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# Travel Daily

First with the news

Monday 12th December 2011

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**Travel Daily**  
 on location in Thailand

Today's issue of TD is coming to you from Bangkok courtesy of Thai Airways International

TD is on location in Bangkok to see for itself that Thailand is safe to visit after the recent disastrous floods that led to an estimated 600,000 foreign tourists cancelling their trips to the country.

Arriving in Bangkok, pax can see outlying areas still underwater, but on the drive into the capital there is no sign of flooding.

Sue Marr, TG's Marketing Mgr Australia said the airline's loads fell during the flood crisis, but "they're starting to pick up again" now that the waters have receded.

"Now's the ideal time to holiday in Thailand with its warm sunny days and mild nights, and we have plenty of seat availability over Christmas and into the New Year," Marr told *Travel Daily*.

## Qantas dom. bounce back

**QANTAS** ceo Alan Joyce has this morning confirmed domestic bookings have returned to normal conditions following the airline's decision to ground its entire mainline operation in late Oct due to ongoing industrial action.

Speaking at the Qantas Group's 2011 Strategy Day, Joyce said local sales, including corporate accounts, "have recovered particularly well", while regional, intra-WA and transcontinental routes "are particularly strong."

Joyce said that international forward bookings are recovering, "although at a slower rate for the period through to January."

"Beyond January, forward bookings are essentially in line with levels prior to the industrial action. This is a strong and rapid rebound," he said.

Joyce emphasised that the QF brand damage resulting from the grounding was "temporary" due to all the signs showing "that the

damage is neither extensive nor permanent."

The Strategy Day outlined that transformation for the Qantas Int'l business was needed in South East and North East Asia, China and Europe, due to "extremely high levels of competition", cost disadvantages, Asian network & schedule disadvantages and inconsistent product offering.

What is classed as "structurally sound" for Qantas Int'l is its Australia, North & South America, Japan and Africa operation.

The QF Group highlighted that by 2021 it will have phased out two aircraft fleet types to just five - A380s on international routes, A330s & B737-800s domestically and B787s & A320s for Jetstar.

It also said QFs' new Asian-based Premium airline will have up to 11 aircraft, and that it's plotting a deeper alliance with Jet Airways.

### Eight pages of news

*Travel Daily* today has eight pages of news and photos, plus a full page from: (click)

- AA Appointments

## QM2 refit complete

**CUNARD** Line has completed a two-week refurbishment project of flagship vessel, *Queen Mary 2*, which has seen an overhaul of all 1,310 staterooms and suites.

Renovations were also carried out in the Canyon Ranch SpaClub, the Queens Grill and Princess Grill Restaurants, the Commodore Club, Veuve Clicquot Champagne Bar, Sir Samuel's Bar and Lounge and the kid's Play Zone.

QM2's Golden Lion Pub has also been completely overhauled to match the same venues aboard sister ships *Queen Victoria* and *Queen Elizabeth*.

"This significant refurbishment is an important investment on behalf of our guests," said Cunard Line President Peter Shanks.

Australian passengers will be among the first to experience the allnew *Queen Mary 2* which is due in Aussie waters in early Feb.

Her visit includes the ship's first ever circumnavigation of the country out of Sydney, Fremantle or Adelaide (*TD* 08 Mar 2010).

It's also QM2's longest stint in any one country outside of her northern hemisphere homeports of New York and Southampton.



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Monday 12th December 2011

**NOU So Close**

New Caledonia is a unique island paradise, less than 3 hours from Sydney and only 2 hours from Brisbane

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## Emirates flyDubai pact

EMIRATES is offering fares to 25 new destinations in Europe, the Middle East, Africa & South Asian Subcontinent after launching its partnership with flyDubai.

Fares on the low cost carrier sold via EK are commissionable at 7%.

## Group buying sites probe

NEW South Wales Fair Trading has commenced a new national project to investigate the group buying and daily deals websites and businesses, after a spike in consumer complaints.

The nation's consumer protection regulators plan to probe the group buying phenomenon due to "a significant and sustained increase in complaints" in areas including holiday and travel services, Minister Anthony Roberts announced on Fri.

Roberts said five of the top 10 companies that Fair Trading is receiving complaints from are group buying operations, with major players including Scoopon, Spreets, Cudo, JumpOnIt, Our Deal, LivingSocial & deals.com.au

Nearly 500 complaints have been received since 01 Jul 2011.

Non-supply of goods or services or oversubscription to deals are

the most common issues.

