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Travel Daily AU
First with the news
Tue 08 Feb 11 Page 1
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Shorter Oceania trips

OCEANIA Cruises will offer its first ever 7-night itineraries in 2012, responding to demand from younger clients wanting to experience the product but unable to travel for longer periods.

The tentative move, which will involve just three 7-night sailings in Europe, was revealed during a preview sailing of the new 1250-passenger *Marina* last weekend.

The new vessel has now departed on its inaugural voyage - full details in our sister publication *Cruise Weekly*; subscribe free at www.cruiseweekly.com.au.

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Departures start to slow

THE strong rate of growth for short-term resident departures from Australia over the last two years dipped during Dec 2010, but outbound travel is still at record levels.

Monthly figures from the Australian Bureau of Statistics released this morning showed a 0.2% drop in the trend estimate for departures compared to Nov, following marginal changes for Nov and Oct 2010.

NZ was the top destination in 2010, with 15% of departures across the Tasman, followed by Indonesia in second place at 10.4%. Travel to the US came in third place at 9.6% of 2010 departures, followed by the UK at 6.4% and then Thailand at 6.3%.

The figures also confirmed a record 5.9 million short term arrivals during the year, up from

5.6m in each of 2008 and 2009.

Just under half of visitors to Australia were here for a holiday, while 24% were visiting friends and relatives, 11% on business and 6% for education purposes.

New NZ FC chief

MICHAEL Friend has been named as the new Executive General Manager for Flight Centre in New Zealand, replacing Rick Hamilton effective 01 Mar.

Friend, who has been with Flight Centre for almost 15 years after starting as a retail consultant in Melbourne, moves from his current role as FC egm for WA/SA/NT.

"I'm really looking forward to working with the talented NZ management team and building strong relationships with the NZ industry," he told *TD* this morning.

His replacement is likely to be announced after the upcoming Flight Centre global egm conference in Phuket next week.

Today's Travel Daily

Travel Daily today has seven pages of news and photos, plus full pages from:

- TMS Asia Pacific
- AA Appointments
- Consolidated Travel
- Club Med

UL to SYD in 2012?

SRI Lanka's Minister of Aviation has fueled speculation this week that the country's flag carrier, SriLankan Airlines, is plotting to re-introduce services to Australia from its Colombo hub next year.

Priyankara Jayaratne said UL was acquiring new aircraft which would be capable of operating services direct to Australia, with Sydney the most likely gateway.

It's understood UL is this month taking delivery of a leased Airbus A340 (previously operated by Cathay Pacific), which could fly direct routes to Australia.

In Jun last year, UL's chairman Nishantha Wickremasinghe outlined that services to Sydney were being planned as part of the carrier's five year growth strategy (*TD* 11 Jun), and reiterated the call at World Travel Mart in London (*TD* 23 Nov).

Also last year, The Walshe Group was named as the Australian and New Zealand GSA for SriLankan Airlines (*TD* 30 Sep).

UK terrorism alert

THE Department of Foreign Affairs and Trade overnight reissued its travel advice for the United Kingdom, with extra information on the "potential for terrorist attacks on public transportation systems, aviation and other travel infrastructure".

The advisory remains at the second-lowest 'Exercise Caution' level, with the Smartraveller addition following an official Travel Alert for the UK issued by the US government last week citing a higher terrorism threat.

On 22 Jan, UK authorities raised the terrorist threat level for the country overall from 'Substantial' to 'Severe', meaning that a terrorist attack is assessed as being 'highly likely'.

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Travel Daily AU

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Page 2

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Tahiti discounts

TAHITI Tourisme is offering a new 'Moorea Madness' discount card which offers up to 15% off a variety of holiday experiences.

There are savings on a range of excursions, spa treatments, car rentals, meals and jewelry, with agents able to obtain the cards for their clients by calling Tahiti Tourisme on 1300 655 563.

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DJ/NZ 'major opportunity'

AIR New Zealand and Virgin Blue are set to launch the first of a range of coordinated products on routes between Australia and New Zealand by the middle of the year, as the carriers work to reap the benefits of their recently approved alliance (*TD* 15 Dec).

Air NZ country manager Cam Wallace told *TD* yesterday that the pact is a "major opportunity" for the airlines, particularly in terms of being able to make a "coordinated offering to corporate customers".

It's understood that NZ ceo Rob Fyfe will meet with Virgin Blue chief John Borghetti later this week to discuss the deal, with the first moves likely to see schedules change to remove 'wingtip-to-wingtip' flying (*TD* 17 Dec).

"We're looking forward to

Baglioni targets Australia

ITALIAN group Baglioni Hotels has appointed an Australian representative, due to its "confidence in current and future business opportunities here".

Anthony Knox and Associates will be the travel industry contact for Baglioni, which currently operates 11 exclusive properties in Italy, France and the UK.

