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# Travel Daily

First with the news

Tuesday 28th June 2011

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E: **sally@tmsap.com**

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ISSN 1834-3058

## California ad on TDTV

**CALIFORNIA** Tourism's new Royal Couple ad (**TD** yest.) - urging Kate and Wills to stay longer than three days during their upcoming visit - is now online at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).



## Union offers strike-breakers

**QANTAS** engineers are offering to break their own strike - at a price - to minimise passenger disruption due to next week's planned industrial action against the carrier (**TD** breaking news).

In a move described by union leader Steve Purvinas as an "Australian first," engineers are being asked to make themselves available while off duty to work overtime during the stoppages.

The union says this means any disruption will be due to a decision by Qantas management not to take up the offer, hoping passengers will blame QF rather than the strikers themselves.

However QF says it's currently assessing its contingency plans in the light of the rolling two hour work stoppages in Melbourne next Mon, along with an overtime ban by all Qantas engineers for the foreseeable future.

QF Group Executive Operations, Lyell Strambi, said the union offer was "blatantly cynical," with any engineers who return to work during the strike expecting to work for four times their normal pay.

It's believed that a number of QF executives have been training as strikebreakers in Los Angeles in recent weeks.

## CZ Australia to push for A380 deployment

**CHINA** Southern Airlines local gm Henry He is urging the carrier's head office to deploy its new A380 aircraft between Guangzhou and Sydney, due to strong growth on the route.

He confirmed that the carrier is now codesharing with its SkyTeam partner KLM Royal Dutch Airlines (**TD** 31 Jan), "offering Australian and New Zealand passengers easy access to Amsterdam and Europe."

He said that codeshare deals with carriers such as Japan Airlines, Malaysia Airlines and Pakistan International Airlines had "greatly increased the number of countries our passengers can now reach via Guangzhou."

## Seven pages of news

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- Avis agent scholarship

## Qantas Club sale

**QANTAS** is offering big discounts on Qantas Club memberships, in a 72-hour sale launched today.

One year memberships are on offer for just \$470, compared to the usual rate of \$840.

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# Travel Daily

First with the news

Tuesday 28th June 2011



الإتihad  
**ETIHAD**  
AIRWAYS

## Viva! adds NZ to HNL

**VIVA!** Holidays is now offering both online and offline Air New Zealand fares to Hawaii, paying travel agents 8% commission on air bookings.

Viva! is also offering 13% comm. on Hawaiian land content.

## Expedia TAAP price promise

**EXPEDIA** today upped the ante in the increasingly competitive online wholesale distribution market, undertaking to better any other online retail rate for agents using its Travel Agent Affiliate Program.

The offer is effective immediately on Expedia's Australian and NZ sites, with the company offering to beat any cheaper retail online rate by \$1, as well as giving the agent a \$50 account credit.

The deal includes supplier websites, with Expedia Asia Pacific manager of travel agent distribution Stuart Udy saying the move aimed to reinforce the integrity of the Expedia product.

"I've seen online wholesale nett rates in the market which are 5-10% more expensive than our commissionable rates," he said.

Udy claimed that many of TAAP's top supporters are corporate agents who are constantly comparing Expedia rates with everything available in

the market.

"They are heavy Expedia users because these agents know Expedia holds the best rates, the broadest availability, and they are paid attractive commission".

Expedia offers a similar guarantee on its main US website.

**MEANWHILE** Udy also released some statistics about current booking trends on the TAAP site, with Europe recently leaping ahead of the US which had experienced several very strong months.

He said the current top destinations booked via TAAP during Jun are Sydney, Paris, London, Los Angeles, Las Vegas, Singapore, Rome, Hong Kong, Venice and New York.

## Qatar signs with TDF

**THE** Tour de France has signed Qatar Airways as the event's official airline.

The deal will see the carrier fly the cycling event's riders, teams and media on a special charter flight on an Airbus A330 aircraft.

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## Gap back to Japan

**GAP** Adventures will restart tours in Japan from 01 Jul, saying it's confident of resuming ops based on information from its team of experts in the region.

The nine-day Japan Express and seven-day Roam Japan trips, on 01 Aug and 16 Jul respectively, are available on a last minute special of 20% off the regular price.

## DJ/NZ announcement?

**VIRGIN** Australia and Air New Zealand are likely to announce details of their finalised alliance late next month in Brisbane.

The Kiwi-end of the trans-Tasman partnership has sent out invitations to "loyal customers and partners" to a special event in Brisbane at Cloudland, which happens to be located about 10mins from DJ's headquarters.

