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Travel Daily

First with the news

Friday 22nd July 2011

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HWT goes for group buying

THE social media group buying phenomenon continues to create waves in the travel industry, with Harvey World Travel this morning launching a discount offer under which subscribers to the Spreets service can pay \$99 for a voucher worth \$250 towards any "flight, accommodation, car hire, tour and more".

What's more, the offer, through HWT's company-owned Eastgardens store in Sydney, allows clients to combine up to two vouchers for the same trip, giving \$500 worth of value for \$198, or a 61% saving.

Consumers are also able to buy multiple vouchers as gifts and the vouchers are valid for six months - while the fine print also adds that the vouchers must be used in conjunction with a land component, blocking flight-only bookings from the offer.

As with all of these group buying deals, the HWT offer is subject to a minimum take-up but in this case the threshold was 20 people - and more than 35 had signed up within two hours of the deal going out at 6.30am today.

Etihad adds Dusseldorf

ETIHAD overnight announced the debut of its 71st global destination, with flights between Abu Dhabi and the German city of Dusseldorf from 16 Dec this year.

Initially the new route will be operated four times per week using an A330-300, increasing to a daily operation from Apr 2012.

EY ceo James Hogan said the services would connect Abu Dhabi with the second largest catchment area in Europe outside of London.

"Dusseldorf was the logical next step in growing our European passenger operations," he said, with flights timed to provide excellent network connectivity at EY's Abu Dhabi hub.

DJ BNE lounge opening

NEXT Wed afternoon Virgin Australia will open its revamped lounge at Brisbane Airport's domestic terminal to the public.

Tiger still suspended

THE Civil Aviation Authority this morning advised that a Federal Court Hearing into its suspension of Tiger Airways scheduled for today had been adjourned.

Tiger sought the deferral of the hearing until next Thu 28 Jul, and CASA did not oppose the move.

In a statement today CASA said it was still aiming to complete its investigations by 01 Aug, and "decisions on a resumption of Tiger's operations are expected to be taken by that date".

GMTC phone problems

GREECE and Mediterranean Travel Centre has apologised to agents who have been trying to contact it by phone, with the wholesaler's communications affected yesterday during an upgrade of the phone system.

The new phone number is 02 8338 6900 while its 1300 661 666 contact remains unchanged.

Six pages of news

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

- AA Appointments
- Travel agent scholarship

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.

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DJ Europcar points

VIRGIN Australia has added the ability to rent Europcar vehicles using *Velocity* loyalty points.

When booking car hire on the Virgin site, users are prompted to log into their Velocity account and confirm the payment method.

Virgin is also offering a 'price promise,' under which clients who book via its preferred partners (Hertz, Europcar and Thrifty) and find a cheaper price, will have the offer matched plus 1000 points.

\$1m Uluru training grant

THE Federal dept of Resources, Energy and Tourism is today advertising for applications to deliver an 'Indigenous Tourism Business Quality and Skills' project at Ayers Rock Resort.

Up to \$1 million will be available to the successful applicant to deliver the project, which aims to build a skilled tourism and hospitality workforce

around the Red Centre property.

The project also targets the development of an "authentic Indigenous tourism experience," as well as stimulating Indigenous tourism enterprise and product development.

It's part of the TQUAL grants scheme, with applications closing four weeks from today.

The dept said the selected tenderer will be expected to work closely with a Registered Training Organisation at the National Indigenous Training Academy at Ayers Rock Resort.

KE boosts SYD

KOREAN Air will add three extra weekly flights between Seoul Incheon and Sydney over the Christmas peak period.

From 12 Dec 11 to 30 Jan 12 KE8121/8122 will operate each Mon, Wed and Fri, using a three class B777-200ER.

DFW shopping tax free

DALLAS/Fort Worth Airport is set to be one of the first major gateways in the US to offer TaxFree Shopping's new 'Instant Cash' program.

The new refund option offers Australian travellers immediate cash refunds on the value of state sales taxes paid on the price of articles bought while in the USA.

Refunds will be offered to international visitors who have purchased new, tangible items within the past 30 days from any of the 4500 stores that partner with TaxFree Shopping.

To collect refunds visit the TaxFree Shopping kiosk in the Northern Ticketing Hall inside DFW's International Terminal D.