The trade's own Biggest Travel Deals site told *Travel Daily* it welcomes the focus, and is in the process of becoming a member of the Group Buying Code of Conduct.

MD George Papaioannou said many sites don't understand how the travel industry works and the potential problems consumers face when using the vouchers.

"They simply sign up a hotel, resort or supplier, as their salaries are based normally on a commission incentive," he said.

Papaioannou said BTM has yet to receive a single complaint and is "having huge success" on the back of its extensive background in the industry, shared through sister-brand Excite Holidays.

The Fair Trading project will focus on educating consumers & businesses about the benefits and risks of group buying.

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## TG Plus kick-start fare

THAI Airways International has launched a special 'Thailand Plus' promo fare to assist with boosting seat sales to Thailand following recent Bangkok flooding.

Economy class fares are priced from \$852 incl taxes & charges to Bangkok, valid from 01 Jan to 20 Jun, with no seasonality.

The fare also permits travel to Phuket, Chiang Mai & Koh Samui.

Fares must be booked and ticketed before 29 Feb 2012.

## Cradle Mtn Lodge sold

ONE time Voyages Hotels & Resorts Tasmania property, Cradle Mountain Lodge has been sold to Moss Capital and a group of investors for \$25m through CBRE.

The former head of Macquarie Group's release estate division, Bill Moss, said his group would be looking to acquire more tourism assets in the future, take advantage of the struggling tourism sector.

Voyages sold Cradle Mountain Lodge in 2009 for \$21 million.

## Access Prepaid card

ACCESS Prepaid has debuted its Multi-currency Cash Passport offering money in \$US, £GBP, EUR, \$SGD, \$NZD, \$HKD & \$AUD.

The firm claims to be the first to offer free int'l ATM and point of sale transactions.

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# Travel Daily

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## Club Med 'structurally profitable' in 2011

**CLUB** Med has reported a sharp increase in all business indicators for the 2011 fiscal period, with village earnings pre-tax rising about 15% to €126 million and customer numbers rising 2.1% on the year prior.

Net profit for 2011 entered the 'black' with a €2 million profit compared to a loss of €14 million in 2010, leading ceo Henri Giscard d'Edtaing to declare that "Club Mediterranee is now structurally profitable."

810,000 customers stayed in Club Med's 4-5 Trident villages, up 130,000 than last fiscal year.

Club Med has inaugurated its new Valmorel village in France's Savoy Alps, a site which Giscard d'Edtaing says is the latest

generation village for the group, & due to officially open on 18 Dec.

The Valmorel property features a 4 and 5-Trident village, as well as chalet-apartments.

Along with the closure of Club Med Lindeman in Australia (TD 01 Dec), Club Med will eliminate Les Menuires in France and Smir in Morocco during 2012.

Additionally, Club Med said one of its goals is to develop direct and semi-direct distribution with customers to a level of 60%, to lower on-selling costs.

**MEANWHILE**, the firm says it hopes to expand its ski resorts portfolio into North America.

## Kyushu rail passes

**ACP** Rail International has rolled out two new multi-day rail passes valid for travel on Japan's island of Kyushu.

The 3-Consecutive-Days Pass, valid for unlimited travel on the Kyushu Shinkansen (bullet train) Tsubame, The Sonic limited express and any Kyushu Railway Co trains only in northern Kyushu, is priced at approximately \$98.

The 5-Consecutive-Days pass, valid on the same services but available throughout Kyushu island, is priced from about \$298.

See [www.agent.acprail.com](http://www.agent.acprail.com).

# Watch out for ben

## JQ ancillary rev leader

**GROUP** chief executive Jetstar Bruce Buchanan revealed this morning that the low cost carrier is generating "industry leading ancillary revenue per passenger" at the Qantas Group Strategy Day.

Jetstar's average ancillary revenue for the Oct year to date was \$28 per passenger.

The figure is \$9 more than UK budget carrier EasyJet, \$12 more than no frills carrier Tiger Airways and nearly double that of Irish low cost carrier, RyanAir (\$15).

## G Adv 12 days of Xmas

**G ADVENTURES** has kicked off a 12 days of Christmas campaign, offering a discount on trips thru a featured country & promo code to take advantage of the deal.

Promotions are revealed each day from now until 23 Dec on an advent calender found on the website [www.gadventures.com](http://www.gadventures.com).

Trips vary in length and style, and the discounts will start at 11% before working their way up to 25%, ending on Christmas Eve.

## P&O \$599 cruises

**P&O** Cruises has launched its 'Easy Decision Sale' with a range of seven night cruises priced from \$599pp quad share on departures from Sydney, Brisbane and Newcastle, on sale until 29 Feb.

