



From your chair

to Trafalgar Square.

Win a trip to London, no porky pies.

Qantas and British Airways are giving you the opportunity to win the ultimate luxury trip to London. You and a friend could win return Business Class flights on Qantas and British Airways, 5 nights accommodation at Dorchester Collection properties, West End Theatre Tickets, a traditional High Tea, a Black Cab Tour of the city and passes to the London Eye. Plus, consolation prizes of iTunes vouchers will be awarded each week of the promotion. Simply book and ticket 5 separate bookings that include Qantas or British Airways JSA flights via Singapore, Bangkok or Hong Kong between 12 July and 5 August 2011 (for departures until 30 June 2012) and complete the entry form by telling us in 25 words or less "What you love most about flying to London." For full details, and to enter, visit qantas.com/agents and click on the competition banner.

Want to go to Europe?
Join the eXperts Academy famil!



Sell any two LH or OS tickets to EU by 31 July. Enter on eXperts for your chance to participate. It's that simple!

www.lufthansaexperts.com



Travel Daily

First with the news

Tuesday 12th July 2011

General Manager Contracting - Melbourne or Brisbane

- Leading Wholesale Company - Inbound & Domestic
- Senior Level Role
- Management Over State Procurement Teams

Contact Stacy Balderson
at TMS Asia Pacific T: 02 9231 6444
E: stacy@tmsap.com

TMS
ASIA-PACIFIC
BNE • MEL • PER • SYD
BKK • HKG • SGA • SIN

ISSN 1834-3058

QF/BA London incentive

QANTAS and British Airways are offering agents the opportunity to win a business class trip for two to London including luxury Dorchester Collection accom and more - see the front page of **TD**.

Creative doubles Bali

CREATIVE Holidays is offering double World Rewards points on Bali bookings using Garuda Indonesia - see **last page**.

Qantas pilots pushing back

THE union representing Qantas international pilots is attracting worldwide attention over plans to take strike action for the first time since 1966.

The move has been widely reported, with the issue seeing the pilots strongly resist plans by ceo Alan Joyce to restructure the carrier's international operations.

On 24 Aug Joyce is set to outline proposals to return the operation to profitability, and the pilots are insisting that a new enterprise agreement includes a "Qantas flight/Qantas pilot" clause.

"We now have a ceo who believes you can substitute Australian Qantas pilots with outsourced and offshore alternatives without doing damage to the brand," said Barry Jackson, president of the Australian and International Pilots Association.

"He's dead wrong. The key point of differentiation Qantas has as a brand is its Australian safety culture," he said.

The union said pilots were now deciding on what form of Protected Industrial Action they

would take, after overwhelming support which saw 89% of eligible pilots voting, of whom 94% were in favour of strike action.

Qantas issued a statement in response, saying it was prepared to negotiate reasonable increases but the "current demands from the union are excessive and unsustainable."

"The pilots' union is demanding pay increases, free flights on top of already heavily discounted airfares and a requirement that pilots on all Qantas airlines, including Jetstar, are paid the same rates as Qantas pilots," the statement said.

As well as pay rises the union wants two free international flights a year for pilots - as well as for QF to fund two union officials.

Bumper issue today!

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- Creative Holidays

Waiting to be enlightened?

Wait no longer. If you are a travel agent based in Australia, we are giving away copies of our Consumer Research Survey which reveals the changing face of today's travel consumers and the influences behind their decision making process

[Click here](#) for your copy and if you are really lucky, you might win an Apple iPad 2.

How good is that?

www.travelport.com



Travelport



savor
dining as luxurious as
our mid-sized ships



Holland
America Line
LEARN MORE >

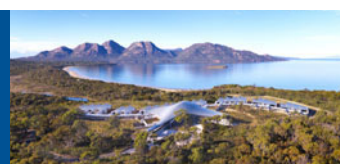
TALKABOUT
Tasmania
ROADSHOW

BALLARAT 8th August MELBOURNE 9th August
NEWCASTLE 10th August PARRAMATTA 11th August

For more information, click here or visit www.tassietrade.com.au

WIN AN ESCAPE TO
SAFFIRE FREYCINET

A world apart, not a world away.



Tasmania



Holidays

qantasholidays.com.au/agents

Your clients can earn an
extra 10,000^ Qantas
Frequent Flyer points on
Hawai'i bookings.

the HAWAIIAN ISLANDS

^Terms and conditions apply.
Offer ends 31 July 2011.

earn points
Trip



NTIA on TDTV today

TRAVEL Daily TV today features an exclusive video from last Sat's industry night of nights, the National Travel Industry Awards.

Relive the excitement of the night and see the candid comments of many of the lucky winners who will be making the most of their accolades in the coming months.

The video can be viewed by clicking on the logo or at traveldaily.com.au/videos.



QF18 Tahiti diversion

QANTAS's Sydney-bound flight from Buenos Aires on 11 Jul has been diverted via Papeete, Tahiti due to the Chilean volcanic ash & is due to arrive at 7:20am on Wed.