TaxFree Shopping managing partner Ben Petty said the program "represents a real step forward for Australian shoppers, and it will make Texas even more attractive for Australians looking to take advantage of the strong Aussie dollar".

C&K buys into RADIUS

THE Indian head office of Cox & Kings has announced an investment in the RADIUS consortium of travel management companies, with the aim of strengthening its corporate travel offering.

C&K director Peter Kerkar said the deal would "provide us with the scale to service our existing blue chip corporate customers in India and service their requirements in international markets where we do not have a presence".

RADIUS has been seeking capital to help it expand its global sales and support resources, as well as boost its technology offering to members, after having grown over 200% since 2008.

In Australia Cox & Kings owns Tempo Holidays and Bentours.

More skating tickets

THERE was such a huge response to yesterday's ice skating tickets competition that Switzerland Tourism has decided to offer 10 more double passes to the event.

Yesterday's winners, who will each get a double pass to the Sydney Alpine Winter Festival next Tue 26 Jul including skate hire, Glühwein or hot chocolate, a bratwurst and a special Swiss gift, are:

Stephanie Jones, Flight Centre Global Product; **Julie McKinley**, Finnair; **Abigail Pinili**, Tourism Technology; **Fiona Woolmer**, Carnival Australia; **Jordan Cameron**, s2i Communications; **Brett Holliday**, Travel Corporation; **Tamara Keep**, Flight Centre Engadine; **Matthew York**, Scenic Tours; **Vesna Illic**, World Aviation Systems; and **Sandra Reucker**, TravelManagers.

And don't forget the Swiss winter specials travel website at MySwitzerland.com/winterspecials

The last ten double passes are up for grabs to the first **TD** readers to answer the question:

Name a winter sports resort in Switzerland.

Answers asap by email to winterfest@traveldaily.com.au.

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TRAVELINDOCHINA

Doing the Blue Train locomotion

RIGHT: The Africa Safari Co recently hosted its annual trip for Australian novelist Tony Park and some of his readers.

The group travelled between Pretoria and Cape Town on the iconic Blue Train - and found they were travelling with a very special guest.

That's right, none other than Aussie songstress Kylie Minogue who was on her way through South Africa, as part of her worldwide Aphrodite tour. Obviously happy to hear some Aussie accents, the megastar took



time out on the train to have a chat with The Africa Safari Co Marketing Manager, Wayne Hamilton, who is probably still trying to wipe the broad grin off his beaming face.

Star Alliance Gene push

STAR Alliance is encouraging agents to get behind the upcoming Jeans for Genes day, to be held on 05



Aug, either by **Jeans for Genes** collecting money or holding a morning tea fundraising event.

Participants can sign up at jeansforgenes.org.au/register to do their bit for research into childhood diseases.

A major supporter for the charity Star Alliance is currently raising money via its agent incentive which will see it donate \$100 to Jeans for Genes every time a travel agent sells any one of the Alliance's 15 fare products during Jul and Aug.

At the end of the promotional period the agency in each state which has raised the most funds will receive \$50 for every ticket they sold, up to a maximum of \$1000 in cash.

To register for the incentive see the travel agents section on www.thaiairways.com.au or www.airnzagent.com.au and download an entry form.

Flower tours cut

APT's Botanica Travel offshoot is offering savings of up to \$500 off per person when booking a couple on any two of Botanica's European or United Kingdom garden show tours in 2012, before 31 Oct - botanica.travel.

Singapore spa

SINGAPORE'S first Banyan Tree Spa has opened at the Marina Bay Sands integrated resort.

Located on the 55th floor of the Marina Bay Sands Hotel, the "oasis in the sky" offers 15 rooms with panoramic views and a suite of distinctive treatments.

Banyan Tree said the opening was a "key milestone" in its history, which would elevate the standards of spa services in Singapore to "another level".



Window Seat

WE'VE heard of buying fake designer handbags, clothing and pirated DVDs in China, but this is a bit much.

A US woman who lives in the southern city of Kunming says she has found three shops pretending to be bona fide Apple stores.

Apple has four of its iconic company stores in China - and none in Kunming - but staff at the shop told her they worked for Apple and were even wearing replicas of the company's funky blue T-shirts.