The deal also includes cabin upgrades from as low as \$50 and additional savings of up to \$300 per cabin for past passengers - details at [pocruises.com.au](http://pocruises.com.au).



## Window Seat

**SOME** airline passengers clearly don't listen to the evacuation procedures advised to them by flight crew before take-off.

On Fri, a Cathay Pacific flight from Shanghai Pu Dong to Hong Kong with 351 pax and 19 crew was readying for lift off when smoke appeared in the cabin.

The plane's captain responded to the situation by ordering the 747-400 to be evacuated, with safety ramps deployed.

A number of passengers and crew received minor injuries during the evacuation process when landing on the tarmac.

But a photo doing the rounds online from the evacuation shows some pax defying the command of leave your bags behind.

As can be seen (inset), one pax is nursing an array of carry-on bags - perhaps some not to be left behind Christmas shopping?



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**PER T1 tenders call**

**PERTH** Airport has invited five businesses to tender for stage one of the expansion of the Int'l Terminal 1 (**TD 26 Nov 2010**).

The project will see 16 extra counters added, a refurbished departures area, increased dining precinct, expanded baggage reclaim hall and new quarantine and customs area.

Tenders close on 30 Jan, with construction of the project expected to begin early next year and be completed in late 2014.



**Supplier Updates**

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

**Emirates bag delivery**

**EMIRATES** has rolled out a new Baggage Delivery service at Dubai Int'l Airport Terminal 3, enabling pax to have dedicated agents collect checked luggage on their behalf and deliver it to their final destination.

The move eliminates the need for Emirates passengers to wait at luggage carousels for their bags.

A fee of AED200 (AU\$53) covers up to four checked bags, delivered to anywhere within Dubai, Ajman and Sharjah.

An AED250 (AU\$66) charge is applied for delivery to locations within Abu Dhabi, Al Ain, Fujairah and Ras Al Khaimah.

**Wild Bush Kuri Bay**

**WILD** Bay Luxury are to manage the new five star, five room Kuri Bay property located on the remote Kimberley Coast when it opens in Apr next year.

The exclusive wilderness lodge is accessible only by helicopter or seaplane, located one hour and 45mins from Broome, and was previously a pearl farm.

The five verandah rooms have no telephone, television or modern cons.

Four night packages, including one night in Broome, are priced from \$4,799pp, valid for travel 01 Apr to 31 Oct 2012.

**World Drive NZ Challenge**



**ABOVE:** The Newmans Holiday World Drive Rally New Zealand 2011 has begun with over fifty agents racing against the questionnaire and challenge clock to become the ultimate WDRNZ 2011 champions.

The event involves 35 cars, five marco regions, spread over three days of fun and exploration.

Newmans Holidays have teamed with Travelscene Holidays, Air New Zealand, Pacific Blue and Tourism New Zealand to create the ultimate agent family experience, covering the Bay of Islands to Central North Island, Wellington to Kaikoura, Dunedin to Queenstown, and all places in between.

Each regional team has three car teams competing to answer

specific questions, photo challenges & token collections to be a daily winner in their region.

Travel Daily will be reporting on the event over the next few days, but readers can follow the action on Facebook at [on.fb.me/WDRNZ](http://on.fb.me/WDRNZ).

**Pictured** on top of The Ledge in Queenstown are NSW agents Toni Maree Sarich, HWT Erina; Peta Maree Hewson, HWT Orange; Emma Kimber, HWT Charlestown; Liane Harrison, Travel Dreamers; Melinda Jane Ford, Travelworld Raymond Terrace; Luisa Cortes, Cruises & Honeymoons; Susie Jayne Kelderman, Trendsetter Travel; Barbara Koryzna-Kijowski, All Tours & Travel; Robert Kirk, HWT Chatswood and Robert Cameron, HWT Bathurst, with Darren Evans, NH sales executive.



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Virgin Australia is proud to announce our new partnership with Singapore Airlines. This means in 2012 your clients will be able to experience seamless connections to over 60 destinations in Asia and beyond.

Velocity members will enjoy additional benefits, including the ability to earn Velocity Frequent Flyer Points\* and Status Credits, as well as redeem their Points on Singapore Airlines operated flights^.

Eligible guests will also benefit from Priority Check-in, Baggage and Boarding. And starting immediately, they will have access to Singapore Airlines' operated lounges.

For more information, click here or contact your Virgin Australia Account Manager.

