers in Indonesia may be somewhat bemused at the rise of an alternative health therapy, in which patients lie across train tracks.

Normally thought of as a highly hazardous activity, a growing number of Jakarta citizens - too poor to afford regular medical treatment, or whom doctors have failed to help - have taken to lying across a particular junction in the city's west, claiming that a mild current passing through their body helps with pain.

Anecdotal evidence from some of the "patients" indicates several miraculous cures - but the 'therapy' isn't so helpful for railway officials who are having difficulty keeping the trains running to time.

There haven't been any accidents yet, but "this activity is very dangerous for them," according to the stationmaster at nearby Rawa Buaya station.

## NRL Rd 24 Winner

CONGRATULATIONS

**Nathan Singh**  
from Value Tours

Nathan is the top point scorer for Round 24 of *Travel Daily's* NRL industry footy tipping competition and has won two bottles of wine, courtesy of Compass Car Rental.



## 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



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



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## CAN Kings Nespresso winners

**CONCORDE** Agency Network and AAT Kings have awarded the 10 winners in a recent sales promotion of a Nespresso Pixie Coffee Machine for their office.

**Pictured** here are staff of one lucky winner - Marconi Travel, Sydney - Mick Labbozzetta, Francesca Labbozzetta and Katelynne Ashley, with Chris Ellis from Air Tickets representing Concorde Agency Network.



## QF/AA update DoT

**QANTAS** and American Airlines have acted swiftly in the hope to gain approval from US authorities for their proposed transPacific alliance, informing the US Dept of Transportation overnight that they have received a draft determination in favour of the pact from the ACCC (**TD** yest).

## MGallery addition

**VIETNAM's** La Residence Hotel & Spa, located in Hue, has joined Accor's elite MGallery Collection.

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## TSA behaviour tests

**US AUTHORITIES** at Logan Int'l Airport in Boston have started a trial of engaging with passengers in casual conversation at airport immigration in the aim of picking up on suspicious behaviour of possible terrorists.

Trained TSA staff are looking for "micro-expressions" on the face of pax that occur in 1/25 of a second, and happen to conceal emotion.

Subject matter of the questions have no particular relevance, but are asked after ID and boarding passes are returned to the pax.

All that matters is that the pax is speaking, *The LA Times* reported.

"It's one layer of security that will allow us to provide additional screening and concentrate on passengers who may pose a higher risk," TSA spokesman Greg Soule said.

The Transportation Security Administration is testing the program over the next two months, before deciding if it will be rolled out nationally.

## SYD rail rip-off

**THE** Productivity Commission has estimated that reducing the extortionate fares for the Sydney Airport rail link could increase patronage by more than 25%.

In its draft report on the Economic Regulation of Airport Services the Commission says just 11% of airport users are using the railway to get to the terminals.

The "access charges" add \$11.80 to the cost of a one-way ticket - and aside from the high costs access to the trains is particularly confusing for arriving international passengers who are unable to pay at the antiquated ticket vending machines using credit cards.

The high costs also discourage airport staff from using the train to get to work, with Qantas forced to operating a special bus service to Mascot station to avoid the access charge.

Lobby group TTF Australia said reducing the fees would play a key role in reducing congestion.

**virgin atlantic**

## The new vsflyinghub has really taken off.

Visit [vsflyinghub.com](http://vsflyinghub.com) and see for yourself. With brilliantly enhanced tools, tailored to each individual travel agent, it's the trade website that's all about helping you give even more amazing service to your clients.

Log on today and you could even win a trip for four to Hong Kong\* — including two nights at a luxury hotel, and two nights of indulgence in Macau, with \$1,000 spending money. So pretty soon you could be taking off too.

\*If available these tickets will be upgraded to Upper Class. For full terms and conditions visit [vsflyinghub.com](http://vsflyinghub.com)

**Melb. best 4 business**

**THE** Melbourne Conv. & Visitors Bureau is singing the Vic. capital's praises after it was named by *Fortune* in the top 15 Best New Cities for business in the world - the only Australian city.

**WIN A BOTTLE OF FRENCH CHAMPAGNE**

Congratulations to yesterday's lucky winner, **Sarah Carter** from **Peter Milling Travel**.

