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# Travel Daily AU

First with the news

Thu 10 Feb 11

Page 1

EDITORS: Bruce Piper and Guy Dundas  
E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au) Ph: 1300 799 220

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## TIME's first graduates

FOUR aspiring travel industry staffers were honoured last night after completing the inaugural six month mentoring program operated by TIME.

The Travel Industry Mentor Experience launched 18 months ago, as the brainchild of Penny Spencer, owner of Sydney TMC Spencer Travel.

"This is such a milestone," she told attendees at last night's event at the Sydney Blue Hotel, which is one of the major sponsors of TIME alongside such industry heavyweights as Sabre Pacific, Creative Holidays, Royal Caribbean, Virgin Blue, Avis and of

### New GA SYD mgr

GARUDA Indonesia has appointed Ibu Yanty Siregar as its new Station Manager for Sydney.

She was previously GA's Airport manager in Pekanbaru, Indonesia. More industry appointments on page five of today's TD.

### Mega issue today

*Travel Daily* today has eight pages of news and photos, plus there's full pages from:

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

course *Travel Daily*.

Last night Virgin Blue confirmed its commitment to the program, with ceo John Borghetti being the keynote speaker at the graduation.

Spencer said TIME was a key way of keeping top performers in the industry, allowing them to build their expertise and careers with the help of a senior trusted and experienced advisor.

"We're making sure we have tomorrow's leaders," she said.

Borghetti reflected on the major changes in the industry during his career, saying that when he started in 1973 a different sort of system operated "and it was called nepotism".

The program is going from strength to strength, with a twelve-strong third intake of mentees inducted yesterday.

See pics from last night on p7.

### Club Med bargain

CLUB Med is offering savings of up to 25% at its resorts in Mauritius, with all inclusive deals valid through school holidays.

More details on page twelve.

## Aviation security legislation passes

FEDERAL Parliament has officially passed the new Aviation Crimes and Policing Legislation Bill 2010, which aims to "create safer skies for the travelling public and those who work in the aviation industry," according to Minister for Home Affairs and Justice, Brendan O'Connor.

The legislation introduces three new offences: Assault of an aircraft crew member, with a maximum 10 year prison term penalty; Reckless endangerment of an aircraft where danger of serious harm or death can be shown, with a 14 year maximum penalty; and having or placing a dangerous good onboard an aircraft, where there is risk of serious harm or death, also with a 14 year maximum penalty.

The bill also boosts penalties for other offences, including 20 years for very serious offences such as assaulting a pilot, and life in prison for hijacking.

There's also now a 10 year maximum penalty for hoax and threat offences, up from the previous two year maximum.

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Page 2

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Manchester. Daily.  
From Sydney.

الإتجاه  
**ETIHAD**  
AIRWAYS

## Win Buble tickets

WE'VE already received scores of entries in our THAI Airways competition to win two tickets to next week's Michael Buble concert in Sydney.

The competition closes at 5pm AEDST tomorrow, with THAI hosting the winner and a friend in a private suite at the concert on Thu 17 Feb (flights not included).

To enter, send in your answer to the question *Which THAI destination would you take Michael Buble to, and why?*

Answers in about 25 words to [bublecomp@traveldaily.com.au](mailto:bublecomp@traveldaily.com.au).

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## QF facing pilot unrest

QANTAS has firmly rejected a demand from unions which asked that only QF pilots should operate planes in other Qantas Group airlines such as Jetstar and Jetconnect.

The carrier is negotiating a new Enterprise Bargaining Agreement with its international pilots, who are threatening to disrupt flights by taking industrial action.

In a statement issued today QF said there is no threat to job security of its pilots, confirming that it "has not made a pilot redundant in almost 40 years".

Contrary to claims from the pilots who say they want a 2.5% wage claim, Qantas says the combined effect of demands from the pilots equates to a total increase of 26% over three years.

## QF lifts O/S YQ

QANTAS has updated its YQ fuel surcharges for tickets sold in overseas markets including the UK, Ireland, USA, Cambodia, Singapore, Thailand, Vietnam, Mexico as well as for tickets issued in Australia for travel originating in the UK and Europe.

The increases are effective for tickets issued from 09 Feb and reflect the previously announced boost to fuel levies for tickets issued in Australia (TD 04 Feb).

As far as having Qantas pilots fly JQ services, QF said "Jetstar is a separate company which is competing with other low-fare airlines - not with the premium service offered by Qantas."

If Qantas gives in to the pilots' wage claim it said this would "put the real job security of many thousands of Qantas Group employees at risk".

