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Travel Daily

First with the news

Wednesday 9th November 2011

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Agent service is key

LAST year's Avis Scholarship winner has called on the industry to raise its voice that the benefits of using a travel agent extends well beyond a destination and price, but to service & expertise.

Phil Hoffmann Travel Nigel Rodighiero told attendees at the 2011 Avis Scholarship last night that the travel agent is the one "catalyst" that links a myriad of products & destinations together.

"We need to get vocal and put ourselves out there more often, not just advertising destinations and price, but services as well," Rodighiero said.

He said that a travel agent's job goes beyond being a consultant, and often sees them act as a counsellor, personal assistant, emergency contact, IT expert, banker, fortune teller and friend.

"We need to find ways as a group to get this message out and show the public our worth, more effectively, more often," he said.

Rodighiero added that the success of travel agents was based on partnerships, training and education, "not just for new and existing travel consultants but for the general public also."

Home-based agent accolade

THE Avis Travel Agent Scholarship of Excellence was last night for the first time ever awarded a home-based consultant, Victorian Travel Counsellor, Claudia Silk.

Silk was among five finalists who gathered in Sydney yesterday to give an oral presentation to the Avis scholarship advisory board, the final and often the deciding factor to determining the overall winner of an amazing \$45,000 package.

Avis Travel Industry Manager Russell Butler told *Travel Daily* Silk was a "clear winner who epitomised customer service."

"Here's a home-based agent that identified factors such as communication and relationships as key to success," Butler said.

"It was her obvious desire and determination to keep on developing and improving her already impressive skills" that impressed the judges, he said.

Silk's win as a home consulting agent was a timely reflection on the way the retail landscape has changed since its debut in 1996.

Earlier Butler had highlighted it was "refreshing" to hear from all the finalists about the importance

of strong supplier relationships.

Silk became the 15th recipient of the prestigious accolade, with the 2011 event seeing 11 past winners attending the event at Sydney's Four Seasons Hotel.

Today the board will brainstorm with past Avis scholarship winners on methods that can be adopted to encourage more participants to apply in future years.

More coverage of the 2011 Avis Scholarship ceremony on [page 5](#).

Wendy Wu part three

TODAY *Travel Daily TV* is showcasing the third and final instalment of a new series on Wendy Wu Tours' Sichuan Explorer journey.

Click on the logo or see traveldaily.com.au/videos.



Nine pages of news

Travel Daily today has nine pages of news and photos, plus full pages from: ([click](#))

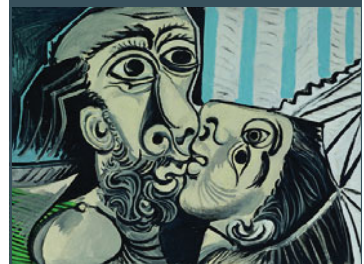
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The exhibition is co-organised by the Musée National Picasso, Paris, the Art Gallery of New South Wales and Art Exhibitions Australia.



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Jetstar iPad rollout

JETSTAR yesterday became the first airline in the world to offer tailored iPad technology onboard.

Initially 3000 of the Apple gadgets will be rolled out, adapted to offer the latest release movies and next-generation games as well as new content each month.

Customers flying longer than two hours will be able to hire an iPad from \$10-\$15 per flight.

Questionable recruitment

A NUMBER of travel agents are outraged at approaches from people purporting to be clients but actually attempting to lure consultants away to other jobs.

TD has been made aware of several incidents where Vic agents have been approached under false pretences with cruise enquiries - with the aim of actually recruiting them to another agency.

One letter obtained by **TD** sent by someone named 'Louise' from a dedicated email address at travelconsultantswanted@gmail.com says "Last week my colleague Callum came in enquiring about a cruise...please do not spend any further time on this enquiry as the purpose of Callum's time with you was to source potential new consultants for the business in which I work.

"I work for one of your competitors and would be very interested in discussing available

positions within our retail stores, more specifically cruise specialists.

"What we are offering has great wage incentives as well as other perks...the company itself I shall not name however we are an industry leader and can hopefully offer you great success.

"Should you wish to find out more about the brand, situation or anything further I am more than happy to arrange a time to meet with myself or one of our Area Leaders," 'Louise' concludes.

Breakaway bargain

BREAKAWAY Travelclub is allowing members of the now defunct Travel Agents Travel Services (T.A.T.S.) to transfer their existing membership at no charge as well as offering a 50% discount on Breakaway membership for expired T.A.T.S. members.

For more info call 02 9250 9400 or breakaway@travelclub.com.au.