Sunshine, not Gold

MOOLOOLABA's UnderWater World is located on the Queensland Sunshine Coast, not the Gold Coast (**TD** Fri).

Rhapsody revamp revealed

ROYAL Caribbean Cruises has finally confirmed details of the planned drydock for *Rhapsody of the Seas*, which has resulted in the cancellation of a number of itineraries next year (**TD** 30 Jun).

The vessel will head to Singapore for a multimillion dollar refit which will include the addition of new speciality dining venues and additional cabins.

The 'Royal Advantage' makeover will also include an extensive refresh of all existing cabins and suites, with further details of the enhancements to be made public later in the year.

Royal Caribbean is spending about \$300m to revitalise its entire 22-ship fleet, with other vessels scheduled for works in 2012 including *Grandeur of the Seas* in May and *Serenade of the Seas* in Nov next year.

Gavin Smith, md of Royal Caribbean Cruises Australia, said

the focus on *Rhapsody* confirms the line's dedication to the Australasian market, where the vessel has cruised since 2007.

"We're fully committed to 'raising the bar' by heavily investing in our growing Australasian fleet and delivering a superior product to the local market," he said.

"*Rhapsody of the Seas* is already a tremendously popular ship and now we will invest in making her even better," he said.

New local LAN chief

LAN Airlines has announced the appointment of Patricio Aylwin as its new Sydney-based general manager for Australia, New Zealand and Asia.

Aylwin succeeds Rodrigo Contreras who has taken up a new role as International Sales Manager, Chile for the carrier.

AirAsia X culls OOL flts

KUALA Lumpur-based AirAsia X cites a "softening" in demand for flights as the reason for its axing of two of seven weekly services to the Gold Coast, from 16 Aug.

"The change in schedule will also enable us to use that capacity on other routes," the carrier said.

In Jun, D7 was given the ok to expand int'l routes by the Malay government (**TD** 23 Jun).

Win a True Grit DVD

TRAVEL Alberta is today giving readers the opportunity to win one of five copies of the newly released movie *True Grit* on DVD - to help celebrate this year's Calgary Stampede which kicked off last weekend.

To win, be one of the first five **TD** readers to answer the question:

In what year was the first Calgary Stampede held?

Email your answers asap to stampede@traveldaily.com.au.



virgin atlantic

The new vsflyinghub has really taken off.

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

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

*If available these tickets will be upgraded to Upper Class. For full terms and conditions visit vsflyinghub.com

 **BREAKAWAY**
International Travel Industry Club

 AIR NEW ZEALAND

**Air New Zealand Industry Fares to
Cook Islands - Sales to 30 Nov 11.
Return from **\$518*** per person plus taxes.**

**Conditions Apply.*

CLICK HERE for further details

Tuesday 12th Jul 2011

Cooks scooter promo

COOK Islands Tourism is giving away a Vespa scooter to one retail and one wholesale agent selling a trip to the South Pacific destination by 15 Dec, for travel through until 31 May.

There is no minimum spend needed to qualify.

Entry forms are available by emailing info@cookislands.net.



The APT team says thank you!

For your support in the NTIA Awards.

We are proud winners of the Best Cruise Operator - International based operation.

As voted by you - our Industry Partners.



www.aptgrouptourism.com.au
1300 278 278

Australian Pacific Touring Pty Ltd
ABN 44 004 684 619 Lic. No. 30112 MKT9452

PEUGEOT SPECIAL EXTENDED!
Save over \$550 when leasing a Peugeot 3008 for 21 days.

Choice of 2 models, both with GPS and glass roof.

Book & pay by 30 Sep 11 for collections prior to 31 Dec 11.

*Conditions apply. Saving based on the 3008 Premium Pack 1.6 HDI 112CV model collecting and returning in France.

Call 1300 363 500 or go to www.driveaway.com.au

ABN 67 107 041 912
Lic No. 21A6087

DriveAway Holidays

Trip celebrates 2nd anniversary



ALMOST 50 top selling Qantas Holidays and Viva! Holidays Sydney agents were treated to a delectable Singapore-inspired degustation dinner at Bentley Restaurant & Bar last night to help celebrate Trip's 2nd birthday, in conjunction with Singapore Tourism Board.

"Trip (Travel Rewards & Incentive Program) continues to be the leading loyalty program for travel agents, with over 7,100 members", said Qantas Holidays sales executive Adam Joseph.

Points earned in the free to join program can be redeemed in an online store offering more than 3,000 gift options, including Qantas Frequent Flyer Points, Plasma TV's and Pandora charms.

Agents can earn double points on every Singapore booking made with Qantas Holidays and Viva! Holidays by 13 July, plus earn points on the air component of every Singapore Airlines booking made with Viva! Holidays.

The enhanced Trip website at www.triponline.com.au is giving agents the chance to win a \$2000 Westfield XS Gift Card by simply

creating a 96-hour Singapore itinerary for their clients, as well as a trip for two to Singapore.