As well as being situated in the heart of each historic city, Baglioni Hotels offer guests tailor-made experiences to help them discover destinations such as Rome, Milan, Venice and Florence including visits to local craftsmen, winemakers and cultural tours.

Baglioni properties are affiliated with The Leading Hotels of the World.

More info 02 9299 0971.

working with Virgin Blue," Wallace said, while the travel industry will be vital to the process as changes are rolled out.

"We'll be relying on the trade to communicate the different offerings to their customers," he added, with the airlines aiming to get the alliance up and running as soon as possible.

The ACCC approved the pact for an initial three year period, meaning the carriers are under pressure to demonstrate its benefits in a short time frame.

MEANWHILE Wallace also hailed the success of Air NZ's "seats to suit" offering (*TD* 07 Sep), which has seen the carrier's Tasman market share improve.

About 15% of NZ's passengers on the Tasman are now purchasing the lowest cost seat-only offering, which has enabled Air NZ to appeal to this end of the market, Wallace said.

NZ is also offering about 6% more capacity on its flights with the standardisation of its A320 Tasman Pacific fleet to a single class with 171 seats, he added.



Window Seat

TWITTER caused a busy day for Qantas public affairs yesterday, after a tweet which blamed the carrier for "placing a friend's beloved dog in non-aircon cargo hold and killing it".

The 'Twitterverse' went berserk, as hundreds of people retweeted the information and condemned the airline - with the incident threatening to escalate as Channel 9's *A Current Affair* TV presenter Tracy Grimshaw joined the outraged fray.

Qantas reacted quickly to the explosion of anger, initially advising that the carrier had no report of the animal's death.

A short time later the person who made the initial report confirmed that the airline involved in the alleged incident was not actually Qantas.

Most of the related tweets - including Tracy Grimshaw's - have now been deleted, with a number of users learning that it's unwise to "tweet angry".

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- E. Stephens, Doncaster, V

Last week's \$250 winners are:

- N. White, Brisbane, Q
- A. Morris, Modbury, S
- C. Yiannakis, Booragoon, W
- J. Labella, Modbury, S
- M. Stimson, Robina, Q
- K. Kimberley, Upper Mt Gravatt, Q
- A. Hoyland, Robina, Q
- C. Borg, Baulkham Hills, N
- R. Heelan, Paradise Point, Q
- L. Kirk, Hornsby, N
- K. Hewitt, Sydney, N
- B. Smith, Orange, N
- S. O'Connor, Port Melbourne, V
- E. Ryan, Mornington, V
- P. Egan, Cairns, Q
- T. Hillard, Ashmore, Q

Payments will be processed at the end of the month



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Gladstone Lounge

QANTASLINK will open a new 55-seat Qantas Regional Lounge at Gladstone Airport in Queensland as the carrier continues to invest in infrastructure.

The lounge will feature free Wi-Fi, plasma TV with Austar and premium refreshments.

QantasLink has already set up Regional Lounges in Rockhampton, Mackay, Broome, Coffs Harbour, Devonport, Kalgoorlie, Karratha, Launceston and Port Hedland.

QFLink flies to Brisbane, Cairns, Townsville, Rockhampton and Mackay from Gladstone.



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NSW OK's White Bay cruise terminal

THE NSW Minister for Planning has given the green light for the new White Bay Cruise Passenger Terminal near Balmain in Sydney to be built at Wharf 5.

Wharf 5 is expected to cater for up to 170 ships per year, mostly for year round domestic 'home port' voyages, but it will also support seasonal deployments.

A temporary facility will also be erected at Wharf 4, which is planned to cater for a second cruise ship docking at White Bay at the same time, estimated to occur about 10 times per year.

"The project will provide certainty for the growing domestic cruise ship industry and help consolidate Sydney and New South Wales' reputation as a world class cruise tourism destination," Sydney Ports said.

Back-Roads up 70%

FLIGHT Centre owned Back-Roads Touring has reported a 70% year-on-year increase in forward bookings to Europe made between Oct-Dec 2010, with trips to Spain and Ireland seeing strong growth.

MD James Nathan said Aussies are "embracing the concept of small group touring and moving away from larger groups".

Back-Roads limits pax no's to 16.

Delta adds Prem. Economy seats

DELTA Air Lines has confirmed it is introducing a Premium Economy cabin to its full range of long-haul international services, including flights between Los Angeles - Sydney, as flagged by *Travel Daily* last year (TD 04 Nov).

Dubbed 'Economy Comfort' the product occupies the first few rows of the Economy cabin and will offer up to four extra inches of legroom and 50% greater recline DL's current international economy class seats.

Economy Comfort will vary in cost between US\$80-\$160 more than a standard DL Economy class seat, and will be installed this year on over 160 Boeing 747, 757, 767, 777 and Airbus A330 aircraft.