\*To earn and redeem Points you must be a Velocity member. Velocity Membership and Points earn and redemption are subject to the Member Terms and Conditions, as amended from time to time available at [virginaustralia.com/velocity](http://virginaustralia.com/velocity). ^Selected services unavailable for redemption.



## Avalon single supp cut

**AVALON** Waterways has waived the single supplement on select cruises between Mar and Jun, representing a saving of up to \$3,250 on some river cruises.

## Hyatt Place Hawaii

**HYATT** Hotels Corporation has opened the doors of the first of two towers at its all new Hyatt Place Waikiki Beach, in Hawaii.

The opening of the Pali Tower and its 190 rooms precedes the Diamond Tower, which is due to launch late next year, adding a further 46 rooms to the hotel.

## Paris prices to soar

**UK-BASED** wholesaler JacTravel says its expecting prices for accom in Paris to surge by about 10% in 2012.

The independant company says a combination of a 1.5% increase in VAT (to 7%), a new luxury tax of 2%, a new star ratings system plus some hotels pushing for above-inflation price rises are to blame.

JacTravel says with the Olympics being held in Britain next year, many long-haul travellers are likely to decide to bypass Europe, to the detriment of Paris hoteliers.

## Flighties Canadian Adventure



**ABOVE:** Last week Adventure World hosted this group of lucky agents on a winter wonderland famil to the Canadian Rockies.

The agents had the chance to ski, snowboard, snowmobile and even snowshoe during the famil, which included staying at luxury Fairmont resorts throughout.

**Pictured** here at Lake Louise Ski Resort with the breathtaking Lake Louise in the background, back row from left are: Kate McAllister,

FCL Blues Point; Daniel Venables, FCL Loganholme; James Sewell, FCL Ashgrove; Genevieve Coleman, FCL Eagle St; Sally Page, FCL Golden Grove; Nicole Klein, FCL Lakehaven; Jody Bergman, FCL Indoorpilly; & Renee Stanton, AW.

Front: Michael Gvozdic, FCL Knox City; Katy & Chris ski instructors; Mirella Merlo, AW product mgr WA; Callum & Matt, snowboard instructors and Ben Simpson, FCL Paddington.

## Bolinger on BestCities

**MELBOURNE** Convention & Visitors Bureau's new ceo Karen Bolinger has joined the BestCities Board for 2012.

The BestCities Board also has a new chair, the director of Dubai Convention Bureau, Jerad Bachar.

## Dreamliner in Africa

**BOEING'S** Dream Tour, a global tour using its state-of-the-art 787 *Dreamliner* (TD 24 Nov), has seen the aircraft touch down in Africa for the very first time, landing at Addis Ababa in Ethiopia on Sun.

## Treasure Is stay pay

**FIJI'S** Treasure Island is offering a range of stay pay deals over select travel periods until 31 Mar, when booking before 31 Dec.

Deals include Stay 4, Pay 2 or Stay 6, Pay 3 or Stay 8, Pay 4.

Travel must be before 15 Dec, or from 15 Jan to 31 Mar 2012.

## Big fine on Horizon

**ALASKA** Airlines subsidiary Horizon Airlines is facing a fine of US\$777,000 from the Federal Aviation Administration for operating nearly 50,000 flights with aircraft not in compliance with regulations.

The FAA allege that Horizon flew 49,870 Bombardier Dash-8-400 turboprop aircraft over a five month period from Oct 2009 which had not properly tested new external lighting systems.

The US authority says Horizon did not conduct required tests for radio frequency and electro-magnetic interference before returning the aircraft to service.

Horizon has 30 days to contest the massive civil penalty.

[emiratesagents.com/au](http://emiratesagents.com/au)

  
Emirates

# New connections.

flydubai, Dubai's first low-cost airline, can now be booked in conjunction with Emirates on one ticket to 25 new worldwide destinations along with the luxury of checking in 30kg luggage for the entire journey. Special introductory fares start from only \$1,543\* and are on sale until the 19th December, 2011.

Abha | Aleppo | Alexandria | Ashgabat | Baku | Belgrade | Chittagong | Djibouti | Donetsk | Erbil | Gassim | Kabul | Kathmandu  
Kazan | Kharkov | Kiev | Lucknow | Port Sudan | Samara | Sulaimani | Tbilisi | Ufa | Vanbu | Yekaterinburg | Yerevan

**Air Transport World 2011 Airline of the Year.** \*Airfare quoted is for an Economy Class return fare from Perth to Erbil and is inclusive of taxes and surcharges correct at 7th December, 2011. Offer ends 19th December, 2011 for travel between 20th January and 30th June, 2012. Flights and seats subject to availability. Amendment and cancellation fees apply. For more information contact your Emirates Sales Team or Emirates Customer Service Centre on 1300 880 599.