QF ramps up service

QANTAS says it aims to "win back the hearts & minds" of the public, trade and corporate Australia through service excellence.

Stephen Thompson, QF exec gm of global sales last night thanked the industry for their support over the past few months, at last night's Avis Scholarship ceremony.

Thompson admitted the carrier knew it had "made people's lives hell a couple of weeks ago," but the decision to ground the Qantas fleet was "one that unfortunately we didn't have many options.

"The thing is it's now behind us and we are moving forward...we are absolutely committed to being a very strong airline, with the trade support," he added.

At last weekend's global sales conference Thompson told 500 staff that the "only" way Qantas will recover is through service excellence, "by doing the hard yards & making sure what we do, we do better than anyone else."

a How much did Amadeus spend in Research and Development last year?

- \$230 million
- \$330 million
- \$430 million

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TMCs predicts strong fare rises

ASIA-PACIFIC corporate travellers are expected to pay higher prices for air travel in 2012, with long haul business class fares from the region expected to rise by up to 10% next year.

That's one of the many predictions in the annual American Express Global Business Travel Forecast released today, which says the Asia-Pacific "continues to be a relative bright spot in an otherwise uncertain economic picture globally".

Business travel activity in the region is expected to remain strong, with short and long-haul

economy and business class fares all expected to increase as a result.

Demand is also forecast to impact Asia-Pacific hotel rates, which again are expected to rise by up to 10% in 2012.

"As more and more companies understand the importance of putting people on the road and its criticality to converting prospects, retaining clients and ultimately driving growth, particularly in emerging nations, we expect to see travel prices go up," said Trena Blair, vp of Amex Global Business Travel.

Another key factor in driving prices up is likely to be improved yield management by travel providers, who Blair said had "learned their lessons of the past two recessions and [been adding] capacity carefully".

MEANWHILE rival TMC Egenicia also this morning released its 2012 forecasts, again predicting that the most significant price rises for corporate travel will occur in the Asia-Pacific region.

Egenicia also expects fares and hotel daily rates will be up slightly in North America and Europe.

Qantas grows a Mo

QANTAS is putting its aircraft on the line in support of its three year partnership with the Prostate Cancer Foundation, with one of its 737-800s now sporting its very own moustache (below).

And that's not all - Sydney Airport's Terminal 3 is also looking rather dashing, with a gigantic facial hair growth to raise awareness of the annual November campaign.

November chief operating officer Jason Hincks said he was thrilled at the Qantas support, adding "seeing a moustache sprout on the nose of a plane has long been an ambition of the team at Mo HQ."



Window Seat

MAYBE it wasn't the best segue, but at the Avis Scholarship ceremony, Avis Travel Industry Manager Russell Butler made mention of past airline partners, including the now defunct Lauda Air, prior to handing over to current partner Qantas.

"I'm not really sure where the link was with Lauda and Qantas as they don't exist anymore," Stephen Thompson Executive GM of Global Sales said.

"I guess a week ago, I wasn't really sure either," he quipped.

THIS year's Avis Scholarship was pushed back by a month, giving US-based Avis Budget Grp pres. of Asia Pacific, Patric Siniscalchi, the ability to attend for the first time, after countries in his region were given their plan reviews in Oct.

The Rugby fan said the NZ office was "smart enough" to give him an All Blacks jersey & pennant, earning themselves a better budget than Australia, because all Avis Oz chief George Proos gave him was a pen.

UPDATE

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**.

Supplier enquiries for notices: advertising@traveldaily.com.au

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AOT discovers why SA rocks



ABOVE: The AOT Group in partnership with the South Australia Tourism Commission, hosted this group of 10 staff on a four day showcase of Adelaide and Kangaroo Island late last month.

Highlights included an Adelaide city sights tour and an overnight stay and touring on beautiful

Kangaroo Island.

Pictured on Kangaroo Island's Remarkable Rocks back row from left are AOT's: Kathryn Salkield, Annette Grant, Breeze Hunter, Roberta Pozzi, Daria Nadalin, Maria Ilda Casey, Filipe Alexandre Martins, Alanna White, Skye Hindmarch, famil group leader and David Chou.

Queensland Rail's Sunlander 14 project

QUEENSLAND Rail says the current \$189 million upgrade of its Sunlander train between Brisbane and Cairns (**TD** 28 Oct 2010) is a step up for regional train travel in Australia.

The project will see a sixth weekly service and three brand new trains by 2014, with the Sunlander Outback train to also undergo an upgrade, while the Westlander and Inlander operations will continue to offer a traditional service for the Outback, md Max Kruse told **TD**.

