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Travel Daily

First with the news

Wednesday 4th May 2011

Director of Sales, Marketing and Business Development

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ISSN 1834-3058

Abu Dhabi winner

WE RECEIVED thousands of entries in last month's exclusive **Travel Daily** competition, which offered a fabulous prize of a trip for two to Abu Dhabi.

Participants had to answer daily questions about sponsors Abu Dhabi, Jumeirah, V Australia and Arabian Adventures, with many entrants commenting on how the comp had increased their knowledge of the destination.

The overall winner was **Vicky Atkins** from **Wings Away Travel/Cruiseland** in Melbourne, whose final 25 words or less entry was:

Ferrari ZOOMMMMM

Hit the souks soon

Relax in my Jumeirah room.

Visit the Jebel Hafeet

Dune safari would be sweet!

Spa at Talise - ahhh complete.

Virgin Australia revealed

"TODAY, the game changes in Australian aviation".

That was the bold pronouncement of Virgin Australia ceo John Borghetti, during a press conference at Sydney Airport this morning to launch the carrier's new name and aircraft (**TD** breaking news).

The change will be effective immediate for Virgin Australia's domestic operation, with a busy night ahead for staff at airports rebranding check-in areas and the launch of a new website at www.virginaustralia.com.au.

But Virgin Australia will also be the new name for V Australia and Pacific Blue, which will be rebranded by the end of the year.

The launch was also attended by Virgin Group founder Sir Richard Branson, who said the unified branding would also make it easier to reposition the carrier.

To that end a major advertising campaign has launched today, to "provide Australians with an entertaining insight into how

Virgin Australia was working to create a superior airline experience" - expected to be accompanied by a swathe of heavily discounted fares.

Today at Sydney Airport a new 737 and an A330 were showcased to media (see **TD's** pics at traveldaily.com.au/photos and an exclusive **Travel Daily TV** video presentation tomorrow) with the 737 fitted with 8 new domestic business class seats which will be available for sale in the last quarter of 2011.

"Virgin Australia will provide a new standard of airline travel in Australia," Borghetti said.

Amadeus NZ role

AMADEUS is today advertising a position for a Key Accounts Manager, New Zealand, its most senior role in NZ - see last page.

Seven pages of news

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

- AA Appointments
- inPlace Recruitment
- Territory Discoveries
- Finnair May-Fare madness
- Amadeus job

AA offering vouchers

RECRUITMENT firm AA Appointments is offering a \$300 shopping voucher for referrals this month - see page eight.

Agreement with SQ

THE rebranding of V Australia as Virgin Australia means that the Virgin name will be used for another international airline - a move which has been authorised following discussions with major Virgin Atlantic shareholder Singapore Airlines.

This morning DJ chief John Borghetti wouldn't be drawn on the details of the negotiations, only saying that he was "pleased with the outcome" and downplaying any connection to the carrier's mooted Asian plans.

Ayers Rock specials

TERRITORY Discoveries is promoting a range of special Red Centre offers including a four day Voyages Luxury at Uluru deal from \$1121 - details page ten.

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Travel Daily

First with the news

Wednesday 4th May 2011

Give me a break!



New Caledonia is less than 3 hours from Australia - perfect for a short break.



New ACCC chief

TREASURER Wayne Swan has nominated Rod Sims as the new chairman of the Australian Competition and Consumer Commission.

If the appointment is confirmed by all states and territories Sims will take up the role from 01 Aug.



Dubai training lures trade

THE brand new Dubai Xperts training program (**TD 01 Apr**) has seen over 100 local travel agent/DMC's become specialists since launching four weeks ago, to the astonishment of Dubai tourism's Australian office.

The certification program is being progressively rolled out globally to further train the trade about the destination, according to Julie King, director of Dubai's Department of Tourism and Commerce Marketing in Aus/NZ.

"We found that a lot more education on Dubai was required by the Australian travel trade," King told **Travel Daily** at Arabian Travel Market in Dubai.

"This new platform is building that education level up. There are many components to Dubai (family, adventure, MICE and culture tourism sectors) and we need to cement them in the minds of the trade," she said.

"We've been blown away by the initial take up from the trade."

The anz.dubaixperts.com site teaches agents the essential things to 'know Dubai, sell Dubai, add Dubai' in three modules.


The trade can work through the program at their own pace, and must achieve an 80% plus mark to be certified Dubai sellers.

The program is incentivised by offering places on famils to Dubai and their names/offices will be featured on the DTCM consumer website www.definitelydubai.ae.

King said the program has a two pronged objective: firstly to raise the average stopover in Dubai from 2.5 nights up to 4, and another to position Dubai as a destination in its own right.

DTCM will also refer consumers enquiring about Dubai to accredited agents, rather than using the previous 'contact your local travel agent' call to action.