EMI3416/A

## ROCKY MOUNTAINEER GIVEAWAY



**Travel Daily** has teamed up with **Rocky Mountaineer** to give five lucky readers the chance to win a plushy Fraser the Bear and a lux leather luggage tag, valued at \$45.

Rocky Mountaineer gives partial proceeds from all sales of the bear to the Pacific Salmon Foundation.

To win, simply be the first person to send in the correct answer to the following **True or False** question:

**In 2012, Rocky Mountaineer will introduce a new level of service called SilverLeaf that is an upgrade from RedLeaf Service**

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



## Branson Kenya camp

**SIR** Richard Branson has signalled plans to develop a luxury camp near Kenya's wildlife playground, the Masai Mara.

The entrepreneur already has a lodge in South Africa's Sabi Sand Reserve under the Virgin Limited Edition brand, called Ulusaba Private Game Reserve.

He revealed late last week his intention for Kenya is to open a 15-tent camp within the next six months, built in a new reserve located near the Masai Mara NP.

Monday 12th Dec 2011

## NT tourism strategy

**THE** Northern Territory govt is calling on tourism industry partners and the community to help devise a new strategic plan for the territory.

The new plan will replace the NT's Five Year Tourism Strategic Plan, which lapses next year.

An issues paper has been drawn up to stimulate thought and discussion, NT Tourism Minister Malarndirri McCarthy said on Fri.

"The next decade is critical to the future of sustainability of tourism in the NT," she said.

The strategy aims to engage a conversation "so that together we can secure sustainable economic growth and prosperity for our tourism industry," McCarthy said.

## THAI bio fuel flight

**THAI** Airways International will next week operate the first commercial passenger flight in Asia using biofuels.

Its inaugural 'green' commercial service will operate as TG104 on 22 Dec between Bangkok-Chiang Mai, a day after the airline flies a group of VIPs on its first biofuel flight using a Boeing 777-200.

## HM axes Euro routes

**AIR** Seychelles (HM) will cut long-haul services to Europe entirely from 10 Jan, with the carrier moving forward the date of its termination of Paris Charles de Gaulle services from 25 Mar.

According to GDS displays, HM is also suspending flights from Seychelles to London Gatwick, Rome & Milan, on the same day.

## Thanksgiving with Trafalgar



**ABOVE:** Trafalgar recently treated this group of US travel agent specialists from Flight Centre and Escape Travel on a 'Thanksgiving and Black Friday' famil through parts of the USA.

The tour gave the agents a chance to experience Trafalgar's touring expertise on its eight-day Golden West Contrasts First Class guided holiday, visiting San Diego, Las Vegas and Los Angeles.

Highlights of the trip included a helicopter flight over the Grand Canyon, a traditional Thanksgiving dinner, and the Black Friday shopping sales in Los Angeles.

They also had VIP access at Universal Studios Hollywood.

**Pictured** at Santa Monica beach back row from left are Flight Centre Ltd's: Christian Finlanson, Tiiu Marmont, Heather Maxwell,

Deborah Baptista, Stephen Thompson, Dorthe Nielsen, Justine Higgins, Natalie Dimitrievksi, Angela Snowden, Emma White, Meagan Fox, Shaun Lowe and Kelly Denton.

Second row: Anton Jurkiw, Sarah Sleight, Andrea Johnson, Simone Skipworth, Kate Kilpatrick, Fleur Littleton, Thea Dornan, Marissa Kyriacou, Sara Kearney & Jayne Mcculough.

Third row: Rosemary Markovski, Amanda Johnston, Trafalgar global marketing; Katherine Allan, Claire Garrety, Trafalgar marketing executive; Skye Moore, Gabrielle Patten, Candice Bsiley and Natalia Gerasimova.

Front row: Claire Sweeney, Trafalgar sales manager; Amber Boseley and Todd Geist, Trafalgar travel director.



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Applications close 16 December 2011.

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## FCm appointment

FCm Travel Solutions has named Andreas Henig as systems and solutions manager for its Europe, Middle East & Africa operation, based out of Frankfurt.

## Muppet mania hits Sydney



**ABOVE:** Disney Destinations International rolled out the Kermit-green carpet for industry guests and their children on Sun, treating a lucky group to a special preview of the new *The Muppets* movie ahead of its Feb release.

The event saw Kermit, Miss Piggy, Gonzo and the rest of the gang get back together after over a decade-long absence from the big screen.