Passengers in Y+ will receive early boarding privileges and free spirits during the flight.

Delta's Gold and Silver Medallion SkyMiles members will be offered discounts of 50% and 25% off the charge, respectively.

Glen Hauenstein, exec vice-pres of network planning said the new cabin is part of DL's US\$2 billion investment on improving product, services and airport facilities.

Delta also announced it plans to install 34 flat-bed BusinessElite seats with direct aisle access to each of its 32 Airbus A330 aircraft.

The A330 BusinessElite seat will

be 81.7" in length and 20.5" wide, and is similar to what Delta offers on its 777 aircraft.

The SkyTeam carrier also said it will add in-flight Wi-Fi across its entire domestic fleet by 2013 and in-seat entertainment for Economy and BusinessElite seats on all long-haul international flights.

Delta's Premium Economy cabin will make it easier for passengers wanting to match 'like-for-like' product with that of proposed alliance partner, V Australia, which also offers a Y+ product.

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AFTA UPDATE

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



Over last weekend, (4/5 Feb) the 30th AFTA Sunday Mail Holiday Expo was held in Adelaide. This expo is the last one of its kind in Australia that carries the AFTA name and in fact, it has carried the AFTA name for the last 30 years.

The show is owned and operated by Turnstyle Exhibitions and Events and lead by Phillip and Robyn Styles, who were acknowledged by AFTA during a pre event function for their dedicated service of 30 years to this show and indeed the travel industry. Amazingly, they also celebrate 40 years of marriage this year, which is also a wonderful thing for any couple working in the travel industry.

The Expo had over 10,000 people attend and was supported by the entire travel industry in Adelaide. A huge success once again for everyone involved. Now of course, the show has the next generation of the Styles clan taking up the leadership mantle with Jarred and Raquel. As generations pass, it is clear that the passion, enthusiasm, energy and dedication will pass also because from what I experienced Jarred and Raquel will do just as well over the coming 30 years. Thanks goes to all those who supported the show and continue to support the show. It is an important event on the Adelaide travel calendar and one which I am sure will grow and prosper in the future.

Amazingly, while in Adelaide over the weekend the temperature was in the mid 20's with a light wind. Meanwhile NSW sweltered in the 40's, flood continued to cause major problems in Victoria, fires broke out in WA and QLD continued the awful task of cleaning up after the devastating flood and cyclone Yasi. 2011 might be the year of the Rabbit in the Chinese year, but it is clearly the year of the natural disaster and it's only the beginning of February. Much will start to be said about how Australians can help support all these problems around the country and the Australian tourism industry will continue to value the support that the travel industry provides.

But remember, the show must go on and all of the major indicators still signal a strong, growing and prosperous year for the travel industry. I hope that is the case for you.



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Creative officially launches in NZ

CREATIVE Holidays today opens its doors in New Zealand (TD 20 Jan), with the move providing NZ agents with "locally based sales support" for its entire portfolio of 14,000 products in 57 destinations.

The operation will be headed up by Creative's new NZ sales manager Mandy Tarleton, who has previously worked at a range of companies including Go Holidays.

Creative md Paul McGrath said the company is "completely committed to serving the New Zealand market.

"We not only view this venture as a significant opportunity for the development of the brand, we also see it as a fantastic chance for New Zealand travel professionals to have greater choice in product, as well as access to our large inventory allocations," McGrath said.

SLH revenue up

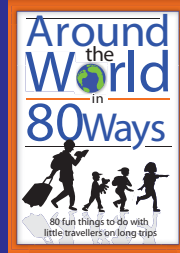
SMALL Luxury Hotels of the World has reported a revenue increase of approximately 15%, to US\$89 million, since Jan 2010, and an 18% rise in reservations compared to 2009.

\$7b Sydney events

BUSINESS Events Sydney is set to announce more than \$7 billion in infrastructure spending to help the city to continue to attract the international conference, convention and incentive market.

The move will see "major upgrades and creation of new infrastructure" at key harbourside locations including the Sydney Convention and Exhibition Centre, Star City and the Barangaroo precinct, with details to be outlined next Tue at AIME in Melbourne.

WIN A KIDS TRAVEL BOOK



Travel Daily has teamed up with Itchee Feet this week and is giving five lucky readers the chance to win a copy

of the book *Around the World in 80 Ways*.

Around the World in 80 Ways contains 80 fun and inspiring activities to keep children entertained during long trips. Each activity is designed to nurture little travellers and encourage your child to think about the world around them.

For your chance to win this fantastic kids book today, simply be the first person to send through the correct answer to the daily question below:

How many activities does the book contain?

Email your answer to: kidsbook@traveldaily.com.au
Hint! Visit www.itcheefeet.com
Congratulations to yesterday's lucky winner, **Maria Novellini** from **FC Global Product**.