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Travel Daily

on location in
Dubai

Today's issue of **TD** is coming to you from **Arabian Travel Market in Dubai**, courtesy of the **DTCM - Government of Dubai and Emirates**

DUBAI is home to over 570 hotel and hotel apartments, which is a massive number of properties for one emirate in the UAE.

Put another way, that's close to 71,000 rooms on offer, every night. Just about every major hotel group from around the world has either established or is in the process of developing properties in Dubai.

And it's not just city hotels for corporate people doing trade which occupy the emirate: there are four categories - Mountain, Desert, Beachfront & City hotels.

Dubai is an ideal family destination too, with loads of activities on offer such as theme parks, aquariums, festivals, lots of shopping malls, and during summer there are the popular kids free promotions.

Visitors staying in Dubai for more than a few days may want to consider a floatplane tour, as the 40 minute flight not only is the best way to marvel at the growing metropolis, it also helps with getting your bearings around this immense destination.

Travel Daily had the chance to experience one of Seawings Seaplanes flights over Dubai yesterday - view a selection of photos from the flight at www.traveldaily.com.au/photos.

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Travel Daily

First with the news

Wednesday 4th May 2011

World's Best Business Class.
Skytrax World Airline Awards 2010

QATAR AIRWAYS
القطرية



Aussie Dubai no's slip

AUSTRALIAN visitor arrivals to Dubai slid 4% in the first three months of 2011, dropping by 1,200 people to 30,006 compared to the same time last year.

DTCM's Veronica Rainbird put the decrease down to recent violence in other Middle Eastern areas deterring some travellers.

CHECK OUT THESE FANTASTIC OPPORTUNITIES WITH TRAVELMANAGERS

MARKETING MANAGER

With a focus on managing supplier relationships and negotiating contracts, the Marketing Manager will also take ownership over a variety of initiatives designed to ensure the TravelManagers marketing package remains at the forefront of the mobile consulting space. Responsible for continually developing our consumer marketing strategy you'll also add significant value to the enhancement of our e-marketing campaigns, the quarterly travel catalogues and consumer / recruitment collateral. The successful applicant will have a proven track record in travel industry marketing ideally gained in a franchise or multi-location network.

RECRUITMENT EXECUTIVE

Are you an accomplished travel consultant or manager with an interest in recruitment, but don't like the idea of agency recruitment? Or are you an experienced recruiter wanting to move internal? Acting as the first point of contact for all queries relating to career opportunities within TravelManagers, you'll be involved in phone screening, reference checking, reporting and database management for a considerable volume of enquiries. We're looking for someone to assist us in continuing to grow at a phenomenal rate, while attracting the industry's best consultants.

CORPORATE BUSINESS DEVELOPMENT MANAGER

With the introduction of a unique and revolutionary business model in the corporate implant space, we are presently looking for an experienced travel industry Corporate BDM to take ownership of the roll out and growth of this new division. You'll be involved in the strategic development of this new product, as well as acquisition and relationship management of new corporate accounts. Added to this will be providing guidance and advice to existing corporate travel managers on pitching for corporate business. To be successful, you'll be an experienced Corporate BDM with TMC experience and the desire to step up & take more ownership. For a confidential discussion regarding any of these exciting opportunities contact Aaron Stinson, National Recruitment Manager on 02 8062 6440 or email your CV to aarons@travelmanagers.com.au. Applications close Tuesday 10th May 2011.

TRAVELMANAGERS
The smarter choice



And why wouldn't he smile?

THERE was no wiping the grin off the face of Virgin Australiaseo John Borghetti this morning, as he unveiled the carrier's new name, livery and domestic cabins (see p1).

"I've done this before," he told TD, "and I don't know of any airline anywhere in the world that has achieved as much as we have in the last year".

He said Virgin Australia would from today start making a real difference, with the "birth of a new airline...breaking what has effectively been a monopoly in the domestic business market since the demise of Ansett".

As well as the new domestic business class which will be rolled out on the majority of DJ's 737 fleet by the end of the year, other more imminent changes will

include the launch of a special priority screening lane at Melbourne airport tomorrow, as well as lounge refurbishments and of course the new A330 flights between Sydney and Perth which launch this month.

Borghetti also foreshadowed further developments including the launch of a new, "and I mean completely new" frequent flyer program in the coming months.

See traveldaily.com.au/photos.



ACCOUNT MANAGER

• Victoria

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

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

To be successful in this role you must have excellent communication and skills, as well as computer literacy skills including Word, Excel and PowerPoint. Previous sales experience is not mandatory; however knowledge of the sales process would be highly regarded.

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

AVIS

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Window Seat

YOU'VE heard of a low-cost airline - what about a low-cost travel agency ?

Flight Centre chief financial officer Andrew Flannery today told a Macquarie Bank conference (see p5) about Flight Centre's focus on frugality.

His presentation pointed out that more than 80% of the company's 13000 employees are sales staff with "no secretaries, car parks or individual offices.