## TQUAL grants open

THE Australian Government is now taking applications for businesses to receive funding in the latest round of TQUAL Grants - Tourism Quality Projects.

Funds of up to \$100K for small-scale projects that "nurture quality tourism experiences and support Australia's marketing campaigns" are up for grabs.

"The grants will help lift Australia's competitiveness as a tourism destination and stimulate investment in innovative products and services," said Minister for Tourism, Martin Ferguson.

Minister assisting on Tourism, Nick Sherry said the grants "encourage small businesses to innovate and make holidays in Australia an even more attractive prospect for overseas travellers and Australians alike."

Applications are due by 15 Apr - see [www.ret.gov.au/tourism](http://www.ret.gov.au/tourism).




## Window Seat

VIRGIN Blue ceo John Borghetti seems to have recovered well from the widely publicised gaffe he made when announcing the V Australia sponsorship of swimmer Ian Thorpe's 2012 Olympic bid (TD 02 Feb).

Borghetti had a bit of a flashback when he told Thorpe he was "going to win lots of gold for Qantas" - and he's clearly determined never to make a similar blunder in the future.

As the guest speaker at last night's Travel Industry Mentor Experience graduation (see p1,7) Borghetti brought the house down when he prefaced his speech with a good hard look at the Virgin Blue logo behind him - as captured by *Travel Daily TV*.

Check it out by clicking on the logo at  [youtube.com/traveldaily](http://youtube.com/traveldaily).

THE latest New York dining trend is also a fashion fad.

The Marlow & Sons restaurant in the trendy Williamsburg neighbourhood is encouraging guests to "remember their meals forever" by purchasing items made from the hides of the animals served up in the kitchen.

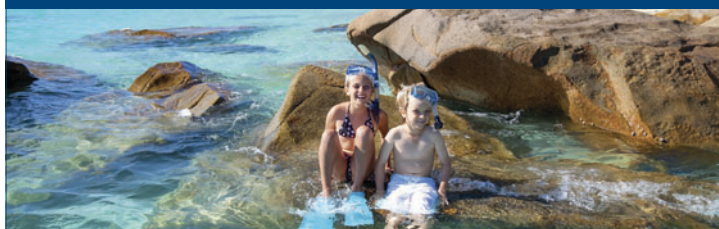
"We want something people could enjoy beyond their dinner," said owner Kate Huling.

"They come in, they eat, they leave and usually think of something else. So the bags really preserve and honour that animal," she said.

Initially leather bags made from cow hide will be on offer for beef eaters, while other items will include rabbit fur belts and hats, as well as woollen items for lamb lovers.

She didn't say whether bags made from carrot peelings would be available for vegans.

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**Travel Daily**<sub>AU</sub>  
 First with the news

Thu 10 Feb 11 Page 3

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**QATAR**  
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## TA targets Kiwis

**TOURISM** Australia will focus on the New Zealand market as one of its first sources to assist with rekindling tourism to Queensland following the recent devastating floods and Cyclone Yasi.

The first new "high impact" marketing activity stemming from the Commonwealth and Qld govt's \$10m tourism injection (TD 28 Jan), will target Kiwi's and the domestic market, pushing the message that the Sunshine State is an "incredible place to holiday."

The promo aims to "stimulate immediate business," TA said.



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## Toga's force leads to FC win



**LAST** night Toga Hospitality hosted over 40 corporate and travel industry guests in the Trust Suite at Sydney Football Stadium to watch Sydney FC vs Wellington Phoenix in the A-League competition.

Despite Sydney FC's finals hopes ending on Sun, yesterday's performance saw them seal a 2-0 victory over Wellington.

And there to cheer the team on were the 'Team Members' from Toga Hospitality, who have been supporting their travels throughout the season, with VIBE Hotels accommodating the Sydney FC players and coaching staff around Australia.

"Toga Hospitality is thrilled to sponsor Sydney FC", Toga Hospitality's communications manager, Tessa Anderssen told TD.

"We look forward to a long and mutually beneficial partnership,

### Online check-in up

**INSIGHT** Vacations and Trafalgar have reported receiving a "huge surge" in passengers registering emergency contact details via their respective online check-in platforms.

Insight's Fast Track & Trafalgar's Express Check-In are available to clients once they have booked and deposited on a tour.

kicking goals together with the team", she added.

Pictured above during the half time break is Michael Gunn, Travelforce; Lorin Evans and Tessa Anderssen, Toga Hospitality and Darren Whittaker, Travelforce.

## NZ Aus numbers up

**TOURISM** New Zealand has recorded a 3.4% year on year rise in Australian visitor numbers, to 1,119,879, for the year ending Dec 31 2010.

