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Tuesday 1st November 2011

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TC considers new model

THE Travellers Choice group is investigating the possibility of a new "home-based" agency model to provide an option for its members who want to step away from their existing bricks-and-mortar businesses.

Outgoing md Gary Allomes told **TD** that the option is being explored as part of a project which is likely to be presented to the group's board in Feb.

Under the proposal agents would have the option of relinquishing their own licences and operate under a Travellers Choice master licence.

Currently the group holds a WA licence for its retail operation in Perth, but this would be expanded to other states as required, Allomes said.

Speaking at the Travellers Choice conference in Singapore on the weekend, Allomes said the appointment of Christian Hunter as ceo (**TD** yesterday) marked a new era for the group.

He said that going forward Travellers Choice would continue to reinforce its points of difference from other agency

networks, including its member-shareholder structure, advanced digital marketing offer and strong support structures.

Currently there are 150 agents in Travellers Choice, and Allomes said that while the group is comfortable at that level there are "opportunities for growth".

Travellers Choice will also continue to focus on driving sales of preferred suppliers, while another project in the works is an extension of its TC Direct database marketing system to encompass social media.

Word of Mouse news

DISNEY Destinations kicks off a series of exclusive regular trade updates with **Travel Daily** today, keeping the industry abreast to all things Disney - see pg 10 for info.

Seven pages of news

TD has seven pages of news & photos, plus full pages from:

- TMS Asia Pacific jobs
- AA Appointments jobs
- Disney industry update

Qantas Holidays comp

TODAY **Travel Daily** kicks off another sensational month-long competition which will see one lucky reader win \$5,000 worth of Qantas Holidays vouchers.

All the details on how to enter the photo comp are on **page 7**.

QF back to normal

QANTAS confirmed today that 65 int'l and 139 domestic flights were operated yesterday after it was given the all clear by CASA to resume operations.

The Australian-flag carrier said QF mainline flights have returned to normal operation today.

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Tuesday 1st November 2011

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Tourism Tas appoints

TOURISM Tasmania has today announced the appointment of Kathryn McCann as its new Director of Marketing. McCann will be responsible for developing a clear brand strategy to encourage visitation to the state.

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Bad start for QF rebuilding

QANTAS has a huge task ahead of it to win back the loyalty of its staff and the travelling public, and it's going to be a big struggle if the experience of QF32 from Singapore yesterday is any indication.

According to the *Financial Review* the airline plans to cut fares and temporarily double the frequent flyer points earning rate, as well as launch a major advertising campaign.

TD was among the unfortunate travellers on yesterday's flight, which despite the best efforts of QF staff ended up as a debacle.

In fact many on board are not at their final destinations yet, after a litany of issues and delays which led to the diversion of the flight to Brisbane late last night.

Qantas staff appeared to be as much in the dark as the travellers, with the pilots admitting that they weren't aware that CASA approval had not been received (**TD** breaking news) when they first allowed passengers to board.

Because of this travellers were then taken off the plane, later eventually allowed to reboard before enduring a 55-minute taxi on the Changi runway meaning it finally took off three hours later than its scheduled departure, meaning it missed the Sydney curfew and headed to Brisbane.

To add to the experience, shortly after takeoff the A380 was struck by lightning - a relatively routine occurrence according to

the flight's captain.

Although choosing their words carefully, flight crew were clearly frustrated at the delays, with an inflight announcement late in the trip providing information about why the flight had to be diverted.

The pilot cited the grounding of the airline, followed by the decision by the "people in Sydney" to put in place plans to operate the A380 to Australia when they were "well aware that CASA...had not given permission to Qantas to resume flights".

Permission to land at Sydney after the curfew was denied by the Transport department.

There were further extensive delays on landing, with just a handful of staff having to process the A380-load of pax and organise accom and onward flights.

A number of previously devoted QF customers told **TD** that in future they would be flying with other airlines.

Keith Stanley takeover

THE NRMA has confirmed that the departure of former Adventure World ceo Keith Stanley (**TD** breaking news yest) followed a proposed takeover bid he had made for the wholesaler.


Stanley told **TD** there had been a significant turnaround in performance in recent months, but following the offer NRMA felt his position was no longer tenable.

Air Australia launch

STRATEGIC Airlines has confirmed it will transition to its new brand identity, Air Australia, on 03 Nov.

The change will see the carrier retire its name, red, white and blue brand and full service model from 15 Nov 2011.

