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Travel Daily

First with the news

Tuesday 24th May 2011

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US set for major travel push

AMERICA plans to earmark more than US\$200 million to market itself around the globe under the banner 'Brand USA'.

Details of the multi-million dollar plan were announced at the Pow Wow convention in San Francisco today by the newly-formed Corporation for Travel Promotion (CTP).

Chairman Stephen Cloobek said "a sleeping giant has woken. "Our mission is to attract millions to the USA, to come visit us. Every country will watch how the US promotes itself. We'll show them there's no place like our 50 states and territories."

Cloobek said CTP will take over and market the USA for the first time and the money will target overseas countries where it already gets tremendous support.

Details are sketchy at this stage, with Cloobek not stating which countries would be targeted.

He also didn't indicate whether Australia would be included in the campaign or if an office would be opened up Down Under.

However Geoffrey Hutton, chairman of the Visit USA Committee in Australia, told **TD** "We have put in a submission and all I can say is we're hopeful".

If the Australian organisation

does get access to funding it would trigger a major expansion in the promotion of the US here, which has relied for many years on the goodwill of suppliers and the sterling efforts of the voluntary Visit USA Committee.

In the past 10 years, arrivals into the US from a number of major markets have fallen, with the lack of a national travel promotion program blamed for the decline.

'Brand USA' is funded by US\$10 of the US\$14 fee now being collected once every two years through the Electronic System for Travel Authorisation (ESTA) for Visa Waiver program countries.

CTP says it wants more heads in beds, more people on planes and trains and it plans to make America the most interesting and welcoming destination in the world via Brand USA.

More from Pow Wow on **p3**.

Nine pages of news

Travel Daily today has nine pages of news, plus full pages:

- TMS Asia Pacific jobs
- AA Appointments jobs
- Expedia
- THAI Airways



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Travel Daily

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Tuesday 24th May 2011

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Jetstar to add check-in fee

JETSTAR has predictably attracted widespread attention for its plans to charge passengers for "traditional check-in" (**TD** breaking news yesterday).

Spokesman Simon Westaway told **TD** the fee would be "of a nominal nature and has yet to be finalised, but will emerge as self service levels predictably move toward 100 per cent over coming months".

Reports today speculate that it will cost up to \$10 for a manual Jetstar check-in once the new system is introduced on 01 Nov.

Westaway said the move is similar to how Jetstar has unbundled meals, baggage and other services "to provide choice and keep fares low".

The fee will "enable us to pass on even lower fares to customers that choose to use the new self service options," he said.

Self service is available via web check-in; self-service kiosks which are now available at all of Jetstar's domestic ports in Australia and New Zealand; and using the airline's world first SMS Boarding Pass system.

The SMS technology is unique because it works with any mobile phone that can receive a text message - no matter the type of handset or plan.

Jetstar has also launched automatic check-in for pax who pre-enrol, meaning they receive a boarding pass by SMS or email 24 hours before a flight.

CEO Bruce Buchanan said Jetstar had invested in "customer friendly and cutting edge self service technology to transform the airport experience, maintain a high level of on time performance and achieve ongoing efficiencies in the use of expensive airport infrastructure".

He said the carrier was anticipating a "close to 100%" uptake of self service options across its network, which would enable staff at airports to "focus on the customer".

Tiger Airways also charges a fee for passengers who do not use web check-in, with the channel 7 Airways show recently showing a distraught grandmother having to beg from fellow travellers in order to pay the check-in charge.

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Travel Daily

First with the news

Tuesday 24th May 2011




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Travel Daily
on location in
San Francisco

Today's issue of TD is coming to you from Pow Wow, courtesy of Visit USA and Qantas.

THE US Travel Association, which organises Pow Wow, estimates that the annual trade show will this week see more than US\$3.5 billion in future travel business negotiated for the USA.

More than 1500 buyers are here from more than 70 countries around the world, looking at products from over 1000 travel suppliers and organisations right across America.

San Francisco is also expecting a major spin-off from the event, with tourism being the city's largest industry - and interestingly more than a quarter of SFO's visitors come from abroad.

Delegates are being shown the city's best activities and neighbourhoods including North Beach, Chinatown, the Mission, the Castro and Haight-Ashbury.

Travel and tourism is the biggest employer here, generating about \$8 billion in spending each year.

Australia's snow industry combines

NINE of Australian's leading ski resorts have been brought under the one umbrella as part of a new website that aims to help consumers find a winter resort that best suits their needs.

Snow-australia.com provides info on where to rent, where to learn how to ski or snowboard, accommodation options and the best apres entertainment on offer at Falls Creek, Mount Hotham, Mount Buller, Mount Baw Baw, Lake Mountain, Thredbo, Perisher, Charlotte Pass and Selwyn Snowfields.

The site gives users the ability to book snow holidays online, and also check the latest snow reports and see live web cams.

Billed as a 'one stop reference

shop', the concept has received backing from Tourism Australia through a national campaign and it's also providing \$250,000 in additional funding.

Fast-tracking UK visas

THE British govt is considering using its local consulate as a visa processing point for people outside of Australia in order to "streamline processes".

The move was flagged to *Travel Daily* by VisitBritain chief exec, Sandie Dawe last week at the Destination Britain & Ireland trade show in Bangalore.

Dawe said the David Cameron led government had signalled a need for greater streamlining, through online applications and foreign language options.

Currently, visa processes are exclusively available in English.