Qantas wine wins

THE aviation industry is toasting Qantas after the carrier's exceptional performance in the 2010 'Cellars in the Sky' awards announced in London this week.

With 36 airlines contesting the awards, Qantas took out six of the total 15 categories including Best First Class Cellar and Best Business Class Cellar.

Qantas also won awards for the consistency of its wines, the Best First Class White, Best First Class Red and Best First Class Sparkling.

ACCC slams SYD, MEL monopolies

THE Australian Competition and Consumer Commission says it's concerned about monopoly pricing at Melbourne and Sydney airports, in its annual report on airport performance released yesterday.

ACCC chairman Graeme Samuel highlighted "unsatisfactory levels of service over several years" at Sydney Airport, particularly at the international terminal.

Despite the terminal's recent upgrade he said that airlines have not reported any significant improvement in the service they receive, including vital areas such as the number of check-in desks.

"The situation at Sydney Airport is in contrast to other monitored airports, which appear to have been more responsive to the airlines' needs," Samuel said.

"The airport's monopoly position, the airlines' ongoing dissatisfaction with the service they receive, as well as increasing prices and profits over time, all point to Sydney Airport earning monopoly profits from the services it provides to airlines."

Melbourne Airport was also criticised for its "excessive access levies" for operators of private buses and off-airport parking.

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Money

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

\$1AUD = US\$1.01

THE Australian dollar has cemented its position above parity with the US greenback, with strong commodity prices and a range of other positive indicators for the currency.

Traders are continuing to support the A\$ despite the recent natural disasters which are likely to see interest rates remain stable here, with the Reserve Bank estimating a 0.5% impact to economic growth in the short term but a boost later in the year as Qld rebuilds.

The Aussie Dollar is also still being strongly supported above the key level of 74 Euro cents, auguring well for outbound travel prospects.

Airlines have reacted this week to the ongoing strength in the oil price, with a number of carriers including Qantas raising fuel levies which fortunately for travel agents are now commissionable.

Wholesale rates this morning:

| | |
|--------------|-----------|
| US | \$1.011 |
| UK | £0.627 |
| NZ | \$1.307 |
| Euro | €0.744 |
| Japan | ¥82.90 |
| Thailand | ฿31.13 |
| China | ¥6.545 |
| South Africa | R7.179 |
| Canada | \$0.995 |
| Crude oil | US\$87.31 |

New TTW sales head

TRAVEL The World this morning announced the appointment of Barry Downs as the company's new National Sales Manager.

Downs, who was previously TTW's state sales manager for WA, takes up his new position effective immediately, reporting to Director of Sales and Marketing, Michelle Taylor.

He'll be replaced as WA sales manager by Candisse Lynd Blaney, who has extensive cruise industry experience through previous roles with Windstar, Holland America Line and Disney Cruise Line.

Both Downs and Blaney will be based in TTW's Perth office.

Kirra brox online

KIRRA Holidays advises that its new 'Your Driving Holiday Guide' brochure, which appeared in *TD's* yesterday is only available to view & download at kirraholidays.com.

Nordic Design

50 Degrees North is offering an 18-day 'Nordic Design' tour to Finland, Sweden, Iceland and Denmark, led by owner of Great Dane Furniture, Anton Assaad focusing on the history and secrets of local Scandinavian design.

Also included are world class dining experiences & handpicked hotels - fiftydegreesnorth.com.

CO to axe 500 jobs

CONTINENTAL Airlines will sack around 500 permanent employees from its two Houston offices, the carrier has told the Texas Workforce Commission.

The layoffs, which will occur between Apr and Jun 2011, are a result of CO's merger with United Airlines last year.

VX faces \$40K fine

VIRGIN America has been issued a US\$40,000 civil penalty by the US Dept of Transportation for violating advertising requirements.

The DoT said VX's portal had ads which did not specify that taxes & fees were not included in fares.

Etihad signs Air NZ codeshare

ETIHAD and Air New Zealand have announced a new "extensive codeshare agreement" which will see EY's code placed on Air New Zealand flights from Australia to New Zealand.

Affected routes include Sydney to Christchurch, Rotorua, Wellington and Queenstown, as well as Brisbane to Auckland and Christchurch plus NZ's Beijing-Auckland flights.

In return, Air New Zealand will codeshare on all Etihad flights from Australia and Beijing to Abu Dhabi, as well as EY services to London Heathrow.

The agreement will also integrate the Etihad Guest and Air NZ Airpoints loyalty schemes, enabling clients to earn and burn points on both airlines.

EY ceo James Hogan said the pact "opens up five key destinations in New Zealand that we have been eager to offer our customers for a long time."

He said the codeshare also strengthens Etihad's commitment to Australasia, complementing the new EY alliance with Virgin Blue which opened up 44 new destinations across the region to Etihad customers.

