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Travel Daily

First with the news

Monday 20th June 2011

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AAA signs new TXA deal

A NEW strategic partnership between Tourism Exchange Australia and AAA Tourism is set to boost the live real-time availability of Australian tourism product across their networks.

The "ground breaking collaboration" will see the AAA Tourism booking engine - available to the more than 4 million members of motoring groups including RACV, RACQ, RAA, RAC and RACT - connected to TXA both as a supplier of inventory and as a distributor of the products already part of TXA.

Suppliers connected to TXA can choose to be sold live via the AAA distribution network, while

suppliers listed by AAA Tourism will also have a new distribution option via TXA's connections.

Liz Ward, ceo of the Australian Tourism Data Warehouse which is one of the partners in TXA, said the move would see an "invaluable...contribution to all Australian tourism suppliers and to the Government tourism organisations utilising the TXA technology to support their digital marketing initiatives".

Strategic flight chaos

A TECHNICAL problem with one of Strategic Airlines' aircraft saw a number of the carrier's flights to Bali and Phuket cancelled over the weekend.

Services have resumed to Bali, but today's Phuket flights to both Brisbane and Melbourne are in limbo, as is the BNE-HKT service. Commercial Manager Paul O'Brien described the problem as a "minor technical issue with an aircraft, which is taking longer than anticipated to correct".

More ash problems

QANTAS says volcanic ash from the eruption of the Mt Puyuhue Cordon Caulle volcano in Chile is continuing to cause disruptions to its network, with a number of flights cancelled or rerouted today to avoid the cloud.

However all Australian domestic and trans-Tasman services are operating as scheduled today.

The Buenos Aires service (QF17/18) scheduled for last Sat was delayed for more than 24 hours, while Johannesburg flights will operate with a refuelling stop in Perth until further notice.

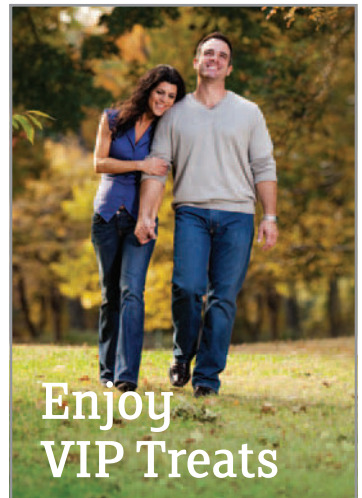
Jetstar and Virgin Australia flights are not affected today.

MEANWHILE DFAT has reissued its travel advisory for Singapore, warning that "flight disruptoins in many parts of the world, including due to volcanic ash plumes, may impact on flights in and out of Singapore".

Seven pages of news

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

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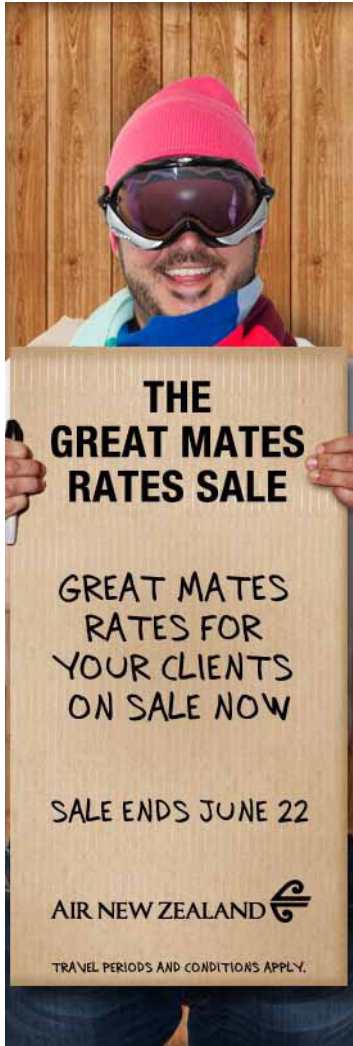
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Aircalin introduces 'Choose Day'

From 12 July we fly to Nouméa every day, including Tuesday.

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Minor set to mop up Oaks

MINOR International says it will now proceed to compulsory acquisition of all outstanding Oaks Hotels and Resorts shares, after its offer closed on Fri with Minor holding 95.4% of the firm.