"Even the ceo and executive team share an office," he pointed out to attendees.

THERE was a frenzy of activity at Arabian Travel Market in Dubai overnight when His Highness Sheikh Mohammed bin Rashid Al Maktoum made an impromptu visit to the DTCM stand.

Al Maktoum was flanked by an entourage of personal handlers, and (below) was given a first hand overview of Dubai's new Guest Accommodation Classification Scheme (TD yesterday).

TD was there in person to catch arguably one of the most eminent personages in the world as he perused the Dubai government's stand.

See more pics of His Highness at traveldaily.com.au/photos.



HH looks impressed!

Click here for a chance to WIN a 'Tastes of Asia' Office Weekend in Hong Kong

Enjoy the journey



Meet the TM morning tea team



ABOVE: This group of WA TravelManagers consultants are rallying industry colleagues to take part in an Australia's Biggest Morning Tea event to help raise funds for the Cancer Council.

The official function will take place on Mon 23 May from 10am at the TM state office in

Joondalup - for more info contact Alison Hill on 0488 434 111.

The team is pictured above making sure everything will be just tea-riffic for the event, from left: Daniela Tatonetti, Kerri Pilcher, Kathy Purves, Alison Hill (TM business partnership mgr WA/SA) and Carolynne Cannon.

THE NEW 2011- 2012 CLUB MED BROCHURE IS NOW AVAILABLE

Order your copies through TIFS at www.tifs.com.au or view the [e-brochure here](#)

Club Med

The Ghan given 'Red' facelift

A \$6 MILLION facelift to The Ghan rail service's economy class carriages will make the journey through the Red Centre a "world class experience" for travellers on a limited budget, according to Great Southern Rail.

As well as recently refitted seating carriages, the revamp includes the 'Red Gum Lounge' launched last year and newly refurbished 'Matilda Cafe' diners.

The upgraded diners offer booth seating for guests to enjoy freshly prepared snacks and meals, freshly ground coffee and a range of Aussie beverages.

The two-abreast Red Day-Nighter seats recline and provide more leg room than planes or coaches, with passengers also

able to travel with up to 40kg of luggage.

GSR ceo Tony Braxton-Smith said the significant investment means The Ghan offers a "unique way to see more of Australia at a very competitive price with loads more comfort and features than any other form of transport."

The Matilda Cafe will be rolled out onto the Indian Pacific in Sep.

Vic awards nominees

TOURISM Victoria is inviting nominations from the state's tourism operators for the 2011 RACV Victorian Tourism Awards, with workshops this month and submissions due 12 Aug - victoriantourismawards.com.au.

Reservations Consultants -

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If you are a bubbly, positive and approachable communicator with a keen interest in travel who is looking for the next step in your career, apply now!

Please forward a cover letter and resume to: HRSydney@driveaway.com.au by Friday 13 May 2011

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Tourism NT is seeking a dynamic, commercially oriented and outcomes focussed person to lead its wholesale/retail division, Territory Discoveries. If you are keen to further your career working with one of Australia's unique and growing destinations, this is the job for you.

The Northern Territory offers a diverse array of highly motivating and unique experiences for both the domestic and international marketplaces and provides the tourism professional with an inspiring canvas with which to work. Reporting directly to the CEO, this key executive position will have responsibility for overseeing marketing and operational activities, whilst also shaping the future business model to accommodate changing distribution channels and consumer behaviour.

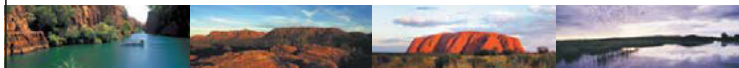
You will possess strong leadership skills and have successfully managed commercial operations and implemented change. An excellent understanding of the tourism industry and impacting trends locally, nationally and international is essential. Words like innovative, confident, creative, self-motivated and strategic thinker will describe you very accurately. Your leadership style and communication skills will ensure the NT industry, as well as work colleagues, greatly benefit from your knowledge and expertise.

For more information, a detailed position description is available at:

www.tourismnt.com.au/about/employment.html

Enquiries: Please call Human Resources 08 8999 3913

To Apply: Please forward application to recruitment.tourismnt@nt.gov.au with position number listed on the job description, no later than 13 May 2011



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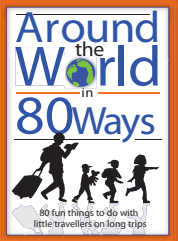
Family Bonus: Child discounts apply up to 15 years.



See your fare grid for details or log onto www.thaiairways.com.au



WIN A KIDS TRAVEL BOOK



Travel Daily has teamed up with **Itchee Feet** this week and is giving five lucky readers the chance to win a copy

of the book *Around the World in 80 Ways*.

Around the World in 80 Ways contains 80 fun and inspiring activities to keep children entertained during long trips.