Pictured above is Claire Davies, STB; Angie Howes, QH; Chef Brent Savage, Mathew Webb, STB and Tahnee Dobson, QH.

And inset is STB's Mathew Webb and QH's Adam Joseph presenting Joyce Blom from Travelscene Menai Metro with the lucky door prize for the night - a Camilla Franks Singapore Weekender Bag valued at \$500.

For more photos from the event see traveldaily.com.au/photos.



Rd 18 Winner

CONGRATULATIONS
Robyn Petkovic
from Qantas

Robyn is the top point scorer for Round 18 of *Travel Daily's* NRL industry footy tipping competition and has won a pass for two people to Sydney Tower Observation Deck and OzTrek, courtesy of Sydney Attractions Group.



Major Prize Sponsors

1st Prize: 4-night holiday to Dubai & Abu Dhabi, courtesy of Emirates and Jumeirah Hotels & Resorts



2nd Prize: 4-night holiday to Kuala Lumpur & Penang in Malaysia, courtesy of AirAsia & Parkroyal



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



Dreamliner to India

STAR Alliance member elect Air India has been told to expect the first delivery of its long over-due Boeing 787 Dreamliners by the fourth quarter of this year.

President of Boeing India Dinesh Keshar said the 787 would be flown to Delhi this week for demonstration flights in India.

Air India has 27 Dreamliners on back-order with Boeing.

STATE SALES MANAGER WA

Avis is a global leader in the tourism industry, offering a diverse range of challenging and rewarding career opportunities. Competitive remuneration, incentives, a fully maintained company vehicle and excellent staff discounts are just some of the ways we look after our valued sales team. Enjoy a supportive and fun team environment, with a focus on exceptional customer service that has seen us become Australia's most popular Car Rental Company.

Based at our WA Sales Office at Perth Airport, this senior sales position is responsible for managing the growth of profitable business within the corporate and travel industry markets in WA. The primary function of this role is the achievement of forecasted sales revenue targets by maintaining positive relationships and achieving growth from an existing customer base whilst identifying and targeting other major business opportunities for Avis.

To be successful in this role you must have excellent communication skills, as well as computer literacy skills including Word, Excel and PowerPoint. Demonstrated previous sales experience with a proven track record of achievement in service industry sales is essential. Previous successful people management experience, though not essential, would be highly regarded.

To find out more about these exciting opportunities please submit your resume to john.purnell@avis.com.au

AVIS

We try harder.

BUSINESS 17557

Tuesday 12th Jul 2011



Money

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

\$1AUD = US1.064

DESPITE the ongoing European debt crisis causing uncertainty in financial markets, the Australian dollar is continuing its strong run. However some analysts are seeing gathering storm clouds, particularly with the unknown impact of the government's proposed carbon tax as it rolls out across Australian businesses.

But the A\$ remains strong against the US\$, £ and Euro, still making it a great time to travel. *Wholesale rates this morning:*

| | |
|--------------|---------|
| US | \$1.064 |
| UK | £0.668 |
| NZ | \$1.277 |
| Euro | €0.756 |
| Japan | ¥85.09 |
| Thailand | ฿31.00 |
| China | ¥6.72 |
| South Africa | R7.15 |
| Canada | \$1.024 |

CA Arrivals Lounge

PREMIUM class pax and upper echelon members of Air China's PhoenixMiles loyalty program from Australia now qualify for access to the airline's T3 Arrivals Lounge at Beijing Airport.

First, Business and Platinum and Gold members can use the facility for up to 3 hours after their flight touches down in China.

Lounge amenities incl showers, internet access, printers & drinks.

TripAdvisor acquires

TRAVEL website TripAdvisor has acquired the internet based social platform, Where I've Been, taking over its entire staff and operation.

The Chicago-based firm lets users share locations where they have travelled, lived and desire to go to, and has had around 10 million people use the site, uploading stories and photos.

Club Med positive

ALL-inclusive holiday specialist Club Med is expecting to turn in one of its best financial years in a decade, according to chief exec., Henri Giscard d'Estaing.

"We have made progress year after year despite economic crisis," he said, with profits for the first half of 2011 up three fold plus to €10m (AU\$13m).

Trivia night for Melb. agents



ABOVE: United held the second annual Trivia Night for agents in Melbourne last Thu night, supported by California Tourism, LA Inc., Las Vegas Tourism and NYC&Co who each provided questions for a round.

The night was a lot of fun but also highly competitive, with the winner victorious by a single point after the final round.

United congratulated the team from HRG Australia for being the winning group.

Clinton Wetherman took out the major prize of return tickets for two, flying United, to Las Vegas and accommodation at The Cosmopolitan of Las Vegas, which

recently opened on the Strip.

United Airlines' Alison Espley (left) and Ramon Poblete (second from right) are pictured here with HRG Australia's (from left) Clinton Wetherman, Joanna Dahm, Jenna Laird-Furley, Renata Milne, Alannah Knur, Catherine Roseman and Geoff Talbot (in front).