Other foreign markets to NZ also recorded improvements, especially from North Asia, which saw significant increases from Taiwan (up 27.8%), South Korea (+27.2%) and China (+20).

South East Asia and Japanese markets were also strong, with arrivals from India up 16.4%, Malaysia up 10.9%, Thailand rising 8.6% and Japan up 11.9%.

German figures were flat, with a 0.1% rise to 64,648 visitors.

Arrivals from the UK, the USA and Netherlands were down 9.3%, 4.1% and 3.8% respectively.

During Dec alone, the number of Aussies travelling across 'the ditch' rose by 3.0%, to 151,351 arrivals, while the average length of stay hovered around eight days.

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## NSW workshops

TOURISM NSW, Regional Tourism Organisations and the Australian Tourism Export Council are holding 'Export Ready Workshops' in the Blue Mountains on 08 Mar and in the Hunter Valley on 24 Mar for tourism businesses.

The workshops provide details on how companies can establish or grow their cut of inbound markets, providing information on understanding international distribution, commission structures and meeting the needs of international visitors.

Similar events were held last week in Bowral, Moruya and Wollongong.

## French Christmas

FRENCH Travel Connection is offering a saving of up to \$900 per couple on its Parisian Christmas season river cruises.

The bonus is valid for bookings paid in full before 31 Mar for Category 1 staterooms and suites, on the luxury 100-passenger *River Baroness* river cruise ship.

Other savings also include \$700 off per couple on Category 2 and 3 staterooms, booked by 31 Mar and a \$350 discount on all twin share categories when booked by 30 Apr - [frenchtravel.com.au](http://frenchtravel.com.au).

## Ryanair lifts Greece

IRISH budget carrier Ryanair has announced the introduction of 17 new routes into Greece from various bases around Europe.

The focus destinations are Kos, Rhodes and Thessaloniki, which will be served by flights from ports such as London Stansted, Liverpool, Frankfurt and Oslo.

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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](mailto: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](http://www.scenictours.com.au)

## TA/QF 'The Tourist' event

QANTAS Airways NSW regional gm Peter Collins (right) and Tourism Australia executive gm of marketing, Nick Baker hosted an exclusive VIP event on Tue night for 150 key partners, to see the aptly named *The Tourist* film at Sydney's OpenAir Cinema.



LEFT: Guests included Jeremy and Tim of Travel Together, with Luke Keane of Qantas Airways.



RIGHT: Pam Mulhern and Robert Elias of Giplin Travel are pictured with Tina Evans of Qantas Airways.



ABOVE: More of the QF team: Angelina Sobczyk, Antoinetta Esposito, Fran Villegas, Luke Keane, Kristine Chippendale and Kylie Daw.

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## Garuda circling Sydney

**GARUDA** Indonesia this month unveiled a newly branded monorail (*right*) in Sydney's CBD, promoting the airlines new direct daily service from Sydney to Jakarta.

The 10 week promotion will be seen by tourists and Sydneysiders until 10 Apr as the monorail loops around Darling Harbour and the city.



## PAL flying to Delhi

**PHILIPPINE** Airlines will begin a six weekly service between Manila and Delhi, effective 27 Mar.

The carrier is also increasing its services between Manila and both Sydney and Melbourne to daily departures (up from five), offering four day time flights and three evening services.

Flights ex SYD to Delhi, via Mania, are priced from \$1,331 and ex MEL start at \$1,313, incl taxes. Phone 1300 888 725 for info.

## Italian short stays

**ITALIAN** travel specialists SIT has introduced a selection of five days duration throughout Italy, available between Apr and Oct.

Options include the 'Genuine Tuscany' and 'Carousel Mini'.

## Scenic NZ 2011/12

**SCENIC** Tours has launched its latest New Zealand program, with a number of new inclusions being added to the 2011/12 program.

All new additions incl a whale and dolphin safari on Waitemata Harbour and the Hauraki Gulf in Auckland as part of the Scenic FreeChoice line-up, and a private dinner at Mission Estate Winery in the Hawkes Bay region, one of the new Scenic Enrich Experiences.

Fly free airfare deals to New Zealand are also on offer.

## Egypt cancellation policy extended

**TEMPO** Holidays will extend its penalty free cancellation policy, for travellers booked to go to Egypt who want to cancel their pre booked travel arrangements, from 28 Feb to 15 Mar 2011.

Cox and Kings is monitoring the situation on behalf of Tempo.

**MEANWHILE**, the Department of Foreign Affairs & Trade yesterday issued an updated travel advice for the strife-torn country, saying that organisers of the violent anti-government demonstrations have designated Sundays, Tuesday and Fridays as "major days of protest".