Air NZ Chairman John Palmer says in the invite, sent on behalf of the carriers Board, ceo and senior management, that the carrier will share "the direction of Air New Zealand" on 26 Jul.

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# Travel Daily

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Tuesday 28th June 2011

**BREAKAWAY**  
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**Emirates**

Emirates Industry rates to Europe -  
Sales to 30 Sep 11.  
Return from **\$1,439\*** per person plus taxes.  
\*Conditions Apply.

**CLICK HERE** for further details

## VS spoils JTG product heads



**ABOVE:** Virgin Atlantic Airways recently hosted an exclusive Jetset Travelworld Group Services Product Managers family to Hong Kong as a sign of thanks for their continued support.

Participants flew to Hong Kong in VS's Upper Class and stayed at the luxurious Langham Place

Mongkok.

Pictured at the Virgin Atlantic Clubhouse, **from left** are: Paul Millan, Travelscene Corporate; Rashelle Toms, The Jetset Travelworld Network; Belinda Murphy, JTG Services; Annette Healey, Harvey World Travel and Simon Dodd, QBT.

## SN boosts commission

**HERE'S** something you don't see every day - an airline increasing commission to Australian travel agents.

Brussels Airlines, represented in Australia by Breakaway Aviation Services, this morning announced that it will boost commission from zero to 7% effective from the beginning of next month.

The new rate will apply to all fare types on the entire Brussels Airlines (SN) network for ticket sales through BSP Australia.

Brussels Airlines is a member of the Star Alliance, and is 45% owned by Lufthansa which has an option to increase this to 100% this year.

Brussels Airlines is also a fully integrated partner of LH's Miles & More loyalty program.

It offers a range of destinations from its base in Belgium to almost 50 ports across Europe as well as 21 African cities and Israel, along with codeshare agreements covering a range of airlines incl EY, SQ, AC, LH, UA and LX.



## Window Seat

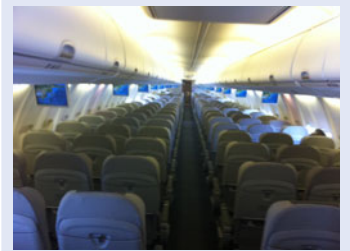
**AIR** New Zealand is looking to the next generation, with ten senior high school students to take part in its annual *CEO for the Day* program.

The lucky students will spend a day with ceo Rob Fyfe and his executive team, with the experience including a tour of NZ's engineering base, a "sneak peek at the innovations being created in the design lab" and even an interactive strategy session - presumably punctuated with funky teen expressions such as LOL, OMG and WTF.

See [airnz.co.nz/ceo-for-the-day](http://airnz.co.nz/ceo-for-the-day).

**THE** dire straits of the Japanese aviation market are starkly illustrated in the picture below sent in by an avid **TD** reader.

No - the aircraft pictured isn't on the ground awaiting boarding, but is actually a Japan Airlines domestic service in flight from Narita to Fukuoka earlier this month, with the family of **TD's** spy the only passengers on board.



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Last week's \$1,000 winners are:

- Jessica Farmer, PERTH WA
- Taryn Richardson, INNALOO WA

Last week's \$250 winners are:

- Melissa Dunn, BOX HILL VIC
- Graeme Mcgilvray, MIRRABOOKA WA
- Chris Trimarchi, KENSINGTON VIC
- Rachel Willemsen, MT GRAVATT QLD
- Renee West, MT GRAVATT QLD
- Lauren Kirkby, FRENCHS FOREST NSW
- Jennifer Wilkinson, SHEPPARTON VIC
- Adrian Gloury, CARDIFF NSW
- Sharon Elkins, MITCHELTON QLD
- Yuliya Dorofeyeva, MORNINGSIDE QLD
- Heather Stephenson, CANBERRA ACT
- Skye Nicholl, GYMEA NSW
- Jessica Emslie, MELBOURNE VIC
- Lisa Knight, GYMEA NSW
- Melita Boyle, MALVERN VIC
- Kaye Murray, NORFOLK ISLAND NSW
- Jo Hand, WARRNAMBOOL VIC
- Adam Hunt, NURIOTPA SA
- Darren Mason, GILLES PLAINS SA
- Lauren Menegola, INNALOO WA

Payments will be processed at the end of the month

## explora agent rates

**TRAVEL** consultants are being offered an industry rate of US\$199 at explora lodges in Atacama, Patagonia and on Easter Island in South America until 30 Oct.