"The more modern and contemporary" trains will operate on the coast, cutting 7 hours off the current 32 hour journey and offering Queensland, Sleeper and Economy classes.

The Queensland class is the premium offering on the train, with a maximum of 28 guests, the cabin will be upgraded with deluxe sleeper cars which feature ensembles, on demand

entertainment and a fabulous new a la carte menu.

Sleeper Class features "rail beds" with single, twin or triple configuration lay-flat seating.

Economy passengers are also being offered "more leg room and greater recline" said Kruse.

The new train is hoped to appeal to the firm's target market, empty nesters and young families as well as backpackers.

"Providing a great service on the existing market will be a good framework for the audience we want to attract in 2014", he said.

The new trains will have an additional three carriages (to 12 in total) but due to the premium product being offered less passengers will be carried on any one journey.

"We will lose about 40 seats," Kruse confirmed, but overall capacity on the route will be boosted with the additional weekly service.

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AF A380s to DXB, LAX

AIR France will launch A380 services between Paris Charles de Gaulle and Dubai from 05 Dec for the Northern winter, redeploing its Tokyo double-decker service as a result of lower demand.

AF has also announced it will add Los Angeles as a destination serviced by A380s from 28 May, its 3rd US city to get superjumbos.

MGallery Thai addition

ACCOR's MGallery Collection brand has been boosted with the signing of its latest member, the 123- room B-Lay Tong Phuket on Patong Beach, Thailand.

CWT Brazil buy

CARLSON Wagonlit Travel has acquired a new business in Sao Paulo, Brazil through its existing operations in the country.

The addition is named Net Tours and has an annual sales volume of US\$160 million, with CWT still the only global TMC with wholly owned operations in Brazil.

Warwick res down

WARWICK International Hotels is warning of potential "access issues" to its online reservation system as it upgrades its global booking platform today.

Reservations will go offline in Australia between 11:30am-10pm eastern daylight time.

Agents and clients with queries regarding availability or existing bookings are being asked to contact the hotel directly or email wihsales@warwickhotels.com with property & booking details.

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So what do you need to make this role your own? You will need extensive travel industry experience and previous experience in project management, GDS systems and large-scale change programs/projects. At the core of your success will be your ability to investigate and analyse potential risk/issues and impacts. Identify approaches to improve business processes to drive efficiencies in the Sales team and revenues across all sales distribution channels which will result in enhancing our customer's experience.

To apply visit our website virginaustralia.com/careers

Applications close Sunday 13 November 2011.



Silk weaves her way to Avis glory



ABOVE: Travel Counsellor Claudia Silk walked away triumphant after taking out this year's Avis Travel Agent Scholarship of Excellence Award yesterday (see page 1).

Silk has been a consultant for the past eight years, beginning at Flight Centre before signing with Travel Counsellors four years ago as its first Australian member.

The Gold Travel Counsellor told **TD** last night she was thrilled with the recognition, admitting the application process required for the scholarship was by no means a simple or quick task, but fulfilling having made the effort.

Silk said she was encouraged by Travel Counsellors to enter this year's scholarship, after hesitating in 2010.

The 2011 Scholarship package incl Qantas Business class tickets for two to New York, six nights' accom, seven days Avis car rental and a tour of Avis' World HQ in New York & US agency site visits.

The honour also comes with a first-year scholarship at Southern Cross University's School of Tourism & Hospitality Mgt, four ICCA cruise training modules, admission to the Travel Industry Mentor Experience, Polonius Resources business coaching and a position on the Avis Travel Agents Advisory Board for 1 year.

Pictured here from left are: Jenny Lorkin, National Agency Sales Manager, Avis; Deb Duncan, Travel Counsellors general manager; Claudia Silk, 2011 Avis Scholarship

winner and Russell Butler, Avis Travel Industry Manager.

See a collection of images from the 2011 Avis Scholarship ceremony on our website at www.traveldaily.com.au/photos.

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QH offers Annie

QANTAS Holidays has launched new Sydney packages in conjunction with the musical *Annie* early next year.

Clients who book a QH package incl a Sydney event ticket by 18 Mar 2012 also go into a draw for a \$15,000 trip to Universal Studios Orlando in the USA.

1,000th Commodore

PRINCESS Cruises has celebrated the graduation of the 1,000th Commodore from the local Princess Academy training course.

The academy is free for travel agents to join and already boasts more than 5,500 registered consultants - see MyCCS.com.au.

QF paper tkt blacklist

QANTAS is advising agents that effective immediately, the use of Qantas (081) paper for segments using interline partner American Airlines are no longer accepted, "without exception."