FCm Dubai GDS switch

TRAVELPORT is today advising of the successful migration for FCm Travel Solutions' Dubai operation over to Galileo.

The conversion took 15-days to transfer FCm's group reservation and ticketing systems over.



AATKings

Now, that's how to see Australia & New Zealand.

Thank you for your continued support



Guided Tours | Short Breaks | Day Tours

aatkings.com.au

TTW photo comp winners



TRAVEL the World and V Australia last week named Harvey World Travel Chermside in Qld as the winner of its Best Dressed Travel Agency competition.

The comp encouraged agents to dress up their store to replicate what guests might experience onboard a Carnival cruise.

HWT Chermside has won a

Red on Red Overland

PASSENGERS travelling on The Overland in Red Premium Service from Melbourne to Adelaide will be offered free mid-afternoon wine tastings during Oct.

FedEx shipping fine

THE US aviation authority has proposed to fine air cargo carrier FedEx US\$689,800 for failing to provide pilots with specific details of dangerous goods being carried on flights.

The FAA said there were 89 instances between 13 Jun and 04 Sep 2009 when FedEx pilots were unaware of "accurate information on the nature, quantity and weight of hazardous materials loaded on their aircraft."

Swiss bag regulations

SWISS International Air Lines has moved to a 'piece concept' for flights around the world, which has seen Economy class luggage weight limits increased to 23 kgs, and Business & First class weights raised to 32kgs a piece.

Economy class passengers are now permitted 1 piece, Business class pax 2 pieces and First class pax 3 pieces.

Carry-on requirements remain the same for all categories.

Tel Aviv security lift

THE Dept of Foreign Affairs & Trade is advising travellers passing through Tel Aviv's Ben Gurion Intl Airport that they may experience longer delays than normal due to increased security procedures.

Smartraveller is telling pax to state they are a tourist, rather than part of a "flightilla" to avoid being turned around at the airport and sent home.

Orient boss resigns

PRESIDENT and ceo of Orient-Express Hotels, Paul White, has resigned from his position after 20 years with the firm.

White will be replaced in the interim by Orient's chairman, Bob Lovejoy til a replacement is named.



On Sale Now!

Royal Caribbean
International
2012-13 Season

Including sailings
on Australia's
first megaliner,
Voyager of the Seas®



[Click here for more](#)

Account Manager NSW

Budget is a global leader in the commercial business travel market, offering a diverse range of challenging and rewarding career opportunities. Competitive remuneration, incentives and excellent staff discounts are just some of the ways we look after our valued staff. Enjoy a supportive and fun team environment, with a focus on exceptional customer service that has seen us become Australia's most popular Car Rental Company.

Based at our NSW Sales Office at Sydney Airport, this key sales role is responsible for managing relationships with Budget corporate and government accounts within NSW. The primary function of the role is to maintain close relationships and achieve profitable revenue growth from an existing customer base whilst identifying, targeting and securing other major business opportunities for Budget within the NSW market.

To be successful in this role you must have excellent communication and skills, as well as computer literacy skills including Word, Excel and PowerPoint. A proven track record of account management and account acquisition is required.

To find out more about these exciting opportunities please submit your resume to john.ayton@budget.com.au

Budget
Car and Truck Rental

www.budget.com.au

Travel With Kidz
Africa Specialists

Travel Specialists Mosman

Europe Specialists
LUXURY TRAVEL SPECIALISTS

INTERNATIONAL TRAVEL CONSULTANT - FULL TIME

Becoming a member of our professional sales team requires the necessary experience, presentation and communication skills to compliment the delivery of excellence in customer service to our clients. The successful applicant will demonstrate in their portfolio a healthy driven work attitude supported with a minimum of 6 years recent consulting experience, proficiency with fares & ticketing (preference for Sabre/Tramada) and outstanding product knowledge for our discerning clientele. The role offers a generous salary package with incentives to compliment your skills base. You will enjoy working in a fun team environment of dynamic people who are passionate about travel and our niche specialist divisions.

If you see yourself as likeminded and have the necessary qualifications we invite you to submit your resume to:
Email: sharen@mostravel.com.au or fax: 02 9960 7117

Philippines shaken

THE Philippines was hit with a 6.2mag. earthquake this morning.

WIN CAMILLA FRANKS' 'SINGAPORE WEEKENDER BAG'



This week, *Travel Daily* is giving away Camilla Frank's

'Singapore Weekender Bag' to one lucky reader, courtesy of Singapore Tourism.

Australian fashion favourite Camilla Franks has created her first ever bag, inspired by her self-confessed "home away from home", Singapore. The stylish travel bag, called the 'Singapore Weekender Bag', offers enough room to pack all your essentials for at least a 96 hour break, along with some extra space for all your Singapore shopping treasures!

For your chance to win, email your answer to the question below by COB on Friday to: singapore@traveldaily.com.au

In 50 words or less, tell us what your perfect trip to Singapore would involve?