Each activity is designed to nurture little travellers and encourage your child to think about the world around them.

For your chance to win this fantastic kids book today, simply watch the Itchee Feet bookmercial by [clicking here](#) and answer the daily question below:

The family travels by plane, train, car and

Email your answer to: kidsbook@traveldaily.com.au

Visit www.itcheefeet.com

Congratulations to yesterday's lucky winner, **Megan Phillips** from **Sunlover Holidays**.



Cheap flights drive FLT

FLIGHT Centre says that while the strong Australian dollar is contributing to healthy outbound sales, "cheap flights remain the major driver" of the demand it's seen so far in 2010/11.

Speaking at an analyst conference today, chief financial officer Andrew Flannery also said that Australian domestic tourism remains a "large and important sector" for Flight Centre, which has seen increased domestic sales this year - but not as much growth as its international sales.

Flannery also said a key Flight Centre strategy was to defend its model and "grow market share in and against internet products".

Strong Mar for QF

QANTAS passenger numbers during Mar rose 4.8% overall, despite the impacts of the natural disasters in NZ and Japan.

Statistics released by the carrier this morning showed particularly strong growth for Jetstar domestic, with pax numbers up 14% year on year to 795,000 for the month.

Jetstar's international operation also grew, up 5.5% to 356,000 while QantasLink was a strong performer, up 9.7% to 425,000.

However the difficulties of the mainline QF domestic and international operations were highlighted, with domestic pax numbers up just 0.4% to 1.45m, while international dipped 1.8% to 485,000 for the month.

Increasing capacity across the network saw the carrier's overall revenue seat factor slide 3 points to 76.5% during Mar.

The figures also included details of the Qantas Frequent Flyer scheme, with quarterly billings up 7.5% to \$250m.

There were more than 1.3m QFFF awards redeemed during the three months to 31 Mar, and the scheme now has almost 7.75 million members, Qantas said.

Departure tax alert for inbound industry

THE relentless imposition of ever-rising departure taxes by European governments poses a significant risk for the Australian travel industry, according to Qantas chief economist Tony Webber.

Speaking at a conference in Sydney yesterday, Webber said that the UK govt is now charging a whopping £170 impost for premium travellers and £85 for economy class, while Germany is also imposing a €61 departure tax for all outbound passengers.

"The European Union is thinking about putting on this tax for the whole of Europe," Webber said, adding that with travellers from Europe making up around 20% of Australia's inbound business "that is an issue for us".

Helen Wong discount

HELEN Wong's Tours is offering a \$500 per couple saving on its 25 day *Charms of Vietnam and China* group tour departing Australia in early Sep - now priced from \$6350pppts; details 1300 788 328.

Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes of which you would like to make the industry aware, send a brief description and an image of the property to accomupdates@traveldaily.com.au.



Constellation Hotels will welcome **Cairns Beach Resort** to its network, with the property set to operate under the Australis Hotels & Resorts brand. It's the closest beachfront accom to the Cairns CBD, offering self-contained one bedroom apartments with large balconies.



W Retreat Koh Samui in Thailand has opened a funky new "destination hotspot" - the **WOOBAR** which looks out over the spectacular coastline and surrounding islands, offering colourful W cocktails such as Wowtinis and Mo-Hee-Toes, a DJ and tantalising tapas in a casual setting.



Mandarin Oriental Hyde Park London has become the exclusive hotel partner for the Royal Albert Hall. The arrangement will see the hotel promote as the preferred accommodation for the more than 1.5 million people who visit the iconic music venue every year.

New AFTA directors

AFTA today announced that four new directors will join its board, after a process which saw just four nominations received for the vacancies, meaning no formal election was necessary.

Gary Allomes from Travellers Choice; Tass Messinis of American Express Business Travel; Jamie Pherous of Corporate Travel Management; and Aynkaram Sivaratnam of Carlson Wagonlit Travel will become AFTA directors at the Federation's annual general meeting which will take place at the Sydney Westin Hotel on 09 Jul.

They're all filling vacancies due to resignations over the last year.

Inspiring Rewards

THE Travel Corporation's new upmarket Inspiring Journeys domestic operation has joined the World Rewards scheme, allowing agents to earn points for bookings made via the brand.

Tiger online support

TIGER Airways has today launched a new "online customer support portal" on its website.

CEO Crawford Rix said the move would allow customers wanting to contact the carrier to do so via an online form - rather than the previously recommended method which was by letter or fax.



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Email your CV to jobs@nrmaleisure.com.au.

Aussie buyers at ATM



ABOVE: The Australia and NZ contingent of buyers at Arabian Travel Market, hosted by the Dubai gov't's Department of Tourism & Commerce Marketing, enjoyed another day in Dubai yesterday.

Participants started their day with a city tour, which included visits to the gold and spice souks, the city's museum and an Abras boat ride across Dubai Creek.