This week **Travel Daily** has teamed up with **Aircalin** and **New Caledonia Tourism** and is giving five lucky readers the chance to win a bottle of Piper Heidsieck champagne.

New Caledonia the "Pacific Heart" is so close, less than 3 hours from Australia. Aircalin flies to Noumea from Australia 12 times per week. For more information go to:

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

To win, be the first person to send in the correct answer to the question below to:

[newcal@traveldaily.com.au](mailto:newcal@traveldaily.com.au).

Name one of the videos shown on New Caledonia Tourism website.  
Hint: 'Web TV'



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**Zuji serves it up**

A **NEW** technology offered by advertising agency Universal McCann and MediaMind is being utilised by online agency Zuji to deliver targeted and immediate travel offers.

The new system allows Zuji to share sale fares and offers with consumers via an automated process which feeds deals onto existing online banner placements - bypassing traditional processes such as design and marketing middlemen which can delay getting specials to clients.

**VX live satellite TV**

**V AUSTRALIA's** sister-carrier in the US, Virgin America is this month upgrading its Red in-flight entertainment platform to offer new live satellite TV channels including NBC, FOX News & TBS.

**New Tempo India trips**

**TEMPO** Holidays has introduced five new India tours, incl three trips on the Maharajas' Express, in its soon to launch 2012 India, Sri Lanka & Maldives brochure.

An 11-day Golden Triangle with Shimla trip (priced from \$1,565 ppts) and a 12-day Royal Retreats of South India tour (priced from \$2,045ppts) are also new.

For more info call 1300 362 844.

**PNG Conflict resort**

**CONFLICT** Islands Resort in the Lower Milne Bay of Papua New Guinea will open to the public in Dec, consisting of six bungalows with beachfront balconies.

The resort is available for individual or group bookings for up to 12 people, with a special 7-night all inclusive package from Port Moresby priced at \$3,750pp, for travel Dec to Jun 2012.

See [www.conflictislands.com](http://www.conflictislands.com).



**Pat gets a PR pat on the back**



**ABOVE:** Corporate and leisure guests staying at Mantra hotels nationally are set to see a stiffer side to the chain's Ambassador, tennis ace Patrick Rafter.

A life-size cut out of Rafter will meet guests in the hotel lobby of Mantra hotels, either as the 'corporate Pat' or 'leisure Pat', based on the property's market - business or holiday resorts.

Mantra Group's new PR Manager Australia/New Zealand, Yvette Peverell (**TD** 05 Aug), said the Rafter replicas were proving to be

a smash, "so popular that some guests even try to pack him in the car when they check out."

The Pat cut outs are part of a Facebook competition that's to be launched next month, asking travellers to share their travel experiences online, with weekly giveaways and a grand prize awarding a \$1,000 gift voucher to the most creative post.

Peverell, who was with Accor for 10 years, is **pictured** here with Mantra Group PR exec Naomi McNamara and 'corporate Pat'.

**sales operations**

Brisbane based

Virgin Australia is again changing the face of the Australian aviation landscape. This is a unique opportunity to play an integral role in shaping the evolution of this iconic brand, and to become a part of a dynamic company that genuinely believes and demonstrates our people are our greatest asset.

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You must be a top performer, someone that provides unrivalled levels of customer service, and for whom 'above and beyond' is simply best practice. Through your exceptional interpersonal skills you will build strong customer relationships, and proactively follow up on opportunities. You will excel in a fast-paced and challenging environment, and thrive within a team that is focussed on producing results.

Within Sales Operations, we are recruiting for the following positions: Business Service Centre Consultants, Sales Support Coordinators and Groups Sales Consultants.

To be considered for these positions you must be able to clearly demonstrate your success in the travel industry, advanced GDS skills, and an unwavering commitment to customer service excellence.

To apply visit our website [virginaustralia.com/careers](http://virginaustralia.com/careers) or click here.

Applications close Sunday 28 August 2011



# Starwood MICE roadshow

**STARWOOD**  
Hotels & Resorts Thailand, Cambodia and Vietnam held roadshows to promote the Indo-China region to the MICE market in Sydney, Melbourne and Brisbane recently.