Companion rates are also available priced at US\$220.

Rates at the properties are normally US\$600 per night - email [reserve@explora.com](mailto:reserve@explora.com).

# Jet off to Hong Kong.

Jump on board our new [vsflyinghub.com](http://vsflyinghub.com) to win.

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## Austrian Art in Australia



**ABOVE:** The National Gallery of Victoria has this month kicked off an exhibition of Viennese art in Melbourne as part of its *Winter Masterpieces* program.

The exhibit features a collection of several hundred prints, designs and many masterpieces by Gustav Klimt, Egon Schiele, Josef Hoffmann and Adolf Loos.

Many of the pieces have made their way to Melbourne from across the world, and have never before been seen in the country.

The *Vienna: Art & Design* show features one of Klimt's most mesmerising portraits, his muse of *Emilie Flöge*, which is the same piece being used to promote the exhibit in other major cities.

"The exhibition traces the development of Vienna's golden period from the late 1890s to about 1918 in art, design and architecture," says Austrian

National Tourist Office (ANTO) director for Australia/New Zealand, Astrid Mulholland-Licht.

An exclusive dinner and private viewing for ANTO and Vienna Tourist Board partners launched the collection earlier this month, which also signalled the start of a series of trade and public events organised by ANTO.

The four month long exhibition was described by Vienna Tourist Board ceo Norbert Kettner as a "once in a generation showcase."

Pictured with the guest curators of the exhibition are NGV director Gerard Vaughan (far left), Astrid Mulholland-Licht (right of Klimt's *Emilie Flöge*); Heidi Victoria, Parliamentary Secretary to the Victorian Premier; and Norbert Kettner (second from right).

## Boeing faces \$1m fine

**THE US** Federal Aviation Adm. has proposed to fine Boeing US\$1.05 million for failing to fix a known problem with the oxygen system onboard a number of newly constructed 777 aircraft.

The FAA alleges that nine 777s built between Apr and Oct last year had spaces in the oxygen delivery system incorrectly installed.

"Improper installation could result in the system not supplying oxygen to passengers should depressurisation occur," it said, giving Boeing 30 days to respond.



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## UAI links to Moscow

**UKRAINE** International Airlines will commence twice daily flights between Kiev and Moscow from 20 Jul as it plans to further develop Eastern Europe routes.

## Relais adds 4 tongues

**RELAIS & Chateaux** has added four new websites for the Thai, Indonesian, Malaysian and Indian-English markets.

The group says the sites inform locals about its values, concepts and local properties in their native language.

## Topdeck winter brox

**TOUR** operator Topdeck has rolled out its 2011/12 European winter program which features a scanning feature to help clients select a suitable itinerary.

There are nine itineraries in the brochure, ranging from seven to 24-days, and prices up to 25% less than during summer months.

The brochure also includes trips to the Middle East and Egypt.

For more details see our free brochure listing service online at [traveldaily.com.au/brochures](http://traveldaily.com.au/brochures).

## Apollo free nights

**APOLLO** Motorhomes has a pay five, get two free deal on its Hitop van through until 31 Aug, making it less than NZ\$300 for the week.

A six-berth van on the same deal is priced under \$NZ600.

## Aircalin \$149 fares

**BREAKAWAY** Travelclub has year round Aircalin return fares ex BNE and SYD to Noumea priced from \$149 plus taxes for members and companion fares for \$199.

## STA launch new site

**SAMOA** Tourism Authority has launched a new and improved website, providing browsers with more information, detailed maps, attractions and events.

See [www.samoa.travel](http://www.samoa.travel).

## Diamant Brisbane

**THE** Sunshine State's Portal Hotel will rebrand as Diamant Hotel Brisbane from 01 Aug after being acquired by 8Hotels.

It's the second property for 8Hotels in Brisbane, joining the Limes Hotel in Fortitude Valley.



Discover the World Marketing

## Account Executive

Full Time - North Sydney

Established in 1981, Discover the World Marketing has over 80 offices in more than 60 countries. Discover is the largest travel representation company with more than 55 major clients worldwide. Our Australian office represents a variety of airlines, hotel chains, a cruise line and other global travel companies.

We currently have an opening for an Account Executive. The role is an exciting position with career development opportunities for an energetic individual with basic field sales and/or inside sales experience.

Candidate must have valid driver's license and own fully insured motor vehicle.

This position requires a valid work permit for Australia.