The most creative entry will win this fantastic prize and their name will be announced in *TD* on Monday 18th July.



Travel Daily

First with the news

Tuesday 12th Jul 2011

Starbucks in Marriott

THE JW Marriott Indianapolis has become the first hotel in the world to feature a Starbucks kiosk offering the coffee retailer's full menu of beverages, pastries, baked goods, snacks and pastries.

The hotel is connected to the Indiana Convention Center and Starbucks expects the concept will enable it to serve hundreds of thousands of hotel guests and convention delegates each year.

Greek Is hopping pass

TEMPO has a new 11-day Greek Island Hopping Flexi Pass that allows pax to custom build their own itinerary, beginning and ending in Athens.

The pass incl 10 night's accom in 3- or 4-star properties, brekkie, fast ferry tickets and transfers, and is priced from \$1,156ppts.

SQ/UN codeshare

SINGAPORE Airlines & Russia's Transaero Airlines have received a green light from US authorities to codeshare on SQ operated flights from Moscow to Houston, Texas.

The carriers had hoped for a two year authority but were given approval for a 12 month duration.



AFTA UPDATE

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

IT IS really pleasing to have been a part of the night of nights last Saturday (09 July) when the travel industry got together for the National Travel Industry Awards (NTIA).

The team at AFTA has already received a great deal of thank you and congratulatory emails and calls to say how well the evening went and how so many people enjoyed themselves. The team at AFTA pride themselves on producing a quality event for the travel industry.

NTIA has once again done this and we are delighted that we can continue to deliver such a wonderful event for the travel industry. We cherish the support of so many sponsors who make this all possible.

I also extend a big congratulations to all the winners from last Saturday night. Many new names added to the winners list and also many winners from previous years.

For the agent categories it is a real process as they have to undergo judging and spend considerable time in preparing their presentations. Over 70 face to face interviews were undertaken this year with the judges, so winners can really relish their win as the process is very competitive.

Also this year, for the first time, the best agency group category was judged. Congratulations to Travelscene American Express which won the inaugural award - it's the first year that the groups presented to the judges against a criteria.

NTIA is building year on year and AFTA remains committed to delivering this important gathering for the travel industry and provide a national process for recognition via the awards for travel agents, agency businesses and of course suppliers.

We also welcomed into the Hall of Fame this year, Princess Cruises. The Hall of Fame is awarded with the same business wins in the same category three years in a row. Well done to Princess Cruises.

The other standout from this year was Jules Lund who was the MC for the second year. Everyone that I have talked to has said what a wonderful job he did with a very large and loud audience.

Jules has a real connection with the travel industry and has a way of bringing a load of fun to the evening, but also acknowledge the importance of winners in each of the 30 categories awarded. Jules really adds an excellent level of talent to the night and this is really appreciated by everyone who attends.

So, that is NTIA for 2011. We now start planning for next year and think hard about how AFTA will deliver another excellent event in 2012.



PRODUCT MANAGER



Tempo Holidays (a member of the Cox & Kings Australia brand range), is one of Australia's most respected travel wholesalers, specialising in tailored travel arrangements to over 40 countries in Europe, the Middle East, North Africa, India and Latin America.

We are now seeking an experienced and passionate Product Manager to join our specialist team. The successful applicant will add value to a designated product portfolio by creating innovative and exclusive travel arrangements coupled with strategies to gain market share. Product Managers with experience in any country will be considered.

If you are seeking a career development opportunity that is challenging and rewarding, please [click here](#) to view a position outline. Applications close Monday 18th July 2011.



Travelport educating the trade

TRAVELPORT hosted the 'Winning Together in a Universal World' Airline and Travel Agency Conference in Bangkok late last month.

The event allowed delegates to get together to learn about Travelport's new solutions, such as Travelport Universal Desktop and Travelport Universal API.

Pictured at the event is one lucky travel agent Emilio Labbozzetta, from ABC Travel with Aisla Brown, Director of Airline Services Travelport South Pacific.



AA shacks up with JAL

AMERICAN Airlines has moved its sales & marketing offices in Downtown Shanghai in its new oneworld partner, Japan Airlines.

Mirvac comp winner

CONGRATS to Miranda Martin of Australian Studying Abroad who took out last week's Mirvac comp, winning a night's accom at the Sebel Parramatta.

Stay & Play comes to Sydney



ABOVE: Stay and Play Rotorua recently held its inaugural roadshow and cocktail party in Sydney last week.

Delegates for the New Zealand region flew over on Air NZ's direct Sydney to Rotorua service to see suppliers and key Rotorua trade sellers in the city and meet for

product updates and training.

Pictured at Sydney Airport are delegates from Rotorua **from left** are: Anne Norton, Xquizit Limousines & Tours; Kay Clarke, Stay & Play; Matt Horder, Pure Cruise; Rhys Arrowsmith, Central Park; Karlene Zlahtic, The Buried Village; Kylie Gunn, Rotorua Museum of Art & History; Brian Norton, Xquizit Limousines & Tours and Sarah de Haan, Paradise Valley Ventures.