NZ ceo Rob Fyfe said as well as extending connectivity options for customers through to Europe, the deal would provide opportunities to "further grow passenger numbers for our trans-Tasman and domestic services."

The codeshare flights are subject to regulatory approval, but are expected to be on sale from later this month for travel from the end of Mar.

Chilean Oz push

CHILE-based eco-adventure operator *explora* has announced an "emphatic marketing push into Australia during 2011" after seeing a 46% surge in bed nights from down under in 2010.

explora operates three luxury lodges in the Chilean regions of Atacama and Patagonia as well as at Rapa Nui on Easter Island.

The increase in Aussie business for *explora* came despite a 33% overall drop in Australian numbers to Chile last year.

Senior *explora* executives are expected to visit Australia this year to enhance the company's links with existing wholesalers including Tempo and the South American Travel Company.

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Written applications by close of business 11 February 2011 to :
Manager Victoria and Tasmania
Singapore Airlines
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Please note: only short listed applicants will be contacted.

Happy Hubei New Year



ABOVE: A delegation from the central Chinese province of Hubei is in Sydney this week to help the city celebrate Chinese New Year.

As well as hosting a special exhibition at Customs House near Circular Quay, tourism officials attended an industry lunch yesterday, at which the many attractions of 'Hubei, home of wonders' were highlighted.

Last year almost 70,000 Aussies visited the region which includes the iconic Three Gorges Dam on the Yangtze River as well as many other natural wonders.

Hubei is easily accessible from the rest of China, with the capital

Wuhan a two hour flight from Beijing, Shanghai and Guangzhou, or four hours by high speed rail.

Wuhan's attractions include golf, spectacular scenery and colourful cultural performances.

The region is also famous for Wudang Kungfu, the martial art which featured in the recent film *Crouching Tiger, Hidden Dragon*.

Pictured above from left at yesterday's event are: China National Tourist Office Australia/NZ director Kuang Lin; Pan Xian, vice director Hubei Tourism Administration; Tourism NSW mgr international, Ian Cameron; and Helen Wong, Helen Wong's Tours.

ACTE appointment

THE Association of Corporate Travel Executives has appointed Amadeus vice president of Multinational Business & Corporate Travel, Albert Pozo, as a "strategic board member".

ACTE is a not-for-profit group which provides executive-level global education and networking opportunities, with members including corporate buyers, travel agencies and suppliers.

DL WestJet deal

DELTA Air Lines has signed a new interline agreement with Canadian carrier WestJet.

The carriers connect services to more than 25 cities in Canada and the USA.

CWT Finnish buy

CARLSON Wagonlit Travel today announced the acquisition of its Finland-based partner Kaleva Travel, which also has operations in Estonia, Latvia, Lithuania and Romania.

The privately owned Kaleva Travel is Finland's largest TMC with annual sales volume of more than US\$450 million, and has partnered with CWT since 1995.

Regional Sales Manager - WA



STA Travel is a global brand that specializes in youth & adventure travel experiences and our staff embodies this attitude in every way.

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Reporting to the National Sales Manager, the role's primary focus is to develop, mould & enhance the sales team to deliver the best possible customer experience while having a clear focus on the commercial outcomes of the business.

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To be considered for this role, you have:

- Proven results in a comparable role within the Retail Travel industry;
- The ability to work collaboratively with a team to drive revenue growth with new and existing customers;
- The ability to build relationships with key internal stakeholders & external partners;
- Strong leadership skills. You must be an inspirational leader and your leadership style should reflect the frenetic nature of the travel industry – vibrant, solutions based problem solver & a strong communicator.

If you meet all the criteria above, we would love to hear from you. We appreciate all applications and should you be successful we will be in touch to arrange an interview.

What's in it for you?

- A \$60K base with uncapped incentive earnings. OTE \$90 - 100K;
- Professional and progressive culture that rewards success;
- Blackberry and laptop;
- Future career opportunities with a leading global organisation

Apply now by sending a covering letter that outlines your suitability for the role and an updated resume to careers@statravel.com.au by 9.00am Monday the 14th of February 2011.

Applicants must be Australian Citizens, Permanent Residents, or hold a visa with unrestricted work rights for employment in Australia.

AIR CANADA

Reservations Agent - Sydney

Air Canada is looking to recruit a Reservations Consultant for their Sydney CBD office, to provide superior quality service to our valued customers.

In order to work for one of the world's leading Star Alliance partner airlines, we require team players with the following attributes:

- Customer focused
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- Ticketing experience with an airline, wholesale or consolidator
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- Ability to project a professional approach
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Please forward your resume with a one page covering letter via email to:

Attn: Melanie at hr@airlinemarketing.com.au by 9 Feb 2011

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NZ/SQ satisfy most

AIR NZ and Singapore Airlines have been rated by pax as the most satisfying international airlines for the 12 months to Nov 2010, according to the latest results from Roy Morgan Research.