Trading in Oaks shares is expected to be suspended a week from today, with shareholders who didn't accept the offer now entitled to 52c per share.

The move to compulsory acquisition comes shortly after the company advising of the termination of Oaks chief financial officer Graeme Johnson, who was also Company Secretary. Oaks Group Financial Controller

Pauline Coles has been named as the new company secretary.

Acting Oaks ceo, Dillip Rajakarier, said Minor International was looking forward to "continue building Australia's leading apartment management company".

The shake-up in the hospitality sector is expected to continue, with other deals in play including a review by property developer Mirvac of its 47-hotel strong Australasian portfolio (**TD** Thu).

Melbourne promotion

TOURISM Victoria last night debuted a new TV commercial as part of a major campaign to promote travel to Melbourne.

The \$14m 'Play Melbourne' promo, launched in Sydney yesterday by Vic tourism minister Louise Asher, also includes a competition giving away a trip to the Vic capital every week for a year.

Travel Daily TV today features the ad, which can be viewed by clicking on the logo or at www.traveldaily.com.au/videos.

SQ Tourism Aust deal

SINGAPORE Airlines today announced a new three year commercial agreement with Tourism Australia to jointly fund a range of tourism promotion activities marketing Australia around the globe.

Key markets in the pact include China, France, Germany, India, Indonesia, Japan, the UK, Vietnam as well as Singapore.

corporate account manager Brisbane based

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Monday 20th June 2011

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Insight adds US/Canada gold

INSIGHT Vacations has added new 'Gold' series tours to its US/Canada program, following the successful debut of the offering for Europe 2011.

MD Lorraine Sharp told **TD** there are five Gold itineraries in the new brochure, offering top hotels such as the Waldorf Astoria in New York, the Four Seasons Vancouver and the Monteleone in New Orleans.

Also new for Insight's US/Canada 2012 programs are included Celebration Dinners as well as a number of departures targeting single travellers.

The Gold tours include an itinerary featuring Hawaii for the first time, as well as the Southern Elegance which travels between Savannah and Atlanta.

The Mexico tour has been upgraded to Gold, and there's also the Grand Canadian Rockies and the Cities of the East Coast - in the Gold program.

"The new Gold series perfectly complements our existing premium product in North America," Sharp said, with all programs including 40-seat coaches and more inclusions.

Insight is offering a V Australia air deal leading in at just \$1149 including taxes ex SYD, MEL and BNE valid to 31 Jul.

Sharp also said that Insight sales for Europe 2011 were tracking in the same pattern as 2010, with a late surge of bookings expected.

For more of the latest brochure releases see **page seven** or traveldaily.com.au/brochures.

Events NSW boss quits

GEOFF Parmenter, ceo of Events New South Wales, has announced his departure from the business, in order to hand over the reigns to someone else.

Transport & Tourism Forum chief John Lee praised Parmenter for his work over the past three & a half years.

Under his guidance NSW has "gone from having a disparate patchwork of events promoted independently to an integrated program with signature events", Lee said.

Parmenter will stay with Events NSW to assist with the transition to Destination NSW (**TD** 09 Jun).

April flyers up 6.6%

54.56 million pax were carried on Australian domestic services for the year ending Apr 2011, a 6.6% rise on the corresponding period last year, according to govt figures released this morning.

Pax numbers in Apr alone were up 3.9% year on year to 4.6m, with aircraft trips up 0.4% to 49,522.

Revenue and capacity rose 6.3% to 5.35 billion and 5% to a total of 6.77 billion respectively.



Window Seat

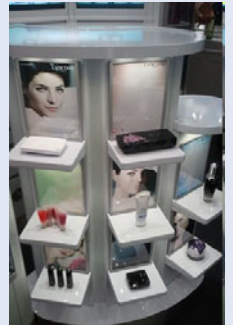
PASSENGERS on board Korean Air's new A380, which debuted last Fri between Incheon and Tokyo, were able to enjoy yet another superjumbo first.

KE has outfitted the plane with the A380's first ever in-sky shopping area for duty free (pictured below), located at the rear part of the lower deck.

The retail area features a range of products, because "customers want to see, touch and feel the

products, particularly cosmetics, on their shopping lists before they decide on

the purchase," according to KE spokesperson Suh Kang-yoon.