Their afternoon was spent back at ATM, meeting with sellers of all things Dubai and other parts of the United Arab Emirates.

Last night the group were spoilt at a Space-themed ATM launch party at The Address Dubai Marina, along with hundreds of other ATM delegates.

Pictured here at the DTCM stand in a photo set up by *Travel Daily*, front to back, from left: Veronica Rainbird, DTCM Manager - trade, training and promotions, Aus/NZ; Abdullah Bin Suwaidan, Deputy Director, Overseas Promotions & Inward Missions; & Julie King, DTCM director Aus/NZ.

Second row: Carol McCracken, Globetrotter Corporate Travel and Melanie Wynne from Phil Hoffmann Travel in Adelaide.

Third row: Chip Popescu, Eastern Eurotours; Anita Power, Venture Holidays; and Tony Braznell from Chat Tours.

Top row: Hazel Ho, Travel Concierge (Auckland, NZ) and Kellie Pymont, IYC Travel.

Account Manager - VIC

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- Based in Melbourne

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As someone with a history of sales success and preferably an understanding of travel agency technical platforms, you will have the ability to sell relevant travel solutions from the wide range of Sabre products. You will also be able to achieve stretched sales targets and successfully develop opportunities for increasing revenue through other services, products or initiatives.

This is a challenging and rewarding position that offers skilled communicators who are self starters and team players the chance to shine. You will have strong organisational, networking and negotiation skills plus a demonstrated ability to build relationships. A travel industry background is essential and a working knowledge of Sabre GDS functions and products is preferred.

If this is the exciting role you have been waiting for and would like the opportunity to join a successful Melbourne based team within a global company, then please send your cover letter and resume to scottp@sabrepacific.com.au. Alternatively call Scott Paton on 02 8204 2624 for a confidential discussion by 5pm Wednesday 11th May.

Wednesday 4th May 2011

Avalon rail to lift MEL

THE Vic gov't has commissioned a new study into a possible rail link with Avalon Airport.

Victorian Tourism Industry Council ceo Todd Blake said a rail connection to Avalon would boost its viability as a true second airport for Melbourne.

"This is particularly important given that Sydney is totally unable to build a second airport, let alone manage traffic at its curfew-restricted main airport.

"This will help Tullamarine eventually assume the role of being Australia's premier international tourism gateway," Blake added.

AF/KLM developing group strategy

THE head of Air France KLM's operations in Australia says the European carriers are creating a strategy to ramp up group business opportunities in the local market over the next year.

Regional manager Tom Reeves told *TD* that Air France KLM would launch an "aggressive push in terms of generating awareness that we're very much open for group business" in Australia.

"This year I want to take our Group sales to a pro-active position to promote it to the trade at large," Reeves said.

The project will see the carriers highlighting the features and benefits of Air France's global network and product, which are

Dynamiq safety suite

AUSTRALIAN travel security and safety firm Dynamiq has today launched a new Travel Risk Management (TRM) suite which is claimed to offer staff travelling overseas "unprecedented levels of protection".

CEO Anthony Moorhouse said the new product gives businesses the ability to track employees anywhere in the world, as well as broadcast urgent information and safety alerts and ensure staff are acting on the warnings via a two way SMS feature.

He said the TRM control console also enabled management of compliance with company travel policies, and linked in with Dynamiq's global network of security and medical experts for instant assistance in the event of an accident or other type of emergency.

See www.dynamiq.com.au.

"very, very strong," Reeves said.

A trade flyer highlighting Air France group advantages has been produced, with benefits such as same day quotation turnaround to 198 destinations in 83 countries from five Australian gateways, and guaranteed fare pricing AUD\$.

A KLM flyer will be released soon.

Reeves said AF has its own dedicated group department in Sydney which is able to link in with Qantas (to Singapore or Hong Kong) and other interline partners arranging group packages in Economy, Premium Economy and Business class.

For more info on AF group fares email navinent@airfrance.fr.



- Retail Cruise Specialist
- \$40-\$45K + Incentives + benefits + educationals

We specialise in domestic and international cruiselines. We design travel itineraries for our customer for unique and interesting destinations including airfares, daily tours, accommodation and group events and now have a position open for a retail cruise specialist with great sales & people skills.

If you have a min of 2 years cruise exp (pref retail), want to be part of a growing brand and proven sales skills, please apply to jobs@nrmaleisure.com.au

QR boosting Cairo

QATAR Airways will increase its services between Doha and Cairo from seven to nine per week effective 02 Jul, with the two extra flights operating each Thu and Sat.

WIN A HOLIDAY TO HAWAII

During May, **Travel Daily** is giving one lucky reader and their partner the chance to win a fantastic five-night holiday to Hawaii, courtesy of **Hawai'i Tourism, Hawaiian Airlines and The Waikiki EDITION.**

This amazing prize includes two return economy airfares to Honolulu from Sydney with Hawaiian Airlines, five nights accommodation at The Waikiki EDITION and return airport transfers for two people with Lei Greeting.