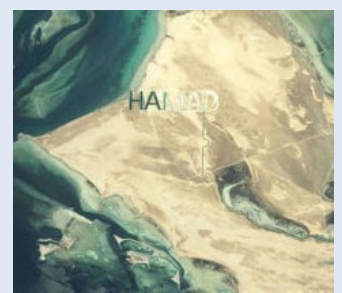
THE United Arab Emirates is certainly making its mark in the world these days, and here's the latest example of how the UAE really likes to get noticed.

The extremely wealthy Sheikh Hamad Bin Hamdan Al Ahyan from Abu Dhabi's ruling family has created some graffiti on a massive scale, arranging for his name to be inscribed on an island he happens to own.

But it's not just an ordinary autograph - Hamad's inscription measures about 3km wide and 1km high, having been created by a large team using earthmoving equipment to etch it in the sand of Al Futaysi island.

The letters form channels which capture the incoming tide so they don't get washed away.

It's set to be enjoyed by CIA analysts looking at spy satellites, as well as passengers on Virgin Galactic suborbital spaceflights, as shown in the satellite photograph below.



Creative Holidays

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Creative Holidays is Australia's leading independent holiday specialist. Its outstanding service & product offering has been recognised as winner of Best Wholesaler, International Product annual National Travel Industry Awards from 2005 to 2009 & 2011.

This on the road position is responsible to promote the Creative Holidays product range & actively encourage sales by visiting Travel Agents, training on product and our system whilst developing new business and maintaining existing relationships.

The position requires a positive, energetic, motivated & sales focused professional to drive the role. You will have a minimum of 3 years on the road sales experience and have a history of exceeding targets. The position is based in our Melbourne office.

BENEFITS INCLUDE:

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WIN A ONE NIGHT STAY AT THE SEBEL PIER ONE SYDNEY

This week, Mirvac Hotels & Resorts is giving one lucky *Travel Daily* subscriber the chance to win one night's accommodation in a Waterside King Deluxe Room including full buffet breakfast for two people at The Sebel Pier One Sydney, valued at \$870*.

For more information, visit www.sebelpierone.com.au

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

In 25 words or less, tell us what you love most about The Rocks in Sydney?



*Accommodation availability is subject to Terms & Conditions of The Sebel Pier One Sydney.

THE SEBEL

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Friday 22nd Jul 2011

Talkabout Tasmania

TOURISM Tasmania is going on the road next month, showcasing to agents a range of new product and experiences.

Events will take place in Ballarat (08 Aug), Melbourne (08 Aug), Newcastle (10 Aug) and Parramatta (11 Aug).

As well as being a great way to boost consultants' destination knowledge, the fabulous luxury Saffire Freycinet has also come on board to offer participants the chance to win a night for two.

To register to attend the events visit www.tassietrade.com.au.

Whale of a package

BROOME and The Kimberley Holidays has released a new four night package for the whale watching season 15 Aug-31 Oct, priced from \$1079 ex PER.

The deal includes accom at the Novotel Ningaloo Resort Exmouth, a Exmouth Gulf Humpback Whale Watching Cruise, photo CD and transfers - see broomekimberley.com.au.

Travelport gathers for Gathering



ABOVE: The team from Travelport were key supporters of Flight Centre's Global Gathering in Paris last weekend.

Travelport, which is Flight Centre's preferred GDS provider, organised the Welcome Party at the Grand Palais as well as hosting a golf day for Flight Centre leaders, while Chief Commercial Officer Kurt Ekert provided an update on the Travelport Universal Desktop.

"The partnership between Flight Centre and Travelport has spanned over 20 years and it's only getting stronger," Ekert said.

"Travelport will continue to invest in its products, services and people in helping Flight Centre grow and reach new heights."

Pictured above are some of the Travelport staffers in Paris: Kristin Gillies, account mgr for Flight Centre Americas; Scott Slattery, account mgr for FC EMEA; Bennett Woudstra, account mgr FC Americas; Caro Finlay, global operations manager for FC; David Moore, account exec FC EMEA; Belinda Field, account mgr FC APAC; and Fiona Ross, Travelport Regional Marketing Manager, Pacific.



From your chair



to Trafalgar Square.

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Qantas and British Airways are giving you the chance to win the ultimate luxury trip to London. You and a friend could win return Business Class flights, 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.

The Dorchester COWORTH · PARK

QANTAS BRITISH AIRWAYS

QFG0244_Press

Extraordinary South Africa



SOUTH African Tourism (SAT) pulled out all the bells and whistles last night playing host to an unforgettable evening of entertainment to help celebrate the launch of its latest global campaign, *Leave Ordinary Behind*.