AUTHORITIES in New York are planning to discourage airport flocks of geese by capturing and cooking the birds to avoid future bird strikes such as the one which saw a US Airways A320 ditch in the Hudson River more than two years ago.

The National Transportation Safety Board has approved a mass cull of the geese after remains were positively identified in the plane's engines.

The city will pay for the capture and transport of the geese to a factory in Pennsylvania, where they will be "prepared for consumption and distributed to Pennsylvania food banks".



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Hahn Air milestone

TICKETING agent Hahn Air says its achieved 5 million insolvency insured tickets being insured on e-docs since introducing the payment protection in Jan 2010.

Fairmont BMW bikes

GUESTS staying at the majority of Fairmont Hotels & Resorts around the world will be able to borrow a complimentary BMW Cruise bicycle during their stay.

The bikes come with locks and helmets and offer guests the chance to explore the streets and trails from their Fairmont hotel.

BMW bicycles have already been offered to guests in the US and Canada for some time, and the program is now being rolled out virtually everywhere.

QHols Broome fam turns dirty



ABOVE: Qantas Holidays hosted an exclusive familto Broome for Platinum Agencies recently as a sign of thanks for their continued support of Qantas Holidays and Viva! Holidays.

The trip included a camel ride, watersports and the 'Mud & Bubbles' signature activity at the Eco Beach Wilderness Resort.

Pictured enjoying some mud & a few bubbles, **from left** are: Caterina Agnello, Queanbeyan City Travel & Cruise; Susan Edwards, Travelworld Ipswich; Lucinda Metcalfe, Maria Slater

Travel; Danielle Rusling, Platinum Escape; Karin O'Grady, HWT Mackay; Kerrin Baird, HWT Reservoir; Narelle Duddy, HWT Canberra; Sonya Prior, Travelscene Menai Metro; Christine McIlroy, Travelscene Cranbourne; Michelle Kerr, Qantas Holidays; Debbie Schofield, IYC Travel; Georgia Reid, Travelcentre Bendigo; Sandra Martins, HWT Carindale; Lesley Elliott-Smith, HWT Toowoomba; Donna Sheehan, Cronulla Travel; Marnie Lowe, HWT Epping; with Jodie Mott, General Manager, Eco Beach Wilderness Retreat.

Tailored Kumuka soars

KUMUKA Worldwide says sales from the adventure company's Tailor Made Department have risen 160% over the past year.

The firm can personalise tours for individuals and groups to all continents with no restrictions on party number or tour duration, Kumuka said.

China, Europe & South America are the most popular countries.

United system crash

A FIVE-hour computer glitch of United Airlines' worldwide systems controlling flight departures, airport processing & reservations on Fri night saw the cancellation of 36 flights and delays to around 100 other flights.



CONGRATULATIONS

Chris Daniels

from Pan Australian Travel
Chris is the top point scorer for Round 13 of *Travel Daily's* AFL industry footy tipping competition, and has won a complimentary pass for two adults to Sydney Tower Observation Deck and OzTrek, courtesy of Sydney Attractions Group.



Major Prize Sponsors

1st Prize: 4-night holiday to Europe, courtesy of Emirates, Adina Apartment Hotels & RailPlus



2nd Prize: 4-night cruise in Fiji, courtesy of Pacific Blue & Blue Lagoon Cruises



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



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Monday 20th Jun 2011

Malaysia bio prints

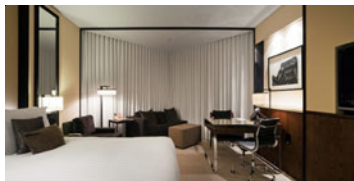
TOURISTS arriving into Malaysia by land, air and sea are now required to provide biometric fingerprints at all points of entry.

DFAT says the new biometric registration procedure is mandatory for all foreigners, except kids under 12 and those with finger disabilities and diplomatic passport holders.

InterCon Burswood redesign update

THE five-star InterContinental Perth Burswood advises it's now at the halfway mark in the hotel's redesign project, ahead of its re-opening slated for early 2012.

So far levels one, two, nine and 10 are complete, along with the new look hotel reception area.



Burswood's new-look Standard Room

P&O Pacific earlybird

P&O Cruises is offering seven-night sailings around the Pacific priced from \$699 in an earlybird sale which launched yesterday.