Air NZ and SQ tied for the period with an 89% approval rating, with V Australia only just behind in third place, achieving an 88% satisfaction score.

Of the 23 airlines in the survey, next up was Malaysia Airlines (with 84%), Etihad Airways (83%), Qantas and Thai Airways (82%) and Emirates (81%).

"Although Qantas has the largest market share of the int'l airlines it ranks equal sixth in terms of customer satisfaction, behind its two main rivals, Air New Zealand and Singapore Airlines," Jane Ianniello of Roy Morgan Research said,

The mean int'l airline satisfaction rating of 75% was pulled down by LCCs, such as Tiger, AirAsia X and Jetstar, Ianniello said.

TCF reinstatement

THE Travel Compensation Fund has reinstated *Voyages Travel Centre* (ABN: 54 008 712 794) and *Destinations & Voyages Travel* (ABN: 24 079 925 036) of Level 9, 179 Elizabeth St, Sydney effective immediately following their recent withdrawal (TD Fri).

Swiss to join A++

A CONGLOMERATE of airlines is seeking to add Swiss International Airlines to an 'A++ metal neutral transatlantic joint venture' on services between the US and Switzerland.

Air Canada, Continental, United and Lufthansa have told the US Dept of Transportation that they require "prompt action" by the authority to enable them to move forward with Swiss joining the A++ joint venture.

They hope to have Swiss added as a full participant in the alliance which would extend to include services between the city pairs of New York and Geneva.

Starwood additions

STARWOOD Hotels & Resorts Worldwide has announced it will debut two new properties in Bursa, Turkey in 2013.

Sheraton Bursa and Aloft Bursa will add more than 300 rooms to the developing Turkish city.

SCENIC TOURS

The Ultimate Touring Experience

Product Coordinator -

10 month maternity leave contract

- Dynamic travel company
- Excellent team environment
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Come and join Australia's most dynamic escorted touring company as a member of our product team based in Sydney on a 10 month maternity leave contract. You will work with, and support the Product Manager to coordinate the development of our unique touring products that give Scenic Tours the competitive edge in the marketplace. You must be a first class negotiator, advanced excel skills, have a high attention to detail and a strong ability to undertake multiple tasks. Your expert organisational and analytical skills ensure that you are successful in managing your day to day tasks.

Whilst maintaining a high level of accuracy at all times, your key responsibilities will include contract management, data entry of contracts into the back office system, analysis and reporting of passenger sales for each destination in the portfolio, assisting with brochure production, supplier liaison for each product area as well as coordinating all related administration activities. Advanced excel skills, an understanding of the travel industry, geographical knowledge of Scenic Tours touring destinations in Africa, China, Indochina, India and Australia and operations/logistical experience will be highly regarded.

If this role sounds like you please forward your resume along with salary expectations to employment@scenictours.com with the subject line Product Coordinator by COB Monday 21 February 2011.

For further information on our dynamic company please visit our website www.scenictours.com.au

WIN A 5-NIGHT HOLIDAY FOR TWO AT ANANTARA PHUKET



Throughout February, *Travel Daily* is giving travel consultant readers the chance to win an indulgent Phuket holiday package for two, courtesy of **Anantara Phuket Villas** and **Strategic Airlines**.

The prize includes Strategic Airlines return business class flights for two from Brisbane or Melbourne to Phuket; five nights accommodation in a luxurious one bedroom pool villa at Anantara Phuket Villas; daily buffet breakfast and return transfers.

Anantara Phuket have introduced an outdoor movie theatre on the beachfront lawns on Friday evenings. Guests can enjoy a complimentary movie and popcorn from the comfort of their beanbag as they take in the stunning ambience of the resort.

Every week *Travel Daily* will ask a different question relating to either Strategic Airlines or Anantara Phuket Villas – just read the issue and email us your answer.

There will be four questions in total. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this stunning Phuket escape.

Email your answer to: anantaracomp@traveldaily.com.au

Q.2: What beach would you be overlooking whilst enjoying an outdoor James Bond movie from the comfort of your bean bag at Anantara Phuket Villas?



DJ/EY submissions

THE ACCC has advised that "dissatisfied" parties wishing to contest its decision to authorise the Virgin Blue/Etihad Airways alliance (TD Thu) can apply to the Australian Competition Tribunal for review.

Calls for review must be lodged at competitiontribunal.gov.au.

Italian earlybird

TEMPO Holidays is offering a \$150 earlybird discount on its 5-day Emerald Tour that visit's Italy's Amalfi Coast.

The tour is now priced from \$994ppts, for booking paid in full by 28 Feb, for travel until 31 Oct.