FAMILIAR STORY?



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QF/BA Hong Kong transit restrictions

QANTAS passengers flying on British Airways codeshare flights to London Heathrow, via Hong Kong, will not be permitted to stopover for longer than 24 hours as part of conditions of carriage coming into effect from 24 Mar.

Along with schedule changes recently announced by Qantas & BA (**TD 16 Aug**), the codeshare will continue to enable same marketing carrier code selling for end-to-end journeys between Australia and Heathrow, even though all pax flying the route from Hong Kong are on BA planes.

However QF/BA flights via Hong Kong will be strictly for transit passengers only due to traffic restrictions set by the country's government.

Effective today, inhibitors will be

in place in GDS that will prevent agents from auto-quoting bookings which include segments that contravene the traffic black-out.

A GDS droid will also cancel segments that do not adhere to the guideline, accompanied by a Special Service Requirement (SSR) message.

Qantas is advising agents to check bookings carefully to avoid auto-cancellation.

Stopovers are still permitted in Hong Kong on journeys from Australia to Heathrow when a BA operating flight number on HKG-LHR segments are used.

Chat Tours price drop

CHAT Tours has slashed all rates in its 2012 earlybird brochure by 10% due to the strength of the Australian dollar.

The offer is available for bookings paid by 30 Nov, and in addition to already discounted rates.

EY re-thinks extra flts

ETIHAD Airways has withdrawn its application to operate three Abu Dhabi-Bangkok-Sydney flights (**TD** yesterday), due to Qantas progressively reinstating its regular flight schedule.

The Arab airline said it would "continuously monitor" the Qantas situation and would be ready to support alliance partner Virgin Australia with extra capacity domestically "if needed".

DJ status credits bonus

MEMBERS of Virgin Australia's frequent flyer program Velocity are being offered double status points on flight bookings "in view of the value we place on your business," the scheme says.

The bonus offer applies to all flights booked on Virgin Australia, V Australia, Pacific Blue and Polynesian Blue before 13 Nov, for travel until 31 Jan 2012.

Bookings made on alliance partner flights (Etihad, Delta, Air New Zealand, Virgin Atlantic, Virgin America & Malaysia Airlines, will also earn double status credits.

QF secretary shuffle

QANTAS late yesterday advised of the retirement of Cassandra Jane Hamlin from the position of Company Secretary, replaced by the Assistant Company Secretary, Taryn Leigh Morton.

Authority actions

THE Travel Authority says it will not charge any additional after hours fees for services provided to clients who were affected by the grounding of Qantas' fleet.

Managing director Peter Hosper said the corporate specialist mobilised a team of consultants to rebook and contact hundreds of pax, who "worked tirelessly" to reaccommodate clients.

Hosper said TTA will offer a reduced handling fee for all refund applications, in addition to normal booking and ticketing charges.

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Window Seat

PERHAPS this spirit should be a member of the Qantas Frequent Flyer EpiQure club.

A British pub is claiming to be haunted by a "wine snob ghost" who randomly smashes bottles of poor quality house wine.

The cellar at the Court Oak hotel in Harborne is apparently plagued by the picky poltergeist, with manager Anne Tyler saying the unusual activity tends to peak around Halloween.

Bottles of red and white house wine were found smashed on the floor for some years by the ghost, nicknamed "Corky".

"It isn't so much things that go bump in the night as things going smash in the night," said the pub's owner, who recently upgraded the house wine selection in an attempt to stop the paranormal performances.

THIS chap probably has a bit of trouble getting through airport security checkpoints.

52-year-old Rolf Bucholz from Germany has been named in the latest edition of the *Guinness World Records* as the "World's Most Pierced Man".

Bucholz, pictured below, carries a lot of metal around, with 453 piercings in total including 25 in his eyebrows and eight in his nose.

Reports also confirm that he's carrying a lot of excess baggage below the waist, with a whopping 278 piercings in his "genital area".

More Explore trips

EXPLORE Worldwide has added a further 10 new budget tours to its less expensive touring range in 2012/13 due to the popularity of the product since its debut last year, the tour operator says.

Among the destinations the new budget tours travel to are Egypt, Wales & the Channel Is.

For its mainline product, Explore has introduced some 40 new tours, including an 18-day itinerary into Papua New Guinea and two trips around Burma.

The company says this year it's also reviewed and enhanced the experience of many existing treks.

New bookings made before 04 Nov will receive a 5% discount.