Properties in Bangkok, Phuket, Khao Lak, Krabi, Chang Mai, Nha Trang, Hanoi and Saigon were all represented in the showcase.

Over the past year Starwood has opened 20 new hotels across all its brands in Asia.

The group operates 21 hotels in Indo-China, including seven Sheraton Hotels & Resorts, two Westin Hotels & Resorts, seven Le



Meridien hotels, one Four Points by Sheraton hotel, one W hotel, one Luxury Collection and one St Regis property.

The Starwood representatives are pictured at a Thai feast function that was held at Sailors Thai in the Rocks, Sydney earlier this month.

## The Jetset Travelworld Group

### Head of Commercial - Airline Representation

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This senior position will report directly to the General Manager – Airline Representation and be responsible for managing the General Sales Agency airline contracts in Australia and New Zealand. The role entails pro-active contractual negotiations engaging key stakeholders and ensuring that each airline GSA contract has a secure income stream to cover costs and deliver a profit. Currently our businesses represent over 25 airlines. The responsibilities will include monitoring market trends, revenue forecasts and associated costs as well as searching for new opportunities to expand the GSA footprint by developing future pipeline of potential business partners.

**We are looking for a result focused senior level candidate from the travel industry with demonstrated expertise in:**

- review, negotiations and overall management of airline commercial contracts
- applying best contracting practice to ensure profitability from the business
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On offer is an attractive salary package, great career advancement prospects and a supportive team to work within.

If this sounds like you, send your application to [vesna.ilic@worldaviation.com.au](mailto:vesna.ilic@worldaviation.com.au) today.

Applications close by Friday, 26 August 2011.

Only successful candidates will be contacted for interviews.

Tuesday 23rd Aug 2011

## eWaters to Floriade

**DUTCH** and Belgian eWaterways cruises on the *Royal Crown* in Apr 2012 will include a visit to the Netherlands Floriade festival as a full-day optional tour.

The seven-night cruise only is priced from \$1,430 ppts.

## CHC i-SITE reopening

**CHRISTCHURCH** & Canterbury Tourism will open a new i-SITE tourist info centre in the Botanic Gardens near Canterbury Museum, Christchurch in late Sep.

## 2 Centara Bali hotels

**CENTARA** Hotels & Resorts will open two properties in Bali later this year, the value- classed Centra Taum Resort Bali in Nov, and the 5-star Centara Grand Nusa Dua Resort & Villas in Dec.

The properties are the first non-Thailand based hotels for Centara.

## Southwest to Atlanta

**US LOW** cost carrier Southwest Airlines has announced a new hub in Atlanta, Georgia, from which it will launch 15 services to Austin, Baltimore/Washington, Denver, Houston and Chicago, effective 12 Feb 2012.

## \$8.5b Delta jet order

**DELTA** Air Lines is rumoured to be considering an aircraft order of 100 Boeing 737-900ERs, worth a list price of US\$8.58 billion, according to a *Bloomberg* report.

The pending 737 order, which may be confirmed as early as this week, will replace DL's 757 fleet.



## Money

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

**\$1AUD = US1.036**

**UNCERTAINTY** about the struggling US and European economies is dragging on the Australian dollar, with analysts awaiting a key speech by US Federal Reserve chairman Ben Bernanke on Friday.

Most are expecting further measures to stimulate the economy, and if the news is seen as positive it's likely to boost the greenback and see the A\$ drop.

Europe is also a focus, with the Aussie dollar continuing close to record levels against the Euro.

*Wholesale rates this morning:*

|              |           |
|--------------|-----------|
| US           | \$1.036   |
| UK           | £0.629    |
| NZ           | \$1.255   |
| Euro         | €0.721    |
| Japan        | ¥79.33    |
| Thailand     | ฿31.01    |
| China        | ¥6.54     |
| South Africa | R7.36     |
| Canada       | \$1.020   |
| Crude oil    | US\$84.32 |

**SINGAPORE AIRLINES**



Singapore Airlines (Adelaide) is seeking to appoint a motivated individual for the position of:

### Passenger Sales Executive – Adelaide

Based in Adelaide, this is a permanent full-time position with an immediate start. The position is a field sales one, with responsibilities for managing the Singapore Airlines relationship with various agencies and corporate accounts as assigned. It is a specialist sales position, with a requirement for wide industry knowledge and sales skills. This position reports to the Sales Manager South Australia.

