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Travel Daily

First with the news

Tuesday 20th December 2011

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SQ ramps up Oz flights

SINGAPORE Airlines will add three new weekly services from Adelaide to Singapore during the Northern Summer, boosting flight frequencies to 10 per week to the South Australian capital as part of a wave of capacity adjustments.

Brisbane and Perth will also see extra frequencies, up from 19 and 18 respectively to 21/week, from 25 Mar to 27 Oct 2012.

SQ said the boost was necessary "in order to match capacity to prevailing demand for travel."

The carrier has also increased frequencies on routes to Male (now twice daily), Mumbai (from 17 to 19) and Seoul (up to four flights daily including one that continues to San Francisco).

Destinations which face cut backs include Moscow-Houston, Taipei and Abu Dhabi.

GSR scales down frequency

GREAT Southern Rail will cut back transcontinental departures on its flagship Indian Pacific and The Ghan to once a fortnight, as the rail company takes action to improve operating sustainability.

GSR outlined a range of service adjustments late yesterday for its 2012 season, which will see frequencies rolled back during the low season to once every 14 days, effective immediately for travel from Dec 2012 to Jan 2013.

During the shoulder season GSR will operate just a single weekly departure - for seven months from Mar to Aug as well as Nov for the Indian Pacific & five consecutive months from Jan to May, as well as Sep and Nov for The Ghan.

The firm says although services will be operating less frequently weekly capacity is unchanged as additional carriages will be added to each journey.

The changes come after a review into passenger demand against onboard capacity highlighted "the need to improve operating sustainability in an increasingly competitive tourism market."

GSR's interim chief exec Russell Westmoreland said the move will improve efficiencies "in an increasingly competitive tourism environment."

"Australia's Great Train Journeys are a tourism product and as such, we need to build our operations around customer demand," Westmoreland said.

Travel agents with affected bookings will be contacted by GSR's sales team.

Wolgan summer deal

WOLGAN Valley Resort & Spa is offering a two-night 'Summer Retreat' priced at \$1,450ppts for stays between 06 Jan & 31 Mar, representing a saving of \$500.

The deal includes accom in a luxury Heritage Suite, all meals, 2 on-site nature based activities per day, pre-dinner cocktails & canapes on one night, and more.

Conditions apply - 02 9290 9733.

PCB expects big 2012

PERTH Convention Bureau says it expects 50,000 delegates to attend 91 business events over the 2011/12 financial year which will generate over \$102 million to the West Australian economy.



empowered

with James Tobin

This month we look at industry trends and how these are driving additional revenues and efficiencies for you

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Sabre Travel
Network.

oneworld addition

KINGFISHER Airlines will be welcomed into the oneworld airline alliance on 10 Feb 2012, boosting the group's global network by over 40 destinations.

It'll be the first Indian carrier to join any of the global airline groups and third new member in 2012, with airberlin and Malaysia Airlines to be added to the alliance later in the year.

British Airways was the sponsor airline of Kingfisher's entry into the group after completing a detailed review of its readiness.

Members of any of oneworld's airline frequent flyer programs will be able to earn and burn points on IT's King Club program.

IT serves 54 destinations in nine countries, and will bolster oneworld's coverage to 800 destinations in 150 countries.

Earlier this year, Star Alliance member-elect Air India was knocked back entry into the competing alliance after it "failed to meet contractually agreed joining instructions" (TD 01 Aug).

Scoot wants a tagline

SINGAPORE-based Scoot has launched a comp for people to come up with a slogan for the carrier - see www.Flyscoot.com.

Four pages of news

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

- TMS Asia Pacific jobs
- AA Appointments jobs

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Position Vacant Cruise Industry Trainer

The International Cruise Council Australasia (ICCA) is the peak cruise industry body representing 28 x Cruise Lines that carried over 500,000 Australians and New Zealanders in 2010.

The role of Cruise Industry Trainer is responsible for the development, implementation and delivery of all areas of the ICCA training syllabus.

Candidates must hold a Certificate IV in Training & Assessment and be prepared to travel extensively throughout Australia and New Zealand to deliver training.

All enquiry will be treated with the strictest of confidence - email to brett@cruising.org.au

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Travel Daily

First with the news

Tuesday 20th December 2011

Hahn Air

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QF Gold Coast return?

QANTAS is understood to be considering relaunching services to the Gold Coast with a party of delegates this week spotted at the airport measuring facilities & looking at aircraft parking bays.