Athena to Portland

CLASSIC liner *Athena* will make history during the 2012/13 cruise season when it becomes the first-ship to visit Portland in Victoria on 05 Feb 2013.

The port of call is part of a five-night voyage from Adelaide that will also visit Melbourne & Robe.

Design adds 10 hotels

DESIGN Hotels has expanded its global portfolio by 10 with new additions in London (Blakes Hotel), New York City (Gramercy Park Hotel), Barcelona (Grand Hotel Central), Madrid (Hotel Unico) and Bern (Hotel Schweizerhof).

Other new hotels include Nira Alpina in St Moritz, Hotel Kitzhof Mountain Design Resort, Kitzbuhe, Cervo Mountain Boutique Resort in Zermatt, Hotel La Banane on St Bartz in the Caribbean, and Hotel Lone in Rovinj, Croatia.

Dealchecker SYD boom

UK-BASED accom, flight, holiday and car rental price comparison service dealchecker.co.uk has predicted that Sydney will be a popular destination for the English winter period.

The company says it's seen an increase in the number of people looking at Australia, in particular Sydney, over the past 3 months.

"Sydney is incredibly popular and is set to be a top destination this winter as Brits look to escape to warmer climes," managing director Mark Attwell said.

St Regis Tianjin

STARWOOD Hotels & Resorts Worldwide have announced the opening of the 274-room St Regis Tianjin in China.

Travelport ghouls come out



ABOVE: The Travelport team in Sydney celebrated Halloween with a scary dress party yesterday.

Pictured from left are: James Peppiatt, Rachel Menhennitt, Mario Fin, Kevin Lu, Aru Teli and Robert Clark.

Eastern Euro expands

EASTERN Europe Travel says sales for the first four months of this financial year are "beyond expectations", with figures likely to reach pre-GFC levels shortly.

Director of sales Michael Tonkin said one of the next phases of the businesses growth will be a major staff expansion program in 2012.

The firm wants to boost staff numbers in product, reservations and ticketing departments.

"The challenge for us...is to find the right people for the job."

Supplier Updates

WELCOME to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

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CZ A380 flying again

CHINA Southern's first Airbus A380 returned to scheduled domestic services yesterday after being grounded for two days last week due to a mechanical fault.

HWT Bowls Tour deal

HARVEY World Travel and Bowls Tour Co. have signed a preferred agent agreement which will see the network provide exclusive domestic and international travel packages for the firm.

Touring destinations include Fiji, Norfolk Island, Canada & Alaska, South Africa, Central Australia, UK & Ireland, China & Hong Kong, Singapore & Malaysia and NZ.

P&O gets personal

P&O Cruises from today will provide pax who have deposited on a cruise a personalised email that offers info and tips for their voyage, from Carnival Australia's ceo Ann Sherry, the ship's captain, the cruise director and shore tour manager.

3rd LHR runway off

THE United Kingdom's Board of Airline Representatives is reeling after the country's Labour party backed out of plans to support a 3rd runway at London Heathrow.

BAR UK boss Mike Carrivick said the "massive policy u-turn" suggests politics is deliberately obstructing support for UK businesses and economic growth.

He said it's now up to all three political parties to offer an alternative aviation policy.

Creative, New Horizon give thanks



CREATIVE Holidays and New Horizons Holidays recently hosted a thank you dinner for suppliers at the China Club in Singapore.

Pictured on the 52nd floor of The Capital Tower back row from left are: Cheryl Yuen, Swissotel Stamford and Fairmont; Ian Clark, The Travel Corporation; Felix Lim, Swissotel Stamford and Fairmont; Chris Hallett, The Travel Corp.; Kelly Morrison, Novotel Clarke Quay; Wuttipong Tanteraponchai, Pan Pacific Hotel Group; Duncan

Choo, Tour East; Ling Tjugiarto, Pan Pacific Hotel Group; Lynn Lim, York Hotel; Yvonne Wong, Tour East; Josephine Lai, York Hotel; Irene Sim, Park Hotel Clarke Quay; Vione Tan, Furama Group and Ramia Adnyana, Furama Grp.

Front row: Sharon Seong, Ibis Bencoolen; Constance Seck, Shangri-La; Judy Lum, Tour East; Mercadia Wong, Rasa Sentosa; Pauline Heng, Traders; Brenda Lee-McColl, Concorde and Wenddie Teo, Concorde.