The successful applicant will have sales experience (airline sales experience preferred) with a sound knowledge of airline operations and reservations/ticketing functions. A strong command of the English language, including written and verbal presentation skills and commercial acumen with clear focus on business development is essential. Also required are service ethics and time management abilities with good interpersonal and negotiation skills. SA Drivers License is essential. Starting salary \$51,471 pa plus super.

Please submit your application via email to  
Maurice Baggio

Sales Manager South Australia

Email: [info\\_adl@singaporeair.com.sg](mailto:info_adl@singaporeair.com.sg)

Applications close Thursday, 01 September 2011.

Only successful applicants will be contacted for an interview.



## AFTA UPDATE

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

**IT APPEARS** to me that the efforts in re-grouping and getting people travelling back to some of the places most impacted by the natural disasters earlier this year is proving particularly difficult.

The latest efforts by the Japan National Tourism Office to spark greater interest in the country is a good example of the sorts of things that have to be done to get the interest back into the minds of the consumers (TD 12 Aug).

There is just so much competition in the market for the traveller's dollar and it appears that any suggestion or memory of previous problems are putting travellers off a destination that had problems reported very quickly. Like most things these days people tend to remember negative or bad things more than positive things. The consumer media love to splash loads and loads of bad photos on the TV and newspapers when there is a problem, but they are very slow in bringing the good news when things return to normal.

It is clear that Japan is keen to get Aussies travelling back there and as soon as they can. The recent announcement of 7 Sunrise weather being shot from Japan is one such example of how to create the interest once again in a destination that many may have removed from their list of possible holiday destinations.

Of course, this type of activity is a small measure to get the interest sparked back into the minds of consumers to consider Japan. Even within the travel agency community there are still stories around about if Japan is OK or not.

Clearly, the country is back on its feet and awaiting the return of Aussie travellers. While the latest outbound numbers reported to Japan have dropped, and dropped considerably, this was to be expected. Japan is as keen as ever to welcome Aussie travellers back once more.

Now is the time to start to put Japan back on the menu of product to be considered and if the efforts of the JNTO work, you will be getting enquiry into the travel agency soon for Japan, so that means it is a good idea to get ready and update your own knowledge and records with the latest deals.

Like all of the previous efforts to help support destinations returning from natural disasters, travel agents will be called upon to help support the efforts of the JNTO.

There is one sure fire way to support Japan as it recovers from the devastation of early this year, book someone on a holiday as soon as you can to Japan.



### Kai Peters farewell

**LUFTHANSA** Australia will bid farewell to its local gm of 4-years Kai Peters (TD 01 Jun) at a special event on 30 Aug in Sydney.

The cocktail party serves to also welcome Peter's replacement, new gm Australia Marlene Sanau.

### Utell ASPAC growth

**UTELL** Hotels and Resorts has recorded a 40% growth in hotels represented in the ASPAC region in Jun incl a 20% (10,000 rooms) rise in 5- star properties in Jun.

New hotels are located in five US states, India, China, Singapore, Japan, Ireland and Europe, and two additional hotels in Egypt, as well as five Ryokan properties and another Seekda hotel in Japan.

**MEANWHILE** Utell reported a 30% year on year rise in revenue for its members through Preferred TMC Businesses.

### HA 767s getting IFE?

**HAWAIIAN** Airlines is looking at upgrading its IFE product on newer Boeing 767 aircraft, with ceo Mark Dunkerley saying the carrier will make a decision on a next-gen platform by early 2012.

At the moment passengers on Hawaiian's 17 767s (which are the aircraft used between Honolulu and Sydney) have the option to view programs onboard the aircraft via drop-down IFE or portable DigEcor devices.

### Hilton OOL opening

**THE** \$700 million Hilton Surfers Paradise, the newest flagship leisure property for Hilton Hotels & Resorts, will open on the Gold Coast on 14 Sep 2011.

The 169-guest room property is the first upper scale international hotel to open on the Gold Coast in over 10 years.

### QF to SCL from 26 Mar

**QANTAS'** new route from Sydney to Santiago (TD 16 Aug) will take off from 26 Mar, according to agent GDSs, but flights are not showing through the QF website as yet.