[Click here to view the full job description.](#)

Please send all applications to: [hr@discovertheworld.com.au](mailto:hr@discovertheworld.com.au)

Applications close on 8th of July and only successful candidates will be contacted.



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## Mantra indig. jobs

MANTRA Group will roll out its training program for Indigenous jobseekers to the Tropical North Queensland region, following the success of the initiative in Cairns.

## Live bookings on newzealand.com

**TOURISM** New Zealand today unveiled a major revamp of its travel website, with a range of features including the ability to directly book flights, accom and other products.

TNZ gm Brand and International PR, Catherine Bates, described the new site as a "one-stop online travel showroom," with a range of features including the ability for tourism operators to directly contribute content, link their businesses to relevant sections of the site, post special travel offers and "refer on to take bookings directly".

She said the redeveloped site reflected a shift from generating awareness about New Zealand via traditional media to "actively targeting people already considering travelling here using online channels.

"The internet has become the prime place that 80 per cent of potential travellers go to research, plan and book travel," she said.

"With many million potential travellers actively considering visiting New Zealand at any one

time, the revamped website aims to convert this interest into referrals to operators, and ultimately, bookings," Bates added.

Based on an "open content" model, the site allows images and video to be contributed from other sites such as YouTube and Flickr, and it has a dynamic structure using tags or keywords to "move deeper into content and explore interconnected topics."

Content is automatically sorted by popularity, and the site utilises AJAX for fast response as well as HTML5 and CSS3 to provide robust cross-platform functionality - including iPad compatibility.

And in keeping with its open philosophy, all content entered into [newzealand.com](http://newzealand.com) and the Tourism New Zealand Operator Database will be available for third party use via an Application Programming Interface to be made available later this year, Bates said.

The front page of the site allows users to directly book flights on Air NZ, Qantas, Emirates and Pacific Blue - but not Jetstar.

## Bench International Sales Representative



Bench International, the founder of African holidays in Australia, has a unique opportunity for a highly motivated and energetic Sales Representative in NSW.

As African experts, we are seeking a committed person with a passion for Africa. Experience in sales together with first-hand travel knowledge of the destination is a must.

The successful candidate will be based in Sydney and be responsible for managing existing relationships with key travel agents, as well as developing new ones within the industry.

Participation at travel shows and consumer nights are some of the aspects of the role. Must have own transport and be willing to travel interstate and overseas when required. Salary negotiable.

**To apply, email your CV to [jobs@benchinternational.com.au](mailto:jobs@benchinternational.com.au) with the position title in the subject header by 3 July 2011.**

PLEASE NOTE: Applications will not be accepted via recruitment agencies.

## OETG United sales take off

**RIGHT:** United Airlines recently acknowledged strong growth in its sales through Orient Express Travel Group.

UA Director for Australia and New Zealand Alison Espley is pictured presenting OETG ceo Tom Manwaring with a model Boeing 787 Dreamliner to celebrate the performance, which saw Express Ticketing exceed targets for both revenue and passenger numbers.



## Hilton MICE focus

**HILTON** Worldwide has launched a new MICE campaign in Southeast Asia offering more perks and benefits when booking a meeting at any of the 15 properties in the region.

The 'Sea MICE and a Million' incentive runs from 30 Sep to 31 Jan and includes free night stays, complimentary upgrades and bonus HHonors points.

## Tauck Exotic brox

**TAUCK** has released its 2012 Exotics brochure covering Asia, the Middle East, Africa, Latin America and Antarctica.

## Mandarin Paris opens

**MANDARIN** Oriental Paris will open its doors today featuring 138 rooms boasting being some of the largest in Paris.

## Aloha Home & Away

**HAWAII** Tourism Oceania says it jumped at the chance to support parts of this week's storyline on Channel Seven's *Home & Away* which was filmed in Honolulu.

Scenes from the soap were recorded on Waikiki Beach, the North Shore of Oahu and at the Moana Surfriider (Westin Resort and Spa), and are being aired over three nights.

"This was another great opportunity to capture the huge Australian and global audience that Home & Away has and introduce them to Hawaii," said Hawaii Tourism Oceania Country Manager, Helen Williams.

## Windstar Sail & Stay

**WINDSTAR** Cruises has free pre and post cruise hotel nights on offer in Europe for bookings on a 2011 Voyage.

The complimentary nights are offered in Athens, Barcelona or Rome on select sailings - for more information phone 1300 950 622.