QF paper tickets with Iberia air segments are also to be phased out from 19 Jul 2012.

Japan visits down 32%

OVERSEAS visitor numbers to Japan between Jan to Sep were down 32% year on year to 4.48m according to preliminary Japan National Tourism Org. statistics.

The number of Aussies heading to Japan in Sep alone were down 43.8% year on year to 13,200 - but 5,600 more than in Aug.

Australian year to date figures are down 30.7% on 2010.

Auridian seminar

NATIONAL training company Auridian Training & Consulting will host a 2hr session focused on closing a sale to assist front-line travel industry personnel.

The November Breakfast Bite sessions, Sales in the Information Age is priced at \$85 plus GST - details at www.auridian.com.au.

Greek Is hopping deal

TOPDECK is offering a discount of 7.5% on its 10-day Greek Island Hopper for bookings made before 15 Dec, now priced at \$1,434ppts.

The trip visits Athens, Mykonos, Paros & Santorini - 1300 886 332.

Aussie Specialists honoured



ABOVE: This group of top travel agents from the Americas received Opal Awards for achievement during Tourism Australia's recent Corroboree convention.

More than 170 North and South American agents specialising in the Australian market took part in

the event, meeting with almost 100 local tourism operators and taking part in a range of product and training events and activities.

It was the first time the North American Corroboree event had been held in Melbourne, after the rights were won by Tourism Vic.

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In our Melbourne and Brisbane Offices we are seeking experienced Domestic Consultants. The successful applicants will love looking after the demands of domestic travel, ideally have Galileo knowledge and truly enjoy the pace of working with corporate & VIP clients.

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P&O ACADEMY **PRINCESS ACADEMY**

O'Kelly to AOT Group

THE AOT Group has appointed former Peregrine Adventures general manager Simon O'Kelly to the position of group general manager of contracting.

Outrigger Phi Phi

OUTRIGGER Hotels and Resorts has assumed full sales and marketing responsibility of the Phi Phi Island Village Beach Resort & Spa, effective 03 Nov.

The property, the group's third hotel in Thailand, will be rebadged as Outrigger Phi Phi Island Resort & Spa from 01 Nov 2012.

Tune Thai additions

NO FRILLS accommodation group Tune Hotels has confirmed it will launch properties in Hat Yai and Pattaya in Thailand, despite floods "in a show of confidence".

Tune Hotel Hat Yai will debut on 16 Dec while Tune Hotel Pattaya will open on 17 Feb 2012.

In a bid to restore confidence in the region, the group is offering rates of 10 Baht for rooms at both hotels from now until 18 Nov online at www.tunehotels.com.

Tune Hotels was founded by AirAsia's ceo Tony Fernandes.

Jetstar WA microsite

JETSTAR is promoting a range of special Perth fares and holiday packages in conjunction with a new 'Visit Western Australia' website backed by Tourism WA.

The site allows travellers to plan their WA holiday based on a "trip theme" (Food & Wine, Explore, Relaxation, Arts & Culture) and then leads them to select from sample itineraries bookable via the Jetstar call centre.

BYOKids travel expo

OVER 20 family travel suppliers will promote their products this Sat on the Sunshine Coast in what's claimed to be the first of its kind travel expo focused on family deals and packages.

The BYOKids Family Travel Expo is being held at the Sunshine Coast TAFE between 10-3:30pm.

WIN A HOLIDAY FOR TWO TO HAWAII



Over the next two weeks, *Travel Daily* is giving one lucky reader the chance to win a trip of a lifetime to Hawaii, valued at almost \$8,000, courtesy of **Hawaiian Airlines, Waikoloa Beach Marriott Resort & Spa** and **Paul Mitchell**.

This fantastic prize includes return economy airfares from Sydney to the Big Island (Kona) via Honolulu with Hawaiian Airlines; four-night stay in contemporary, oceanview accommodation complimented by a private *lanai* (balcony) and a year-long supply of the exclusive Awapuhi shampoo & rinse for the special wow-factor.

All you need to do to be in the running to win this stunning prize and be the envy of your office colleagues is to answer all 10 questions featured in *Travel Daily* in the next two weeks, the final question being on Friday 18th Nov.

Q.2: What is the name of the popular beach fronting the Waikoloa Beach Marriott Resort & Spa?

Email your answers each day to: hawaiicomp@traveldaily.com.au

Hint! Click [here](#)

Plus, a daily prize of the Paul Mitchell Awapuhi shampoo & rinse for the first correct entry received.



Congratulations to yesterday's lucky winner, **Corinne Heng** from **Wotif Group**.

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Which witch is which?