"Putting more visa access points in place, by working with our allies in Australia and the USA, might triple the number of places an applicant may be able to submit their application," she said.

The plan covers holiday, family, student and business visas.

AYQ Resort sale thru

THE parent firm of the former Voyages Hotels & Resorts, The GPT Group, yesterday completed the sale of Ayers Rock Resort to the Indigenous Land Corporation.

Under the \$300m transaction, Ayers Rock Resort and Longitude 131 are now operated by Voyages Indigenous Tourism Australia.



Window Seat

IT'S pretty hard for the newly married Royal couple to get away from it all, but they tried...

An Austrian couple almost had a brush with Kate and Wills during their Seychelles honeymoon after accidentally beaching a catamaran on their £40,000 per night private island.

36-year-old Martin Ernstrunner says he and his girlfriend Tracy thought it looked like an empty beach perfect for a romantic rendezvous during their island-hopping Indian Ocean holiday - but when they landed the boat they were "swarmed" by security guards and local coastguard officers, according to an overnight report in the *Heute* newspaper.

"It just goes to show you that no matter how far you go, how much you pay and how good the security is - you just can't stop a German-speaking holidaymaker from trying to put his towel on your sun-bed," according to a Royal aide.



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ZUJI Australia plots new travel path

ONLINE travel agency ZUJI, which has operated here for nine years, yesterday revealed "a new direction to the company's approach within Australia," a move it's predicting will bring with it 200% growth on last year.

The 'Travel Your Way' approach puts people back in control of being told how to travel, rather than providing "them with the choice and technology that will enable each customer to travel in their own unique way," managing director, James Gaskell says.

ZUJI Australia aims to tap into the model used by its US parent company, Travelocity, to open up a global network of over 64,000 hotels, 400 airlines and unlimited holiday combinations (using both air and hotel deals).

The technology will be available to all Australian internet users, and makes it easier to narrow down searches for their specific

travel requirement.

"Australia is often seen as a powerful market leader when it comes to emerging travel trends so we're very excited to be leading the way with the launch of 'Travel Your Way'," Gaskell said.

A multi-platform marketing strategy, ZUJI's biggest ever investment in Australia, will be used to promote the change, which will include TV, outdoor, print, social media and digital marketing.

"For ZUJI Australia, this investment is a statement about how much potential we believe there is in the Australian travel market. We are forecasting a 200% increase in business as a result," Gaskell added.

To view the new ZUJI Australia commercial click on the **Travel Daily TV** logo (right) or see www.traveldaily.com.au/videos.



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*Economy class fare, conditions apply.



FCm Korean growth

FCm Travel Solutions has expanded its presence in Korea, signing a new partnership with Seoul-based Meetings, Incentives, Conference and Event services specialist, Sharp Travel.

With its headquarters in Seoul, Sharp Travel has a team of over 65 employees across 12 Korean cities and has a portfolio of multi-national clients including the likes of Chrysler, Mary Kay, KPMG, Haagen Dazs, Nu Skin, Mon Avie, and MCI Verizon.

Wu Kung Fu 2 invite

WENDY Wu Tours is offering agents a private screening of *Kung Fu Panda 2: The Kaboom of Doom*, in Sydney, Melbourne and Adelaide on 22 Jun and Brisbane and Perth on 29 Jun.

Consultants wishing to attend should contact their sales rep to reserve a seat.

Anantara Aussie GSA

ANANTARA Hotels, Resorts & Spas have appointed Masstige Moments as its General Sales Agent in Australia.

Masstige Moments is run by Juanita von Stieglitz and Margi Jansma who are based in Sydney and Perth respectively.



Rd 11 Winner

CONGRATULATIONS

Don Walker

from Qantas Group Sales

Don is the top point scorer for Round 11 of *Travel Daily's* NRL industry footy tipping competition and has won one night's accommodation for two people in a one bedroom deluxe suite, courtesy of Fraser Suites Sydney.



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



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Own car required as motor vehicle allowance will be paid.

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

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BritRail roll out in Jun

VISITBRITAIN will launch its long awaited trade training program, and principal educational tool, in the Australian market early next month.

Marketing manager Australia/NZ, Mark Haynes, told **TD** the modular based program is designed to educate the trade on the key aspects and opportunities of the British tourism product.

"One of the key benefits of completing the program is that we can refer our online consumers visiting the main website, www.visitbritain.com to accredited agents in Australia," Haynes said.

Globally, the program already has around 3,000 graduates.

Other trade initiatives include B2B events with UK suppliers.

"Our trade strategy revolves around education and ensuring all selling agents understand the commercial opportunities available to them around the major events in the UK over the next few years," he added.

Air China calendar tool

AIR China has introduced a new fare search calendar feature on its Australian website, making it easier to view fare information and display the lowest airfare option over specific travel dates.

Vivid Toga hotel deals

MEDINA Apartment Hotels, Travelodge Hotels and Vibe Hotels are celebrating the return of the Vivid Sydney festival, with packages priced from \$125prpn (based at Travelodge).

Deals are valid between 27 May and 13 Jun, and include brekkie and other inclusions.

flyDubai on Galileo

TRAVELPORT has signed a multi-year deal with Middle Eastern low cost carrier, flyDubai, enabling agents worldwide to book flights via Galileo or Worldspan.

The deal also means agents can book flyDubai flights with any partner carrier on the same PNR.



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NORFOLK AIR

Swept away by Scenic's butler

SCENIC Tours is celebrating the recent launch of its Europe River Cruising and Tours itineraries, with the release of the Scenic Tours 2012 "river

cruising butler".