BW Convention dates

BEST Western is advising the trade that its 2011 Australasia Member Convention will be held in Cairns from 14-17 Aug, with accommodation owners and managers encouraged to attend.

Atlantis to Dubai Crk

DUBAI's Atlantis hotel on Palm Jumeirah has signed a MOU with the UAE's Public Transport Agency to provide water taxi links from the hotel to Dubai Creek.

Crystal Cares more

CRYSTAL Cruises is offering four new voluntourism excursions as part of its 'You Care, We Care' program in New England, Canada and the Caribbean this year.

Pax on *Crystal Symphony* can aid organisations such as Cradles to Crayons, Romero House, Feed Nova Scotia and the Donkey Sanctuary at the Antigua & Barbuda Humane Society on select voyages from Sep to Nov.



ROCKY MOUNTAINEER

To celebrate the release of Rocky Mountaineer's 2012 brochure we are giving one *Travel Daily* reader and a friend the opportunity to win a trip to spectacular Western Canada.

The prize includes two return economy airfares from Sydney to Vancouver flying Air New Zealand and a Classic First Passage to the West vacation including two days on board the Rocky Mountaineer with GoldLeaf service and pre and post accommodation in Vancouver & Banff.

For the first time, the Rocky Mountaineer brochure includes pricing in Australian dollars. To order your copy of the 2012 brochure, visit: www.rockymountaineer.com

To enter, compile all 21 answers and send by July 31, 2011 to: RockyMountaineer@traveldaily.com.au.

Reader with the most correct answers and the most creative response to the final question will win this fantastic prize.

Question 8: Rocky Mountaineer's 2012 brochure has just been released. What currency are the prices in?



AIR NEW ZEALAND

Travel Daily
First with the news

Click here for more information

AA adds fuel comm.

AMERICAN Airlines has today said it will move from a Q to a YQ charge on tickets from 25 Jul for flight itineraries to/from the South Pacific.

"We have instructed IATA to facilitate an exception to American's standing policy so that the YQ fuel surcharge amounts are commissionable for all tickets issued on 001 paper in Australia," said AA's vp and md of Asia/Pacific, Theo Panagiotoulis.

He added that the Q fuel levy will remain in place for itineraries wholly within the Western Hemisphere, and that through fares between Mexico, the Caribbean, and Latin America regions and Atlantic/Pacific have already been converted to apply the new YQ-based surcharge.

Bhutan guaranteed

TRAVEL Indochina has guaranteed its 13-day Highlights of Bhutan journey departing on 06 Nov 2011, and is taking \$200 off per person for the remaining spaces, when booked by 29 Jul.

Hotels cater for China

STARWOOD Hotels & Resorts and Hilton Hotels & Resorts has both launched new programs that will benefit Chinese travellers who have chosen to stay in one of the hotel brands properties.

Starwood Personalised Travel will serve the unique preferences of Chinese travellers and is being debuted in 19 properties globally.

30 Hilton hotels have already enrolled in the Group's 'Hilton Huanying' program including its Sydney landmark property.

The 'tailored experience' offers authentic experiences with amenities, service standards and dedicated staff training.

Dave Horton, global head, Hilton Hotels and Resorts said the move is "an extension of our brands promise to ensure every guest feels cared for, valued and respected."

Features of both programs include Chinese speaking staff, in-room tea kettles, slippers, welcome material written in their local language, as well as culinary offerings designed around the Asian market's palates.

We've hooked up with Virgin Australia to offer great deals for your clients

SALE ENDS 13 JULY

Travel conditions and periods apply

National Travel Industry Awards - oh what a night!

Tuesday 12th Jul 2011

ALMOST 1,000 guests from across the Australian travel industry gathered in The Westin Sydney's Grand Ballroom for the annual National Travel Industry Awards Gala Dinner last Sat night.

Each day this week, **TD** will be featuring a selection of photos in the issue from the industry's night of nights (below), and check our website at www.traveldaily.com.au where we will continue to upload lots more photos.



ABOVE: Drinks are on us!

The Excite Holidays team, drink sponsors for the NTIA - Allen Hammock, Maria Daher, Katrina Lathouras, Joe Karbo, George Papaioannou and Mary Balagiannis.

RIGHT: Qantas Holidays and Viva! Holidays, winners of the Best Wholesaler - Australian Product category.

Jetset Travelworld Group's Sarah Copeland is pictured here with Andrew Levine and Angie Howes from Qantas and Viva! Holidays.



ABOVE: Every reason to smile.

AFTA CEO Jayson Westbury with Stella boss Peter Lacaze.

RIGHT: Two lovely ladies enjoy a catch up.

Jetset Travelworld Retail Network GM, Julie Primmer and Carnival Australia Senior VP, Jenny Lourey.



LEFT: It was a big night for Qantas.

The airline picked up the gong again for Best Domestic Airline and were the major sponsors of the NTIA.