Money

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

\$1AUD = US1.052

INCREASING confidence in European economic measures across the globe has seen a strong surge in the Australian dollar, as traders shift attention to higher risk currencies.

In recent days the A\$ has surged to a two month high, meaning continued good news for outbound travellers to the US, UK and Europe.

However analysts have cautioned that "extreme volatility" is likely in the coming days as European deals are finalised - while there are also expected to be announcements affecting financial markets in a series of upcoming global summits including the G20.

Wholesale rates this morning:

US	\$1.052
UK	£0.654
NZ	\$1.301
Euro	€0.760
Japan	¥82.26
Thailand	฿32.42
China	¥6.69
South Africa	R8.37
Canada	\$1.052
Crude oil	US\$92.67

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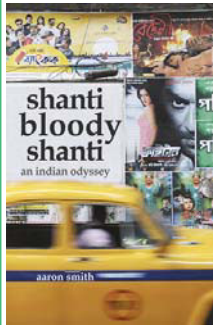
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Economy from	\$1762	\$871
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Upper class from	\$7246	\$4601

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Every day this week, transit lounge is giving *Travel Daily* readers the chance to win a copy of *Shanti*

Boody Shanti: An Indian Odyssey book.

In the real-life travel adventure *Shanti Bloody Shanti*, writer Aaron Smith flees his shady Australian past and travels to India where he encounters a murder mystery, witnesses the tragic death of a friend, dodges terrorist attacks and a revolution and befriends a colourful cast of fellow characters fit for a Bollywood flick.

For your chance to win, simply be the first person to email the correct answer to the daily question below to: shanti@traveldaily.com.au

What are Indian Films commonly referred to as?

Congratulations to yesterday's lucky winner, Tamara Keep from Flight Centre Figtree.

Qld Pledge revitalised

TOURISM Queensland launched phase two of *The Queensland Pledge* (TD 17 Mar) last weekend to deliver the message that the state is an "aspirational and accessible destination," says ceo Anthony Hayes.

"It's been a tough year and the past few days have been no different, which is why activities like the Queensland Pledge are so important in demonstrating we not only have the greatest destinations in the world, but one of the greatest service cultures too," Hayes said.

See www.tq.com.au/pledge.

Lirica homes in Arabia

MSC Cruises' 59,000 tonne ship *MSC Lirica* last week arrived at her new homeport for the 2011/12 cruise season in Abu Dhabi.

Lirica will operate 19 itineraries of the Arabian Gulf, calling in at ports including Muscat, Fujairah & Al Khasab in Oman and Dubai.

MSC Cruises ceo Pierfrancesco Vago has confirmed the cruise line plans to position the 867 cabin *MSC Opera* in Abu Dhabi in 2012/13, offering 25 sailings.

EK premium mix fares

EMIRATES has launched new Business and First class combo fares for travel between Australia & NZ, if booked by 30 Nov.

Fares start at \$1,658, based on Business class to Auckland and First class back to Melbourne.

Other fares are also offered, for travel through to 31 Jan 2012.



AFTA UPDATE

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

IT IS most pleasing for everyone concerned that Qantas is back in the air. There is no doubt about that, and I am sure that everyone in the travel industry holds the same view. This entire situation has been a strain on every aspect of the industry and in the end; Australia needs to have Qantas flying.

Over the past few days I have taken an inclusive approach to how the consumer media has addressed the situation and I have been involved in several radio and television interviews along with many, many comments to newspaper journalists.

My key message has been that travel agents across Australia did not have the weekend off as they move immediately into action to help thousands & thousands of stranded passengers with their arrangements.

This disaster, while manmade, demonstrated once again the importance of using AFTA travel agents when making travel plans either in Australia or around the world.

Customers that had booked with travel agents were better off in the end. That is a simple fact as travel agents have access to the full range of products available to consumers 24/7 via the global distribution systems and can act quickly to re arrange travellers forward plans as best they can. Phone calls or emails to travel agents or in some corporate travel via a smart phone app, travel plans can be sorted out very quickly.

Those consumers that have booked direct are faced with the prospect of being on their own to find ways of getting to their destination.

Furthermore, I have said that AFTA's message is very clear to consumers, without a travel agent you are on your own and when these types of crisis's hit, and let's face it, we have had many in 2011 unfortunately, the travel agent has demonstrated their value on so many occasions.

With over 30,000 people employed directly within the travel agency community, they are a dedicated group of Australians serving Australians with their travel plans.