In celebration of the spunky butler, Scenic is running a photo comp with agents needing to snap a photo of themselves with the butler and submitting it to mel.peake@scenictours.com for a chance to win a bottle of Vevue Clicquot - just like what's offered in a Royal Suite on-board a Scenic 'Space-Ship'.



All photos will be displayed on the Scenic Tours Flickr account (www.flickr.com/scenictours) and the twelve best photos will win.

The competition will run from now until Earlybird One finishes on 30 Sep.

Pictured above, virtually cradled in the arms of Scenic's Butler, is Kate from Harvey World Travel Rosebud.

SINGAPORE AIRLINES



TEMPORARY TICKET OFFICER

An opportunity exists for a temporary Ticket Officer at Singapore Airlines office at Perth Airport for one year from 01 June 2011. Details are :

Terms of Employment:

The position is temporary full time non-shiftwork.

Hours of Duty:

Working hours will be from 09:00 to 17:00, Monday to Friday inclusive.

Principal Accountabilities:

Service all aspects of fares, ticketing, refunds, agency quotes and passenger enquiries with an emphasis on customer service.

Knowledge and Experience Required:

- Experienced in Kriscom, auto-ticketing fares and ticketing;
- A polite and pleasant personality with a strong service attitude;
- Keen attention to detail;
- The ability to work well under pressure as part of a team;
- Previous experience in a ticketing environment;
- Completion of Fares & Ticketing II an advantage.

Salary:

Starting salary \$38,842 pa plus super.

To apply, please forward your resume to Ticket Office Supervisor, Singapore Airlines either by email info_per@singaporeair.com.sg or by mail to Level 1, Terminal 1, Perth Airport WA 6105.

Applications close Monday 30 May 2011.

Only successful applicants will be contacted.

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in the "000" & "0000" challenge!

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

- Meaghan Wolf, WANTIRNA SOUTH VIC
- Shaan Melling, SYDNEY NSW
- Emily Longginou, KIRWAN QLD
- Rebecca Mackay, BRIGHTON VIC

Last week's \$250 winners are:

- Dario Burgel, SYDNEY NSW
- Nicholas Lewis, CHIPPENDALE NSW
- Aimee Wesley, BALGOWNIE NSW
- Laura Hudson, MERRYLANDS NSW
- Hugh Mathews, CHIRNSIDE PARK VIC
- Andy Davey, TRARALGON VIC
- Vanessa Barrett, PALMERSTON NT
- Sally Bonython, BURNSIDE SA
- Melissa Byrne, ST IVES NSW
- Sophie Knowles, WARRNAMBOOL VIC
- Toni Bardsley, FLOREAT WA
- Stephanie Leroux, GEELONG VIC
- Alyscha Abbott, WODONGA VIC
- Lauren Ferguson, PENRITH NSW
- Claire Maynard, GILLES PLAINS SA
- Kerri Lester, EPPING VIC
- Troy Toms, BURLEIGH HEADS QLD

Payments will be processed at the end of the month



ADVENTURE World, Harvey World Travel and Air Austral recently treated a group of top selling agents in NSW and Vic to a trip to majestic Mauritius.

Pictured here **from left** are: Jacklin Wright, HWT Maitland; Kerin Stonestreet, HWT Dubbo;

Nadina Bross, Adventure World; Zena Duncan; HWT Toronto; Robert Cameron, HWT Bathurst; Lisa Loakimidis, HWT Eltham; Kylie Bracken, HWT Blacktown & Lara Gillyon, HWT Head Office.

The group are pictured at Veranda Pointe Aux Biches.



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Menzies Aviation is a global leader in the provision of Passenger, Ramp and Cargo handling services to the Aviation Industry. We are seeking applicants with strong experience providing outstanding Customer Service within the Aviation Industry.

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- Fares & Ticketing I & II experience is desirable
- Professional communication skills - Fluent in spoken and written English (Secondary language is also desirable).
- Ability to problem solve and complete work accurately within a fast-paced team environment
- Efficient computer and typing skills
- Ability to follow all regulatory requirements
- Maintain a high standard of grooming and presentation
- Possess Australian Citizenship or Permanent Residency
- Possess a current Driver's License and own transport

Applicants will be required to undergo an Airport security check and medical as part of the standard conditions of employment.

This is a Permanent Part Time position however, flexibility to work a rotational shift roster 7 days a week, across a 24 hour operation, is a critical requirement.

To apply for this position please email:
robyn.gillett@menziesaviation.com

A covering letter addressing the above selection criteria, along with your resume is required.

Applications close: 3rd June 2011.

Due to the high volume of applications, only those applicants that meet the selection criteria will be responded to.

SYD travel concierge

SYDNEY International Airport has introduced a 'premium concierge service' in the arrivals hall of T1, which offers travellers a comprehensive travel service.

Travel Concierge Sydney Airport has been developed with Grand National Concierge, and offers travellers a free on-site service for booking accom, transport, attractions and dining venues.

Users can either book via a trained concierge or use a self-help computer.

Manned by a team of 25, Travel Concierge will be open daily during airport hours, and there's also a free phone booking service on 1300 40 20 60.

See www.gnsconcierge.com.

DL/US slot swaps on

DELTA Air Lines and US Airways have rekindled their slot swap proposal (**TD** 13 Aug 09), filing a new deal with the US Federal Aviation Administration on Mon.