There are deals on over 200 cruises varying from three nights to 13, plus there's discounts for repeat cruise passengers, and upgrades from inside to outside cabins priced from \$50pp.

The sale runs through until 30 Sep - details at pocruises.com.au.

Chat Tours recruits

CHAT Tours has appointed the firm's first ever National Sales Manager, Joanne Raso (email - joanne@chattours.com.au) as part of a "strong expansion phase", says co-MD Michael Hay.

Travel Leaders in Syd

AGENCY owners and managers of the US-based leisure/corporate travel agency, Travel Leaders Group, have spent the past weekend in Sydney attending their 2011 International Summit.

Attendees had the opportunity to experience a range of products as part of a famil organised by Tourism NSW, and leverage opportunities created by global exposure from 'Oprah's Ultimate Adventure' aired earlier this year.

Agents getting chilly in Chile



ABOVE: Natural Focus Safaris in conjunction with LAN Airlines recently hosted their top sellers on an agent educational to Chile.

Participants enjoyed a short stay in Santiago before experiencing the dramatic scenery of Torres del Paine NP, and enjoying the stunning views from explorá's Hotel Salto Chico in Patagonia.

The trip concluded with a stay at explorá's Hotel de Larache in the arid Atacama Desert.

Pictured in Patagonia the agents back row from left are: Peter Dall, Jetset Newcastle; Reneta Raeva, Flight Centre Albert Park; Genevieve Thurgood, Natural Focus Safaris; Richard Van Schouwen, Kawana Waters Travel; Bronco Milic Zumberiski, LAN; Monique Dewhurst, Balwyn Flight Centre and Lisa Connelly, Connelly & Turner Travel Associates.

Front: Alex Sherman, NFS; Nadene Heaphy, Flight Centre North Rocks; and Chantelle Price, Jetset Travel Spring Hill.

Lufthansa fined \$500k

GERMAN carrier Lufthansa has been fined \$500,000 by the US Dept of Transportation for limiting passenger compensation due to delayed luggage.

The Montreal Convention requires airlines to provide up to US\$1,281 for damages caused by delayed baggage, but Lufthansa was found to be limiting reimbursement to 50% of the claimed expenses in some cases, which the treaty forbids.

"Both domestic & international travellers have a right to fair compensation," US Transportation Secretary Ray LaHood said.

Design Bern addition

INDEPENDENT upmarket hotel representative Design Hotels has added the Hotel Schweizerhof in Bern, Switzerland to its network.

The property is to re-open this week on 24 Jun following a major renovation.

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recruitment@globusfamily.com.au with the position title in the subject line by Friday, 24 Jun 2011.

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

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The position provides overall administrative support to the Service Centre and its Management.

The successful applicant will have industry knowledge, excellent interpersonal skills and experience in completing administrative tasks and common office computer programmes. A strong command of the English language, including clear verbal and written communication, a problem solving acumen, initiative and analytical ability is also essential.

To apply, forward your letter of application and CV to Alan Blair, Manager Passenger Services Australia, via email to Cecily_Woo@singaporeair.com.sg by COB Friday, 24 June 2011. Only suitable candidates will be accorded an interview.

TASC adds lion whisperer visits

RIGHT: The Africa Safari Co. is now offering private visits to the Kingdom of the White Lion in South Africa, an experience not available to the general public.

The property is home to Kevin Richardson, better known as the "Lion Whisperer", where

Richardson works to educate people on every matter to do with lions, on a daily basis.

Richardson produces movies, offers private visits to his sanctuary and has documentaries on National Geographic, all in aid of lion conservation.

Recently, TASC marketing mgr, Wayne Hamilton visited Richardson in South Africa.

"Kevin is very enthusiastic to share his knowledge to help promote the plight of the Lion in Africa," Hamilton told TD.

In his book, *Part of the Pride*, Richardson talks about the filming of *The White Lion* movie.

To celebrate the new ties between The Africa Safari Co and



The Kingdom of the White Lion, TASC are giving away a copy of the *White Lion* DVD everyday this week, starting tomorrow, through *Travel Daily*.

"Our first group to visit Kevin Richardson will be part of the annual Tony Park tour to South Africa next month.

"I am sure this will see many people visiting the kingdom in the coming years and we are very pleased to be able to offer this exclusive tour in Australia," Hamilton said.