As professional men and women, travel agents are the way to book, so you have an Australian to help you should something go wrong.

It is most pleasing to say that so far, the consumer media has been receptive to these thoughts and we will continue to make the case over the coming weeks.

I am sure you are all very happy to see Qantas back in the sky.



Cambodia flooding

THE Department of Foreign Affairs and Trade is advising of floods and flash flooding in parts of Cambodia including Kampong Thom, Kratie, Siem Reap and Takeo provinces.

Travellers are advised to contact their tour operator before travelling to affected regions.

CERA red-zone tours

THE Canterbury Earthquake Recovery Authority will run six buses every hour on Sat and Sun until 11 Dec through NZ's Christchurch red zone to allow curious tourists an insight into the 22 Feb devastation.

To book call 0800 7464 2372.

TCF terminations

THE Travel Compensation Fund has advised of the voluntary termination of a number of agency head offices as they have ceased trading as travel agents.

Agents include **Mount Martha Travel** in Victoria, **Cannon Street Travel** in Adelaide, SA; **Dalkeith Travel** in Bull Creek, WA; **Smile Tours Australia** of Strathfield & **Hans H Kristensen Travel** of Albury, both in New South Wales.

Interestingly, **Blue Holidays**, the travel division of Virgin Australia, has surrendered its TCF licence.

RJ to add NBO & LOS

ROYAL Jordanian will launch two weekly services from Amman to Lagos from 03 Dec & four weekly flights to Nairobi effective 16 Dec.

10% off Scandi tours

BENTOURS is taking 10% off select Scandinavia & Russia coach tours when booked by 16 Dec, incl the nine-day Magical Norway tour priced from \$2,733ppts and the 22-day Scenes of the North that's priced from \$7,032ppts.



Sales Executive VIC/TAS – ANZCRO (including Ski Express brand)

We are a leading New Zealand travel wholesaler seeking a highly motivated, professional and effective person who is able to work independently to maintain and grow our market share in VIC/TAS.

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If you enjoy the challenge of exceeding pre-determined sales targets within a defined territory and are looking to join the Sales Team of a well respected and secure company, please forward your details to the National Sales Manager: ANZCRO, P.O. Box 1291, Southport, QLD 4215 or email to rod.henderson@anzcro.com.au before 5pm on Tuesday the 8th of November 2011.

Gold agents heading to Africa



THESE top performing Travellers Choice agents are set for an exclusive educational to South Africa and Zimbabwe, after being named as the ten Gold Choice Awards winners at the group's conference in Singapore on Sat.

Travelling in late Feb with Qantas (ex SYD) and South African Airways (ex PER), their ground arrangements are courtesy of The Africa Safari Company, with highlights incl visits to Victoria Falls and Kruger National Park.

Silver and Bronze award winners were also named, with the Silver group flying out with Emirates to Cairo for Insight Vacations' 'Best of Egypt' Tour.

Bronze Choice Award winners will fly Air NZ to Christchurch for a Kirra Hols famil.

The winners are chosen based on their level of support for strategic suppliers, with first time Gold awardees this year including Jayes Travel from NSW, Jamison Travel in the ACT and

Discover Travel & Cruise from Queensland.

Pictured above basking in the golden glow are, back row from left: Michelle Barker, Jayes Travel; Maria Slater, Maria Slater Travel; Sue Fessey, Stodarts Travel & Cruise; Jim Cooper, Queanbeyan City Travel & Cruise; Denise Falsay, Discover Travel & Cruise; and Carol Evans, Bay Travel & Cruise.

Front row: Suzanne Baker, Broadway Travel & Cruise; Michelle Everson, Jamison Travel; Michelle Shea, City Beach Travel & Cruise; and Sue Holmes, Carine Travel Bug.

The photos below were taken by **TD** during the Travellers Choice event; lots more online at facebook.com/traveldaily.



ABOVE: Trafalgar's Rachael Harding and Matthew Cameron-Smith getting funky.



LEFT: Qantas Holidays' Paula Gannon and Fiona Dalton accept the Top Supplier award from Christian Hunter.

Int'l traffic surges 5%

THE International Air Transport Association last night reported passenger traffic had risen 5.6% y-on-y during Sep, one percentage point higher than Aug this year.

"September's strength in passenger demand was a pleasant surprise", said Tony Tyler, IATA's Director General and ceo.

For the International passenger markets load factors stood at 79.8% in Sep, a drop of 1.4 points compared to Sep 2010.