Under the deal, DL will acquire 132 slot pairs at LaGuardia from US Airways, and US will acquire 42 slot pairs at Reagan National, Washington DC from Delta.

The proposal will also see US take over the rights to operate additional daily service to Sao Paulo in 2015, and DL would pay US Airways \$US66.5m in cash.

The expansion of US Airways to Brazil comes in lieu of originally planned flights to Japan, which are now covered under the US-Japan Open Skies policy.

Money

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

\$1AUD = US1.048

THE Australian dollar has slipped back about 1.5c against the US greenback since Fri - but the move has nothing to do with local conditions.

Global investors concerned about mounting debt worries in Europe, as well as some weak data out of China, have shifted their funds into gold and the US dollar, which is perceived to be a more risk-averse currency.

Weaker than expected growth figures from China are also weighing on the A\$ because Chinese demand has driven the local economy through the GFC.

Wholesale rates this morning:

US	\$1.048
UK	£0.650
NZ	\$1.321
Euro	€0.746
Japan	¥85.67
Thailand	฿31.67
China	¥6.66
South Africa	R7.26
Canada	\$1.018
Crude oil	US\$97.44

Princess 3-day NZ sale

PRINCESS Cruises will launch a three day sale tomorrow, offering discounted fares to New Zealand on *Sea Princess*, *Dawn Princess* and *Sun Princess* on select dates later this year and early next - see www.princess.com for details.

are you a battery hen or a free-range chicken?

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Kiwi market change

NEW Zealand's tourism industry is continuing to suffer the effects of this year's devastating Christchurch earthquake, with the country seeing "fast paced change" across int'l markets.

"There is a real change in the market mix," Tourism Industry Association of New Zealand chief, Tim Cossar said yesterday.

Cossar said UK visitor numbers have "struggled" to pick up since the global economic crisis, but figures from Asia have been promising.

To cater for changing markets, Cossar said a number of tour operators were tailoring their tours to better suit markets from origins such as China and India.

DJ MEL Lounge opens

VIRGIN Australia opened the first of its new contemporary domestic airport lounges at Melbourne Airport, featuring 300 seat, quiet zones for meetings, wireless internet and a library.

The lounge "focuses on providing a seamless, first-rate travel experience for business & leisure travellers", said DJ Group Executive, Product & Guest Services, Martin Daley.

The airline has also extended its partnership with Luke Mangan, offering a new menu in all lounges that will concentrate on using "the very best seasonal and flavoursome Australian produce".

Air NZ lifts card fees

AIR New Zealand has raised its Card Payment Fee for new air bookings to NZ\$6pp (was \$4) for short haul Tasman/Pacific Island fares, and to \$12.50 (was \$10) for long-haul fares, effective today.

London hotels warned about Olympic pricing

HOTELIERS small and large in Great Britain have been warned to keep a lid on accommodation prices during next year's London Olympics, or risk their reputation being tarnished.

VisitBritain Marketing Director Laurence Bresh reiterated the warning to the UK hotel industry at the Destination Britain & Ireland show in India last week.

"There will be hotels that do price gouge but we are giving them a very strong warning that while they may make short-term gains, in the end, their reputation and that of Britain, will lose out."

In 2008, Visit London adopted a Fair Pricing and Practice Charter aimed at keeping hotel pricing "fair and reasonable" and to not enter into any cartel during the Games period (01 Jun - 30 Sep).

Strictly Ballroom live

BAZ Luhrmann has announced iconic Australian film *Strictly Ballroom* will be adapted into a stage musical, to launch in 2013.

The show will premiere at Lyric Theatre, Star City in Sydney.

QF7 diverted to IAH

UNFAVOURABLE weather conditions at Dallas/Fort Worth Airport saw the diversion of QF7 to Houston for a refueling stop in the early hours of this morning.

It was the first time an airline had flown directly into George Bush Intercontinental Airport (IAH) from Australia.

MEANWHILE, IAH will later this year begin phase one of a three phase, US\$1b redevelopment project, including a new Terminal B South Concourse.

Phase one is expected to be completed by late 2013.

WIN TICKETS TO SEE "JERSEY BOYS"

Congratulations to **Louise McCarthy** from **Epping Travel** who was yesterday's lucky winner.

Travel Daily has teamed up with **Qantas Holidays** this week and is giving five lucky travel consultants the chance to win a double pass to see "JERSEY BOYS" in Sydney.

JERSEY BOYS, the story of Frankie Valli and the Four Seasons is now playing at the Theatre Royal, Sydney until 2 October 2011. Book your Qantas Holidays package today!

For your chance to win a double pass to JERSEY BOYS, simply be the first retail consultant to send in the correct answer to the daily question below to:

jerseyboys@traveldaily.com.au

From what price can you purchase Reserved Qantas Holidays ticket and twin share accommodation package to JERSEY BOYS Sydney?

Have we got a story for you!

JERSEY BOYS
The story of Frankie Valli & The Four Seasons



Click here for terms & conditions



EK A380 to Munich

EMIRATES will begin operating Airbus A380 superjumbos between Dubai and Munich from 01 Jan 2012, on one of its two daily services.



YOUR CHANCE TO JOIN THIS DYNAMIC TRAVEL COMPANY

Pinpoint Travel Group proudly operates Freestyle Holidays, Singapore Airlines Holidays, Rosie Holidays, United Vacations, and provides travel services to the Travel Agency network and a number of high profile closed user groups. Due to continued expansion in our business and increased demands we are seeking two travel industry professionals:

PRODUCT & PROMOTIONS CO-ORDINATOR

will assist in maintaining our online database content. You will be an energetic hands-on person, with a minimum of 2 years travel industry experience.