## Mad Hatters of WTP give heart



**WORLD** Travel Professionals has become involved with charity Heart to Heart Shanghai, by purchasing 60 teddy bears and raising RMB25,000 (A\$3800) for a heart operation for a three year old girl in a Guan Ji Village in China's JiangSu Province.

The firm is further planning to

help the charity by hosting Cuppa for Heart Kids morning teas in each of its offices in Brisbane, the Gold Coast, Sydney and Perth.

**Pictured** at a Mad Hatter tea party are: Andrew Blakey, GM OOL office; Melanie Smith, manager BNE; WTP Founders Lisa Smith and Michael Chase-Smith.

### Training Specialist – Sydney



At Sabre Pacific, we connect people with the world's greatest travel possibilities. We are progressive technological thinkers and innovators of IT solutions for the travel industry.

We are seeking a highly motivated Training Professional to join our Sydney office to assist with the design, maintenance and delivery of our training courses to our Sabre Pacific travel agency customers and team.

An extensive level of Sabre experience, TMS (Sabre Agency Manager/ClientBase preferred) and formal qualifications in Adult Education (Certificate IV in Workplace Training & Assessment) are required for this role.

Your travel industry background should include wide-ranging experiences from fields such as: training delivery, travel consultancy, business management skills and adult learning. Superior knowledge of IATA Fares & Ticketing, BSP, the Australian travel industry and business software packages will also be highly considered.

This position fills a responsible, challenging role within a highly dedicated and experienced training team across Australia and New Zealand and offers skilled training professionals who are self starters and team players the chance to shine.

If your background meets the criteria detailed above and you would like to be part of this global organisation in a stimulating role, then please send your cover letter and resume to [employment@sabrepacific.com.au](mailto:employment@sabrepacific.com.au) or call 02 8204 2624 for a confidential discussion. Applications close 5pm, Monday 29<sup>th</sup> August.

# Frontliners flying high with HWT!

Tuesday 23rd Aug 2011

**MORE** than 400 Harvey World Travel consultants and preferred suppliers from across the country gathered at the Novotel Twin Waters resort on the Sunshine Coast last weekend for the group's annual National Frontliners conference.

Entertainment included a surprise performance from Aussie star Shannon Noll plus a fantastic acrobatic show - and no, that's not HWT md David Rivers hanging upside down on the trapeze.

Pictures on this page were taken over the weekend.



**BELOW:** The keynote speaker at the event was surfing legend Layne Beachley, who gave an inspirational address encouraging attendees to step outside their comfort zone and realise what they're capable of.

She's pictured with one of the conference guests and their two cuddly friends.



**LEFT:** Marie Kleinschmidt and Naomi Sharet from Harvey World Travel Marion accept the New Talent Award on behalf of Cassandra Oates.

They're pictured with Derek Baines, Qantas mgr QLD; Cath Bisaro, HWT Regional Franchise manager; Steven Callaghan, Access Prepaid; and Kelley Matson, HWT regional franchise manager.



**RIGHT:** One of the many zany activities over the weekend was the appropriately named 'Mastercard Masterchef' hosted by Steven Callaghan and Marcus Hammond from Access Prepaid.



**LEFT and RIGHT:** It looks like HWT could be moving into a new style of mobile travel agent consulting...



**BELOW:** Having fun at the Shine Shindig at Aussie World on the Sunshine Coast.

**BELOW LEFT:** Some of the HWT Shining Stars at the Gala Awards Dinner.

**RIGHT:** Attendees enjoyed the latest offering from Hertz's Nick "McCartney" Zaferis and California Tourism's Tristan "Lennon" Freedman, who channelled Sergeant Pepper.





Tuesday 23rd Aug 2011

## Better than Skybeds

**QANTAS** ceo Alan Joyce says the business cabin product on the carrier's new Asia-based premium offshoot announced last week will be "even better" than the current QF A380 Skybeds.

"This will be a top premium product," he said, with the A320s to have a "private-jet feel" according to a *Bloomberg* report.

## QFLink mobility info

**ALLIANCE** Airlines has clarified its wheelchair specifications for use on wet-leased QantasLink F100 aircraft, flying from Brisbane to Mackay and Rockhampton.

