

# Drive yourself wild in New Zealand!



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WIN a spot on **WORLD DRIVE RALLY** New Zealand. 50 of our travel agent customers will see and experience New Zealand whilst participating in 1 of 5 car rally challenges to 5 different regions of New Zealand.

The 3 day car rally will challenge participants to look for clues to answer questions, collect evidence of places visited and experience a range of sightseeing activities all the while getting familiar with a New Zealand region.

**WORLD DRIVE RALLY** New Zealand culminates in Auckland and a Gala evening for all participants before returning to Australia.

**WORLD DRIVE RALLY** New Zealand departs Australia 9 December and returns 14 December 2011.



**Its easy to be 1 of the 50 participants:** simply sell any Air New Zealand or Pacific Blue air/land or land only New Zealand holiday between 3 October and 5 November 2011 and be in the draw. Every deposited or fully paid booking is an entry, therefore the more you book the more chances to **WIN!**

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\*Excluding taxes and surcharges. Offer duration: 15 September to 15 October. Travel period: 01 October to 31 March 2012

# Travel Daily

First with the news

Wednesday 5th October 2011

**SALARY SURVEY AUSTRALIA 2011**  
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## TCF trustees up for renewal

**FEDERAL** Treasury is seeking a chairperson and two trustees for the Travel Compensation Fund, with the roles advertised in national papers on the weekend.

The process is part of a routine arrangement dictated by the TCF Trust Deed, which stipulates that consumer and industry trustees rotate on a three year basis.

The current chairman is John Holloway, who has served two terms in the role, while industry appointees include Col Hughes, ATEC's John King and Greg Pringle.

The ads are seeking applications for a part-time Chairperson, as well as two part-time Trustees "from persons who have knowledge of the interests of travel consumers".

Existing Trustees must reapply for the positions, and AFTA will be making its own nominations on behalf of the industry before the 16 Oct deadline.

TCF gm Glen Wells told **TD** the ads have generated significant interest, with a large number of inquiries fielded yesterday.

"The TCF has been performing particularly well and people seem keen to come on board," he said.

Although it's part of the normal cycle, the changes come at a key juncture, with the future of the TCF subject to the ongoing Review of Consumer Protection in the Consumer Industry.

### NZ rally incentive

**NEWMANS** has today launched an incentive in which 50 lucky travel agents will get to participate in an amazing World Drive Rally across various regions of New Zealand, culminating in a gala evening in Auckland.

Agents who sell Newmans NZ packages between 03 Oct and 05 Nov are entered in the comp - see the special front page of **TD** today.

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SYD-JNB  
DAILY**



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First with the news

Wednesday 5th October 2011

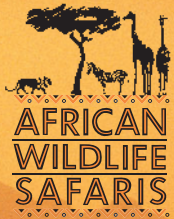
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## NRMA travel writedown

THE NRMA has significantly devalued its Travel and Touring division, writing off more than \$12 million of the goodwill value of its travel business.

The writedowns come just a couple of years after the group was put together in an acquisition spree which saw NRMA purchase businesses including Adventure World, Value Tours, Coral Seas Travel and Creative Cruising.

According to the NRMA Financial Report for the year to 30 Jun, Goodwill in relation to the travel business is now valued at \$22.5 million - down more than a third on the corresponding figure last year which was about \$35m.

"The impairment charge of \$12,485,000 arose in the Travel business as a result of declining revenues and margins," the report says, with this "due primarily to the impact of increased competition and downward pressure on business valuations as a result of the Global Financial Crisis".

The overall Travel & Tourism division - which also includes

Thrifty Car Rental, the NRMA Holiday Parks operation and its Travelodge joint venture with Mirvac - made a profit of \$3.59m for the year on total turnover of \$323.5 million, down about 5%.

However the report doesn't break out the performance of the retail and wholesale travel operations, apart from implying that they weren't making money.

"The Travel business has established a turnaround plan that involves rationalising the various brands in the business, and has implemented cost saving initiatives with the expectation of a return to profitability in the near term," NRMA said.