The current level of advice remains at "Do not travel".

## PHG Dusit addition

**PREFERRED** Hotel Group has added the 226-room Dusit Thani Laguna Phuket (previously owned by Laguna Resorts & Hotels) to its portfolio of properties.

## Silversea bonus

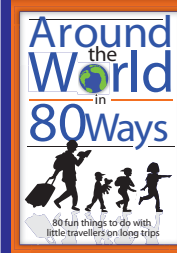
**SILVERSEA** Cruises is enticing agents to book any of its voyages departing before 30 Jun 2011, by offering a bonus \$200 commission for any new suite booked before 31 Mar - for further information go to [www.silversea.com](http://www.silversea.com).

## Getaway tonight

**TONIGHT'S** episode of Channel Nine's dedicated travel program *Getaway* at 7:30pm features stories including:

- The Maldives
- Valentine's Day hotspots
- Portal Hotel Brisbane
- Los Angeles, and much more

## 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.

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:

**The Itchee Feet books, games & applications make the journey as much fun as ..... what?**

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

Hint! Visit [www.itcheefeet.com](http://www.itcheefeet.com)

Congratulations to yesterday's lucky winner, **Della Han** from **Flight Centre Brisbane**.



## Gold Coast Discover why it's Famous for fun

Tourism Queensland, Gold Coast Tourism and Virgin Blue invite you to a special retail agent training event to discover the Gold Coast, Famous for fun!

Prize giveaways and the chance to secure your VIP seat on a fun filled Gold Coast mega-famil.

### Melbourne

**When:** Tuesday 8th March 2011  
**Where:** Zinc Federation Square, Cnr Flinders & Swanston St, Melbourne  
**Time:** Arrival from 5.45pm for 6.00pm start  
**RSVP:** [CLICK HERE TO RSVP](#)

### Sydney

**When:** Wednesday 9th March 2011  
**Where:** Establishment Ballroom, 252 George Street, Sydney  
**Time:** Arrival from 5.45pm for 6.00pm start  
**RSVP:** [CLICK HERE TO RSVP](#)



## Gap chips in \$20K

GAP Adventures says it raised just under \$20,000 in funds to support Queensland flood victims out of sales from the Australia/NZ market over a week long period during Jan (TD 17 Jan).



## Industry Appointments

WELCOME to *Industry Appointments*, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

Four Seasons Hotel Sydney has appointed Vincent Hoogewijs as the new General Manager. He takes over the role from Stephen Lewis who is retiring after spending 16 years in the position.

Cable Beach Club Resort and Spa welcomed Sally Miles to the Sales and Marketing team in the role of Sales Executive.

Julie Alderson has been appointed to the newly created position of Business Development Manager of Conference Call in Sydney.

Viva! Holidays and Qantas Holidays has announced the appointment of Fiona Dalton as its Manager Industry Sales. During her career, Dalton has held sales roles at Hamilton Island, Le Meridien, The Toll group and the Macquarie Group.

Etihad Airways named Robin Middleton as its Manager Alliances, a role which will oversee EY's relationship with the Virgin Blue Group of Airlines. Middleton will relocate from EY's USA offices to Brisbane for the new position.

Arthur Vicario is TravelManagers new Business Partnership Manager for New South Wales and ACT. He will be joining Michael Gazal who has been promoted to National Business Partnership Manager.

The Association of Corporate Travel Executives (ACTE) has appointed Albert Pozo, VP, Multinational Business & Corporate Travel Amadeus as a strategic board member to its global board of directors.

Anantara Phuket Villas who are represented by Exclusive Resorts in Australia, has appointed Khun Treechada Kantacha as its Assistant Director of Sales, effective immediately. Her most recent role was with the Le Meridien Phuket Beach Resort.

Swissotel Hotels and Resorts appointed Adnan Yucel as the new General Manager of Swissotel Foshan, Guangdong.

Khiri Travel has named Terry Gordon as its new joint Country Manager for Vietnam and Cambodia. Gordon will be based in the firm's office in Ho Chi Minh City.

Travelport has named Polish national Marcin Pilarski as its new managing director for Eastern Europe. The internal promotion follows the announcement to appoint Niklas Andreen to the role of Group Vice President, Global Hospitality and Partner Marketing.

## 10% off Scandi trip

BENTOURS is taking 10% off select departures in Jul when travelling on the 19 day Fabulous Scandinavia and Czars Route, when booked by 28 Feb, priced from \$3415pp - [bentours.com.au](http://bentours.com.au).

## Austrian traffic stats

AUSTRIAN Airlines has reported a 2.1% year on year increase in passenger traffic, carrying 690,000 people during Jan.