The new Virgin Australia business class product has seen a premium cabin offering for the Gold Coast for the first time since QF replaced its Gold Coast flights with Jetstar operations.

CWT to Go mobile app

CARLSON Wagonlit Travel has launched a new mobile application for Smartphone users.

The CWT To Go program lets travellers see their itineraries, make changes and offers location based information.

A380 triple delivery

IT'S been a busy few months on the Airbus A380 production line, with a number of superjumbo deliveries in recent days including Qantas' twelfth A380 which was handed over on Fri in a formal ceremony in Toulouse, France.

The new QF aircraft has been named *Phyllis Arnott*, after the first Australian woman to receive a commercial pilot's license.

On the same day Airbus delivered China Southern's second A380, also in Toulouse, while the twentieth superjumbo for Emirates was formally handed over in Hamburg.

Air Australia adds holidays

HOT on the heels of introducing new air routes focusing on point-to-point fares, Air Australia is to launch its own holiday arm called Air Australia Holidays next month, packaging group tours combining hotels and flights to Honolulu, Phuket and Bali.

The holiday division is just one of the announcements Michael James revealed in Honolulu on Sun after the airline's successful launch of nonstop flights to Hawaii from BNE & MEL.

Encouraged by positive forward bookings, James plans to add a third weekly flight to Honolulu ex-Brisbane and Melbourne in March and will do the same with Phuket and Bali.

"Our strategy is to add an additional A330 jet every six months to cope with the demand we are getting," James said.

In a move which may concern travel agents, the ceo said "we

EY up airberlin stake

ETIHAD Airways has become the biggest single shareholder in airberlin, lifting its stake in the carrier to 29%, and announcing new flights from Berlin to Abu Dhabi (**TD** breaking news).

The deal lifts EY's total number of destinations serviced, either directly or via partners to 269.

AND, EY has signed with Avis to allow Etihad Guest members to earn miles when renting a vehicle.

will do a 'a web only' special from time to time which will have agents screaming at us, but in turn we will also have an 'agents special' to reward them for their support, so it will balance out," he predicted.

James said the airline recently turned to Facebook to promote a one-way fare from Melbourne to Phuket for only \$329, instead of the normal \$429 and it went viral.

"It exceeded our target by \$3m and we didn't have to spend a penny in advertising, so we'll obviously look at doing more of that in future."

He said the number of people who have booked on its new BNE-MEL-BNE twice-daily domestic service has been a surprise.

"We were expecting losses on the route for at least 3 months, but right now it's almost break-even."

"Even though we are getting a lot of hurdles from the competition, it hasn't been easy, a lot don't want us to succeed."

"But as long as we keep operating outside the box and being different and focus on our direct services ex Melbourne and Brisbane, we'll make money and continue to grow," he said.

Pacific Sun backlash

PASSENGERS of P&O Cruises' *Pacific Sun* voyages which have been cancelled due to the sale of the ship (**TD** yest.) have taken to Facebook to lodge their distaste and upset at the move.

The cruiseline's social media site has a growing list of passenger complaints regarding alternatives being offered on other ships from different departure cities, requiring them to pay for airfares to get to the cruise origin.

Comments vary from "totally devastated" to "very disappointed" with one future *Pacific Sun* guest saying: "P&O, my holiday that I have been working so hard for is now in tatters."

Set against the beautiful and dramatic Cable Beach, iconic Cable Beach Club Resort & Spa is an indulgent oasis in Broome, Western Australia. The resort is one of Australia's most alluring and idyllic properties.

Sales Coordinator

We are looking to appoint a Melbourne-based Sales Coordinator. This full time position is responsible for providing support to the Sales team, general administration, loading contracts, assisting trade clients with their queries and the coordination of sales and marketing activities and accounts as required. Knowledge of Word, Excel & Powerpoint along with hospitality and tourism industry experience is essential.

Limited interstate travel and attendance at industry functions required.

Please forward applications to:
sales@cablebeachclub.com or
fax: 03 9526 8946.

For further information please contact
Nicole Tingey on 03 9526 8947.

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CLICK HERE for further details

HWT Marion JTG winners

THE JTG Group, in conjunction with Airtickets, has announced the Harvey World Travel Marion office as one of four agency winners in its recent national SQ Earlybird sales promotion.