Some months ago the company confirmed the consolidation of its Coral Seas, Value Tours and Creative Cruising brands under the Adventure World banner (TD 06 Jun), with the move effective from 01 Jul.

At the time ceo Keith Stanley said "the streamlining of systems, processes and services offered to our valuable partners will improve our effectiveness".

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15 September to 15 October

**Travel period:**  
01 October to 31 March 2012

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Wednesday 5th October 2011

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## And the TD Footy Tipping winners are...

THE AFL and NRL seasons have now drawn to a close with the grand finals on the weekend, meaning we can announce the winners of the **Travel Daily** footy tipping comps.

**AFL:** The top point scorer was Chris Daniels from Pan Australian Travel who wins a trip for two to Europe courtesy of Emirates, Rail Plus and Adina Apartment Hotels.

Chris' final score for the season was a massive 325 points.

Second in the AFL, on 324 points, was Sommer Pasquale from The Travel Corporation who will be heading to Fiji with Pacific Blue to enjoy a fabulous Blue Lagoon Cruise.

And third place in the AFL tipping, with a tally of 319 points, was taken by Jay Messer of Virgin Australia who wins an Apple iPad 2 courtesy of Compass Car Rental.

**NRL:** The top NRL tipper this year was Nicola McAuliffe from Qantas who has won a trip for two to Dubai and Abu Dhabi courtesy of Emirates and Jumeirah Hotels and Resorts.

Nicola ended the season four points clear of her nearest rival, on 299 points.

Second in the NRL was Anthony Butt of QBT who will be heading with a friend to Penang and Kuala Lumpur courtesy of AirAsia and Parkroyal Hotels.

And the third placed NRL tipper, sitting on 293 points and also winning an Apple iPad 2 courtesy of Compass Car Rental, was Brad Pearce of Figtree Travel Centre.

Congratulations to all of the winners and thanks to the sponsors for making this year's **Travel Daily** footy tipping such a great competition.

More than 1300 travel industry staffers from across the country took part in this year's comps.

### Star seating concept

**STAR** Alliance has partnered with B/E Aerospace to develop a long-haul Economy class base and advance seats for its member.

Air China, Austrian & Lufthansa will be the first to be fitted out with the seats, from early 2012.

### Beachcomber air deal

**BEACHCOMBER** Tours and Air Mauritius are offering free flights to Paris or London when booking a six-night package at any of its 5-star properties in Mauritius.

The deal is available from either Sydney, Brisbane or Perth, via Mauritius, for travel 18 Apr to 30 Sep when booked by 10 Dec.

Pax are required to only pay airfare taxes in the promo.

### New Qantas threads

**QANTAS** has confirmed it is searching for "another leading Australian talent" to develop the next Qantas uniform for cabin crew and ground staff.

The project will see QF end its more than 10-year association with Peter Morrissey.

### Sunlover showcase

**SUNLOVER** Holidays is hosting roadshows in NSW during Oct to offer travel agents updated info on Australian product.

Events are planned for Western Sydney (17 Oct), Bathurst (18 Oct), Dubbo (19 Oct), Tamworth (19 Oct), Newcastle (20 Oct) and the Central Coast (21 Oct).

To register email the wholesaler at [NSW.Roadshow@aot.com.au](mailto:NSW.Roadshow@aot.com.au).

### CZ PER launch fares

**CHINA** Southern has launched Economy class fares for its soon to debut Perth-Guangzhou service priced from \$680 return all inclusive - a discount of more than 20% on its normal level.

Business class fares are priced from \$3,280.

The sale runs until 17 Oct, for travel 09 Nov (the launch date) through to 08 Dec.

## Window Seat

**TRAVELSCENE** training manager Robyn Willis Inglis is certainly realistic about the communication skills of younger consultants.

In a presentation yesterday at this week's AFTA Education & Training symposium (see p8) she described a number of key training requirements, saying it's important that agents be taught business telephone skills.

She pointed out that this was different to the abilities of many generation Y-ers, adding that "we all know they have PhD's in mobile usage".