Passenger load factor declined by 1.9 points to 67.9% with the downturn being blamed on the EU capacity restrictions.

## Best in Mauritius

BEST Western International has achieved a "strategic milestone" opening its first property in Mauritius this month, the 64-room Best Western Laguna Beach.

The resort is located on the south-eastern coast of Mauritius and features Standard, Deluxe and Family room categories.

## TK plans US growth

TURKISH Airlines' director general has revealed the carrier is plotting further growth in the US, with Houston, Miami, Boston and Detroit on the airline's radar.

## HMAA backs Libs

THE head of the Hotel Motel and Accommodation Association (HMAA) has flagged her support with NSW Opposition Leader, Barry O'Farrell, and his comments about increasing major sporting and entertainment events, if elected to power next month.

Lorraine Duffy, HMAA Chief Executive has welcomed the Opposition leader's promise to give the city a new 10,000 seat concert and meeting centre at Darling Harbour.

"Sydney used to see itself as number one for big ticket events. As the gateway to our country, it's critical the city reclaims this title to get the wheels turning again on hotel and infrastructure development".

Duffy said O'Farrell's promise is just what the accommodation sector needs to "wipe the cobwebs from our industry".

## EI AI 4 737-900ERs

ISRAELI airline EI AI will boost its fleet with the purchase of four new Boeing 737-900ER aircraft, with an option for two more, up to the value of US\$320 million.

The carrier plans to use the new Boeing jets to replace its medium-haul 757 planes.

## Destination Japan

DESTINATION management company, Destination Asia, will open a new office in Tokyo, Japan on 08 Apr.

The branch will be headed up by general manager, Nami Nigo.

## Air Nelson nose dive

AN AIR Nelson flight with 44 passengers and crew onboard was forced to make an emergency landing in Blenheim, New Zealand yesterday due to the failure of the nose gear.

All passengers disembarked the aircraft safely.

## Park8 opens in Syd

A NEW boutique hotel has opened in Sydney featuring an interior inspired by Hyde Park.

Park8 Hotel features green turf-like carpet throughout corridors in the standard and deluxe rooms, and 'bark-like' wallpaper features in loft rooms.

## More Niue cruises

NIUE Tourism's Senior Tourism Development Manager, Hayden Porter, has revealed that "many" cruise lines are making enquiries to operate voyages to the Pacific island for 2012 and beyond.

"Niue is certainly a cruise destination that will be on the must visit (list), while in the Pacific," Porter said.

## Ski Australia deal

ABSOLUTE Alpine is offering a Stay five, Pay four deal on its Ski Thredbo or Perisher and Stay in Jindabyne package for stays between 10 to 30 Jun, when paid in full by 15 Apr.

The special is priced from \$1889 per family (two adults and two children) and includes five nights accom, five day lift pass, five day ski, poles, boots, parka and pants hire - see [absolutealpine.com.au](http://absolutealpine.com.au).

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To succeed we're looking for a candidate with at least three years of digital marketing experience in a commercial setting with a proven track record.

To apply, forward your CV and covering letter to [recruitment@globusfamily.com.au](mailto:recruitment@globusfamily.com.au) with the position title in the subject line by Friday 18th of February 2011.

PLEASE NOTE: Applications will not be accepted via recruitment agencies before the closing date.

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WATERWAYS



## TIME celebrates graduates



"When I first saw TIME advertised in *Travel Daily* I knew I just had to be part of it," said Megan Hill of Travelations last night as she became one of the first graduates from the mentoring program.

Senior executives from across the Australian travel industry met to honour the mentees who have completed six months of intensive one-on-one mentoring.

Pictured above is the first graduating class of mentees and

their mentors after receiving the red carpet treatment during the Blue Hotel Sydney ceremony.

Front row from left: TIME founder Penny Spencer of Spencer Travel; mentor Suzanne Kerr of The Travel Store; mentee Romina Izzo of Travel with a Twist; mentor Denise Blackmore of Air Cruise International; mentee Megan Hill of Travelations; mentor Helen Williams of Hawaii Tourism; and mentee Rebecca Maizey of Creative Holidays.

Back row: mentor Steve Reynolds of Cox & Kings; mentor Justin Montgomery of Virgin Blue; mentee Chris Wilks of Sabre Pacific; and guest of honour, DJ ceo John Borghetti.



ABOVE: No, it's not Grizzly Adams - it's the one and only Glenn Cusack of Sabre Pacific with Greg Herbert of Breakaway Travel Franchise Group.



ABOVE: Sabre Pacific ceo Gai Tyrrell with Creative Holidays chief Paul McGrath and Penny Spencer.