## Mt Eliza agent moving

**TRAVELSCENE** Mt Eliza is moving to 70 Mt Eliza Way, Mt Eliza Vic. on 30 Jun - ph/faxes stay the same.

## Want to stay one step ahead of the competition?



### We can help you:

- Want a chance to take part in a **British Columbia Super-Famil** in Sept?
- Sign up today to our **FREE online training program**
- Complete the training by the **30th of Jun**
- Go into the draw to win one of ten **\$100 Coles Myer Vouchers!**

Become the newest Canada Specialist!  
<http://csp-au.canada.travel/>

**Canada**



## AFTA UPDATE

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

**Congratulations** once again to all those travel agents out there who have been working around the clock to help clients impacted by the latest rough and tumble of the volcanic ash clouds.

All too often the extra time, effort and energy that goes into sorting this type of thing out for clients goes without notice.

Of course those that do notice are those that choose not to book their travel with a travel agent. It is then that they have the little voice go off in their head; "Why didn't I book with a travel agent".

It does appear that this problem may not be finished; with further reports of more eruptions, let's just hope the wind is not blowing our way.

Some of the numbers being put around about those impacted are alarming and it shows just how quickly Australia would come to a halt if it were not for a robust aviation industry.

In fact, for a lot of business people it was as if they had fallen into some strange time when they had to revert to alternative methods of travel.

Even the problems in Canberra created all sorts of difficulties for politicians and others, something that nobody could fix at the time.

The suits of Australia had to stop travelling for a few days and we have all become so used to being able to jump on a plane at a moment's notice.

Also, all the airlines should be acknowledged for once again stepping up quickly to provide alternatives, waivers and assistance even when the situation was not caused by them in any way.

No matter what, nobody wants to fly when the conditions are not safe, so a big well done and thank you to all those airlines impacted by these latest set of challenges.

The cost of all of this is going to be felt for some time to come with big numbers already being released as to the cost of the disruption.

One can only hope that we have had our share of disasters and dramas and the rest of the year will be smooth sailing. We can all only hope.



## Accor AAA accolades

**HOTEL** juggernaut Accor picked up the Hotel Chain of the Year gong last Friday night at the Accommodation Association of Australia Awards.

Sofitel Brisbane's Concierge, Elvis Soiva won Gold, Silver and Bronze Employee of the Year, and Sofitel Sydney Wentworth won Gold in the 5-star Hotel Award.

Among the bag of other awards Accor took out was recognition for Accor Aust. vp Simon McGrath for his work in the industry, winning a prestigious ACES award, the AAA's highest honour.

"We are thrilled to have been recognised as industry leaders at the AAA Awards at a time when Accor is celebrating its 20th year in Australia," McGrath said.

McGrath is pictured (left) receiving the award below.



## OETG Sabre Explore

**SABRE** Travel Network has released an exclusive version of its leisure online booking tool, Sabre Explore, for Orient Express Travel Group agents.

'Express Explore' has been developed with key features including being able to hold a booking and accepting cash as a form of payment directly with the agent, which Orient Express ceo Tom Manwaring said had been found to be "extremely important to segments of the online community today".

Sabre ceo Gai Tyrrell has also revealed that Express Explore is being launched in Chinese (Mandarin), which is a "key enhancement for the Orient Express Group and its agency brands".

She said a new sign-in profile function would also help agents drive more customer loyalty back to their own website and encourage repeat business.

The enhancements were announced at the recent OETG conference in San Francisco, with the Sabre Online corporate booking tool also seeing 25 new enhancements launched.

## Air NZ long-haul slide

**AIR** New Zealand has reported a 9.3% year on year drop in long-haul passenger numbers in May, down 11,000 pax to 98,000.

Capacity on Asia/Japan/UK routes dropped 14.8% to 466,000 available seat kilometres, which Air NZ blamed on the Christchurch earthquake and Japan earthquake and tsunami.

The North America/UK market was also soft, decreasing by about 5,000 people (or 7.6%) to 61,000 during the period.

System-wide pax numbers were up 1% to 892,000 during May, with load factors up a fraction.

Short-haul passenger numbers rose 2.5%, fueled by a 4.4% increase in demand on Tasman/Pacific routes to 184,000 pax.

NZ Domestic numbers gained, with passengers, revenue and capacity all increasing.

## Wadi Rum on the list

**JORDAN's** Wild Rum region, known for its lunar-like desert landscape, has received UNESCO World Heritage listing.

## CZ to add Istanbul

**CHINA** Southern Airlines has announced the debut of its first destination in Turkey, with thrice weekly Boeing 757 services between Beijing and Istanbul.