At the conference Phil Hoffmann also spoke about how creating a separate cruise division in his group had motivated staff across the business to sell cruise.

"The moment I made it into a lolly shop they all wanted to get in," he said.

**THOSE** armoured SUVs are certainly heavy.

A small airport in the US state of Massachusetts says President Barack Obama is no longer welcome, after a motorcade to meet his Marine One helicopter last year destroyed the tarmac.

Obama was making a mercy visit to the region which had been devastated by flooding - but his entourage of secret service Suburbans, fire trucks and police cars wrecked the runway, according to locals.

Airport owner Robert Stetson has launched a lawsuit over the issue, claiming the government should pay the hefty US\$676,000 repair bill.

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## Van Diemen addition

**TASMANIAN** hotelier The Van Diemen Group has added Craigie Knowe Vineyard to its boutique collection of properties.

## Aus Passport tender

**THE** Department of Foreign Affairs & Trade is requesting a tender for a supplier to provide a "comprehensive new system" for issuing passports for the Passport Redevelopment Program.

The govt is calling on IT firms to submit plans for a new system that will "achieve better client service" and offer improvements to the online application process.

"The new IT system will streamline and automate several passport production processes, with online services, scanning, case management, fraud control, workflow and passport printing solutions," said DFAT chief information officer Tuan Dao.

It's hoped the new passport system will be adopted by 2015.

## Mantra, Crowne at top

**MANTRA** and Crowne Plaza hotels in Australia delivered the highest satisfaction level among customers, achieving a 90% score for the 12 months to Jul 2011, Roy Morgan Research data released yesterday shows.

Sheraton wasn't far off in the poll, 1 percentage point behind the hotel duo, followed by Westin & Hilton which both scored an 87% customer satisfaction rating.

Golden Chain's satisfaction was up 6 percentage points to 85% compared to the same time last year, while Marriott had a small dip, dropping from the top spot 12 months ago, from 89% to 86%, to be ranked in 6th place of 27 hotel & resort groups nationally.

## Strategic Phuket deal

**STRATEGIC** Airlines has a one-week special on flights from both Brisbane and Melbourne to Phuket priced from \$329 one-way, for travel between 01 Nov-31 Dec.

## LAN/JAL codeshare

**ONEWORLD** alliance members LAN Airlines SA and Japan Airlines have received approval by the US govt for a blanket codeshare, allowing each carrier to display the other's designator code on flights into either Chile or Japan and onwards to points in the US.

## Euro Expo kicks off

**THE** European Travel Expo 2011 launched in Brisbane last weekend and will continue onto Melbourne on 09 Oct and Sydney 23 Oct.

The Expo features information on air, cruise, rail, self-guided travel, skiing holidays, off the beaten track adventures, escorted coach tours, and car, motorhome hire and accommodation options.

Destinations represented this year include Belgium, Britain, Croatia, France, Germany, Greece, the High Arctic, Iceland, Italy, the Middle East, Monaco, Portugal, Russia the Baltic Region and others - [eurotravelexperts.com.au](http://eurotravelexperts.com.au).

How can we create the most appealing Australia of tomorrow together?

Find out at Tourism Australia's free tourism industry briefings in each State and Territory starting 17 October 2011.

Visit [www.tourism.australia.com/industrybriefings](http://www.tourism.australia.com/industrybriefings) to register for the industry briefings.



## Wendy Wu site comp

**WENDY** Wu Tours says it's already had hundreds of agents sign up for the 'Where's Wendy' website competition which launched yesterday.

Major prizes for the four week comp include return Business class fares ex SYD/MEL to Ho Chi Minh City with Vietnam Airlines, accom, brekkie and sightseeing, plus weekly prizes of an Apple iPad 2 and \$100 Coles Myer gift cards.



### 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](mailto:advertising@traveldaily.com.au)



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## SAS Europe 2012 fares

SCANDINAVIAN Airlines has launched sale fares to Europe and Scandinavia from Australia priced from \$1,350 return in Economy class and \$4,950 in Business (plus taxes of approx. \$459), on sale until 31 Dec and travel between 01 Apr and 30 Sep 2012.