Richardson is pictured with Hamilton (right) above at his lion sanctuary.

For more info on the kingdom see www.lionwhisperer.co.za.

Perth's 20 year vision

THE Western Australia state government has released details of the Capital City Planning Framework for Perth.

The draft plan highlights three main areas: Parliament and Kings Park, the Perth Cultural Centre and Forrest Place precinct; and the Perth Waterfront and civic precinct, the main venues for locals and visitors to the city.

See www.planning.wa.gov.au for details of the draft framework.

Oceania cruise sale

OCEANIA Cruises has launched an *Unprecedented Savings* sale on more than 50 voyages in 2011 and 2012, with discounts of up to \$2,710pp on the 04 Nov Timeless Treasures cruise about *Nautica*.

The sale goes through until 31 Aug - see oceaniacruises.com.au.

Monday 20th Jun 2011

Daydream recognised

THE Whitsundays' Daydream Island Resort & Spa achieved a Top 10 ranking for Families for 2010 in the latest *Holidays with Kids* family travel magazine.

It's the 2nd year running the resort has received the accolade.

Stage & Screen to NY

FLIGHT Centre's Stage & Screen Travel Services has complemented its North America offices in Los Angeles and Toronto by opening an office in Manhattan, New York.

The operation will be led by Stage & Screen's Lyndal Hunt.

UNITED



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- Conducting contract and incentive negotiations
- Designing contracts and incentives that create value for both United and the customer
- Relentlessly seeking out new opportunities to expand profitable United business

The successful candidate will possess:

- Well developed analytical skills
- Excellent presentation, communication and interpersonal skills.
- Ability to organize and prioritise within a demanding work environment
- Superior negotiation skills
- A customer focused approach to developing business relationships
- Proficiency in Microsoft Office applications

The successful candidate must also be prepared to travel interstate as required.

Please forward your expression of interest to jobsaustralia@united.com by C O.B. Wednesday, June 29, 2011.

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Responsibilities include:

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- Supervise & evaluate promotional & marketing strategies
- Develop sales leads & new business opportunities
- Prepare sales forecasts & marketing budgets within CRM
- Liaison with customers regarding latest market trends & conditions

Our award winning brand requires a positive, energetic, sales focused professional to really drive the role & achieve state sales. Applicants must have a proven track record of sales growth & a full drivers licence to be considered for this role. On the road sales experience is essential.

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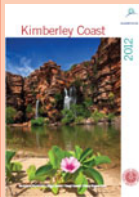
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Brochures of the Week

WELCOME to Brochures of the Week, **Travel Daily's** Mon feature. *If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including an image of the front cover plus contact details to brochures@traveldaily.com.au. And don't forget our **FREE brochure listing service** at www.traveldaily.com.au/brochures.*



Aurora Expeditions - Kimberley Coast 2012

This new brochure offers three amazing 11-day expedition cruises priced from \$6990pts which take in the best of the Kimberley voyaging between Broome and Darwin. Sailings visit Montgomery Reef, the Lacapede Islands and other key sites such as Horizontal Waterfalls with on board lectures and numerous daily landings - 02 9252 1033.



Atout France - French Impressions 2011

This is the latest edition of France Tourism's Insider's Guide for Australian and New Zealand travel agents, and this time has a special focus on design with a unique 3D cover. Events, new openings and other attractions are featured to help agents speak 'Design' fluently. For copies see the Trade Corner at www.franceguide.com.



Globus - Value Season 2011/12

Generous price cuts in this new brochure make a winter holiday in Europe even more affordable. The strong A\$ has led to savings of hundreds of dollars over last year's pricing which is already 15% cheaper than in summer. There are over 150 departures ranging from 6-27 days with prices starting at \$717 - globusfamily.com.au.



Trafalgar - America and Canada 2012

Trafalgar's 2012 North America program also includes Mexico and Costa Rica, with a range of new itineraries and inclusions such as upgraded hotel and dining options and an expanded range of Family Experiences. The brochure also for the first time includes a North American version of Trafalgar's At Leisure program - trafalgartours.com.au.



TravelMarvel Canada & Alaska 2012

This comprehensive program includes new premium hotels, Rocky Mountaineer SilverLeaf upgrade options and access to one of Canada's best game reserves. The great value itineraries include many meals as well as some special dining experiences, gratuities, all transfers and guaranteed inclusions - more info 1300 278 278.