Almost 100 supplier and media guests got to rub shoulders with South Africa's 'Springboks' rugby team and enjoyed an uplifting song and dance performance by South African siblings, The Bala Brothers and the Grammy Award-winning Soweto Gospel Choir.

Last night's celebrations were a reflection of how South Africa's brand has evolved over the years and also showcased the vibrant brand that it has become today.

The *Leave Ordinary Behind* campaign aims to promote the unique adventure, cultural, culinary and holiday experiences South Africa has to offer.

"We are asking Australians to leave their ordinary behind, to stop thinking about a trip to South Africa 'one day' and make it happen now", said SAT's country manager - Australia, Lalie Ngozi.

SAT will be utilising cinema, print and digital advertising to execute its latest campaign in an attempt to lure more visitors to the country.

"Our campaign will reach the business and leisure tourist, engage with them and encourage them to take the next

Safety task force

CASA has set up a task force to "review a number of aspects of the safety regulation of general aviation in Australia," and will initially focus on aerial agriculture.

Dreamworld's BuzzSaw

DREAMWORLD on the Gold Coast will open a new thrill ride in the theme park this Sep - just in time for its 30th birthday.

BuzzSaw is for the high action adrenaline seekers, and seats guests in an open carriage with only a single waist harness for support.

The ride starts with a 46m vertical ascent, followed by a 360° vertical drop at speeds of 105km/h.

BA celebrates twice

BRITISH Airways received its latest Embraer 190 at London City Airport last week, where the new aircraft joins its fleet of 12 other E190s and E170s.

The plane will operate from LON to Malaga and Faro, with the carrier also celebrating record passenger numbers at the airport where it carried over 100,000 pax last month.

US\$577m UA/CO profit

UNITED Continental Holdings has announced its results for the three months to 30 Jun, with a consolidated profit of US\$577m excluding US\$39m in costs related to the integration of the airlines.

Consolidated passenger revenue rose 10.1% year on year.



step of ticking South Africa off their bucket list", said Ngozi.

SAT in conjunction with South Africa Rugby Union last night also released its first *Adventurer's Guide to South Africa* featuring outdoor and indoor activities available in all nine provinces.

"The aim of this guide is to encourage South African packages to be sold with this information, and it also contributes to the fun associated with each of these activities", said Ngozi.

The comprehensive activity guide is available online at www.dirtyboots.co.za and copies will also be available to travel agents through the SAT office.

Pictured *above* at the Loft at Doltone House in Sydney last night is SAT's regional director for Australasia, Evelyn Mahlaba and Lali Ngozi with South African Airways head of Australasia, Thevan Krishna, and *inset* is Andrew Kelleher and Liz Glover from Scenic Tours with Springboks Captain, John Smith.

For more photos from last night see traveldaily.com/photos.

Snow conditions

THIS column provides a snapshot of the current snow falls, the depth and the number of lifts operating across Australian and New Zealand ski-fields.

Here's the latest snow reports from across the region:

- Falls Creek - 93cm/15 lifts
- Perisher - 153cm/44 lifts
- Thredbo - 153cm/13 lifts
- Charlotte Pass 157cm/5 lifts
- Mt Selwyn - 52cm/9 lifts
- Mt Hotham - 99cm/13 lifts
- Mt Buller - 70cm/22 lifts
- Coronet Peak - 79cm/8 lifts
- The Remarkables - 65cm/6 lifts
- Mt Hutt - 50cm/4 lifts
- Cardrona - 80cm/6 lifts

R&C sales soar

THE Relais & Chateaux group has released its results for the year to 30 Jun, showing total revenue of €86m (about A\$120m) - an annual increase of 22.8%.

R&C's central reservations call centre booked 225,000 room nights for members, up 13% - at a healthy average rate of more than \$1200 per booking and an average stay of just over 2 nights.

2010/11 included expansion across the globe, including R&C's new focus on Australasia.



Travel Specials

WELCOME to *Travel Specials*, *Travel Daily's* Fri feature. If your firm has released a travel special you'd like to make the industry aware of send the details to specials@traveldaily.com.au.

Cathay Pacific is offering Australians special airfares priced from \$909 return to 19 Chinese destinations, when travelling up to 14 Sep and from 10 Oct to 16 Nov, on sale until 29 Jul. See www.cathaypacific.com.