The services will operate via Urumqi in north-western China from 02 Sep this year.

Tuesday 28th Jun 2011



## Money

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

**\$1AUD = US1.042**

**THE** Australian dollar has dipped lower in recent days following confirmation by the Reserve Bank that it's unlikely to raise interest rates in the near term.

There's also been a flight away from higher yielding currencies such as the A\$, due to the ongoing uncertainty in Europe over the Greek debt crisis, with a number of analysts predicting that the Aussie dollar could slip below US\$1 if the woes continue.

The weak Japanese economy following the earthquake and tsunami is also making travel to Japan very attractive.

Wholesale rates this morning:

US	\$1.042
UK	£0.651
NZ	\$1.288
Euro	€0.729
Japan	¥83.97
Thailand	฿32.336
China	¥6.670
South Africa	R7.066
Canada	\$1.022
Crude oil	US\$91.10

## The Jetset Travelworld Network

### Jetset Travelworld Network Qld/Nth NSW - Business Development Executive

A vacancy exists for a Business Development Executive within the Jetset Travelworld Retail Network in Queensland.

**The responsibilities of the successful candidate include:**

- Representing the Jetset Travelworld Network in the State;
- Driving all network initiatives by visiting and communicating with each of the franchise branches on a regular basis.
- Recruitment of new franchise members to the network;
- Assisting each office to increase their profitability;
- Nurturing and strengthening the current and future relationships with franchise members and preferred supplier partners;

**To be successful in this role you must display:**

- Experience in retail or customer relationship management;
- Excellent interpersonal and communication skills;
- The ability to work as a team player;

Please send your application to [droche@jtg.com.au](mailto:droche@jtg.com.au) by COB 01July, 2011.



# Select selects Bangkok



**SELECT** Vacations launched its product in Bangkok prior to the Thailand Travel Market held recently in Asia.

Business founder/owner, Jean Kouriel has also launched a new initiative with the Kingdom of Thailand, which will see the firm's hotel partners nominate a school in the region for either a sport or book grant, with the winners

named mid next year.

Pictured above is Jean Kouriel (middle) at the exclusive launch with guests and new partners for Select Vacations 2011-12 program in Thailand, which was hosted by Khun Supanit Vimooktanon, deputy managing director - operations and marketing at Pathumwan Princess Bangkok.

## DFAT insurance push

**THE** Federal govt is ramping up the message for Aussie travellers heading overseas to ensure they take out travel insurance before they head abroad.

This morning the Department of Foreign Affairs & Trade sent out an alert via Twitter providing "practical information" on travel insurance, including a list of 'things you need to know' that was put together in partnership with the Insurance Council of Australia.

Points include the suggestion to shop around for a policy, ensure that the product disclosure statement is read and understood and knowing the level of coverage that is being provided.

The 'Travel Insurance Postcard' also highlights that there is no automatic refund if the Australian Government raises its travel warning to a particular location.

The 10th point, and the one which is perhaps most significant is: *If you can't afford travel insurance, you can't afford to travel!*

To view DFAT's Travel Insurance Postcard [click here](#).

## Luggage strap banned

**THE** Australian Competition and Consumer Commission has fined and banned Sontax Australia from selling elastic luggage straps which do not comply with product safety standards.

The latest enforcement is based on luggage straps sold between 02 Jul and 29 Nov 2010.

Sontax previously accepted the court enforceable undertaking when it sold the straps in Aug three years ago.

The five year ban carries with it an order that Sontax must publish ads in local media saying it is the subject of proceedings.

Tuesday 28th Jun 2011

## 18-hole Beachcomber

**BEACHCOMBER** Hotels will establish its second golf course in Mauritius at Le Goulet in the island's north west by 2013.

The 18-hole course will be located central to 5 Beachcomber hotels on the Indian Ocean island, the Royal Palm, Trou au Biches Resort & Spa, Le Victoria, Le Canonnier and Le Maurica.

## NRL Rd 16 Winner

**CONGRATULATIONS Narelle Hogan**

from Educational World Travel

Narelle is the top point scorer for Round 16 of *Travel Daily's* NRL industry footy tipping competition and has two bottles of wine, courtesy of **Compass Car Rental**.