Effective immediately, Alliance will accept manual & electronic wheelchairs with dimensions of 125cmx75cmx75cm.

Wheelchairs can be loaded upright or sideways, however electronic chairs must have their batteries removed.

## New carpark for SYD

**SYDNEY** Airport will begin construction of an eight-storey car park at the Int'l Terminal this week, which will add an extra 2300 parking spaces to the area.

The \$47 million project will be located north of the existing multistorey car park, and will increase the parking spots to 6,150 by the time construction is completed next year.

## BIG4 water parks

**BIG4** Holiday Parks has a number of its members installing 'interactive water parks' for kids which include water slides, water jets and play equipment.

Seven BIG4 Parks have installed the new activity parks already (4 in NSW & 1 each in Queensland, Victoria and WA), with another five in the planning or installation phase across the country (3 in NSW & 1 in both Qld & SA).

## DL reduces LAX/SFO

**DELTA** Air Lines has scaled back services linking Los Angeles and San Francisco by 36% from 01 Dec to 15 Feb, decreasing flight frequencies from 11 daily to 7.

## WIN A HOLIDAY TO MAURITIUS

The latest photo into our fabulous Mauritius competition comes from **Erica Zabalo** at **Travelport**.

Erica is saying: "Ooooh LaLa ....STOP IT, I'm lost for words....".

Erica is now in the running to win a sensational Mauritius holiday package for two, courtesy of **Mauritius Tourism Promotion Authority, Air Mauritius** and **Beachcomber Tours**.

To enter this fabulous competition, 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 5-star Trou aux Biches Resort & Spa and daily breakfast & dinner for two.

Email your entries to: [mauritiuscomp@traveldaily.com.au](mailto:mauritiuscomp@traveldaily.com.au)

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



## NLK Tourism gm quits

**NORFOLK** Island Tourism's general manager, Wayne Emery, has resigned from his role with the Board, 18 months after taking up the position.

## US bumping fees rise

**PASSENGERS** travelling from the US to overseas destinations are set to benefit from new Federal rules being adopted this week, with compensation for 'bumped' passengers increasing US\$500 to US\$1,300 (**TD** 21 Apr).

Airlines also face steeper fees for delays if pax are stranded on the tarmac for more than 4hrs, with charges of up to US\$27,000 per passenger possible.

## NZ Short Excursions

**CRUISE** activity firm Short Excursions has added four new ports of call in New Zealand and an extra 20 tours to its portfolio.

Cruise tours in NZ ports are commissionable to agents and include Napier, Christchurch, Akaroa and Bay of Islands as well as new options in Auckland, Wellington and Tauranga.

## ConTgo jv Lanyon

**MOBILE** travel service and communication firm, ConTgo has partnered with content mgt firm Lanyon to provide travellers with the option to negotiate hotel rates and view locations & inclusions via personal mobile devices.



Franchises Pty Ltd.

## National Business Partnership Manager

Established in 2004, the Breakaway Travel Franchise Group is a small boutique network of over 60 travel agents across Australia. In line with our current growth strategy and new business models, we currently have an exciting opportunity for a talented **Business Partnership Manager** to come and join the team and drive business on a national level.

In this role you will be responsible for managing, directing and executing the sales and marketing strategies, tactics and programmes for the Breakaway Travel Franchise and Affiliate membership network. Along with increasing the total travel revenue, franchise and member locations, and market share of preferred partners to increase and maximise the revenue and profitability of the Breakaway Travel Group agency network.

For further information or to apply for this position please contact or send your CV to [btg@breakawaytravel.com.au](mailto:btg@breakawaytravel.com.au)

**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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**CRUISE**  
WEEKLY

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# Matching Top Companies with Top Talent

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## Hot Jobs (Australia) - August 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 Jane](mailto:Alex and Jane)  
– [Sally Frape](mailto:Sally Frape)

### JOB OF THE WEEK!

## Travel Industry Temporary Assignments

- Travel Consultants – Sydney and Melbourne
- Flexible Lifestyle
- Great rates of pay plus exciting incentives