Value Tours has earlybird deals on New Zealand ski packages starting from \$509, when booked by 31 Jul. This last minute seven night bargain deal includes car hire, multi-share dorm room with shared facilities, accom at Base Queenstown, a three day NZ Snow Passport plus a Queenstown Action and Discount pack, and is valid for stays up to 30 Sep. Quote ZQSBDEB when booking the package.

The Active Holiday Company, **Outdoor Travel** is offering a two for the price of one French canal cruise deal, a saving of up to \$2995 per cabin. The hotel barge *Caprice* departs from Dijon on the 20 Aug sailing to St Leger. Highlights of the cruise include a guided tour to Dijon, a visit to St Jean de Losne, wine tasting at Nuit St George and much more. Spaces are limited and on a first come first serve basis - call 1800 331 582.

Qantas is ending its domestic sale tonight with airfares priced from \$85 one way between Sydney and Canberra, when travelling between 23 Aug and 28 Sep. Many other destination pairs are on sale online.

Bench International has a range of specials on offer including a Stay 3/ Pay 2 deal in Cape Town when staying at the Victoria and Alfred Hotel. The offer is priced from \$58ppts til Aug 2011 and includes accom, breakfast and return airport transfers ex Cape Town airport. More info online at benchinternational.com.au.

ANA and AirAsia to launch new LCC

JAPAN is set to have a new low cost carrier based at Narita International Airport, Tokyo following an announcement by ANA Group and AirAsia to start up the new airline by Aug 2012.

AirAsia Japan, is seeking the relevant approvals, but plans to operate both domestic and international routes to "not only boost economic growth between ASEAN and East Asia...but also enhance links within travel, trade and tourism", said AirAsia group ceo Tony Fernandes.

ANA, which had previously announced plans for a low-cost offshoot named 'Peach' (TD 26 May), said that after research had decided its was more efficient and strategically advantageous to

partner up with an existing low cost carrier.

"By combining AirAsia's business model and brand with ANA's depth of knowledge of the Japanese market, we aim to bring new value to our customers, offer diverse and enjoyable travel experience, and generate new demand", said ANA President and ceo, Shinichiro Ito.

The two carriers will officially establish the company next month.

Capital of JPY5 billion has been paid by ANA (51%) and AirAsia (49%) with ANA holding a 67% voting right share basis and AirAsia the remaining 33%.

The new joint venture makes ANA the first airline to partner up with the Asian low cost carrier.



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 16: What is Air NZ's new long-haul premium economy product, available on the 777-300 aircraft called?



AIR NEW ZEALAND

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Friday 22nd Jul 2011

Hilton 50 challenge

HILTON Hawaiian Village is inspiring agents with its 50 day booking challenge, on til 29 Aug.

Earn 5 free nights for every 50 rooms & 10 nights for 100 rooms.

Look - Accor's in da 'hood!



ABOVE: The Accor sales team was in the mood to celebrate National Hoodie Day yesterday in support of the Australian Indigenous Mentoring Experience (AIME) program.

AIME is a not-for-profit charity group that helps Indigenous Australians complete their high school studies.

Accor is a sponsor of AIME and hoodies are being sold in Martin Place in Sydney to raise funds to

help more children finish school.

The team is helping Accor's long term commitment to promoting indigenous training and employment - and was also happy to rug up on a miserable wet winter day in Sydney.

Pictured above back row from left are: Olaf Belgraver, Henrik Berglind, Tony Byron and David McDonald.

Front row: Linda Buist, Rebecca Maitland and Elizabeth Ford.

11th Hour Aussie sale

CONTIKI Holidays is promoting last minute local holidays, with savings of up to 10% on its domestic product for bookings made within 7 days of departure.

The offer is valid for trips leaving up to 07 Sep booked by 21 Aug, with tours on offer including the six day Alice and Kakadu tour now priced from \$925pp multi share with hotel accom, many meals, tour manager and driver, coach transport, sightseeing tours and more.

More domestic tours and specials online at contiki.com.au/deals.

Hertz ups Bangladesh

HERTZ has introduced two new locations in Bangladesh - Malibag and Gulshan, Dhaka - offering a fleet of cars incl sedans, sports utility's & minivans as well as airport transfers, chauffeur drive and long-term rentals.