ABOVE: Universal Studios Hollywood recently hosted this ghoulish group of Travelscene agents and Qantas Hols staff on a spookily scintillating famil to experience Halloween in Hollywood, Los Angeles.

As well as going to a Halloween Horror Night at Universal Studios, they're **pictured** all dressed up on their way out to the Halloween Carnival in West Hollywood.

Back row left to right from the pumpkin: Lynne Hardie, Travel Masters; Vanessa Kasbergen,

Travel Extra; Emma Sipavicius, Travelscene at Sirocco Travel; Danielle Tuffield, Universal Studios Hollywood; Rita Elsey, Qantas; Gabrielle Masters, Travelscene Tweed Heads and Scott McConnell, Langham Hotels.

Front row from the dark angel: Kim Knight, Qantas Holidays; Sandii Douglas, Travelscene Malvern; Jo Hug, Travelscene Fremantle; Leah Mullen, Travel O'Connor; Carmela Pereira, GTS Travel and Jeannette Khoury, Travelscene Merrylands.

Business Development Manager

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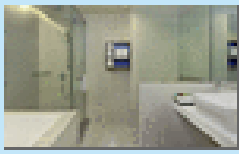
SYDNEY'S Hilton Hotel has welcomed Michael Bourne as its new general mgr, replacing Paul Hutton who is heading to Hong Kong as regional gm China South.

Accommodation Updates

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



The Apex Waterloo Place Hotel, Edinburgh in Scotland has opened its 4* Yu Spa. The Spa consists of two Elemis treatment rooms (one for couples), an ozone pool, sauna, steam room and gymnasium. Treatments include facials, a deep tissue muscle massage, aroma stone therapy and exotic lime and ginger salt flow.



The Four Points by Sheraton Langkawi Resort was officially opened last week making it the first resort in the Asia Pacific region for the brand. The property offers 214 rooms, LCD flat screen TVs, Kids Club, The Eatery, a ballroom, meeting and conference facilities.



The Salamanca Inn in Hobart Tasmania recently underwent a \$2.1m refurb program of its 64 rooms including upgrades of the in room kitchens, bathrooms, cabinetry and new TVs. New features of the hotel incl free parking, laundry and new release movies.



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At BCD Travel we take a fresh approach to business travel with a focus on innovative solutions. We provide first class service, delivered with an entrepreneurial spirit to all our clients and we employ only the best team to deliver our vision.

Our business is growing and as a result we have exciting new opportunity for a highly motivated and professional Business Manager. Based in our Sydney office, your time will be spent working closely with our small to medium clients, in order to maximise business and maintain long-term customer relationships. Utilising your superior customer service skills, you will ensure our clients are provided a travel management program that is cost effective, efficient and aligned with their business goals and objectives.

In applying for this role, you will have the ability to communicate and form relationships across all levels in key existing and potential customer organisations. Ideally the successful candidate will have business-to-business negotiation and networking skills and previous Account Management experience ideally gained within the travel or hospitality industries.

This challenging and rewarding position will offer you the opportunity to build on your business management career with one of the world's largest and fastest growing travel companies.

If you have the above skills and would like to take a fresh approach to your career apply now.

Applications to jordan.mcnamara@bcdtravel.com.au.

Applications close **Monday 14 November 2011**.

For more information visit www.bcdtravel.com.au



BUNNIK Tours recently hosted this group of flamboyant Aussie agents on a South America famil, where they clearly got right into the Carnival spirit in Rio de Janeiro.

The 10 day educational also saw them visit Santiago, Iguazu Falls and Buenos Aires - all highlights of the tour operator's various South American offerings.

Pictured above from left: Nansi Gidiess, LAN Airlines; Jenny Morris, Coopers Travel Bairnsdale; Zie Balfour, TravelManagers Townsville; Bev Fitzsimons, TravelManagers Melbourne; Juvena Salvemini, Bunnik Tours; Andrea Turner, TravelManagers Brisbane; Tamami Bullock, Andrew Jones Travel Hobart; and a very dashing Dennis Bunnik, Bunnik Tours.



ABOVE: Bev Fitzsimons, Juvena Salvamini and Tamami Bullock check out the latest bodybuilding techniques with Mr Rio himself.



ABOVE: Dennis Bunnik discusses politics and global warming with some new friends.

Skywest pax no's flat

SKYWEST Airlines has reported carrying 29,000 passengers in Oct, around the same figure in the corresponding month last year.

Revenue pax kilometres were down 3.64% and available seat kilometres fell 15.42%, however load factors spiked 7.21% to 59%.