Each day **Travel Daily** will ask a Hawaii-related question – just read the issue and email us your answer. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Hawaii holiday.

Email your entries to:
hawaiicomp@traveldaily.com.au

Q.3: What is Hawaiian Airlines generous luggage allowance?

Hint! Visit www.hawaiianairlines.com.au



Click here for more information



Book new ZQN Hilton

THE new Hilton Queenstown and the neighbouring Kawarau Hotel managed by Hilton are both now open for bookings and stays from Thu 19 May 2011.

Rates lead in at NZ\$210 incl GST at the Kawarau property, while the Hilton Queenstown is priced from NZ\$295.

The newbuilds are the only Queenstown properties positioned directly on the shores of Lake Wakatipu, about 5 min drive from Queenstown airport.

QF pushes RWC2011

QANTAS has this week launched *The Great Crusade* campaign offering rugby fans the opportunity to be part of the "ultimate supporter's tour of New Zealand" for the Rugby World Cup later this year.

The *Crusade* is a convoy of 25 luxury campervans - decorated with Qantas Wallaby players on each side - which will follow the Australian team as they take on the world in Sep and Oct.

See www.thegreatcrusade.com.

Agents getting down and dirty



ABOVE: It's a dirty job, but someone has to do it.

These filthy travel agents recently visited Broome as part of an Australia's North West mega familiarisation.

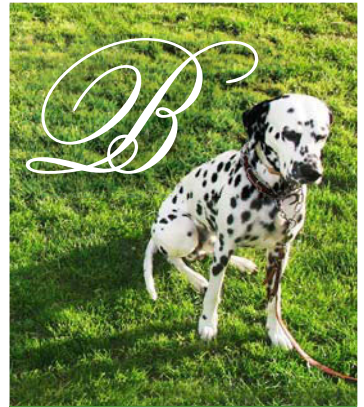
The trip aimed to promote the recent introduction of Qantas' new direct service between Brisbane and Broome, with the group visiting a range of attractions including Willie Creek Pearl Farm, Chinatown, Gantheaume Point and the Japanese Cemetery.

They stayed at Cable Beach Club Resort & Spa and of course took a camel ride along the beach - as well as a fabulous hovercraft ride.

A workshop held at Eco Beach, 130km south west of Broome, saw 16 local operators present their product.

Eco Beach also included a 'Mud & Bubbles' experience which was clearly enjoyed by those pictured above, from left: Alanna Gray, Russel & Turner Travel Associates Buderim; Susanna Da Silva, Reho Travel Sydney; Debbie Vincent,

AOT Holidays Brisbane; Lillie Smith, TravelManagers Toowong; and a partly hidden Julie Seiler of Harvey World Travel Kenmore.



Freelance
Graphic Designer

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brooke.mcrae@hotmail.com
0402 472 061

Intrepid bonuses

INTREPID Travel is offering cash bonuses of up to \$200 for May bookings of its Australian and NZ trips, aiming to catch the attention of domestic travellers who have been postponing travel.

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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Ben Carnegie

Customer Support Team Leader

This is an exciting time to be joining this well established travel distribution services company. A new division is currently being created to support the rapidly increasing online travel agent market. In this role you will manage the current customer support team, assist customers with queries about the GDS, investigate incidents plus some data base management.

- ▶ Team Leader role - Online Business Group
- ▶ Sydney CBD
- ▶ Salary up to \$65K + super

Click here for more details or call Ben.



Liz Vibert

Operations Supervisor

A newly created position with a passionate wholesaler. You will be supporting, mentoring & developing a small team of up to 8 people. Also develop & implement new procedures and processes. Being devoted to their business this company is open 7 days a week. You will only ever work 9.00am - 5.30pm on a 7 day roster, some weekend work req'd.

- ▶ Great role to progress your career
- ▶ Sydney CBD location
- ▶ Salary up to \$60K + super + bonus

Click here for more details or call Liz.

Customer Support Rep - Airline Business Group

Our client, the world's leader in global distribution systems, are expanding their team that supports their airline reservation clients. This role is on a 7 day rotating roster between the hours of 8.00am - 6.00pm so flexibility to work shifts is req'd. Some weekend work but not all. Penalty rates are paid for weekend shifts. You will need solid Amadeus including fares & ticketing. An airline background is ideal for this role.

- ▶ Airline operations or reservations knowledge considered
- ▶ Sydney CBD
- ▶ Salary to \$55K + super

Click here for more details or call Ben.

Retail to Corporate Consultants WANTED!

Looking to get away from face to face retail travel? Like to work in a well appointed office for a global chain where the staff come first? Located in the heart of Melbourne's central business & shopping districts and close to public transport from all parts of the city. Ideal role for someone who is strong on booking car rental, hotels and ticketing through Galileo as well as having superior airfares construction knowledge.