More Volaris routes

LOW cost Mexican airline Volaris is seeking permission from US authorities to operate services between Toluca and Oakland, Ft. Lauderdale and Los Angeles.

The carrier has also lodged to fly between Guadalajara and San Jose, Oakland and Chicago.

Mastercard survey

INBOUND and outbound tourism to Australia has been unaffected by the Australian dollar's surge in value late last year, according to a poll by MasterCard Worldwide.

The survey found that 19% of respondents in the Asia-Pacific region would consider Australia as a travel destination within the next six months.

MasterCard Australia Country Manager Andrew Cartright said the local tourism industry "should take heart" that despite the rise of the Aussie dollar, overseas holidaymakers are still thinking of Australia as a destination in 2011.

The study also revealed that the number of Aussies intending to travel internationally in the next year was 34%, but that's just 1% more than the same time last year.

Cartright said "the attraction of getting a better deal has always been popular" but with the AUD\$ value "it seems the travel priorities of Australian consumers have steadied".

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Hot Jobs (Australia) - January 2011

Sydney – 02 9231 6444 – nswjobs@tmsap.com
Melbourne – 03 9602 1809 – vicjobs@tmsap.com
Brisbane – 07 3221 9916 – qldjobs@tmsap.com

Adelaide & Perth
– 02 9231 6444 – sajobs@tmsap.com, wajobs@tmsap.com
Executive Positions – 02 9231 6444 – sally@tmsap.com

Temp or Contract Executive – **Alex and Sharon**
– **Sally Frape**

JOB OF THE WEEK!

TRAVEL MANAGER / GENERAL MANAGER

- Adventure travel / bespoke travel specialist
- Sydney CBD location
- Negotiable salary

Our client, a travel adventure specialist is currently seeking a Travel Manager / General Manager to manage their boutique Sydney CBD travel office. You will primarily be responsible for managing and driving the business and bringing it to further growth and profitability. This will include team management, company marketing, driving sales and managing your own portfolio of adventure travel clients. You will be responsible for strengthening and diversifying the company's core business, developing bespoke tours and corporate travel, liaising with Product Manager and identify and promote high margin products. Our client is looking for a dynamic leader. They are looking for a commercially savvy travel manager, who is looking for a hands on exciting and rare opportunity.

Contact **Sally Frape** at TMS Asia Pacific
sally@tmsap.com T: **0422 621 029**

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Business Development Executive - Melbourne

- Do you have experience in a BDE or BDM role in Wholesale travel?
- If so, we would like to hear from you!

Our client is a reputable and successful travel Wholesaler who is currently looking for an experienced Sales Representative. You will be responsible for promotion and education of products and services to travel agencies as well as representing the company during events. The role will see you develop the network of travel agents, conduct seminars, promotional activities and consumer info nights in order to generate sales and market share. You must be willing to travel to regional areas as well as overseas if required. You will have previous experience in a similar role in Wholesale Travel with proven record in driving sales figures and meeting targets. You are pro-active, have sense of responsibility, you are independent and customer friendly. You also have proven problem solving ability and high level of oral and written presentation and communication skills. Generous salary package and overseas travel are on offer for the right candidate.

Contact Stacy Balderston T: **03 96021809** E: stacy@tmsap.com

Support Services Executive - Sydney

- Travel Technology Company
- Make the switch from consulting

Our client, a Global Travel Technology Company is seeking a Support Services Executive. You will be responsible for the resolution of customer application support queries via help desk calls and email. You will provide daily support and assistance to customers in Australia and New Zealand. The objective is to achieve a high level of customer service while finding fault resolutions within established processes and procedures. This is a great opportunity for somebody wanting to work within travel technology. It would suit a travel consultant / wholesale reservations consultant who is looking at entering the world of Travel Technology, or somebody working in a similar role. If you have at least 2 years travel agency / wholesale or experience in using a CRS, and a working knowledge of mid to back office travel accounting packages please contact Stacy at TMS.

Contact Stacy Balderston T: **03 96021809** E: stacy@tmsap.com or [apply online now!](#)

International Retail Travel Consultant - Perth

- No more face to face consulting
- Solid base + commission + super

This successful and well established online travel company is looking for experienced International travel consultants who can contribute to their growth. To be considered for the role you must have experience in Retail travel, knowledge of a GDS system, ability to work towards sales targets in a busy team environment and extraordinary customer service skills. This role in a fast paced call centre environment will earn you a solid retainer with unlimited earning potential.

Contact Anna Wachowiak T: **02 9231 6444** E: annaw@tmsap.com or [apply online now!](#)

Team Leader - Retail Travel Company - Canberra CBD

- Career opportunity with a well known travel company
- Retainer + uncapped commission

Our client is a very successful and growing travel company who is currently looking for an experienced Team Leader to manage small team. Requirements include: experience in managing a team, knowledge of Galileo, high level of motivation and excellent communication skills. You will be rewarded with a retainer and generous commission.