Proving they've still got it, the team kept crowds in stitches, while enjoying the magic of a soon to be Disney classic.

**Pictured** above from left is Nikki Zac with her two children, and proud Disney team members Claire Bradley and Holly Biggs.

## AAA welcomes group

**THE** establishment of the Tourism Access Working Group which will look at issues with aviation access to Tasmania has been welcomed by the Accommodation Association of Australia (AAA).

A collaborative approach will be the most effective way to achieve outcomes on this issue said AAA's ceo Richard Munro.

"For our members ensuring there are timely and affordable flights to Tasmania" is key, he said.

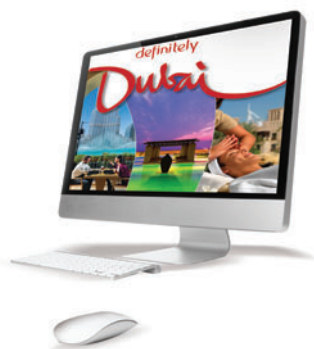
## QH/Viva! Xmas hours

**QANTAS** Holidays and Viva! Holidays have advised their call centres will be closed on the public holidays - Christmas Day, Boxing Day and New Year's Day, as well as 02 Jan.

On 27 Dec, the call centre hours will be from 09:00-17:00.

Normal operating hours are scheduled for all other days from 23 Dec to 03 Jan.

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## Brochures of the Week

**WELCOME** to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Insight Vacations - India and Nepal 2012/13

The newly debuted program features 12 itineraries featuring two luxury Gold tours, four Premium escorted tours and six optional extensions covering India, Nepal, Bhutan and Sri Lanka. The Gold itineraries include the 10 day Splendours of the Taj and Tiger and the 11 day Imperial Treasures of India.



### Trafalgar - Family Experiences 2012

The 2012 brochure offers its most extensive range of itineraries to date with a total of 18 itinerary options throughout Europe, The Americas and South Africa. Four brand new, carefully-crafted family-friendly guided holidays have been introduced for 2012, including two new Europe programs and one in South America and another in North America.



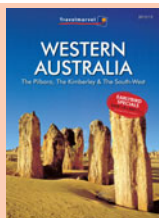
### Tempo Holidays - Apartments and Self Catering 2012

Tempo has added a newly built property to its new 20 page brochure, the four star Think Earl's Court, a historic Tuscan castle and two Amalfi Coast properties for 2012. Other Apartments and Self Catering properties in the brochure can be found in Austria, Belgium, Britain, Czech Republic, France, Germany, Hungary, Italy, the Netherlands, Spain & Switzerland.



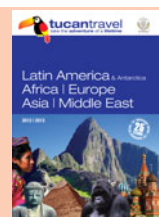
### Contiki - Asia 2012/13

The new 2012/13 brochure features seven tours across Vietnam, Thailand, Cambodia, Laos and China offering more departures to meet demand. The tours range in length from nine to 25 days and features comfortable and stylish accommodation in a variety of hotels and resorts as well as Special stays in guesthouses and a Junk Boat on Halong Bay.



### Travel Marvel - Western Australia 2012/13

Earlybird discounts are being offered on select departures. The lead in Western Australia tour is the 18 day West Coast Adventure from Perth to Darwin which takes in El Questro Wilderness Park, Cable Beach Club in Broome, Monkey Mia, Ningaloo Reef, Forescue Falls, Dale Falls and Oxers lookout in Karijini National Park and Pinnacles in Nambung National Park.



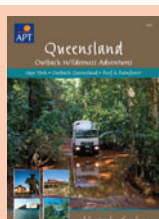
### Tucan Travel - Latin America, Africa, Europe, Asia and Middle East 2012/13

The 2012/13 brochure offers a comprehensive description of all 8 travel styles available to travellers. Other features include tour highlights, introduction of the national game parks in Africa as well as the popular selling Inca trail trek and Rio Carnival.



### Infinity Holidays - USA 2012/13

The new 2012/13 USA brochure features a new Los Angeles chapter that has been divided into 3 sections incl: Beverley Hills & Hollywood; Downtown LA and LA Beaches. A new chapter was added for New Orleans and Memphis and Nashville. Mexico and Caribbean Expansion are also in the new go-to-guide.



### APT - Queensland Outback Wilderness Adventures

The stand-alone Queensland brochure offers six itins ranging from seven the 13 days in length. Also featured is a number of Superdeals with savings of up to \$650 a couple off its earlybird deals and \$4,000 off for highlighted date savings and half price reductions for solo travellers. The new lead in tour is the 12-day Cape York and Cooktown in Depth itinerary.