### Major Prize Sponsors

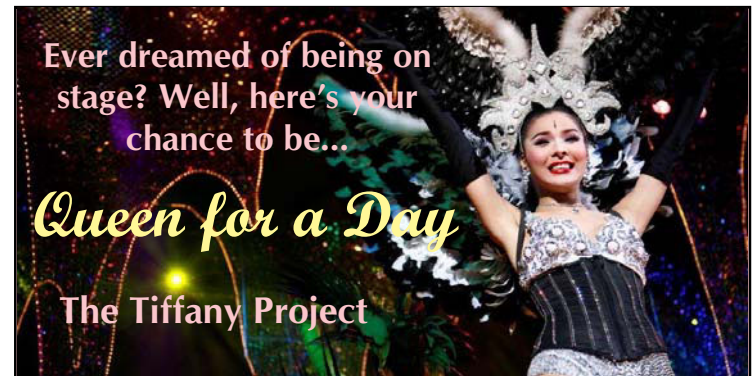
**1st Prize:** 4-night holiday to Dubai & Abu Dhabi, courtesy of **Emirates** and **Jumeirah Hotels & Resorts**



**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**



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 famil 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](mailto:tiffanysaudition@traveldaily.com.au)

Click here for more information



**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](http://www.traveldaily.com.au).

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## Looking For New Challenges?

Start your search with TMS!



### Hot Jobs (Australia) - June 2011

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

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

Temp or Contract Executive - Alex  
- Sally Frape

#### JOB OF THE WEEK!

### Food Store Manager – Melbourne

- Team Manager role, busy 7 day a week operation!
- Great salary on offer with bonuses

Entrepreneurial venture of a fast growing concept gourmet sausage business. After the successful launch of this first venue in Sydney, our client is now looking for a Store Manager for the opening of their second store at Melbourne. This outlet offers all natural, preservative-free gourmet sausages with salads, belgian fries and sauces, using fresh, preservative-free produce. Managing a small team, you will be in charge of the daily management of suppliers, training, stocktaking, human resources and sales. We are looking for a retail star in food service management, with a passion for fresh food!

Contact Remi Descamps on +61 2 9231 6444  
or [remi.descamps@tmsap.com](mailto:remi.descamps@tmsap.com) for more information



#### Customer Service Manager

- Strong people management experience
- Excellent skills in ticketing and knowledge of GDS systems

Do you have great customer service skills and knowledge? Would you like to manage a team while working with an industry leader? Our client is a large international travel business offering unlimited career options. The successful applicant will be proficient in problem solving with a good understanding of airline procedures and the ability to embrace ongoing changes in the workplace. In return, our client offers a very competitive salary with career progression.

Contact Jane Dearden T: 02 9231 6444 E: [jane.dearden@tmsap.com](mailto:jane.dearden@tmsap.com) or apply online now!

#### Multi Corporate Travel Consultants x 4 – North Sydney CBD Novice Domestic Corporate Travel Consultants x 2

- Ongoing training with exceptional management and team
- Respected travel company with fantastic training opportunities

This is a role responsible for providing end to end international and domestic travel management for corporations. This is a great opportunity for a experienced retail or domestic (can be less than 12 months) corporate/ retail consultants. To be considered for this role you must be experienced in retail/corporate travel, knowledge of a GDS system and back office. If you have strong customer service skills this is the role for you.

Contact Brendan Grant T: 02 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or apply online now!

#### Multi-skilled Corporate Travel Consultant

- Experienced Corporate Travel Consultants
- Excellent salary on offer

Our clients are Australia's top Travel Management Companies. Due to organic growth they are currently looking for experienced Corporate Consultants in Perth. The role will see you booking Domestic and International corporate travel arrangements including flights, accommodation and car hire. To be considered for the role you MUST have previous experience in Corporate Travel; knowledge of a GDS; excellent Domestic and International airfare knowledge (including Round The World fares). You will be able to work in a team and have extraordinary customer service skills. In return our clients offer attractive salary package, training and development and career opportunities.

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

#### Temp Jobs, Jobs Jobs! Sydney and Brisbane

- Taking all levels of experience (Travel Consultants)
- Ideally have at least one year GDS experience

We have loads of temp jobs for both our Sydney and Brisbane offices. Our clients are from both corporate and retail travel, and are desperate for keen individuals to work full time on casual contracts. Great work environments and easy to get along cultures, offering great casual hourly rates in the CBD. These positions can and often do extend into permanent contracts for those seeking career progression. Ideally suited to return to work mums, travel and tourism students or those looking to gain further experience in the tourism business.