Candidates should have the following attributes:

- Calypso & Amadeus skills are essential
- Strong proficiency in MS Office

Applicants will be:

- Able to work to deadlines & multi-task
- Analytical with good attention to detail
- Creative with good written communication skills
- Willing to Learn

Please forward your resume in confidence to

vicki.anderson@au.pinpoint.biz by COB Wednesday 1 June 2011

AIRFARE DATABASE CO-ORDINATOR

is required to join our Operations Team. Love Airfares? Ready for a change? The successful applicant will have a positive and professional attitude, with a minimum of 2 years travel experience.

Candidates should have the following attributes:

- Fares and Ticketing 1 & 2 (preferable but not essential)
- Ticketing experience with wholesaler/airline or consolidator
- Calypso & Amadeus training

Applicants will be:

- Analytical with good attention to detail
- Able to work to deadlines
- You have a "can-do" attitude, with drive and enthusiasm for success
- Communication skills to liaise with other travel professionals at all levels
- Willing to learn

Please forward your resume in confidence to

megan.convoy@au.pinpoint.biz by COB Wednesday 1 June 2011

SALES EXECUTIVE

Part time or Full time. SYDNEY BASED

Chat Tours is expanding. We need a Sydney-based Sales Executive part time or full time. There will be a need to travel interstate or intrastate once per month.

Please send a brief resume to

Michaelhay@optus.ap.blackberry.net

0418 405 864

CHAT TOURS SINCE 1926

GREECE | GREEK ISLANDS | TURKEY
ANZAC TOURS | EGYPT | DUBAI

Adventure apps

PEREGRINE and Gecko's have launched a free travel app. for iPhone and iPad users to plan, book and share trip details with friends via social media & email.

Select Vacations launches in Australia

FORMER founder and director of Honeymoon Worldwide, Jean Kouriel, has launched a new business catering to the 'Romance', 'Honeymoon' and 'Luxury' markets.

Select Vacations is "something the Australian market has been looking for," Kouriel says.

The Australian entrepreneur was in Fiji at BFTE last week to "finalise a couple of properties" for his Select Wedding brochure.

Kouriel, who has partnered up with SportsNet Corp, showed off his latest Wedding brochure to **Travel Daily**, ahead of its national roll out this week to travel agents from brochure distributor, TIFS.

Travel agents can earn between 10-12% commission by selling the "top end" product range, Kouriel said.

Product is available in Fiji, Vanuatu, Cook Islands, Hawaii, Tahiti, Caribbean, Mexico, Italy, Maldives, Maritius, Thailand, Bali and Malaysia.

Couples planning their weddings though Select Vacations don't need to worry about the process of putting the ceremony together with Kouriel's company able to "handle the paper legalities, group travel and documentation", and couples only needing to travel over a few days before to make sure everything is to their satisfaction.

The firm is due to release its 'Select Luxury' brochure in early Jul offering "very select" properties including Banyan Tree in the Maldives and Koh Samui

and Waldorf Astorias.

"It's not what the hotels call luxury, it's what we call luxury," Kouriel said.

"We are talking about meeting a standard" such as private pool villas, butler service and sea plane transfers, with prices starting from \$1000 per night.

It is the type of product that guests "used to book direct because you couldn't book through an agent," but now agents will be able to arrange the product "and make good money," Kouriel added.

Travel2 Wk 3 winners

TRAVEL2 has announced its week three winners of its Island of Sale campaign as Jacqui from HWT Forestville who has won airfares to Norfolk Island and seven nights accom at Mokutu.

Other winners include Madeline from HWT Hurstville who is off to Honolulu for five nights at the Miramar at Waikiki; Louise from Travelscene Caloundra is off to Bali for seven nights staying at the Warwick Le Lagon; and Rechelle from HWT Helensvale will be heading off to Samoa for five nights staying at Coconuts Beach Club.

Ryanair profits up 26%

IRISH low cost carrier, Ryanair recorded a 26% rise in profits up to €401 million (A\$535m) for the 12 months ending 31 Mar.

Revenues and traffic grew by 21% up to €3,630m and 8%.



AFTA UPDATE

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

FOR those of you that are yet to take a look at the TCF annual report, I recommend you take the time to have a read. You can access the full report at http://www.tcf.org.au/downloads/annualreports/2010_Annual_Report.pdf.

The good news is that 2010 was an extremely good year for the travel industry. Both the amount paid in claims to consumers and the number of agencies that failed was down substantially on the previous year.

Also, the TCF has managed to find some significant efficiency dividends and greater returns on the funds invested which resulted in a substantial surplus bringing the TCF reserves to just over \$28million.

In percentage terms the total number of participants (head office locations) was 3047 of which it is reported 19 failed.

That is a 0.6% failure rate in an industry with a total turnover value of around \$28 billion. Travel agents, travel agency owners and corporate travel companies should be very proud of this result. So too should suppliers be very pleased with such robust and sustainable trading partners, the likes of which many industries would envy.

All round a great result by the travel industry and a solid performance by the TCF. You may also not be aware that one of the AFTA representatives on the TCF has changed to Col Hughes, who has replaced Mike Hatton.