## Air India 787s in Q4

AIRCRAFT manufacturer Boeing has informed Air India that it will receive the first of its 27 787 *Dreamliner* aircraft on order by the end of this year.

Launch customer, ANA, will get its first 787 in Q3.

## VisitBritain to drop New Zealand

THE UK's tourism marketing agency VisitBritain has announced a major global restructure which will see it withdraw from 14 markets including New Zealand.

The organisation is responding to a 34% cut in its government funding announced last Oct, with the reduction in markets served "to ensure the maximum funds are allocated to marketing".

Other countries which will no longer have a VisitBritain presence include Argentina, South Africa, Malaysia, Singapore, Korea, Thailand and Mexico as well as Argentina, the Czech Rep., Finland, Greece, Hungary and Portugal.

Australia will still have a VisitBritain office, but the operation here has already been downsized to just two staff.

## DFW cancellations

A MASSIVE winter storm in Texas has seen American Airlines cancel almost 400 flights at Dallas/Fort Worth International Airport - amounting to about 20% of the carrier's daily operations, according to *USA Today*.

## Dinner in Noumea

LET'S go out for dinner tonight - to New Caledonia!

New Caledonia Tourism and Aircalin are offering a free dinner in Noumea - including flights from Australia - for business events/incentive organisers plus a partner, when they make a New Caledonia hotel booking for a group of 10 people (with a minimum of 10 rooms for three nights) between 14 Feb and 30 Jun.

The bonus includes flights from Sydney or Brisbane, taxes, dinner at a hotel, airport transfers and one night's accom.

For more contact Louise Stannard - [l.stannard@nctps.com](mailto:l.stannard@nctps.com).

VisitBritain will continue to operate in New York and Los Angeles, Canada, Brazil, Belgium, Denmark, France, Germany, Italy, the Netherlands, Norway, Poland, Russia, Spain, Sweden, China, India, Japan and Dubai.

Hong Kong will be addressed as part of VisitBritain's overall marketing efforts in China rather than treated as a market in its own right.

Another major change will see VisitBritain's flagship Britain and London Visitor Centre close next year, with discussions "currently taking place with other agencies on the provision of tourist information in London."

VisitBritain ceo Sandie Dawe said its marketing would focus on delivering a global campaign, ramping up partnership marketing and "key account management with commercial partners."

"Digital and social media, PR, marketing and relationships with 2012 stakeholders remain a priority," he said.

VisitBritain's online retail service will continue to be developed on a commercial basis.

The reduction from serving 35 overseas markets down to 21 will still "provide a wide geographic spread across the world, accounting for 80% of inbound tourism spend," Dawe added.

About 70 people will lose their jobs in the restructure.

## Serenity upgrade

CRYSTAL Cruises will spend over US\$25 million on an overhaul of *Crystal Serenity* when the ship goes into drydock in Hamburg for 14 days in May.

Upgrades include stateroom enhancements, new retail stores, a new 'chic' pool deck, and fresh lighting and furniture throughout.

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## 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](mailto: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?**



### Google no to OTA

INTERNET search engine giant, Google, has no intention of becoming an Online Travel Agent, according to its UK Travel Team industry manager, Nate Bucholz.

"We're not interested in taking consumers money directly," Bucholz said in London this week.

### Jet triples Dubai

INDIAN carrier and QF codeshare partner Jet Airways has announced a third daily flight between Mumbai and Dubai.

The move is effective 27 Mar, with further Middle East expansion for the carrier also including a new daily flight between Mumbai and Dammam in Saudi Arabia.

### Starwood all incl.

STARWOOD Hotels and Resorts has launched all-inclusive rates at properties in Mexico, for stays until 15 Dec.

Rates include three meals a day and open bar at the Westin, Sheraton and Le Meridien Resorts.

### North Star cheaper

NORTH Star Cruises has reduced its prices for cruises on *True North* when travelling in 2011 and 2012, to "affirmatively keep the company in step with a changed market" the firm said.

Four new itineraries have been added to the Kimberley region including The Kimberley Ultimate; The Kimberley Gorges; The Kimberley Islands and the Kimberley Snapshot.

See [northstarcruises.com.au](http://northstarcruises.com.au).

### Republic LH c'share

US carrier Republic Airline has requested to allow Lufthansa to codeshare on services operated by US Airway Express on routes within America.

## Oh what a feeling... Gap!

GAP Adventures and Qatar Airways recently partnered up to host a group of STA travel agents on a family to Jordan.

During their time overseas the consultants participated

in a tour of Petra, floated in the Dead Sea, and tried a traditional Bedouin meal at Wadi Rum.