Qantas' Nathan Smeulders and Adele Sheers are pictured here enjoying the win.



LEFT: The one and only Penny Spencer.

Spencer Travel took away the award for Best Travel Agency Corporate - Single Location.

A delighted Penny is pictured here accepting her well-deserved plaque from Qantas' Airways Business Manager Allen Rego.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

PO Box 428, West Ryde, NSW 1685

Phone: 1300 799 220 Fax: 1300 799 221

Publisher/Managing Editor: Bruce Piper

Editor: Guy Dundas

Contributors: Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson

Email: info@traveldaily.com.au

Advertising and Marketing: Lisa Maroun (Manager), Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au

Business Manager: Jenny Piper

Email: accounts@traveldaily.com.au

Travel Daily Group:

CRUISE
WEEKLY

Travel DailyTV

Pharmacy DAILY

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of **Travel Daily** no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

Your Success Is Our Achievement

Count on TMS to get you the right job!

Hot Jobs (Australia) - July 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 Frappe**

JOB OF THE WEEK!

GDS Business Solutions Manager, SYD

- Global Organisation
- Executive Salary level
- 5 direct reports

Our client, a Global Travel Technology Company is currently seeking a Business Solutions Manager. You will be working closely with their major clients, the liaison between the internal sales team and the customer team. You will be working on various projects, leading project teams to meet customer needs / updates. This role is a balance between customer facing and dealing with and managing internal teams. You will be responsible for the team of Product Support Managers in the region, identifying areas for improvement and actively coaching and developing them, prioritising resources and effectively communicating the tasks within the team. You will need advanced IT knowledge and relevant travel industry experience, experience within a GDS environment and previous implementation experience and project management capability.

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



Retail Travel Manager – Brand New Store!!

- Work Close to Home – Northern Beaches
- Generous SALARY PACKAGE

Our client, a well established travel company has been expanding for years and operates a number of travel related businesses in Australia. They are now seeking a senior travel consultant or an experienced store manager to manage a small team in their retail store on the Northern Beaches. In return, you will receive support of a stable and growing travel company, travel benefits and excellent salary package.

Contact **Emmie** T: 02 9231 6444 E: emmie@tmsap.com or apply online now!

Senior Quality Analyst – Contract Role

- Sydney CBD location
- 6 month contract
- Travel Industry Knowledge essential

Are you an experienced quality analyst who has tested travel and back office applications? Can you drive a testing process and report on defects? The successful candidate will have experience with Cross Check Travel, Galileo, Apollo and Quality Centre testing tools. Excellent working conditions, immediate start.

Contact **Jane Dearden** T: 02 9231 6444 E: jane.dearden@tmsap.com or apply online now!

Business Development Manager – Melbourne

- Leading Global Travel Company
- Base, Super, Car and Commission

The key focus of this role is to identify and develop high growth accounts. You will be responsible for the continuous assessment of sales and marketing opportunities across all distribution channels. You will mostly be seeking new business as well as increasing business from existing agents. To apply for this role you will have extensive experience within the travel industry.

Contact **Stacy Balderston** T: 03 9602 1809 E: stacy@tmsap.com

Team Leader – Sydney

- Leading Wholesaler
- Career Progression

Do you want to join the best? Our client a well known Tour Wholesaler is looking for a Team Leader to oversee the reservations department. Managing a small team and reporting into the GM you will require prior experience in a sales role with strong leadership skills. This role with offer you the variety you have been looking for as you collate and present sales figures, oversee sales budgets, manage daily operations and lead and mentor a sales team.

Contact **Stacy Balderston** T: 03 9602 1809 E: stacy@tmsap.com

Commercial Office sales x 3 roles

- Top flight sales personality required SYD, BNE, ADL
- \$65K base + super + commissions

Our client is the world's largest provider of serviced office leasing solutions, meeting spaces and packaged business secretarial services. They manage offices in prestigious buildings in all major cities around the world. Some of their clients are prestigious blue chip corporate organisations that rent, lease and fit out – managed by Regus. The Sales Manager is to sell this package to companies, either for meetings only space, temporary and virtual offices, or permanent full leased office. Background preferable is real estate sales, hospitality or corporate office solutions.

Contact **Fujio Shibata** T: 02 9231 6444 E: fujio@tmsap.com

Senior Leisure Travel Consultant

- Are you an experienced Leisure Travel Consultant?
- Are you looking for a change?
- Salary up to \$65K + super DOE

Our client is a well known and respected Corporate Travel Company specializing in Entertainment and Production travel. They are currently looking for an experienced Leisure Consultant to join their busy team. You will have very solid experience in Leisure Consulting within successful travel business in Australia. You will bring your extensive first hand travel experience. You will have excellent Galileo and Tramada knowledge along with Fares and Ticketing. Superior communication and sales skills are a must. Strong leadership skills are desirable.