The agency won two Economy class tickets to any SQ European destination or to Houston or New York, in the US or Sao Paulo, Brazil, along with a \$2,000 cash passport.

Pictured here is the HWT Marion team receiving their prize from left are: Frank Gatta mgr Airtickets SA; Natasha Pirone, Sharon Evans, manager HWT Marion, Naomi Sharet, Anita

Wenn, and Maurice Baggio, SQ sales manager South Australia (missing is Dan Zadow).

BNE Christmas rush

BRISBANE Airport is advising pax passing through the domestic terminal on the busiest days of the year (23 & 24 Dec) to "plan ahead and allow extra time to get to and through the airport."

Hayes urges single Qld voice

TOURISM Queensland ceo Anthony Hayes has pledged to focus on the creation of a 2012/13 financial year TQ business plan that reflects the priorities of the state's tourism operators.

In a message to the industry wrapping up the 2011 'annus horribilis,' Hayes said a major criticism levelled at the industry is that "we don't speak with one voice; we don't always work as a

team, and we are too focused on little issues rather than the big juicy goals at the end.

"That's why we are now working so closely with Tourism Australia and Destination NSW in the international markets - one voice, one focus," he said.

Hayes said TQ was looking at ways to work in closer partnership with the regional tourism organisations and other industry partners within Qld "to capitalise on the opportunities ahead of us".

Expedia reviews tool

ONLINE travel company, Expedia.com.au has updated its hotel review platform to offer a more comprehensive view of traveller's opinions on properties.

Expedia Verified Reviews will be displayed on the Australian website taken from a broad selection of reviews from sister-companies of the Expedia brand.

Users can also submit reviews and photos for sharing on the new platform.

Amee Evans, marketing and communications manager said Aussie travellers tend to be quite specific when booking a hotel.

"Just over one third (37%) of Australians ranked the description of the experience as the key aspect of a hotel review, followed by just over a quarter (27%) ranking the 'out of five' rating by reviewers.

"The description was key for almost half (44%) of young Aussies (18-24), the highest of any age group," Evans said.

Jetstar adds int'l seats

JETSTAR will increase its seat capacity to Honolulu, Bali and Thailand by 40% year on year between 23 Dec and 31 Jan, an increase of 28,000 seats in time for the Australian holiday period.

Three extra services will also be rolled out between Melbourne and Bali, two between both Sydney and Bali and Honolulu; one additional weekly service from Sydney to Phuket and from Melbourne to Bangkok.

NCL booking engine

NORWEGIAN Cruise Line has launched a new online travel agent booking tool, with future enhancements including the ability to create group blocks and more - see www.bookncl.com.

Window Seat

VIRGIN Atlantic is set to help passengers make the most of the festive season, by offering traditional Christmas dinners on all flights to and from the UK on 24th, 25th and 26th Dec.

Turkey, stuffing, roast potatoes and gravy will be on offer in all classes, while those in Upper Class will also partake in a festive cocktail of winter Pimms, plus mince pies for dessert.

Unfortunately the meals will be accompanied by the questionable vegetable choice of brussel sprouts.

BOEING has launched a fun new website which offers the unique opportunity to create your very own livery for its 787.

The 'Design Your Own Dreamliner' page lets aviation nuts and airline staff alike choose the colour, paint options plus font and text - and completed designs can be submitted to Boeing for inclusion in a special gallery - see designyourown.newairplane.com.

AFTA UPDATE

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

AS 2011 draws to a close and everyone is busy finalising those last minute bookings and fine tuning client itineraries, not to mention sorting out last minute plans for Christmas Day and managing the family issues and gift arrangements, I encourage everyone to take a breath. When you want something done ask a busy person. Travel Agents are the living example of this quote.

What a year 2011 has been and it never ceases to amaze me just how busy a travel agent can be. That is until we get to the end of 2011.

What could go down as the busiest year on record, but perhaps not for the right reason, will be well remembered by all in the travel industry.

Congratulations to the Australian Travel Industry and Travel Agents for making it to the end of 2011. It has been a marathon and with everything I have crossed, I hope 2012 will be just as busy but for different reasons.

Christmas is a real time for family so I hope that whatever your role in the travel industry you will get a chance to take a breath and spend some time with your family. The people that support us and allow us all to do the things we do everyday are often the last ones we remember to say thank you to.

No matter what your plans over the Christmas Holiday period, please be safe and enjoy yourself whenever you can.