XR's fleet increased by four aircraft in Oct due to the addition of its first wave of Virgin Australia-branded ATR-72 turbo-props.

New UA int'l routes

UNITED Continental Holdings has confirmed it will launch new daily transatlantic flights between Washington Dulles & Manchester, UK (in May) and Dublin (in Jun) on subsidiary Continental Airlines.

CO will also launch new weekly nonstop services between Los Angeles and Durango in May, as revealed by **TD** on 07 Oct.

United Airlines will too add new international services, with daily nonstop services to launch between New York Newark and Buenos Aires, Argentina in Apr.

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Connecting with Mr Malaysia!



ABOVE: This group of lucky agents experienced a unique highlight during their recent Travelscene Holidays/Malaysia Airlines Stay Connected famil to Penang and Kuala Lumpur. This is something they'll

definitely be telling their grandchildren about - the trip included an up close and personal encounter with a local celebrity, the one and only hunk of spunk, Mr Malaysia 2006, who looks to still be in pretty good condition five years on.

Pictured from left: Vicky Witkowski, Travelscene Eltham; Domenic Piras, Malaysia Airlines; Vivian Pi, travel.com.au; Mr Malaysia himself; Laura Haverkamp, Travelscene Hols; Nivalda Taylor, The Travel Authority; Benigna Cozzi, Travelscene on Eastern Hill; Kym Schippers, Select Travel Services. Front row: Emma Price, Travelscene Batemans Bay; and Emma Kate Lennan, Jetscape Travel Loganholme.

Tempo extends bonus

TEMPO Holidays has extended its 50% discount on the Wonders of Egypt package, now valid for bookings before 30 Nov.

The deal is priced from \$3500 per couple and includes Cairo and Alexandria with a four night Nile cruise, for travel up to 21 Sep 2012.

Territory for 2012/13

TERRITORY Discoveries has unveiled its 2012/13 range, with new offerings incl helicopter tours with Airborne Solutions and an aggressive marketing to promote NT travel - 13 43 83.

Croatian travel credits

BEYOND Travel has launched a new deal on its eight day Adriatic Explorer cruise with couples receiving a \$250 Discover More credit when booking by 19 Dec.

Travel Daily
First with the news

Wednesday 9th Nov 2011

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in travel vouchers with Qantas Holidays brochures

Using our extensive brochure range in 25 words or less, tell us where in the world you would go with **Qantas Holidays and a \$5,000 travel voucher?**

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Suntec upgrade

THE Suntec International Convention and Exhibition Centre in Singapore is set to undergo a major revamp, with today's announcement of a SG\$180 million modernisation project.

The makeover is scheduled to commence mid-2012, with key features including 'flexibility, functionality and convertibility' as well as a two storey interactive digital wall and modernised facade for the facility which has hosted over 18,000 events since 1996.

French agent incentive

FRENCH Travel Connection is increasing the dollar amount of its French waterways gift certificates for agents during Nov up to \$75, when booking a river cruise of seven nights or more.

An additional incentive of a further \$75 voucher will be offered when a waterways product is combined with five nights FTC accommodation.

All gift vouchers will be mailed to qualifying agents in time for Christmas.

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PREFER 5 STAR LUXURY TO ROUGHING IT? PREMIUM LEISURE CONSULTANT - 21NOV START SYDNEY – SALARY PACKAGE \$55K-\$65K + EXTRAS

Do you love your high end products, first class tickets, 5 star hotels, luxury cruises? Why not book luxury every day?

Our client requires consultants with a min 2 years travel experience to join their prestigious team based in the CBD. Fantastic benefits include a fantastic team environment, great salary, excellent training and progression opportunities and first class educationals. Apply today and have your XMAS leave confirmed. You can really celebrate the holidays.

STILL CALL AUSTRALIA HOME? CORPORATE DOMESTIC CONSULTANT - IMPLANT SYDNEY – SALARY PACKAGE \$58K PLUS SUPER

Ever thought about working directly for one of your clients? Now is your chance! One of Australia’s largest companies now has an in-house travel team and is currently looking for skilled domestic consultants that have a strong corporate background and have preferably used Sabre. Working on the client site in the leafy North Shore, you will be rewarded with an amazing salary and the chance to steer your career in a completely different direction.

9 DECEMBER START

LEISURE TRAVEL CONSULTANTS PERTH (CITY) – SALARY PACKAGE TO \$70K+ (OTE)

Are you looking for a nice flexible working environment that will not only allow you to earn a senior salary, however provide you will extra bonuses on top of your commission?! This leisure company has a number of openings available to international travel consultants looking to earn the big bucks. Paid overtime on offer, not to mention a great base salary, commissions and added bonuses! It’s never ending!