### Hot jobs this week!

- 1 x reservations and ticketing
- 1 x back office assignment
- 1 x part time consultant
- 1 x retail consultant
- 5 x reservations consultants
- 4 x reservations consultants

- Sydney
- Melbourne
- Wollongong
- Central Coast
- Sydney
- Sydney

- Amadeus and BSP
- Travel Log – start now
- Galileo – start now
- Galileo – start now
- 1 GDS + fares essential
- 1 GDS + fares essential

Working flexible hours for a more balanced lifestyle. Access to a large variety of temporary work ie. Retail, Corporate, Wholesale & Airline opportunities. Preferred hourly rates with some of the leading travel companies. Wages deposited directly into your bank account & pay slips mailed weekly. Payment of employee tax, superannuation and workers compensation. Assistance with an IATA Card / "Breakaway" Travel benefits. TMS Asia Pacific Team Incentive - bonus of up to \$700. Permanent Placement Opportunities. Access to Sales and Product Training, either through our offices or with our preferred suppliers. Referral money or vouchers (a spotters fee). Quarterly Newsletter. TMS Asia Pacific Educational trips as a reward to our loyal temp staff - International & Domestic destinations.



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BKK • HKG • SHA • SIN

Contact Jane Dearden on +612 9231 6444 or email [jane.dearden@tmsap.com](mailto:jane.dearden@tmsap.com)

### Office Manager – Corporate Travel, Perth

- Award winning Corporate Travel Company
- Report to Managing Director in Sydney
- Manage team of 6 experienced consultants

This role is a fantastic opportunity for a team leader / senior corporate consultant looking for a promotion. My client, a leading corporate travel company is looking for an Office Manager to manage the day to day operations of this business. You will manage a team of 6 experienced VIP consultants, manage the day to day operations of the business, along with the management of own portfolio of corporate VIP clients. You will need 3+ years corporate or retail travel consulting, previous team leader / management experience is desirable along with the ability to motivate people around you. Salary pending experience (negotiable).

Contact Sally Frape T: +612 9231 6444 E: [sally@tmsap.com](mailto:sally@tmsap.com)

### 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](mailto:annaw@tmsap.com) or apply online now!

### Leisure Travel Consultants – Various Sydney Locations Multiple positions available now.

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

This is a role responsible for providing end to end international and domestic travel management for leisure sector. This is a great opportunity for experienced retail corporate/ retail consultants. 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: +612 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or apply online now!

### Senior Accounts Officer – Sydney

- Do you have Accounting experience in the Travel Industry?
- Would you like to work with an industry leader?
- Newly Created Role not to be missed!

Our client is a leading travel company who is looking for an experienced accounts professional in a dynamic and busy environment. You must have previous experience in BSP reconciliation, managing change and process improvements, refunds, and a strong knowledge of Amadeus AGM is essential. In return, generous salary package and travel benefits are on offer for the right candidate.

Contact Emmie T: +612 9231 6444 E: [emmie@tmsap.com](mailto:emmie@tmsap.com) or apply online now!

### Corporate Sales Appointer – Nth Sydney

- Monday – Friday only with inhouse travel benefits
- Great Career progression and training

A large and established travel company is seeking a sensational and dynamic sales appointer. This company has a wide portfolio of clients including top companies and major global brand names. You will be responsible for setting appointments for business development managers. Great career opportunities in corporate travel and client relationship building.

Contact Brendan Grant T: +612 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or apply online now!

### Wholesale Reservations Consultants

- Sydney Location
- Great salary
- Immediate start

Are you looking for a new challenge? Our client, a Sydney based forward moving travel business is seeking experienced wholesale reservations consultants to join their expanding team. Applicants must have the ability to work flexible hours and have knowledge of working with worldwide destinations. In return our client offers an attractive salary package and travel incentives. For more information about these exciting opportunities

Contact Jane Dearden T: +612 9231 6444 E: [jane.dearden@tmsap.com](mailto:jane.dearden@tmsap.com)



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**ADELAIDE & PERTH – (03) 9670 2577 – [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au) & [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au)**

**LOCATION LOCATION LOCATION!**

**CORPORATE TRAVEL – EXPERIENCED TRAVEL TEMP – 6 MTHS  
SYDNEY CBD – DOE UP TO \$30/HR + SUPER \$\$**

Prefer taking your lunch breaks by the water? Fancy working in a fun, happy, friendly and professional environment? Would you like to be paid your worth and work normal hours, Monday to Friday? This is an amazing opportunity for a qualified travel consultant. And GDS is suitable as full training and support will be provided. Temp role starts ASAP for approx 6 months. Be in the running for shopping vouchers, temp rewards and various other temp incentives!