Fares are valid ex BNE, MEL, PER, and SYD with agents needing to add in the code TLAUSPCL to GDS displays for the Economy and ZAUSPCL for Business bookings.

## St Pats with Topdeck

TOPDECK has a four-day festival package in Dublin, Ireland for St Patrick's Day from 15-18 Mar 2012 priced from \$429pp.

The deal is based on multi-share accom and includes the St Patrick's Day Parade and more.

## QH's happiest famil on earth



ABOVE: This lucky group of agents enjoyed a five day famil to California and Disneyland Resort courtesy of Disney Destinations International, California Tourism and Qantas Holidays recently.

While in the 'Golden State' the consultants enjoyed three days at Disneyland Resort, staying at the Disneyland Hotel, & experienced both Disneyland Park and Disney California Adventure Park, and dined in Downtown Disney.

Pictured at Goofy's Kitchen for a character breakfast, back row from left are: Monica Blazic, Mirabella Travel; Rebecca Jamison-Jones, Travelworld Carindale; Julie Caulfield, California Tourism; Andree Haydar, Fun Travel; Holly Biggs, Disney Destinations International; Aladdin; Tristan Freedman, California Tourism; and Ken Tuppen, MTA.

Front: Darren Evans, Qantas Holidays; Jenna Haughton, Qantas Holidays; Susan Poggioli, Travelscene Atherton; Jennifer

Byrne, Travelscene Albert Park; and Angela Kaluzyn, Travelscene South West Travel.

## \$99 Carnival balcony

CARNIVAL Cruise Lines is offering an upgrade from an Ocean View Cabin to a Balcony Cabin priced from \$99 (saving up to \$600) onboard *Carnival Spirit* from Sydney and Melbourne from Oct 2012, on sale until 30 Nov.

Wednesday 5th Oct 2011

## Delta adds streaming

DELTA Air Lines is now offering Entertainment on Demand on its 757-300 fleet using the 'Delta Connect' wifi portal, with TV shows & movies priced from \$3.

The US carrier plans to roll out Delta Connect across its wifi-enabled fleet in the future.

## Foss joins SiteMinder

FOSS Hotels' chain of nine 2-3 star hotels in Iceland has joined SiteMinder to distribute its accom through the company's channel management software.



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- To develop the network through the recruitment of new locations and report on all Network growth opportunities to assist in increasing the number of locations and revenue within the territory.
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## FC upgrades GDS

**FLIGHT** Centre Limited agents in Australia, NZ, the UK & South Africa will have the latest version of the Travelpoint Universal Desktop program updated to their system, following its successful launch in Queensland in Aug.

The updated program will offer consultants a faster and simpler research and booking tool.

"Travelpoint Universal Desktop doesn't simply add a graphical layer to an existing GDS," Flight Centre Ltd managing director Graham Turner said.

"The entire application has been designed to take travel agents into the next era of travel agency technology".

## Avalon earlybirds

**AVALON** Waterways is taking up to \$600 per couple off its range of European river cruises for 2012 for bookings made before 31 Dec aboard its new 'Suite Ships' - *Avalon Panorama, Avalon Visionary* and *Avalon Vista*. See [avalonwaterways.com.au](http://avalonwaterways.com.au).

## Beyond Budapest

**BEYOND** Travel has unveiled a new small group tour travelling from Budapest to Istanbul over 17 days, operating next year.

The Budapest to the Golden Horn itinerary is capped at 15 pax and is priced from \$5,795ppts, including \$800 per couple Discover More travel credits when deposited before 19 Dec.

It departs on 03 Jun, 15 Jul, 12 Aug and 23 Sep 2012.

## Tassie Mega Famil

**THE** recent Tourism Tasmania Mega Famil (**TD** Thu) included agents from Flight Centre, Infinity, Harvey World Travel, Travelpoint, Qantas Holidays, NRMA, Escape Travel, RACQ, RAC and RAA, along with Travelscene American Express participants.