The Asia Pacific region saw a slight year on year decline down to 76.0%, an increase of 4.3% in demand for Asia Pacific carriers but below the 6.5% capacity rise.

The highest load factors came from North America (+82.6%) and Europe (+82.4%).

Top End VFR push

FEDERAL Tourism Minister Martin Ferguson and NT Tourism Minister Malarndirri McCarthy are encouraging residents of Darwin to promote the unique tourism experiences through the Top End and outside of the territory's capital to family and friends.

Ferguson said tourism operators beyond Darwin, incl Indigenous enterprises, would earn higher revenue in the promotion, in turn, spreading the tourist dollar.

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in travel vouchers with Qantas Holidays brochures

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Submit an imaginative photo of yourself with one of our brochures to accommodate your reason. The most imaginative response will be the **lucky winner of a \$5,000 travel voucher** to use towards your next holiday with us.

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Holidays

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*TERMS & CONDITIONS: Promotion is only open to Australian residents who are employed as travel consultants by an IATA-approved travel agent that sells product offered by Qantas Holidays Limited, and are not Flight Centre Limited employees. Please refer to the full terms and conditions.

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Xmas temp jobs

- ★ Hot temp jobs up for grabs
- ★ Sydney, Melbourne, Brisbane
- ★ Start now and earn extra Xmas \$\$\$\$\$\$\$

Apply today, start tomorrow.....

Travel admin jobs
Airline jobs
Corporate leisure consulting
Retail leisure consulting

In between jobs? Studying with holidays coming up? Why not do some temporary work? Earn, learn, meet new people and have fun! You will need some travel industry experience and knowledge of any CRS is an advantage.



Contact Jane Dearden T: 02 9024 5555
E: jane.dearden@tmsap.com or apply online.

GDS Technical Specialist, Sydney

- ★ Global Technical Product role
- ★ Lead 3rd party integration
- ★ Salary \$110 K Package

You will need to work closely with 3rd party developers to drive the adoption of product offerings / development. This will be through learning the product to the level of being able to write code and deliver proof of concept applications, spending time one-on-one with 3rd party developers as directed by the partner account manager as well as developing and delivering promotional and educational activities such as seminars, blogging and participating in forums etc.

Contact Sally Matheson T: 02 9231 6444 E: sally@tmsap.com or apply online.

Sales Manager - Sydney

- ★ Global travel online company
- ★ Loads of career opportunities
- ★ Salary \$70-90k

Exciting role with strong business development management and sales generation. Great company with approachable management and several opportunities for career progression. If you have strong hotel sales experience this is your dream career.

Contact Sally Matheson T: 02 9231 6444 E: sallym@tmsap.com or apply online.

Business Development Mangers - Corporate Travel Sydney

- ★ Great earning potential
- ★ Large travel company with fantastic management and support
- ★ Salary \$70-90k

This company has a wide portfolio of clients including blue-chip corporations and major global brand names. You will be responsible for developing and implementing sales strategies within the travel industry and identifying new business. You will need to have proven sales experience, be confident and highly self motivated.

Contact Sally Matheson T: 02 9231 6444 E: sallym@tmsap.com or apply online.

Reservations Consultants

- ★ Sydney based
- ★ Ongoing training
- ★ Career opportunities

Seeking experienced retail reservations consultants for an expanding travel business. Great salary and working conditions with fantastic opportunities for the future. Our client has multiple positions available working either full time, part time or casual hours. Strong customer service skills are required for this position along with extensive travel experience. Work hard – play hard and reap the rewards with exciting travel incentives available.

Contact Jane Dearden T: 02 9024 5555 E: jane.dearden@tmsap.com or apply online.

Travel Operations Administrator

- ★ Fast paced role
- ★ Sydney based
- ★ Salary package up to \$50K

Our client is seeking an experienced travel administrator preferably with some operations experience to join their busy team. Working with a group of industry professionals this role will see you utilizing your excellent communication and organization skills within the operations team. Does this sound like you? Would you like to know more?

Contact Jane Dearden T: 02 9024 5555 E: jane.dearden@tmsap.com or apply online.

Business Development Manager – Perth

- ★ Leading Wholesale Company
- ★ Independent and interesting role
- ★ Attractive salary package and travel benefits

Our client is a well known boutique Wholesale Travel Company. They are currently looking for a motivated, dynamic and experienced Business Development Manager to help them identify, qualify and capture new business. You will be on the road for most of your time, concentrating on forming new and strengthening existing relationships. We are looking for experienced Sales professionals with solid knowledge and success within the travel industry.