Col would be known to many of you around the industry having run World and Global Aviation for many years. Col now has a very senior executive position within the head office of Jetset Travelworld Ltd and will be one of the AFTA trustees to the TCF.

The AFTA trustees have varied over the years from a range of operators and corporate executives and Col will be an excellent representative for the travel industry given his broad and extensive experience.

So as we move into the final stages of the travel review process, this result further amplifies all of the findings and recommendations that were reported earlier this year on the release of the PWC review into consumer protection.

2010 was a good year for the travel industry.



Explora incentive

TEMPO Holidays is giving travel agents the chance to win a four night all inclusive stay for two at the Explora lodge in South America.

To go into the draw, agents need to sell packages between 23 May and 31 Aug 2011, with each booking earning an entry.

Packages to Rapa Nui, Easter Island and Atacama Desert, Torres del Paine National Park in Patagonia, start from \$2290ppts - details at tempoholidays.com.

MH points overhaul

MALAYSIA Airlines has made it easier to earn miles and move up tiers through its frequent flyer program, Enrich.

Silver and Gold members will get a 25% Elite Tier Bonus and Platinum members will be get 30% more miles on MH flights.

Flight redemption will not require as many Enrich Miles, and a 15% discount off the number of points used on a ticket will be offered when booked online.

Business Development Manager

Fox Studios, Sydney

Join one of the most dynamic brands in the **stageandscreen** Travel Industry as a Business Development Manager.

Stage and Screen beats the travel logistics drum for virtually any event in the creative, sporting and entertainment industries. This is your opportunity to specialise in a highly popular, niche market.

With uncapped earning potential, and an OTE of \$100,000 in your first year - the sky's the limit when you join this industry leader.

APPLY ONLINE

www.applynow.com.au/jobs/f146507

Travel Managers



Melbourne

The Corporate Traveller team are highly experienced travel experts, with exceptional product knowledge - making them the best in the business. We currently have fantastic opportunities for **Travel Managers** to join our successful Melbourne teams.

This is your chance to move away from pure retail and into the challenging world of corporate travel management. You'll enjoy **uncapped earnings** plus benefits including **discount travel, health & financial services**. Best of all, you'll discover first hand why we're continually recognised as one of Australia's favourite employers.

To apply, please visit <http://applynow.com.au/job/F145861>

Aussie Buyers in Shangri-La



ABOVE: Shangri-La's Fijian Resort and Spa hosted its top Australian and New Zealand sellers at an exclusive dinner last week to celebrate the end of another great day at the Bula Fiji Tourism Exchange (BFTE).

The fun started on the bus from the Warwick and Naviti Resorts, with guests enjoying both champagne and beer, making the journey that much shorter.

Arriving at the Shangri-La, fire twirling Fijian warriors commandeered the bus and 'pulled' it along the driveway with a rope.

Young school children sang a beautiful melody as all the guests disembarked from the now surrendered bus.

Later a cocktail party was a great networking tool for the BFTE attendees and everyone enjoyed the police marching band that played for the group just before dinner.

During dinner the

VIP guests enjoyed local delicacies as well as even more fabulous cultural entertainment.

Pictured above at the cocktail party from left are Australian Buyers in Fiji for BFTE: Mandi Forrester-Jones, Small Guide Travel; Jasmine Lee and Dennis Basham, Blue Holidays; Lisa Robinson, Relaxaway Holidays; Shaun Duff, Travelocity and Andrew Jamison, Shangri-La.

Inset: Shangri-La Fijian Resort and Spa's new Director of Sales & Marketing, Michael Albana far right with (from right) Michael Monks, GM Shangri-La Fiji; Kushend Kumar, Director of Sales and Andrew Jamison.



Airline Admin/Accounting

Applicant must have:

- Airline accounting/reservation experience and should have worked in similar role before.
- BSB PALM (experience preference)
- Good communication skills.

Vacancy is to fill a temporary accounting/Admin position for 4 months. The successful candidate would be joining an International company with all benefits as per award.

Our Sydney office is conveniently located in CBD.

So please apply with your resume as soon as possible to :
sydabpk@piac.aero

Greyhound ski deals

GREYHOUND is offering ski deals, incl free carriage of skis and snowboards and a 25% discount for groups of 3 or more during the 2011 Australian ski season.

Travel Daily
First with the news

Tuesday 24th May 2011

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.17: Which venue is partnered with BASE in Miami and was featured in every major publication from Wallpaper to the London Financial Times?

Hint! Visit www.editionhotels.com

Click here for more information & to view each of the daily questions



Elite Living debuts

ELITE Resorts of Asia Pacific has launched its 'luxury lifestyle-living' at resort residences and vacation homes product.

Elite Living showcases the finest of Asia Pacific homes and is a way for home developers and designers to feature their creations to luxury lifestyle consumers, said Elite Resort Chief Exec. & co-founder, Mark Greedy.

Developers incl Six Senses Private Residences & Villa Suralai.

Choice deals in Aust.

CHOICE Hotels Australasia is offering Choice Privileges guests staying two or more times at any of its hotel brands, one free night's accommodation.

The Group operates 280 hotels in Australia under the Econo Lodge, Comfort, Quality and Clarion brands.

The deal is available for stays until 11 Aug with members able to use the free night from 19 Sep-30 Nov - choicehotels.com.au.

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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Reach for the Top!