- ▶ Moving Day as part of your package
- ▶ Melbourne CBD
- ▶ Salaries range from \$42K - \$55K + super

Click here for more details or call Liz.



Kristi Gomm

Inbound FIT Spanish Speaker

Are you being paid for your knowledge and expertise? Highly respected boutique Inbound agency where the staff are not transient seeks an Inbound FIT Consultant who speaks Spanish. You will need a thorough knowledge of

Australian geography & extensive knowledge of supplier products. They will consider a strong Domestic Retail Consultant for this role.

- ▶ Use your Spanish language skills on a Latin market portfolio
- ▶ Sydney CBD location
- ▶ Salary up to \$55K + super DOE

Click here for more details or call Kristi.



Sandra Chiles

Retail Consultant - Full or Part time

Join this stable, boutique retail travel agency located in the Eastern Suburbs of Sydney. Catering to a trendy and discerning clientele you will be known for your customer service ethic and excellent product knowledge. Your ability to relate to a variety of clients and your strong geographical knowledge will also contribute to your success in this role.

- ▶ Full time or part time - flexible hours considered
- ▶ Galileo & Crosscheck an advantage
- ▶ Salary up to \$50K + super DOE

Call or email Sandra for more details.

As the first travel recruitment specialist in Australia we know the travel job market better than anyone, call us to discuss your career path.

Sell any Ayers Rock package in May and go in the running to win a Red Centre famil!*



Voyages Red Centre

The great monolith of the Red Centre, Uluru, stands an incredible 348 metres above ground and reaches twice that below, revealing only part of its undulating beauty. For the local Aboriginal people, the Anangu, the World Heritage listed Uluru-Kata Tjuta National Park holds a special cultural significance. Learn all about this sacred place and listen to dreamtime stories about Uluru's creation many thousands of years ago. The myriad of colours at sunrise and sunset present the best photographic opportunities, as the sun casts a rainbow of reds and purples across the icon's craggy face. Take in the picturesque landscape with our guided tours, and return to your luxurious Voyages accommodation for rest and relaxation.

Voyages Luxury at Uluru 4 days from \$1121* per person twin share

Clink your glass to the dramatic view of Uluru and Kata-Tjuta as the fading sun strips their glowing colours to reveal a carpet of twinkling stars. This is outback luxury.

INCLUDES: 3 nights at 5 star accommodation at Voyages Ayers Rock Resort - including Spa Package with an initial Spa Consultation to determine the best treatments for you, a welcome bottle of sparkling wine, two treatments up to a maximum of 2 hours, Desert Awakenings tour, Sounds of Silence Dinner

BONUS: FREE Half Day Uluru Highlights Tour when you book this package - SAVE \$49 per adult.

BOOKING CODE: TDC1VO1

Visit Uluru 4 days from \$399* per person twin share

Regardless of where you stay at Voyages Ayers Rock Resort, you'll experience the beauty of the Outback. Immerse yourself in the timeless landscape of one of the world's most beautiful natural wonders.

INCLUDES: 3 nights at 3.5 star accommodation at Voyages Ayers Rock Resort, FREE return airport transfers from Ayers Rock airport

BONUS: FREE Half Day Uluru Highlights Tour when you book this package - SAVE \$49 per adult.

BOOKING CODE: KLOSA

Voyages Ayers Rock Discovery 4 days from \$486* per person twin share

While you can't put a dollar value on the natural charms of Uluru, you can witness this extraordinary sight without breaking the bank. This short break is perfect for those wanting to explore on a budget - but not miss out on the highlights!

INCLUDES: 3 nights at 3.5 star accommodation Voyages Ayers Rock Resort, Dot Painting Workshop

BONUS: FREE Half Day Uluru Highlights Tour when you book this package - SAVE \$49 per adult.

BOOKING CODE: TDC1VO3

Voyages Drive The Red Centre 8 days from \$1856* per person twin share

Get behind the wheel of a 4WD and explore the magnificent Red Centre Way, your gateway to an abundance of natural and cultural experiences throughout the red heart of Australia.

INCLUDES: 2 nights 4.5 star accommodation in Alice Springs, 7 days vehicle hire, Alice Springs Desert Park Entry, 2 nights 3.5 star accommodation at the Voyages Outback Pioneer Hotel, Dot Painting Workshop at Uluru, 1 night 3.5 star accommodation at Kings Canyon, Kings Canyon Guided Climb, 2 nights accommodation at Glen Helen, Half Day Roma and Gosse Bluff Tour

BOOKING CODE: TDC1VO4

Wildlife, wilderness, outback skies, Aboriginal art & culture. We know what goes with the Territory.