I will be taking a short break and will be back doing this weekly column from 10 January 2012. So to all the loyal readers of *Travel Daily*, have a happy and safe Christmas and I hope that 2012 brings you all the success and good fortune that you deserve.



Today's issue of *TD* is coming to you from Abu Dhabi, courtesy of Jumeirah Hotels and Resorts, Etihad and the Abu Dhabi Tourism Authority.

ABU Dhabi is the capital of the United Arab Emirates, and has seen stunning development over the last forty years.

Tourism infrastructure is still growing, with recent additions including the Ferrari World theme park and the Yas Marina Formula One racetrack - but warn your clients that both are closed on most Mondays of the year.

However a fabulous experience for both individuals and groups is a visit to the Abu Dhabi Falcon Hospital - the world's first facility dedicated to the care of Abu Dhabi's national bird.

Falconry is a long-running tradition in the UAE, and the hospital provides a unique insight into the care of these majestic creatures which are still used for hunting sport in some countries of the world.

Visitors to the Falcon Hospital are treated to a detailed explanation of the traditions, before getting up close and personal with some of the patients.

One lucky guest each time gets to feed a ravenous raptor, while the tour concludes with a visit to the on-site conference centre which offers facilities for up to 200 visitors at a time for meetings and functions.

See www.falconhospital.com.

US\$1,800 shore excur.

SILVERSEA Cruises has released details of a unique Monaco Grand Prix shore excursion for guests aboard the 540-passenger *Silver Spirit* sailing on 24 May.

The 70th Grand Prix de Monaco tour package includes reserved seats for time trials, an invitation-only cocktail reception, a themed dinner and reserved seating for the F1 race, priced at US\$1,799.

Tuesday 20th Dec 2011

MEL int'l visits up 10%

MELBOURNE Airport has seen a 10% year on year growth in international passenger numbers during Nov, despite a "challenging year for aviation."

CEO Chris Woodruff said of the 546,000 movements the highest market for growth was Taiwan, up 24%, followed by China & Ireland (20%), Canada (18%), NZ (10%), and Japan and Korea (6%).

Domestic passenger numbers slipped 3% to 1.810m, reflecting the challenges facing domestic travel, including the impact of the Qantas grounding and Tiger's continued rebuilding of its operation, the airport said.

PR New Year sale

PHILIPPINE Airlines has launched \$1004 return flights to Manila ex MEL and \$1083 ex SYD on sale until 15 Jan and travel from 02 Feb to 30 Jun 2012.

G'Day USA Mudfest

The 2012 G'Day USA Program is to feature a short film version of Mudgee's MudFest International Short Film Festival at the Egyptian Theatre in Los Angeles on 17 Jan.

JetBlue/SQ interline

NEW York City-based carrier JetBlue and Singapore Airlines are to begin a new interline deal on flights between the US and Europe, Singapore and beyond, providing seamless connections for passengers.

Swire gets animated

SWIRE Hotels have launched an online animated promotion of its properties in Beijing, Hong Kong and the UK, which showcase each hotel's location in relation to the city, facilities, views & more - see youtube.com/watch?v=qrJuk2s0aH0.

Good Karma for New Horizons



NEW Horizons Holidays recently spoils a group of WA agents on a famil to Bali, where they stayed at the Karma Kandara and W Retreat & Spa Seminyak.

Pictured at the exclusive Beach House at The Legian from left are: Jodie Sarginson, Best Flights; Cheryl Schell, Jetset Joondalup;

Emily Burr, Champagne Travel; Chris Evans, New Horizons Holidays Managing Director; Terese McDonald, Jetset Hillarys; Tammee Lynn, Attadale Travel; Vicki Gordon, New Horizons Holidays Sales Manager; Domenic Mammoliti, Garuda and Daniel Bromley, Jetset Woodvale.

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

The latest entry into our Christmas photo competition comes from Solange Francois of BCD Travel.



Pictured above are: Daniel Warda, Tuan Chung, Luciana Whichelow, Jo El Chami, Natasha Jaglica, Melissa Gefதாக, Rebecca Rosz and Yolanda Schreij.

Keep those Chrissy photos coming and you too could be in the running to win the fabulous Fraser Suites Sydney Two Bedroom Suite overnight accommodation prize, just like Solange, who has sent in the above photo entry.