Give your career a boost with TMS



Hot Jobs (Australia) - May 2011

Sydney – 02 9231 6444 – nswjobs@tmsap.com
Melbourne – 03 9602 1809 – vicjobs@tmsap.com
Brisbane – 07 3221 9916 – qldjobs@tmsap.com

Adelaide & Perth
– 02 9231 6444 – sajobs@tmsap.com, wajobs@tmsap.com
Executive Positions – 02 9231 6444 – sally@tmsap.com

Temp or Contract Executive – Alex and Sharon
– Sally Frape

JOB OF THE WEEK!

Corporate Travel Team Manager - Brisbane

- Global Corporate Travel Brand
- Senior role managing team of 20
- Mon - Fri operation CBD operation

Our client is an international corporate travel brand well known for handling large corporate companies across Australia and the globe. We are seeking someone who understands a team environment and how to lead within a team for their busy corporate client division based in Brisbane. These guys are the best of the best, and manage many hundreds of millions in travel transactions every year. Sabre GDS knowledge required with min 3 yrs TL exp.



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BKK • HKG • SHA • SIN

Contact Fujio Shibata T: 02 9231 6444 E: fujio@tmsap.com or apply online now!

Domestic Corporate Travel Consultant – Lower North Shore Sydney

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

This is a role responsible for providing end to end domestic travel management for corporations. This is a great opportunity for an experienced retail consultant. 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 or apply online now!

International Travel Consultants – Brisbane City and Melbourne City

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

This is a role responsible for providing end to end domestic and international travel management. This is a great opportunity for an experienced retail or domestic travel consultant. 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 or apply online now!

Corporate Team Leader – Brisbane City

- Large travel company with fantastic rewards and recognition
- Corporate and High end leisure
- Great earning potential

This company has a wide portfolio of clients including top blue-chip corporations and major global brand names. You will be responsible for mentoring and supporting international corporate consultants and manage the day-to-day business operational activities. You will need to have proven sales experience, excellent leadership qualities, strong work ethic, be confident and highly motivational.

Contact Brendan Grant T: 02 9231 6444 E: brendan@tmsap.com or apply online now!

Retail Travel Consultant - Sydney

- Solid base + commission + super
- Fun team, great working environment

This successful and well established travel company is looking for experienced travel consultants who can contribute to their growth. To be considered for the role you must have experience in retail travel, knowledge of a GDS system, ability to work towards sales targets in a busy team environment and extraordinary customer service skills. You will be rewarded with a generous base salary, commission as well as exclusive families and incentives.

Contact Stacy Balderston T: 02 9231 6444 E: sally@tmsap.com or apply online now!

New Sales Executive – Corporate Travel, Sydney

- Global Travel Management Company
- Great career opportunities

Are you seeking a brand new opportunity within a global organisation where your success will be recognised and your career will flourish? Be part of a high performance culture. The Sales Executive will focus on generating new opportunities for corporate travel offerings within and serve as the lead advocate for nominated clients. You will be responsible for identifying opportunities and working with the client throughout the full sales/implementation cycle as appropriate. This is an ideal opportunity for driven, sales focused individuals to work within the dynamic and integrated environment, where you will have access to a broad support structure and subject matter experts who will enable your success.

Contact Stacy Balderston or Sally Frape at TMS Asia Pacific T: 02 9231 6444 E: sally@tmsap.com



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Quality recruitment for the travel and
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AA APPOINTMENTS

RECRUITMENT CONSULTANTS

**REFER A FRIEND IN MAY
AND RECEIVE A \$300
SHOPPING VOUCHER!**

CONDITIONS APPLY



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

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

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

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

CHECK OUT TOP NEW JOBS ON @ www.aaappointments.com

LIFESTYLES OF THE RICH AND THE FAMOUS!

VIP LEISURE CONSULTANT x 15 JUN/JUL start
SYD \$50-\$60k plus

Do you love organising high end itineraries including first class tickets, 5 star hotels and luxury cruises? Why not sell these premium holidays every day? Our client requires consultants with at least 2-3 years travel experience to join their prestigious team based in the CBD. You must have exceptional customer service skills, have sold high end product and have used a CRS. You will be rewarded with an TOP salary and definite career progression for those wanting to move up!

WANT TO WORK FOR A LUXURIOUS CRUISE LINE?

AIR/CRUISE CONSULTANT X 2
SYD \$45-\$50 PLUS SUPER DOE

Passionate about cruising? Here is your chance to work directly for a premium Cruise Liner, based in their head office. In this role, you will enjoy dealing with direct passengers and travel agents in relation to their air reservations for passengers of this cruise line. Be rewarded with a great salary and the chance to work a something truly special product! To succeed, you will need to be an experienced retail consultant with excellent airfares & ticketing knowledge.

LIVE LIFE IN THE FAST LANE!

ENTERTAINMENT AND PRODUCTION TRAVEL CONSULTANT
MELBOURNE (INNER SOUTH) – SALARY PACKAGE TO \$55K

Need some excitement in your day to day work life?

Then this is the role for you! If you have ever dreamed of booking travel for the rich and famous, this boutique agency is the place to be! All that’s required is 12 months international consulting experience, Sabre and Tranda and the ability to have fun as you work! You will enjoy being part of an energetic team and will love coming to work again! APPLY TODAY!

REAP THE BENEFITS OF CORPORATE TRAVEL

CORPORATE CONSULTANTS
MELBOURNE - SALARY PACKAGE TO \$70K (OTE)

Free Gym facilities, great perks and travel benefits.... What more could you want out of a corporate travel consultant role? How about a company that put their staff first while servicing only large market accounts?! If you are ready to feel appreciated again and you are an international corporate consultant with Galileo skills, then this is the role for you! BE QUICK, THIS ROLE WON’T BE AROUND FOR LONG.