Contact Anna Wachowiak T: **02 9231 6444** E: annaw@tmsap.com or [apply online now!](#)

Support Services Manager - Sydney

- Travel Technology Company
- A leadership and customer service role

The Support Services Manager is responsible for the team that supports all applications, this involves managing the effectiveness and performance of the team as well as the satisfaction of the clients that rely on it. You will work with the Client Services Manager to ensure the efficient operation of the support team. You will also develop and maintain a client communication strategy for all clients, work with Team Leaders to develop processes and procedures to maintain and improve customer service. To be successful in this role you will need strong leadership, organisation, negotiation and troubleshooting skills within the travel / travel technology space.

Contact Stacy Balderston T: **03 96021809** E: stacy@tmsap.com or [apply online now!](#)

Corporate Travel Consultant – Sydney CBD

- Excellent company benefits
- Salary up to \$55k – depending on experience
- Immediate start

Want to work in Corporate Travel? This renowned travel company requires a Corporate Consultant. Ideally you will have previous consulting experience, along with great customer service skills, an excellent phone manner and email communication skills. You will have professional presentation as well as the ability to work well both individually and in a team environment. The work is of a high volume so candidates must have excellent time management and attention to detail.

Contact Stacy Balderston T: **03 96021809** E: stacy@tmsap.com or [apply online now!](#)

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- 4) **INTERVIEW AND CV TIPS**
- 5) **CURRENT HOT JOBS ON OFFER**

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VIC & WA & SA: 03 9670 2577
recruit@aaappointments.com.au
QLD & NT: 07 3229 9600
employment@aaappointments.com.au
OR VISIT www.aaappointments.com

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Do you value your time? Want weekends off? Here is your chance. This boutique office requires a senior travel consultant to service their corporate clients' leisure travel arrangements. Working in this city office will see you working Monday to Friday business hours only with majority of travel requests received via phone & email only. This is a sensational opportunity to take your career to the next level. A solid retail travel sales background is essential.



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Quicket



**Consolidated Travel will reward you for ticketing any
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**\$30 voucher awarded for every Economy Class return ticket
\$100 voucher awarded for every Business class return ticket**

***Conditions:** Valid for tickets issued by Consolidated Travel or via Quicket between 15 January - 13 February 2011 on 100% QR itineraries ex Melbourne plated to QR (157) ticket stock on the Consolidated Travel IATA only. Child, Infant, Group Sales, Wholesale, Cancelled or Refunded tickets are not eligible. Consolidated Travel and Qatar Airways reserve the right to alter or withdraw the promotion at any time. Vouchers will be capped & Vouchers will be distributed upon completion of the promotion & claims will only be accepted by COB 20 February 2011.

To receive your vouchers, please complete the details below & fax OR email to the Consolidated Travel Sales Team no later than 20th February 2011.

Agency Name: _____ Consultant: _____

Ticket Numbers: _____

Claim Date: _____

Melbourne
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Facsimile: 03 9663 2095

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Facsimile: 02 9247 7907

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**CLUB MED
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7 night-all inclusive package
Flights with Garuda, Jetstar or Virgin

| | Adult (+12) | Child (4-11) |
|----------------|-------------|--------------|
| From Sydney | \$2139 | \$1430 |
| From Perth | \$1527 | \$963 |
| From Brisbane | \$2027 | \$1584 |
| From Melbourne | \$2139 | \$1430 |
| From Adelaide | \$2069 | \$1626 |



**CLUB MED
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7 night-all inclusive package
Flights with Malaysia Airline

| | Adult (+12) | Child (4-11) |
|----------------|-------------|--------------|
| From Sydney | \$2230 | \$1553 |
| From Perth | \$2072 | \$1429 |
| From Brisbane | \$2230 | \$1553 |
| From Melbourne | \$2230 | \$1553 |
| From Adelaide | \$2230 | \$1553 |



**CLUB MED
PHUKET**

7 night-all inclusive package
Flights with Thai Airways

| | Adult (+12) | Child (4-11) |
|----------------|-------------|--------------|
| From Sydney | \$2293 | \$1583 |
| From Perth | \$2080 | \$1410 |
| From Brisbane | \$2293 | \$1583 |
| From Melbourne | \$2293 | \$1583 |
| From Adelaide | \$2296 | \$1613 |



**CLUB MED
BINTAN ISLAND**

7 night-all inclusive package
Flights with Singapore Airline

| | Adult (+12) | Child (4-11) |
|----------------|-------------|--------------|
| From Sydney | \$2305 | \$1610 |
| From Perth | \$2084 | \$1434 |
| From Brisbane | \$2305 | \$1610 |
| From Melbourne | \$2305 | \$1610 |
| From Adelaide | \$2305 | \$1610 |

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