DO NOT MISS THIS NUMBER ONE ROLE CORPORATE TRAVEL CONSULTANT

ADELAIDE (CITY) – SALARY PACKAGE TO \$55K+ (DOE)

Adelaide is currently providing opportunity like never before! This global TMC is seeking an experienced international corporate consultant to join their growing team in the city centre. With sensational career progression opportunities and great employee benefits, this is not to be missed. Apply to AA Appointments today and see your career take a leap forward. Galileo experience preferred however not essential.

GIVE THE LONG COMMUTE THE FLICK! RETAIL TRAVEL CONSULTANTS

MELBOURNE (VARIOUS) – SALARY PACKAGE TO \$65K+ (OTE)

Are you tired of the long commute to work everyday? With so much time being spent at work, you do not want to have to spend even more time travelling an extra distance to work! We have numerous travel retailers seeking motivated and experienced travel consultants to join their fun and energetic teams. Great salary structure together with extra employee benefits. Min. 6 months experience required.

JOIN THE FASTEST GROWING TMC CORPORATE TRAVEL CONSULTANTS

MELB (INNER) – SALARY PACKAGE TO \$70K (OTE)

How do you gauge a good employer? Salary? Staff retention rate? Career progression opportunities? This growing travel company have all of the above and more! With a reputation that has become stronger and stronger every year, you would be silly not to join this winning organisation. If you possess a minimum 2 years international travel consulting experience, apply now! Great perks on offer.

HAVE YOUR CHRISTMAS CAKE & EAT IT TOO! HOT PERMANENT PART TIME TRAVEL JOBS

BRISBANE CBD & INNER SUBURBS - TOP SALARY PACKAGE

Want to reduce your current hours to combine lifestyle with a great career whilst still earning top \$\$\$? Or looking to return to work after having a break? Here at AA Appointments we have the solution, in the form of fabulous part time vacancies:

- Fares & Ticketing gurus x 2 days per week
- Corporate Consultant 1 day per week (Tues) and
- Corporate Implant Consultant 3 – 4 Shifts per week
- Min. 12 months Industry exp & strong CRS skills.

A TRUE BLUE OPPORTUNITY! DOMESTIC WHOLESALE CONSULTANT BRISBANE – SALARY PACKAGE UP TO \$45K OTE

Are you passionate about Terra Australis? Then stop being taken for granted in your current role and grab yourself a bite of this Australian pie by joining this dynamic industry leader. Go where you will be appreciated and rewarded for your efforts, not only with a generous salary, but other fantastic benefits. So if you love to sell the land you live in, have min. 12 months exp & have exceptional customer service then by crikey do we want to hear from you!



GIVE AA A CALL TO SECURE YOUR NEXT GREAT ASSIGNMENT

TOP TEMP BENEFITS INCLUDE

Best industry rates; paid weekly
Referral vouchers
Temp to Perm opportunities

Temp of the Month/Annual rewards
Flexible working hours/days
Full conversion training where required

CORPORATE TRAVEL TEMP – MANAGE YOUR DESK BE HANDED A PORTFOLIO OF CORPORATE ACCOUNTS SYDNEY/SOUTH – UPTO \$29/HR.

Located within walking distance from Cronulla railway station, & the Beach, our client requires a very experienced corporate travel temp to look after & maintain a portfolio of corporate accounts while on annual leave. You will have no problem working autonomously in this role & you will have the flexibility & freedom to manage this desk on your own. Sabre is an absolute must combined with your exceptional fares & product knowledge. Min 5 years experience is required for this role.

JANUARY 2012 START – NEW YEAR/NEW JOB! RESERVATIONS CONSULTANT SYDNEY INNER – SENSATIONAL HOURLY RATE \$

This is a wholesale reservations role with a difference! WHY? Because with this company you are treated like a true team member not just a Temp! Here, you do make a difference and you do count. Your professionalism, adaptability and friendly nature are just some of your strengths combined with your fantastic product knowledge selling worldwide travel to travel agents. Start 2012 off with a bang and secure a fantastic ongoing temp to perm role!

TICKETING CONSULTANTS X 4 FARES AND TICKETING CONSULTANTS MELBOURNE (CBD) - UPTO \$25 HOUR + SUPER

Are you experienced in fares and ticketing? Love deciphering those tricky fare rules? We have a new and exciting travel temp role on for 4 x ticketing agents! Located in Melbourne's CBD you will be responsible for advising refund amounts and processing refunds and ticket changes. If you are trained in Galileo or Amadeus register today as roles like this don't come around every day! This assignment is due to start ASAP.