Airline Specialist

The South Australian Tourism Commission (SATC) is looking for an airline specialist with experience in the aviation industry to join its Destination Development team.

Please click for further position details.



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Beauty before flying

PASSENGERS departing Sydney requiring a quick touch-up prior to their flight can pop into the brand new Express Beauty Bar that's opened at the Int'l Airport.

The one-stop beauty shop "provides an array of express beauty services for time poor, busy professional men and women wanting fast service and value for money," the store says.

The Express Beauty Bar offers treatments such as blow dries, make up, manicures & pedicures, facials, eyelash extensions, massages and threadings, all in less than 30 minutes.



Monday 20th Jun 2011

2nd Hilton in Turkey

HILTON Hotels & Resorts have opened the 433-room Hilton Bodrum Turkbuku Resort & Spa, the group's 2nd Turkish property.

Fri's Kikki.k winner

VICKY Atkins of Wings Away Travel was the Fri winner in **TD's** Kikki.k comp, courtesy of QHols.

Ever dreamed of being on stage? Well, here's your chance to be...

Queen for a Day

The Tiffany Project

Can you hold tune? Shake your tail feather? Love to perform? Here's your chance to appear on stage in Thailand's famous Tiffany's Show, Pattaya.

Throughout the month of June, **Travel Daily, Tourism Authority of Thailand, Thai Airways International, Siam Hotels and Resorts** and **Tiffany's Show** invite travel consultants to join us for a once in a lifetime "Queen for a Day" experience.

Send your audition video and you could join our group on a special fam trip to Thailand that includes flights with THAI, 5 nights courtesy Siam Hotels & Resorts (two in Bangkok & three in Pattaya) and a makeover, dress up and performance at the famous Tiffany Cabaret Show in Pattaya.

To enter, simply send in an audition to the Tiffany Show as a short video clip of yourself (30sec-1min, .mov or .wmv file) lip syncing to your favourite song. You can use props and/or dress up if you wish.

All the clips will be uploaded to **Travel Daily's** YouTube page. At the end of the month five winners (a representative from NSW, VIC/TAS, WA, QLD/NT and SA) will be chosen by the judging panel..... and one additional....as voted by the industry.

So grab your video camera or mobile phone and release your inner performer!

Send your entries to:

tiffanysaudition@traveldaily.com.au

Click here for more information





MORE FANTASTIC NEW EXECUTIVE OPPORTUNITIES AVAILABLE NOW

WHERE IS YOUR CAREER TAKING YOU?

GENERAL MANAGER

HONG KONG – LOCAL SALARY PACKAGE

Are you ready to move on to the Regional stage in a key leadership role? If you can relocate this role is available for an ambitious, talented GM with proven experience in leading a business to achieve growth and profitability. You are capable of communicating at all levels and have a reputation for innovation, strategy, and both customer and staff engagement. Experience within the Asia market is highly desirable.

SENIOR MANAGERS PLEASE STAND UP

MANAGING DIRECTOR

PERTH – SALARY PACKAGE TO \$185K

If you're capable of providing strategic direction, development and management of a business, ensuring sales targets and overhead budgets are achieved to deliver profits, bring your talents to this large organization and watch your career take off. This senior role requires an experienced MD with a proven track record of delivering profitable results to nurture this great business to achieve ongoing success.

I.T. HAS NEVER LOOKED THIS EXCITING

I.T./APPLICATION MANAGER

SYDNEY – SALARY PACKAGE TO \$110K+

If your skills and experience lie in the areas of large system upgrade projects, managing IT vendors and multi-site operations in the travel or hospitality industries this unique new role is available now. Your past roles have given you responsibility for driving continuous improvements in productivity & efficiency, adding value to the business and effect on service delivery. Senior IT management exp essential.

HAS YOUR CONTRACTING CAREER GONE COLD?

GENERAL MANAGER – CONTRACTING

BRISBANE - SALARY PACKAGE TO \$95k + NEG

Watch your career heat up with this exciting company. This key leadership role will see you involved in all contracting functions including negotiation of allotments, rates, setting pricing strategies and implementing campaigns for exclusive deals within the market. You will be an inspirational leader who can demonstrate a sound knowledge of wholesale contracting particularly in the domestic market.