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



Awarded
Best Practice
Accreditation
2011

**Quality recruitment for the travel and
hospitality industries in Asia Pacific**



BNE MEL PER SYD BKK HKG SHA SIN Partners in DXB UK USA



DO YOU LOVE THE IDEA OF A PAYRISE? REGISTER FOR THESE ROLES TODAY

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

SYDNEY – 8/6 O'Connell St – (02) 9231 6377 – apply@aaappointments.com.au

MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – recruit@aaappointments.com.au

BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

UP, UP AND AWAY

AIR RESERVATIONS TEAM LEADER

NORTH SYDNEY – SALARY PACKAGE \$43k - \$50k +

Are you an airfare guru? Do you have excellent ticketing knowledge and enjoy helping your team to build their knowledge and skills? We are looking for an experienced consultant / team leader to join a leading travel company as TL for their Air Res Team. Responsible for all things air including ticketing, refunds and as well as reservations. You will have a minimum of 2 years industry experience, excellent airfare and ticketing knowledge and ideally leadership experience.

WORK CLOSE TO HOME

CORPORATE TRAVEL CONSULTANTS x 2

FRENCH'S FOREST – SALARY PACKAGES \$55k + OTE

We are searching for an experienced consultant to join this boutique Corporate Travel office in French's Forest. Career progression, outstanding salary package and excellent training & development are all benefits of working with this fun and friendly team. You must have 2 yrs industry experience, CRS skills and exceptional customer service. Work close to home and regain your work/ life balance. This role will not be available for long. Don't hesitate - Apply now.

SETTLE INTO THIS HIGHLY SOUGHT AFTER AGENCY

DOMESTIC CORPORATE CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$ 52K (DOE)

Looking for a busier and more challenging account to work on? If boredom has set in and you are considering making the move do not let this role pass you by. Not only will you gain a pay rise, you will become a part of one of Australia's most reputable and largest independent corporate agencies! Great working conditions on offer, not to mention the employee benefits! Amadeus and/or Serko preferred yet not essential.

HIGHEST SALARIES IN WHOLESALE TRAVEL

WHOLESALE TRAVEL CONSULTANTS

MELBOURNE (CITY FRINGE) – SALARY PACKAGE \$75K+ OTE

Are you a gun sales consultant however don't believe you are making the dollars you deserve? Move over to this high paying travel wholesaler to realise your full potential. Booking complex international itineraries from start to finish, you will be responsible for servicing travel agents with their client's fantastic FIT holiday packages. Amazing famil trips and employee benefits on offer!

CALLING ALL FARE FANATICS

FARES & TICKETING TRAVEL CONSULTANTS

ADELAIDE (CITY) – SALARY PACKAGE TO \$55K ++

Are you currently a retail travel consultant that gets excited when you get an intricate airfare request? Love nutting out the best routing and cheapest fare? Move across to this behind-the-scenes role and make use of your fantastic fares knowledge. In addition to a fantastic base wage, you will have the opportunity to earn uncapped bonuses! Fun, social environment, together with highly approachable & supportive Management.

CATCH ON TO THE CORPORATE CRAZE

MULTI SKILLED CORPORATE TRAVEL CONSULTANTS

PERTH (CITY) – SALARY PACKAGES TO \$70K (OTE)

Corporate travel has never been busier and with new accounts won everyday, companies are expanding their teams. If you have a minimum 12 months international travel consulting experience and would like the opportunity to join the fastest growing sector of the industry now is the time. With corporate Monday to Friday hours you will never have to work a late night or weekend again!

LOOKING FOR A SUPPORTING ROLE?

PRODUCT CONSULTANTS x 5

BRISBANE – SALARY PACKAGES TO \$46K

Dream of moving into product? Want to move away from consulting? Here is your chance! We currently have five positions available within a leading travel product department. You will be responsible for ensuring the reservation systems are up to date with land specials and exciting new products. This is the perfect stepping stone into a long and fulfilling product career. All you need is min 12 months travel industry exp. Earn a strong salary package and enjoy unbeatable benefits.

SICK OF EARNING PEANUTS?

RETAIL TRAVEL CONSULTANTS X 15

POSITIONS ACROSS QLD – SALARY PACKAGES TO \$55K OTE

Are you sick of handing over all the profits to your boss? Want a job where you are rewarded with \$\$ on everything you sell? Then this is for you. This leading travel company is looking for travel superstars to join their award winning teams. You will love selling exotic travel packages to a range of clientele. Not only will you earn sensational money but enjoy fantastic benefits including free gym memberships, heavily discounted holidays and top career training.



EARN MORE ON BALI

Double World Rewards Points[^]

Sell Creative Holidays and Garuda Indonesia in July* and be rewarded with Double World Rewards points. That's right DOUBLE! Every sale for Bali using Garuda Indonesia and Creative will earn you more. Simply book and deposit your sales to Bali using the current GA wholesale fare together with Creative Holidays land product between 1st and 29th July 2011 and you will earn DOUBLE World Rewards points. Easy!

[Click here
for Room
Availability](#)

i-CREATE[®]
earn more

Contact Creative Holidays on:
Products available through i-CREATE

131 222