You have until the end of the month to send in your party snaps. Email your office festive photos (including names of the people pictured) and where your party was held at to: xmasphotos@traveldaily.com.au



Corporate International Consultant, Sydney

- ★ Award winning travel management company
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- ★ Salary to \$65k

Our client, a corporate travel management company is renowned in the industry as being the market leader in their field. They have a long standing impeccable reputation, and most people in corporate travel aspire to work for this leader.

They are currently looking for an experienced Corporate Travel Consultant to join their Corporate Division.

You will be managing your own portfolio of VIP Corporate Clients, working in a team of 9 very experienced consultants, all of whom have been in the industry for a long time and are renowned for their customer service and travel knowledge.

This is a rare opportunity for an experienced Corporate Travel Consultant who would like to work for a leader in corporate travel.

You will be rewarded with an outstanding working environment, have the ability to work within the most experienced travel team and they are offering a leading salary in corporate travel.

Contact **Sally Frape**
T: 02 9231 6444 E: sally@tmsap.com

Customer Care Online Travel Consultant - Brisbane

- ★ Do you love to give excellent customer care?
- ★ Do you like to deal with a variety of people?
- ★ This is a great chance to earn fantastic \$\$\$

This position is available for a short time as they are interviewing right now! And only the best need apply. You will be dealing with consumers, consultants, suppliers and affiliates while responding to any client queries as in a helpdesk online capacity. You also will be supported by a great team of people who do really love their job. The earning potential of this position is fantastically surprising. Having customer care, positive attitude and a can do work ethic is the key to being successful in securing an interview. To find out more about these exciting roles in Brisbane.

Contact **Lucinda Coorey** T: 07 3221 9916 E: lucinda@tmsap.com.

Business Development Manager

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- ★ Generous Salary
- ★ Boutique AGENCY

This Company is looking for a candidate who has a proven track record of success. Previous business development experience. Strong strategic and analytical skills. Excellent communication skills. Excellent communication skills. If you feel you are ready to make a career move for 2012 then this is the perfect opportunity.

Contact **Marie Anderson** T: 02 9231 6444 E: marie@tmsap.com.

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- ★ Top Industry Salary
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- ★ Award Winning Travel Management Company

We are looking for a candidate who is able to manage their own portfolio of VIP and corporate clients. You must possess strong IT and GDS knowledge and offer the kind of customer service that has clients coming back time and time again.

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Inside Sales Executive, Sydney

- ★ Leading Corporate Travel Management Company
- ★ Entry level role into Sales
- ★ Base \$50k + commission

Are you a Travel Consultant looking to get in to sales?

Our client has an entry level role to help kick start your sales career.

The client: The fifth largest travel management company in the world due to their commitment on delivering a higher standard of corporate travel service and innovative technology.

This is an entry level role into sales which will see you responsible for: Cold calling, prospecting, get meetings, analyse client needs, build relationships with the client, working closely with BDM's.

The client would like someone with previous experience in the travel & tourism industry who is energetic, motivated and not afraid to pick up the phone.

Contact **Sally Frape** T: 02 9231 6444 E: sally@tmsap.com or apply online.

International Travel Consultant - Perth

- ★ Are you an experienced travel agent with exceptional customer service skills?
- ★ Can you work towards sales targets in a busy team environment?
- ★ Do you want to be rewarded for your great results?

We are currently looking for a motivated travel consultant to join one of the most dynamic travel companies in WA. If this sounds like you, contact us now!!

Contact **Mehdi Spighi** T: 02 9231 6444 E: mehdi@tmsap.com or apply online.

Junior Account Manager

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- ★ Salary 65k plus super
- ★ Rare opportunity

Our client is a leading online company with offices throughout the world. They are currently looking for an experienced sales professional to join their team in Sydney. You will be motivated and driven and have previous experience in working towards tight deadlines. The role will see you developing and managing the region to maximize revenues.

Contact **Stacy Balderston** T: 02 9231 6444 E: stacy@tmsap.com.

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From all the team at AA, we would like to sincerely thank each of our Clients and Candidates for making 2011 one of our best ever. We look forward to assisting you all in the New Year.



AA wishes you all a Merry Christmas and a prosperous New Year.

COME JOIN US...

TRAVEL RECRUITMENT CONSULTANT X 2

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Thinking of trying something new in 2012? Due to a fantastic year of growth, our team is in need of two talented individuals to join our experienced recruitment consultants manage an ever expanding portfolio. This is a great opportunity to start a new career in the industry you love. Full training will be provided.

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