USE YOUR TACTICAL INFLUENCING SKILLS

BUSINESS DEVELOPMENT MANAGER – TMC

SYDNEY/MELBOURNE/PERTH – PACKAGES OTE \$100K+

These roles require the skills and abilities of a true "hunter". You're experienced in sourcing & developing pipelines, presenting to clients, managing tenders and contract negotiations. These senior positions will pay good money for the best in the business so don't wait around. Use your influencing skills to get the job and then get the results that you're capable of. Massive opportunity for experienced BDM's.

NOT JUST INDUSTRY SALES - A CAREER MOVE

SALES EXECUTIVE – TRAVEL INDUSTRY

SYDNEY – SALARY PACKAGE OTE \$90K

If you love working in sales developing new relationships and winning new business, you'll love this new sales role working with one of the biggest providers of technology solutions to the travel industry. If you're looking for career direction and developing new skills, this organization will offer you long term career options, along with fantastic remuneration and incentives. Experience in field sales is required.

A BRAND YOU CAN BE PROUD OF

BUSINESS DEVELOPMENT MANAGER – RETAIL MARKET

PERTH – SALARY PKG TO \$63k + BONUS & CAR ALLOWANCE

With your head held high you will be proud to represent this well known brand in the leisure travel market across WA. This brand offers you a growing product range, a name that speaks for itself and interesting destinations for the high end market. With your key network of connections across WA you will be able to build the business and earn the rewards you deserve. Proven abilities working on the road essential.

FIVE STAR MARKETING ROLE

MARKETING EXECUTIVE

SYDNEY – SALARY PACKAGE TO \$70K

This is a five-star opportunity to join quality organization in a marketing role that will see you responsible for a wide range of marketing functions including advertising. Your previous experience in the travel industry will have given you lots of trade marketing exposure. You'll be a smart communicator, have superior writing skills and great attention to detail. This is a high quality role offering long term advancement.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR

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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

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MANY MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com

THAI
40
YEARS
AUSTRALIA
1971 - 2011

THAI
Smooth as silk

THAI AIRWAYS INTERNATIONAL

TOP GUN

REWARDS PROGRAMME



MISSION 4: The Ultimate Flying High Award for TG sales from 09 May to 01 July 2011

The final Mission rewards all Royal Silk and Royal First Class bookings to any destinations across THAI's worldwide network.

Mission 4 reflects THAI's award-winning Royal Silk and Royal First Class services, a promise of the ultimate in hospitality with unique touches of THAI both on the ground and in the air... Smooth as silk.

Book and ticket THAI Royal Silk and Royal First Class between 09 May-01 July 2011 and you could be rewarded with...

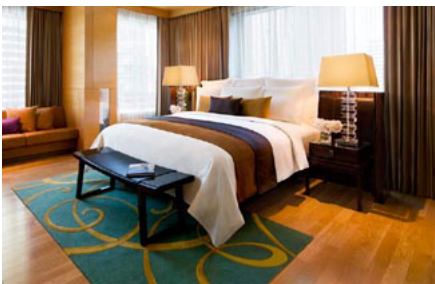
★1 of 10 seats on a TOP GUN Famil to Bangkok to fly THAI's state-of-the-art flight simulator to a destination of your choice, staying 2 nights at Renaissance Ratchaprasong and followed by a luxury villa stay for 2 nights at Paresa Resort, Phuket.

R
RENAISSANCE®
BANGKOK RATCHAPRASONG
HOTEL

★1 of 40 Restaurant or Gift Vouchers.

★1 of 10 THAI gift bags including aircraft models.

P A R E S A



How to enter: THAI's Top Gun Rewards Programme is open to all international travel consultants. Every participating individual travel agent has to register to participate and then record their gross ticketed revenue for each mission. Once registration has been completed, regular emails will be sent with applicable links to the incentive site. All claimed tickets/revenue will be verified before prizes are allocated. Travel agents may enter more than one mission providing the minimum criteria for each mission is achieved.

www.thaiairways.com.au

For more information and conditions

READ MORE

AVIS

2011

Avis Travel Agent Scholarship of Excellence

REWARDING
EXCELLENCE
FOR
15
YEARS

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