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

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

**ENJOY BEING ON A WINNING TEAM?
CORPORATE GROUPS TRAVEL CONSULTANT
NORTH STYDNEY – SALARY PACKAGE \$55K+**

Looking for a new challenge? Need something to get your brain working and your heart pumping? Join this leading Global TMC in a new Corporate Groups Team. This role provides an opportunity to expand your skills as a corporate consultant. If you have two years experience, like a challenge and taking on large bookings: then now is the time to act. Groups experience is preferred but not necessary. Great salary plus training and career development opportunities.

**A THOROUGHbred AFFAIR!
VIP LEISURE CONSULTANT**

SYDNEY – SALARY PACKAGE TO \$60K+

Do you love your high end products, first class tickets, 5 star hotels, luxury cruises? Why not sell these 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 extremely good salary and definite career progression for those wanting to move up!

**GET ON THE WINNING STRAIGHT
RESERVATIONS CONSULTANT x 6**

MELBOURNE (INNER) – SALARY PACKAGE TO \$53K (OTE)

Join one of Melbourne’s largest wholesale travel companies and you will soon realise your true potential! With a reputation some companies are envious of, and a fun working environment, you will definitely enjoy coming to work everyday. Not only will you be presented with a generous salary package, you will have great career advancement opportunities. Min. 12mths travel consulting experience req’d.

BE THE FRONT RUNNER

CORPORATE TRAVEL CONSULTANT

ADELAIDE (INNER) – SALARY PACKAGE TO \$60K (DOE)

Adelaide currently has a rare opportunity on offer to a competent corporate travel consultant looking to spice things up a little. Working for this boutique travel company, you will enjoy the variety in your day, not to mention the added responsibilities given to you. If you have a minimum 12mths international corporate consulting experience and would like to join a boutique team, this is your chance!

**TWO LENGTHS AHEAD OF REST
ONLINE TRAVEL CONSULTANTS**

PERTH (INNER) – SALARY PACKAGES TO \$70K+ (OTE)

Are you a medicated travel consultant looking to earn the big bucks? This online travel company is paying staff some of the highest salaries in the industry and they currently have a number of opportunities available to sales savvy individuals. Working Monday to Friday hours (paid weekend work on offer), you will enjoy the behind the scenes environment. Join today and be two lengths ahead of the rest!

IT’S LIKE WINNING THE TRIFECTA

EVENT TRAVEL MANAGER – 7 MONTH CONTRACT

MELB (INNER) – SALARY PACKAGE TO \$60K (PRO RATA)

This events and incentive travel company is currently seeking a highly competent travel consultant to assist on this exciting international incentive trip. Responsible for the pre and post travel arrangements, you will have solid South American travel knowledge and bring with you a minimum 5 years experience in a similar role. This role is not for the faint hearted! Great salary on offer for the successful applicant.

ODDS IN YOUR FAVOUR

DOMESTIC CORPORATE CONSULTANT

BRISBANE CBD – UP TO \$44K PKG

Want to build your career for the future? Join this top TMC and use your passion to progress up the ladder. This award winning organisation requires a dynamic self starter to join their online team handling domestic enquiries. Working in this fast paced environment you will thrive under pressure and have a strong attention to detail. You’ll enjoy Mon – Fri hours and earn a strong set salary with regular salary reviews. All you need is min 12 months travel consulting exp.

ENJOY A 9 DAY FORTNIGHT

RETAIL CONSULTANT

GLADSTONE – UP TO \$50K PKG

How does Mon- Fri hours and a 9 day fortnight sound? Too good to be true? Well it isn’t when you join this dynamic team. Located in sunny Gladstone this leading travel office is looking for an experienced consultant to join them. You will handle a range of international and domestic leisure bookings. A strong salary pkg is on offer for the right candidate along with educationals, uniforms provided and much more. Call us today to find out more about this gem.

★ WORD OF MOUSE ★

Oct 2011
Edition # 1



Disneyland Resort, Anaheim

Hi, Welcome to our very first edition of 'Word of Mouse'. We are very excited to launch this fortnightly Disney newsletter that is made for you, the travel trade. Inside each edition will be the latest news – sometimes some special advance news – around all of our Disney Destinations worldwide, tips and advice to better assist your clients, questions & answers – ask us what you would like to know and of course some **Disney magic to be won!**

2011, whilst not yet over, has already been a huge year for us at Disney Destinations. We launched the *Disney Dream* in January, our 3rd *Disney Cruise Line* ship to wondrous fan fare and many cruise industry firsts.