**iVenture Fri winner**

**CONGRATS** to Maria Summers of Escape Travel Ballina who was Fri's winner in the iVenture Cards - Brisbane Express Pass comp which featured in *Travel Daily*.

**Air Pacific Ltd turns in a \$FJ25m profit**

**AIR** Pacific has turned around a \$FJ91.8 million (AU\$48.6 million) operating loss for the 2009/10 financial year, today reporting a \$FJ3.6 million (AU\$2m) loss during the 2010/11 fiscal year.

However, compensation due to delays with aircraft deliveries (likely FJ's 787 Dreamliner order which has since been cancelled) and other payments to the value of \$FJ\$24.8m, saw the carrier achieve an after tax statutory profit of \$FJ24.7m profit.

That compares to a \$FJ65.3m loss in the corresponding year.

Air Pacific Group, which includes Pacific Sun and a stake in the Sofitel Fiji Resort & Spa, also reported a strong swing in operating revenue, from a \$FJ78.5 million loss last year, to -\$FJ4.3m during the 2010/11 financial year.

Other net non-operating income to the value of \$FJ26m saw the Air Pacific Group pull its statutory profit up from a \$FJ59m loss last year to a profit of \$FJ25m.

**Travelport Agent of the Future**

**RIGHT:** Travelport has announced its Travelport Agent of the Future for 2011 and Instructor of the Year at its Learning & Development Forum.

Jessy Martins, Kangan Institute student (*right*) was presented with the Agent of the Future award, while Tropical North Queensland Institute of TAFE teacher Daniela Lacey was the winner of the Instructor of the Year.



Martins was commended by Travelport for her "enthusiasm for the industry and dedication to her tourism course."

Lacey was popular with her students who praised her for an extensive knowledge of the travel industry and her "motivating and passionate approach to teaching."

Both woman received a holiday to Phuket with Air Australia and five nights accom in Thailand.

Martins additionally receives 7-days Avis car hire and travel insurance by Aussie Travel Cover.

**Novotel incentive**

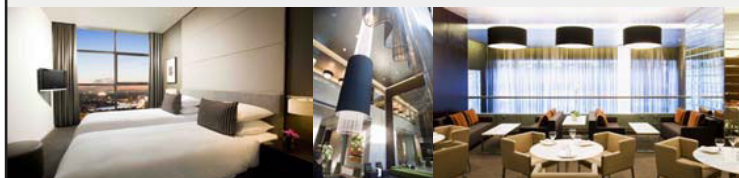
**THE** Novotel Palm Cove is offering event organisers booking residential conferences valued over \$20,000 a mini bar full of Moet and Chandon champagne.

For more info on the 2012 promo phone (07) 4059 1234.

**Air NZ black paint job**

**AIR** New Zealand is expected to take delivery of the world's largest commercially operated black painted jet, a Boeing 777-300ER, this coming weekend.

**Send in your Christmas photos and win a night in at Fraser Suites Sydney!**



**LEFT:** Spencer Travel client Christmas Party. Penny Spencer as Mrs Claus is pictured with Nick Zaferis from Hertz as Summer Santa.

**Travel Daily's popular Christmas photo competition is back!**

**Our good friends at Fraser Suites Sydney are asking you to send in your work Christmas party photos and at the end of the month, they will select their favourite photo to win an overnight's stay in a Two**

**Bedroom Suite, sparkling wine & a fruit bowl upon arrival & complimentary car parking.**

**Bonus points will be awarded for photos that include a copy of the TD issue.**

**So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to: [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au)**



*Tramada is Australia's most widely used travel agency operating system, with specialised products for the corporate, leisure and broker market in Australia and New Zealand. We are a growing mid-sized technology company with a reputation for delivering innovative solutions.*

*Because of an internal promotion, Tramada Systems currently has the following opportunity available for you to advance your career:*

**SALES AND ACCOUNT MANAGER**

Be part of a small, very focused team based in Sydney, and join us as we continue to grow our client base and to provide pro-active account management services to our portfolio of award-winning corporate and leisure clients.

We would welcome your application if you have:

- Experience using tramada® and/or OBE's
- Worked as a Team Leader or Account Manager in an agency and have strong working knowledge of travel agency operations
- Are keen to move to the next stage of your career by moving to Sales
- Are passionate about the quality of your work and highly motivated
- Can work flexible hours and travel domestically

Your application will be treated in strict confidence, so if you're adventurous, contact [Leith@tramada.com](mailto:Leith@tramada.com) to find out if this is the role for you.