Pictured here at Kazneh in Petra, also called The Treasury, are the STA agents *from left*: Julia Mullamphy, Highpoint; Timothy Schmitz, Curtin Uni WA; Sarah Bridges, Tasmania Uni; Megan Den Besten, Chatswood; Adrian Martin, Qatar Airways



representative; Belinda Clohesy, Indooroopilly; Nicole Borg, Sydney Uni; Ayman Khattab, Gap Adventures; Thomas Heib, Camberwell; Kathleen 'Mak' Doherty, Gap Adventures road warrior; Anthony Jayasekera, call centre, VIC; Rose Iarussi, Latrobe Uni; Pamela Drummond, Monash Uni and Peter Grimes, general manager, Product.



## Reservations Agent - Luxury Specialist

- Newly Created Role
- Australia's leading luxury resorts
- Richmond Location

**Delaware North Parks and Resorts** are seeking an experienced **Reservation Sales Agent** to join our team as a **Luxury Specialist**. You will be responsible for providing the highest standards of service focusing on high end retail, wholesale and consumer services for our 5 star resorts.

#### The role includes:

- Managing a high volume of guest telephone enquires; converting sales/reservations through exceptional customer-relationship skills
- Develop continued and repeat business by way of establishing strong relationships with all clientele and exceeding all guest expectations.
- By way of having a strong knowledge of our products, provide guests with accurate and immediate information in areas including Resorts and their services, room rates and types and their availability
- Liaising with our past guests and direct clientele, tailoring specialized itineraries to meet their needs and expectations.
- Have a clear understanding of the key luxury travel specialists within the Australian and International markets and to be able to deliver a seamless reservations process for both the agent and the guest.

#### Successful candidates will possess the following:

- Experience in a reservations / Hotels & Resorts sales role dealing with luxury and high end products.
- Knowledge of Property Management Systems desirable, Opera Suite preferred and an understanding of Revenue Management concepts
- Highly customer focused
- Strong and clear communications skills, high attention to detail and a desire to work in a fast-paced team environment

To Apply please visit [www.delawarenorth.com.au/jobs](http://www.delawarenorth.com.au/jobs)

**Delaware North Companies Australia is a global leader in hospitality that boasts an impressive portfolio of Parks and Resorts in Australia including: Lizard Island Resort, Heron Island Resort, Wilson Island Resort, El Questro Wilderness Park & Homestead and Kings Canyon**



# Steer Your Career in the Right Direction

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## Hot Jobs (Australia) - February 2011

Sydney – 02 9231 6444 – [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne – 03 9602 1809 – [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane – 07 3221 9916 – [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth  
– 02 9231 6444 – [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions – 02 9231 6444 – [sally@tmsap.com](mailto:sally@tmsap.com)

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

**JOB OF THE WEEK!**

### Domestic Corporate Consultant - CBD Fringe

- Boutique Agency
- \$40-\$43k plus super DOE

An unique opportunity exists for a travel consultant with a minimum of 12 months experience to grow their skillset and step into the corporate arena! In this role you will booking domestic corporate travel for a VIP client offering the best in customer service.

Contact **Sharon Moss** at TMS Asia Pacific  
[sharon@tmsap.com](mailto:sharon@tmsap.com) T: **02 9231 6444** or **apply online now!**

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#### Assistant Marketing Manager – Sydney

- *Work for this established wholesale travel company*
- *Parking available*

Our client is the market leading wholesale travel company. They have created a new role in the Marketing Department and are looking for an experienced and talented Marketing Coordinator. This role will see you providing high-level marketing and administrative support to the Marketing Director. If you are motivated, well organised, hard working individual who wants to develop your marketing experience, we want to hear from you.

##### Required Skills:

- *Solid experience in a marketing role within travel or tourism industry*
- *Excellent written and verbal communication skills*
- *Knowledge of travel and tourism industry*
- *Proficiency with Microsoft Office, Photoshop and HTML*
- *Excellent analytical skills*
- *Degree in Tourism, Marketing or Communications*
- *Calypso and Amadeus highly regarded*

In return, this company offers great salary package, supportive management and career progression.

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

#### Account Manager - Sydney

- *Do you have solid experience with the hotel industry?*
- *Are you a successful account manager?*

Our client is the market leading online hotel reservation service. They are currently looking for a Junior Account Manager to work in collaboration with the Account Manager in developing and managing his/her region to maximise revenues. Main responsibilities include monitoring the rate parity and locate the best rates and availabilities within your region, creating and ensuring the follow-up of commercial mailings to further develop the region, preparing and going on market visits, following up on cancellations, evaluations and complaints. You will also manage some of the hotel partners in the same region. To be successful in this role you will have previous experience in Sales or Account Management, you will be fluent in English, you will be pro-active, have sense of responsibility, independent, customer friendly and target focused. You will have good communication and commercial selling skills. You will be a team player, motivated and enjoy the sector of e-commerce and hospitality. Hotel School or University background preferred. Driver's license required.