**HOT JOB!!! WHOLESALE RESERVATIONS!  
CALYPSO TRAINED AGENT**

**SYDNEY CBD - EXCELLENT HOURLY RATE + SUPER \$\$\$**

This is your chance to work with one of the most sought after companies in Sydney! This fun wholesales has a rare opportunity for a superstar Temp to step into the world of wholesale reservations and assist them with a back-log of bookings. All you need is Calypso reservations and a fantastic attitude and you will be the envy of all other temps! Amazing temp rate on offer and other perks too! Apply today! Don't let this one pass you by!

**RETAIL ROLE IN THE HEART OF MELBOURNE  
RETAIL TRAVEL CONSULTANT**

**MELBOURNE – SALARY PACKAGE TO \$55K OTE**

We have a fantastic retail role on offer located in the CBD. This Australian owned franchise is looking for an experienced consultant to join their growing team. Not only will you book leisure, you will also service a range of corporate clients and also have the change to progress to a leadership role. This is a fantastic position on offer from one of the leading agencies in Australia. Make the move today and never look back!

**MAKE THE CHANGE & STRIKE IT RICH!  
CORPORATE CONSULTANT**

**ADELAIDE (CITY CENTRE) – SALARY PACKAGE TO \$53K**

Fancy yourself a quick learner and looking to make the change to corporate? We have one of the most exciting roles in Adelaide at the moment. This Global TMC is looking for a new consultant to join their team. Minimum 12 months retail industry experience is all you need. Join one of the leading travel companies today and finally be paid what you're worth! Great team, great working environment.

**THE JOB EVERYBODY WANTS!  
PART TIME CORPORATE CONSULTANT**

**PERTH (CITY) – SALARY PACKAGE TO \$40K OTE**

We have a rare and exciting opportunity on offer for a corporate consultant looking for a job share role in Perth. You will be required to work 3 full days, job sharing with another consultant servicing various accounts. This exciting role will allow you to earn up to 40K part time! Now that is unheard of!! If you are looking for a P/T role with a difference, then this global company is just what you need! Apply today!!!

**SELL YOUR PERSONAL TRAVEL EXPERIENCE  
WHOLESALE RESERVATIONS**

**MELBOURNE & PERTH – SALARY PACKAGES TO \$70K (OTE)**

Do you love talking about your own personal travel experiences and are excited that your recommendation is helping people?! Why not transfer these skills & recommend all of this to agents who need your expert advice? Come over to the bright side & work for one of the largest wholesalers in Australia. We have fantastic opportunities in both Perth & Melbourne. Apply to today & never look back!

**HIGH FLYING TEMP NEEDED  
AIRLINE TEMP ASSIGNMENT**

**BRISBANE AIRPORT – \$23- \$25 hour + super**

Here is your chance to experience working for an international airline. Based at the Brisbane Airport you will be responsible for handling incoming calls, PNR creation, ticketing and more. Your strong travel knowledge and Amadeus skills will be put to their full use. This assignment is starting 5<sup>th</sup> Sept for initially two weeks and may be extended. Get your foot in the door of the airline industry with Mon- Fri hours, weekly pay cheque and a top hourly rate. Call today to find out more.

**FROM LEISURE TO CORPORATE IN 1 EASY STEP!  
CORPORATE CONSULTANT**

**BRISBANE CBD – SALARY PACKAGE UP TO \$46K**

Attention all retail travel consultants! This is your chance to make the move from leisure to corporate travel and give up working weekends for ever! Your expert skills will be transferred into a new role that will challenge and encourage your growth in the industry. The benefits of corporate travel are endless including M-F hours, a strong base salary and no more sales targets. Reach your full potential today! A min 18 mths experience, great organization & CRS skills ess.

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To claim your voucher, please fax to your local sales office

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