RARE OPPORTUNITY IN ADELAIDE
CORPORATE CONSULTANTS WANTED NOW!
ADELAIDE - SALARY PACKAGE TO \$65K (OTE)

This is Australia’s fastest growing global organisation and they have a rare opportunity available for an experienced travel consultant to join their team. Staff retention rate with this company is amazing, so take the chance while you can join this giant in the market. To be considered for this fantastic role, you will need to possess a minimum 12 months experience and Galileo (preferred). Why not apply today?!

CALLING ALL PERTH AGENTS
LEISURE TRAVEL CONSULTANT’S

PERTH (VARIOUS LOCATIONS) – SALARY PACKAGE TO \$64K

We currently have various leisure travel consultant roles on offer throughout Perth. If you are an experienced travel consultant looking to make the move into high end leisure roles, then look no further! We have numerous positions that will suit your needs. Various locations offering fantastic working environments. All you need is a minimum of 12 months leisure travel experience and strong CRS skills!

FANCY BEING BEHIND THE SCENES?
FARES & TICKETING CONSULTANT
BRISBANE CBD – SALARY PKGE CIRCA \$44K

Here’s a great opportunity for you to join a friendly organisation; working in a support role within their ticketing department. You will be rewarded fantastic working hours as well as great incentives for you to make Top bonuses. This company also offers a superb opportunity for you to develop and grow further within the industry. To succeed you will need to be customer service driven with the ability to coordinate and facilitate refund enquiries. Apply today.

FANCY GOING ON AN EDUCATIONAL?
INTERNATIONAL WHOLESALE CONSULTANT
BRISBANE CBD – SALARY PACKAGE \$55K ote

Snatch up this opportunity to work for this global award winning wholesaler! Not only will you enjoy booking fantastic journeys around the world for agents only: but this well established organisation offers amazing benefits including health and financial benefits, fantastic travel perks; and career progression. If you are looking to work for a dynamic company that can give you ongoing training and a progressive career within the travel industry; THIS IS IT!

I'M OFF TO HAWAII!

EXPEDIA – SIMPLY THE BEST FOR THE U.S.

YOU CAN WIN A SPECIAL ASSIGNMENT TO HAWAII.



Expedia TAAP agents are in the running for a super assignment this May. We're sending a worthy agent to Hawaii to check out "**Expedia is simply the best for the U.S.**" The Winner will be sent to Hawaii courtesy of "**Hawaiian Airlines**".

including:
2 Return Economy class tickets to Honolulu, courtesy of **Hawaiian Airlines**.

4 nights' Accommodation courtesy of **The Waikiki EDITION on Oahu**.

2 Exciting Tours - WWII Pearl Harbour Heroes Adventure and 1 day Volcano Adventure courtesy of **Gray Line Polynesian Adventure Tours**.

Competition runs from 9 May until 3 June 2011.

Winners will be announced on 6 June.

Flights

Hotels

Packages

Car Hire

Activities

The agent selected for this fantastic trip will be selected from the following criteria:

- Must have registered for the assignment:
 - ~ Send us an Email entitled "I'm off to Hawaii" to expedia-au@discovertheworld.com.au.
 - ~ Include:
 1. Consultant's Name
 2. Agency Name
 3. Expedia TAAP Tracking Code
 4. Your email address - used for making Expedia Bookings.
 5. In 25 words or less tell us why you should be "Off to Hawaii".
- To qualify, you will need to make at least 5 confirmed ESR transactions booked through Expedia and 1 international HA flight (through any source) from 9 May to 3 June.
 - ~ Register now and Email a list of Itineraries once you reach 5 bookings to expedia-au@discovertheworld.com.au.
 - ~ Agents can enter as many times as you like with 5 unique bookings each application.
- Your Assignment in Hawaii will be - "Write a 500 word story on your great adventures in Hawaii, possibly to be published in the Trade Press."
- Winners will be notified by Email on 6th June. Judges decision is final.





THAI AIRWAYS INTERNATIONAL

TOP GUN

REWARDS PROGRAMME



MISSION 2, should you choose to accept it, is now open for ALL TG SALES from 23 May-03 June 2011

OBJECTIVE: Sell any available THAI fare to any THAI destination plus include one international hotel with a spa or a Spa resort in any THAI destination



Mission 2 focuses on health and well-being with Thailand fast becoming a world class Spa and wellness destination. THAI offers also offers an award-winning Royal Orchid Spa lounge at Suvarnabhumi Bangkok International Airport for premium customers. Lounge passes can be also be purchased for THAI's economy class passengers. [Read more info.>](#)



Book THAI during 23 May to 03 June '11 and you could be rewarded with...

★1 of 10 Famil seats to Thailand, staying overnight in Bangkok and then 2 nights at the Anantara, Phuket's luxurious pool villas including buffet breakfasts and transfers



★1 of 8 Spa treatment vouchers or gift cards

★1 of 10 Spa Gift packs from Panpuri Organic Spa



Mission 3: 06-17 Jun '11 Wine & Dine. Details will be sent to you at the end of Mission 2.

Mission 4: 09 May-01 Jul '11 Royal Silk/Royal First Class bookings.

Please note: Mission 4 rewards all Premium Class bookings for the entire incentive period.

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 criteria for each is achieved.