Contact Alex Sleba or Fujio Shibata T: 02 9231 6444 E: [fujio@tmsap.com](mailto:fujio@tmsap.com)



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**BRISBANE – 13/97 Creek St – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)**

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### **CHAMPAGNE AND CAVIAR ALL THE WAY!**

**CORPORATE/ LEISURE TRAVEL CONSULTANT**

**SYDNEY EASTERN SUBURBS - SALARY PACKAGE TO \$60k +**

Tired of the time wasting city commute? Seeking a position closer to home? This growing agency is seeking an experienced consultant to join their busy team. You will enjoy handling leisure and corporate enquiry and booking both domestic and international travel. This is a rare opportunity to work close to home, within a positive, successful agency. Knowledge of Sabre and Tramada are essential. Excellent salary package and a minimal commute – what more could you ask for?

### **DOUBLE THE FUN & THE GLAMOUR!**

**CORPORATE TRAVEL CONSULTANTS x 2**

**SYDNEY’S EAST – SALARY PACKAGE \$60k +**

Looking for a position with more class and style?

Our client is a high end, boutique corporate TMC located in beautiful Double Bay. Due to company growth, they require 2 experienced corporate consultants to join them in servicing their high end, dedicated corporate accounts. Essentially you will need a min of 12 months corporate travel experience, excellent CRS and airfare knowledge. Excellent salary, outstanding benefits and fun working environment on offer.

### **PREFER THE FAST PACED ENVIRONMENT?**

**WHOLESALE TRAVEL CONSULTANTS**

**MELBOURNE (CITY) – SALARY PACKAGE \$70K OTE**

Are you feeling stagnant in your role? Feeling less and less engaged in your job? Move across to this fast paced wholesale travel company that will see you working in a fun & energetic team, where your service will have you earning one of the highest salaries in the wholesale travel sector. If you possess strong sales skills and would love a role you can really sink your teeth into, apply today to hear more!

### **LEAVE THE SMOG BEHIND!**

**RETAIL TRAVEL CONSULTANTS**

**VIC (GEELONG, BENDIGO & BALLARAT) – SALARIES VARY**

It is not just the city dwellers whom get to have all of the fun! We have fantastic opportunities available for regionally based travel consultants too! With opportunities in Bendigo, Geelong & Ballarat, we can assist you if you live in these areas or are planning a move in the near future. Part-time and full time options available with generous salary packages attached. Strong GDS skills required for all roles.

### **UNCAPPED EARNINGS - SKY HIGH BANK BALANCE**

**FARES & TICKETING CONSULTANTS**

**ADELAIDE – SALARY PACKAGE TO \$46k + UNCAPPED COMM**

Are you looking for a new and exciting role in the travel industry? If you have been waiting for your chance to take your fares and ticketing skills to the next level – here it is! This leading travel company is looking for experienced travel consultants to join them in fares and ticketing roles. If you love problem solving, offering advice and assistance then this is for you. You will also be involved in all aspects of ticketing.

### **JOIN THE FASTEST GROWING TMC TODAY**

**CORPORATE TRAVEL CONSULTANTS**

**PERTH – SALARY PACKAGE TO \$70K (OTE)**

With new accounts being won left, right and centre, moving to this highly successful TMC will be the best move you have ever made! Job security, amazing earning potential, a social team, incentives galore and fantastic work environment are just some of the things you have to look forward to. This company also offers opportunities for career progression that are unmatched in any other TMC. Min 18 months exp & GDS.

### **WORK WITH THE BEST!**

**MULTI SKILLED CORPORATE CONSULTANT**

**BRISBANE CBD – UP TO \$50K PKG**

Don't miss your chance to join this award winning travel management company! Due to their innovative approach and exceptional service standards this company has won a new account and as such is in desperate need of an experienced travel consultant to join them. You will be working with some of the best in the business and enjoy a strong set salary along with the opportunity to earn more with the incentive scheme in place. All you need is min 2 years travel consulting experience.

### **CALLING ALL NIGHT OWLS!**

**AFTER HOURS CONSULTANTS**

**BRISBANE CBD – SALARY PACKAGE CIRCA \$60K+**

Looking for a role that will fit in with your other commitments? Prefer to work after hours and on weekends? Then we need you! Based in Brisbane CBD this market leader is requiring experienced travel consultants to join their corporate after hours team where you will be assisting with last minute and emergency changes. Working on a roster basis, shifts will range from 7pm – 7am Mon to Fri and around the clock on weekends. Top pro rata salary on offer.

# 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*