**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).

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

**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Contributors:** Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

Travel Daily Group:



**Advertising and Marketing:** Lisa Maroun (Manager), Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

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## REGISTER WITH AA BEFORE XMAS AND HAVE A VERY HAPPY NEW YEAR!

### SET YOUR SALES CAREER SOARING

**CORPORATE SALES - AIRLINE**

**SYD/MEL/PER/BNE – SALARY PACKAGE OTE \$100K+**

If you have the proven ability to build new business through your initiative, relationship skills and target-driven attitude, this Airline has a place for you on their growing team. You will identify new business opportunities and build a pipeline using your confident, friendly communication and presentation skills to put you in the winning position. This is a revenue-generation role so you must be hungry and motivated to achieve targets.

### GET MORE OUT OF YOUR RELATIONSHIPS

**CORPORATE ACCOUNT MANAGER - TMC**

**SYDNEY – SALARY PACKAGE \$100K+**

Time to bring your knowledge of corporate travel and client management to this growing organization that is making a strong name for itself in the corporate market, and will only get stronger. You will have a background in account management, being strategic and analytical with the ability to negotiate the best outcomes for both the business and the client. Grow your career with a growing company.

### HAVE YOU BEEN DIGGING FOR YOUR NEXT ROLE?

**CORPORATE SALES MANAGER**

**NATIONAL - SALARY PACKAGE OTE \$110k +**

Capitalize on this great opportunity with this leading corporate agency. You will be highly motivated to perform with a keen hunter mentality and the ability to surpass goals and objectives. With your proven skills in lead generation and negotiation skills you will be able to take advantage of this booming market for business travel. If you have a strong network in WA including mining & resources this is a gold mine waiting to be opened.

### THE BEES KNEES OF MANAGEMENT ROLES

**OPERATIONS MANAGER – CONFERENCE & INCENTIVE**

**MELBOURNE – SALARY PACKAGE TO \$100k +**

Bring your wealth of experience to the day-to-day program management team and add an edge of creativity and innovation to the design & delivery of the product. Extensive background in incentive travel & conference management is essential, as well as being a passionate leader of people with the motivation to drive team performance and service delivery to VIP clientele. Strong financial skills also required.

### DOES ONLINE TECHNOLOGY FLOAT YOUR BOAT?

**GLOBAL ONLINE SUPPORT MANAGER**

**SYDNEY – SALARY PACKAGE OTE \$110K**

This role will see you managing a team who are responsible for application services in a global sense. Bring your technical skills and knowledge of GDS and airline systems to this industry giant and you'll see your career take off. If you're currently in a similar role and ready to step up to the major league, please apply.

Strong leadership skills and a proven understanding in technology solutions, online systems essential.

### DRIVE REVENUE FROM AIRLINE PARTNERSHIPS

**SUPPLIER RELATIONSHIP MANAGER**

**BRISBANE – SALARY PACKAGE OTE \$150K++**

This exciting new role with a leading Brand involves developing relationships with airline partners and negotiating contracts. Another key focus will be developing a cohesive product and sales strategy to maximize contract potential and secure appropriate product for the company. Advanced negotiation and influencing skills are essential, as is extensive product knowledge and a keen eye for opportunity.

### GET THE MOST OUT OF YOUR LEADERSHIP SKILLS

**CORPORATE TRAVEL TEAM LEADER**

**SYDNEY & PERTH – SALARY PACKAGES TO \$85K**

These roles are all about getting the best out of your leadership skills and getting the best from your teams which all add up to delivering the best in customer service to your clients.

Coach and develop your people, manage workflows, identify process improvement opportunities and manage KPI's.

You must thrive in a leadership role and enjoy having a positive impact on people and the business.

### TAKE ADVANTAGE OF THE CRUISE BOOM

**BUSINESS DEVELOPMENT / INDUSTRY SALES**

**SYDNEY – SALARY PACKAGE OTE \$70K+**

If you love cruise, you'll love this new BDM role that will let you use all of your knowledge and passion for cruise product. As an experienced BDM you'll know how to run a territory, plan your call cycle, drive sales and business growth, train Agents on your product, and deliver presentations at conferences & expos. You'll be joining an expanding organization that is really going places, sail away with them.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis  
MANAGING DIRECTOR  
Ph: 02 9231 1299

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

Toni Francis  
NSW & ACT  
Ph: 02 9231 2825

Kathryn Heberton  
VIC, SA, WA, QLD  
Ph: 03 9670 2577

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

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