HOT TRAVEL TEMP ROLES IN PERTH RETAIL CONSULTANTS PERTH (VARIOUS) - UPTO \$25 HOUR + SUPER

Are you a travel consultant in Perth who wants to start earning a fantastic rate while doing the job you love? We have a new Galileo and CCT travel temp assignment that needs to be filled now! Located south of the river this small agency is looking for an experienced consultant to help cover annual leave! If you love retail and are exp in Gal and CCT then we want to hear from you today!

GET YOUR FOOT IN THE DOOR OF AN AIRLINE AIRLINE TEMPS BRISBANE CBD – UPTO \$25 HOUR + SUPER

Here is your chance to experience working for an airline. Based in CBD you will enjoy temping in this large team where you'll handle inbound calls. From new bookings to amendments and special requests you'll learn it all. Extensive training will be provided with a commitment needed for a min 3 months. Previous travel consulting and GDS skills are required along with the flexibility to work roster hours of Mon – Sun 6am – 9pm. Take flight with this great temp role.

CORPORATE EXTRAORDINAIRE NEEDED MULTI SKILLED CORPORATE CONSULTANT BRISBANE CBD – \$ UPTO \$25 HOUR + SUPER

This national TMC is looking for an experienced corporate consultant to jump into their team for the next three months. You will work on fast paced and demanding accounts where your attention to detail and time management skills will be crucial. Enjoy Mon – Fri hours whilst earning a top hourly. Amadeus knowledge will be essential to be considered for this role. Don't miss out this assignment is starting ASAP. Call today to find out more.

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Start your Job search here!



Events Sales Executive

Our client is an innovative & energetic company that oozes with creativity. They are well known within the MICE Industry and specialise in fun corporate team building days. In this role you will manage enquiries and the sales proposal

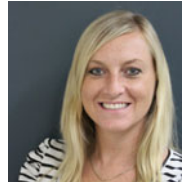
process whilst selling their range of products to suit the concepts their clients are seeking. A passion for food and sales is a must!

► **Supportive team and fun work environment**

► Sydney CBD

► Salary from \$55K + super + incentives

Click here for more details or call Ben.



Corporate International Cons - ADL

Are your options running out? Love Corporate but sick of the call centre environment? After a company that believes in progression? Then read on...This company is different! They offer a higher service level than most and give their

clients the personal touch. You won't be dealt with like a number here. 2 years experience in a similar role is required.

► **Fabulous management and team**

► Adelaide CBD

► Salary up to \$55K

Click here for more details or call Liz.

Reservations Team Manager - Adventure

This client is an adventure wholesaler with a great range of products across the globe. Specialists in adventure tourism, they offer unique tour packages that are off the beaten track. Major destinations include: Africa, Egypt, South America, Canada, Alaska, The Antarctic, The Arctic, Bhutan & India. As Reservations Team Manager all matters involving the Reservations team will come under your responsibility.

► **Personal travel to Africa highly regarded**

► Located in South Melbourne

► Salary to \$55K +super

Click here for more details or call Ben.

Business Travel Team Manager - Melbourne

No consulting! This is a pure management role for the highly motivated and driven travel professional. This highly respected global corporate travel company is located in East Melbourne and has offices around Australia and throughout the world.

They offer state of the art travel solutions to their extensive client database and a level of customer service that is second to none. Manage performance & quality of service in this role.

► **Join this highly respected global corporate travel co.**

► Melbourne East location

► Salary to \$65K + super

Click here for more details or call Liz.



Domestic Corporate Travel Cons

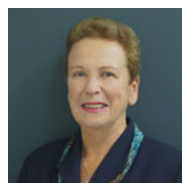
Make the most of your Christmas holidays with a January start! Boutique travel agency seeks an experienced, motivated, switched on person to handle all the domestic and trans Tasman corporate itineraries in the office. You will be working in the Corporate section of the office alongside the Office Manager. Galileo or Cross Check an advantage.

► **Apply today for a January 2012 start!**

► Sydney CBD

► Salary \$40K + super + incentives neg.

Click here for more details or call Kristi.



Airline Reservations - Melbourne

Join this global GSA located in the St Kilda district of Melbourne. Having recently won new business, adding to their existing portfolio of international airlines, they are looking to expand their client base further. You will be making

reservations, handling enquiries, amendments and special requests from agents and the general public. Small, friendly dedicated team.

► **Enjoy the benefits of working for a global GSA!**

► Fares & ticketing and Amadeus CRS essential

► Salary up to \$48K package DOE

Click here for more details or call Sandra.

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