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

#### Business Development Executive- Sydney

- *A genuine market leader*
- *Get on board and take your career to the next level!*

This is a role responsible for generating sales for this highly acclaimed travel company. You will have the ability to establish and maintain relationships with customers across multiple channels and you will be responsible for identifying new customers. This position plays a key role in achieving annual revenue targets by generating sales leads, developing proposals and closing deals. If you have a background in business development in travel technology or corporate travel this is the role for you.

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

#### 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, please contact Stacy at TMS.

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com)



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This is an exciting opportunity for an exceptionally talented business leader to take this great Brand forward and drive company growth. We are looking for someone with passion for the travel industry, strong negotiation & relationship skills and the ability to be an energetic & inspirational leader. You will have great communication skills and the ability to inspire your team by setting clear objectives and celebrating success.

### MAKE THE SWITCH & JOIN THE AA TEAM EXECUTIVE RECRUITMENT ACCOUNT MANAGER SYDNEY – SALARY PACKAGE OTE \$80K+

The Travel industry is booming! To effectively service the executive needs of both our clients and candidates, we are expanding our national executive department. Based at head office, this role will involve client relationship management, selection and business development. Ideally suited to an industry BDM who is looking to get off the road or a travel manager looking for a new direction in their career.

### CORPORATE TRAVEL HOT-SPOT

**CORPORATE SALES MANAGERS X 3  
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Work on the cutting edge of corporate travel and join a global company that is expanding. If you can articulate your sales methods and ability to close the sale, and you're motivated by joining a company that will reward & recognize you both personally and for your sales achievements, this position will be a revelation for your career. This is a great team who will reap the rewards from continued growth.

### CREATE AND MANAGE UNIQUE EVENTS INCENTIVE/EVENT ACCOUNT MANAGER X 2 SYDNEY – SALARY PACKAGES TO \$90K

For the experienced Incentive Program Manager these new roles will provide the ultimate challenge in joining high profile organizations working with blue-chip VIP clients. Your experience must include the entire end-to-end process from setting program objectives, design & pitch, through to supplier negotiations, on-site management and financial reconciliations. The ultimate in incentive & corporate events.

### YOU'LL BE PROUD TO LEAD THIS TEAM

**CORPORATE OPERATIONS MANAGER  
MELBOURNE - SALARY PACKAGE TO \$90k DEP ON EXP**

This unique corporate travel management company is looking for a senior leader who has an ability to gain the best from their staff. Overseeing a team of consultants you will need to possess the required skills and have exceptional knowledge of managing a small team with full financial accountability. Experience in corporate travel and handling accounts is essential. A great spot at the top of this team.

### THE POINTY END OF ACCOUNT MANAGEMENT

**CORPORATE CLIENT RELATIONS MANAGER  
SYDNEY & MELBOURNE – SALARY PACKAGES TO \$90K**

If you're highly experienced managing a portfolio of prestigious high value corporate accounts and have a perfect track record of client retention & revenue growth these NEW positions will put a spring back in your step. Working with a leading Brand and a dynamic team you'll be assigned a portfolio to develop relationships and drive the business further. If you can bring the WOW factor, talk to the experts.

### BE PART OF THE WESTERN BOOM

**STATE MANAGER & SENIOR SALES  
PERTH – SALARY PACKAGE TO \$100k**

Here are two great reasons why the west is booming. As a senior industry sales professional you will be responsible for growing and developing regional activities while committing your abilities to companies who are well recognized and growing at a fast rate! Speak to AA Melbourne office today for more information and insight into these fabulous top level opportunities. Interviews taking place next week!

### CRUISE AGENCIES WITH THIS SUPERB PRODUCT

**WA BUSINESS DEVELOPMENT MANAGER  
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Bring your winning smile, drive and ability to this wholesale product and get out and about to service the travel agency market to secure increased exposure and sales. You will have the ability and know-how to ensure success of the product in the market. This package also includes a fully maintained car and uncapped incentives for you to earn a great salary. Strong communication and presentation skills a must.

## 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

Carmen Pugh  
OLD & NT  
Ph: 07 3229 9600

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

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Brisbane  
Telephone: 07 3334 2000  
Facsimile: 07 3221 3771

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