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Katherine



Uluru / Ayers Rock



Kakadu

Conditions Apply *Price per person twin share, inclusive of GST and is Land Only. Prices are subject to change without notice and limited availability. Valid for sale until 31May11. Valid for travel 01May11-30Sep11. All accommodation at Ayers Rock must be consecutive. Visit Uluru (KLOSA) \$335 saving is based on travel Jul-Sep, \$185 saving applies for May-Jun travel. Voyages Luxury at Uluru (TDC1VO1) \$410 saving is based on travel Jul-Sep, \$260 saving applies for May-Jun travel. Voyages Ayers Rock Discovery (TDC1VO3) \$335 saving is based on travel Jul-Sep, \$185 saving applies for May-Jun travel. Voyages Drive The Red Centre (TDC1VO4) Vehicle hire terms and conditions apply. Half Day Roma and Gosse Bluff Tour is not available 1May11-20May11. All packages have a Uluru Kata Tjuta National Park fee of \$25 per person which has been included in advertised price, however is payable direct. A business division of Tourism NT. ABN 43 978 766 29 CR1850

MAY-Fare Madness

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To win a trip for two to Helsinki and 3 nights at the stunning Klaus K Hotel, a member of Design Hotels™, sell the most return trips to Europe flying Finnair.

The top selling agency wins!



Terms and Conditions - *Valid for Sales & Ticketing from 1 to 31 May 2011. Taxes and fuel surcharges are not included and are as per GDS. Taxes vary depending on airlines/code shares fuel surcharges and stopovers/transfer option.

Seasonal destinations subject to change. Winning agency will be announced on Friday 17 June 2011.

**Participating hotels are Klaus K, Helsinki; Kube Hotel Paris, Murano Resort and Hotel Bel-Ami, Paris; Town Hall Hotel, London; Leon's Place Hotel, Rome; New Majestic Hotel and Klapsons, The Boutique Hotel, Singapore and The Mira Hong Kong.

Rates and benefits only available in conjunction with AY booking and valid until 31 December 2011.

GDS code : DS / Rate code : FIN

Key Accounts Manager, New Zealand

aMADEUS

Your technology partner

- Represent our Global company as the most senior Amadeus representative in New Zealand, acquiring and retaining Key Accounts
- Use your Business Development experience in a unique and challenging role
- Create strategic sales plans for key accounts and industry leading clients
- Build key relationships with our regions biggest customer
- Grow the Amadeus brand through acquisitions, retention and development of your portfolio
- Manage a diverse client base to deliver a step-change in sales performance
- Take up the challenge of a fast-paced, vibrant industry
- Be rewarded as part of dynamic and diverse sales team

Amadeus is the world's largest supplier of travel distribution services and the largest supplier of IT solutions to the Australian and New Zealand travel and tourism industry. Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. We have won awards around the globe in recognition of our innovative and progressive IT solutions.

Amadeus currently has a new exciting opportunity to join our Key Accounts Team, based in Auckland. The purpose of this role is to drive the acquisition, retention and development of assigned Key Accounts.

In addition the Key Accounts Manager will be required to:

- Identify new business opportunities and generate sales volume for new and existing Key Accounts
- Build, develop and maintain strong relationships with Key Account (KA) decision-makers to ensure success through a 'business partnering' relationship
- Perform full acquisition and account retention functions in order to achieve strategic objectives
- Develop opportunities, maintain and expand business within the accounts through client visits and defining solutions as required
- Manage the decision-making between Strategic Key Accounts and the wider Amadeus Commercial Organisation
- Maintain a high level of current knowledge of the solutions portfolio and the benefits of specific products for Key Accounts
- Ensure a thorough understanding of relevant industry and market trends and develop strategies to navigate these effectively
- Create, implement and monitor the Key Account Development Plan
- Achieve monthly, quarterly and yearly acquisition targets for segments and retention of customers at agreed profitability levels
- Ensure high levels of industry contacts with customers, prospects and suppliers are developed and maintained

The successful candidate will have extensive experience working in the travel and tourism industry with the ability to draw on established networks and other key contacts. Direct selling experience and a successful track record in the areas of acquisition and account management are essential. As a highly motivated self-starter, you will have demonstrable hands-on experience in proposal preparation, contract negotiations and sales presentations. Project management experience as well as problem solving and negotiation skills will be a distinct advantage.

A solid understanding of Amadeus products and services along with a functional knowledge of both the Amadeus system and travel agency workflow environment will support the implementation of a Key Account Development Plan and enable success.

Amadeus has a well-defined set of corporate values, and we seek out those who will enjoy our culture. If you are looking for a work environment where you will be exposed to industry best-practice, where you will be encouraged to learn and grow, where you will be in a supportive team environment and have the opportunity to be recognised for a job well done, then please apply.

If you want to be part of a global dynamic company please apply by logging onto www.au.amadeus.com and click on "About Us" and then "Careers" OR e-mail the Human Resource department at careers@au.amadeus.com