Sat night Getaway

TOMORROW'S episode of *Getaway* on Channel Nine has stories on Singapore's Sentosa Island, places two hours drive from Melbourne and Perth, the Gold Coast's 'Naked Guide' and a Scenic River Cruise.

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.

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Pharmacy
DAILY

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EXCITING RETAIL ROLES NOW ON

**RETAIL TRAVEL CONSULTANTS
MELBOURNE - AMAZING SALARY PACKAGE**

Are you looking at making the move to an agency that will reward you with a fun team, fantastic famils, amazing bonus structure and the chance to book fun and exciting holidays? Then we have a role for you! We have some fantastic retail positions available located all across Melbourne. Staff retention is high so don't miss your chance to work for one of the best retail agencies out there! Finally get paid what you're worth!

CHILL OUT IN THE CHILL OUT ROOM

**CORPORATE ROLES
MELBOURNE- SALARY PACKAGE TO \$62K**

This exciting boutique corporate agency is looking for that special person to fit into their team. You will be an experienced agent who loves working hard and pumping out the bookings. In return you will be rewarded with fantastic staff benefits such as an attractive salary package, chill out room for when you need a break, Mon to Fri hours and the satisfaction in knowing you are working for the best!

DON'T LET THIS SHIP SAIL BY!

**CRUISE & RAIL PRODUCT & MARKETING SPECIALIST
BRISBANE CBD – SALARY PACKAGE UPTO \$56K**

A rare opportunity has become available to be involved in the fastest growing division of an award winning company. Working as part of a select and dynamic team you will be able to easily build relationships with suppliers to develop successful campaigns for all cruise & rail destinations. This is a rare chance to make the change from consulting to marketing. Enjoy a strong salary and great benefits. All you need is cruise and/or rail experience within a retail or wholesale environment.

YOUR TIME TO SHINE BEHIND THE SCENES!

**INTERNATIONAL WHOLESALE CONSULTANTS
BRISBANE CBD – SALARY PACKAGE \$55K ot**

Are you a sales superstar with exceptional customer service skills? Love sharing your extensive travel knowledge, but are now ready to head behind the scenes? Then this new challenge is for you! Receiving all enquiries via phone and email you will love working in this fun & friendly team. If you have a proven sales record, excellent communication skills and want to enjoy all the unbeatable benefits offered by a renowned company, then this is for you.

AVIS

2011

Avis Travel Agent Scholarship of Excellence



YOU HAVE WHAT IT TAKES

Realize your potential and help us celebrate 15 years of customer service excellence

In 2011 the Australian travel industry will celebrate the 15th anniversary of the Avis Travel Agent Scholarship of Excellence. Since its launch this unique and enduring program has evolved into one of the most valuable and prestigious awards offered to travel professionals, all the while staying true to its simple objective: to recognise and reward outstanding customer service.

This year we would like to invite you to help us celebrate our important milestone by putting yourself forward as a Scholarship candidate.

Over the years the Avis Scholarship has produced some distinguished winners, and offered some truly extraordinary travel and educational prizes. More importantly, however, it has helped hundreds of travel agents across Australia grow professionally and personally.

By taking part in the Scholarship you will better understand your strengths and weaknesses. You will come to appreciate the practical activities that make your approach to customer service unique. And you will be exposed to new ideas that will contribute to the ongoing development of your career or business.

In that sense, every travel agent who takes part in the Avis Scholarship is a winner.

We look forward to receiving your application!



Russell Butler

Simply the best

Participating in 2010 Avis Travel Agent Scholarship of Excellence gave me two things - an insight into the size and diversity of our industry, and a better understanding and appreciation of all the things travel agents do on a day-to-day basis to provide our clients with unforgettable service. Those lessons have helped me continue to improve to this day and I am sure into the future.

This is a Scholarship for people who are genuinely focused on customer service excellence, not just the thrill of the sale. It is for travel agents who really enjoy connecting with the person sitting across the desk from them, rather than simply booking someone a holiday. It is for people who want to exceed their customers' expectations, not just meet them.

If you are a travel professional who consistently looks to deliver a 'wow' factor, then put yourself forward for this prestigious award in 2011. It doesn't matter whether you have just begun your career or if you are running your own successful agency, you will benefit personally and professionally simply by taking part.

I wish you the best of luck.

Nigel Rodighiero

Winner 2010 Avis Travel Agent Scholarship of Excellence