Hong Kong Disneyland celebrated its 5th Anniversary with kick off festivities in January. In June *Disneyland Resort California* premiered 3 new offerings for guests – *The Little Mermaid – Ariel's Undersea Adventure*, *Star Tours 3D The Journey Continues* and *Mickey's Soundsational Parade*. August saw the opening of *Aulani – A Disney Resort & Spa* in Ko Olina Hawaii. And it doesn't finish there....



Aulani, A Disney Resort & Spa

Featuring in an upcoming edition is the exciting news that a new Land will open in Hong Kong Disneyland – Toy Story Land. With new attractions and featuring all your friends from the classic films, this is a fantastic new addition to the expanding Hong Kong Disneyland Park. Which brings us to the road ahead – 2012 and what a year this promises to be. Our 4th Disney ship *Disney Fantasy* will launch, another new land at Hong Kong Disneyland, a brand new Resort Hotel in *Walt Disney World 'Disney's Art of Animation Resort'* plus the finalisation of *Disney California Adventure Park* expansion with the opening of *Cars Land*. This is just some of the additions and offerings that we will be bringing guests 'to infinity and beyond!'



Disney Dream

We encourage you to ask us questions and we will answer - what we can - in these newsletters. If you have a question I am sure someone else has the same thought and it always helps to get answers, so don't be shy!

.....**We really look forward to bringing the news and information to you!**

Our team located in Sydney looks after Travel Trade Sales & Marketing initiatives for *Disneyland Resort California*, *Walt Disney World Resort Florida*, Hong Kong Disneyland, Disneyland Paris, *Disney Cruise Line* and *Aulani, A Disney Resort & Spa Hawaii*.

Sean Harrigan Sales & Marketing Director
Favourite Disney Character: Goofy

Karen Prideaux Sales Manager,
Disneyland Resort, Walt Disney World Resort & Disney Cruise Line
Favourite Disney Character: Cinderella

Holly Biggs Sales Manager,
Hong Kong Disneyland, Disneyland Paris
& *Aulani, A Disney Resort & Spa*
Favourite Disney Character: Ariel

Claire Bradley Sales Administration Support
Favourite Disney Character: Snow White

This section is where you can ask us what you want to know! Submit your questions by the email link at the bottom and we will answer them in forthcoming editions. We might even make it a feature article. So to kick things off we have our Sales & Marketing Director, Sean Harrigan, answer a question that comes up a lot...

Q&A Corner

'Which Disney Park is your favourite?'



It's actually not that easy to answer...sort of like asking me which child is my favourite.. (answer: of course they both are!) Personally, I would have to say *Disneyland Resort California*. Yes I know this is cheating as it is two Theme Parks but you really don't visit one singularly. *Disneyland Resort*, for me, has all the original attractions that I wanted to see as a child (I first visited as a 21 year old!). It has *Space Mountain*, *Pirates of the Caribbean*, *Splash Mountain* to name a few. When you include the 2nd Park, *Disney California Adventure Park*, which itself has some of the best Disney attractions – including *Soarin' over California*, *California Screamin'* and *World of Color* (which is a real standout not-to-be missed show), you have what I consider one of the best family holidays. The Resort has over 100 attractions and entertainment offerings, a fantastic shopping and dining district and all within walking distance of each other. Now if you were to ask my children then this would be a resounding *Walt Disney World Resort Florida*. I really think each Destination and actual Park has its own unique identity. Hong Kong Disneyland, whilst being the 'youngest' has taken the best of the best from around our Disney Parks. Disneyland Paris is Disney with a touch of Europe mixed in. *Walt Disney World Resort Florida* has the space to go big with 4 Theme Parks & 2 Water Parks. *Disneyland Resort California* is the original Park with heritage and fantastic new additions like *World of Color*.

"To quote Walt Disney himself **"Disneyland will never be completed. It will continue to grow as long as there is imagination left in the world."** This is the fun part, we are always changing and bringing new ideas to life – so right now *Disneyland Resort Anaheim* is my favourite, next year it could be completely different...So now it is over to you...**ask away and let us know what is on your mind...**

Questions, feedback,
contributions?

Please write to us **HERE!**