## Creative Roadshows

**CREATIVE** Holidays is inviting travel agents to its 2011 World On Show! roadshow being held in Bne, Syd, Mel, Adl & Per on 15, 16, 21, 22 & 23rd Nov respectively.

The event will showcase the wholesaler's 2012 product range across 14 brochures, covering 45 countries and 35 key suppliers.

Places are limited, register your interest by email before 31 Oct to [events@creativeholidays.com.au](mailto:events@creativeholidays.com.au).



## AFTA UPDATE

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

**MANY** of you will have returned to work yesterday from a long weekend and a weekend that was packed with football no matter what variety you are into. Be it the NRL, AFL or RWC it was difficult to not watch a game or two. Hopefully, your team got a win.

For many in the travel industry the RWC has been a challenge. Like most international events Australians have been attracted to attend, but for some reason RWC in New Zealand has not attracted the numbers of Aussies that would have been expected. I hope this does not dampen the spirit of Wallabies and that they go on to the finals.

AFTA Education & Training has been holding a Travel Educators Symposium in Sydney over the past two days. The symposium has been developed and run by Rick Myatt of AFTA E&T and the goal is to provide a bridge between the travel industry and the travel education and training community.

A range of industry speakers from both the agency and supplier network have combined to present a range of topics to develop a greater connection between industry and educators.

Rick has gathered a number of significant speakers to help travel educators get the most up to the minute detail on industry trends, challenges and the future.

It really is a wonderful format and will further allow those who do present the opportunity to further engage with travel educators and hear their feedback and comments about the types of students being attracted to the travel industry.

AFTA has provided support for the symposium to ensure that it is presented in the best possible way and to allow for the two day event to provide quality outcomes to all involved.

Not often do so many in the travel industry come together for the cause of travel education and careers and I congratulate Rick on the initiative in developing the AFTA Education and Training Symposium.

No doubt you will read more about some of the sessions over the coming week in *Travel Daily*.



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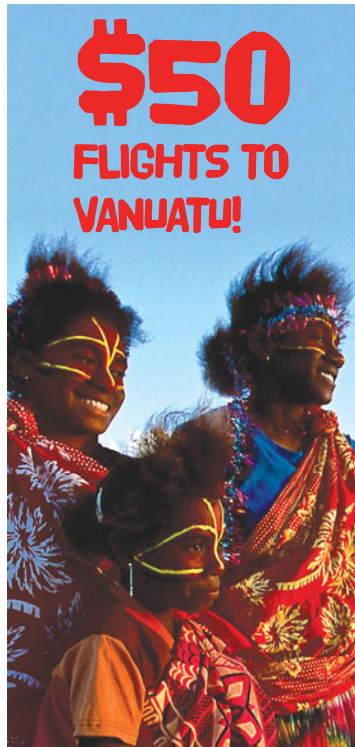




## LATAM merger on

LAN Airlines and TAM SA's Board of Directors (BoD) plan to complete the merger of the two Latin American airlines by the first quarter of 2012.

Mitigation measures imposed by Chile's antitrust court are not expected to impact the transaction, the BoDs claim.



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## Holiday intention peak

THE percentage of Aussies intending to take a trip overseas in the next year has reached a five year high of 10%, according to Roy Morgan Research Holiday Tracking Survey data.

The figure for the three months to Jul 2011 is up 2 percentage points on the corresponding period last year.

The survey identified the USA mainland, Hawaii, Canada, China and Bali as hotspots for travellers.

However, the number of people thinking about a domestic holiday has taken a 4 percentage point dive, year on year, down to 54%.

The poll also found that 63% of people cited the internet as the most useful media source.

## thetrainline on GDS

UK TRAIN ticket retailer, [thetrainline.com](http://thetrainline.com) has partnered with the Sabre Travel Network to offer its product to travel agencies via their GDSs.

The PNR created tool links to the [thetrainline.com](http://thetrainline.com) system and gives agents access to seat plans, train routing and more.

## World China growth

WORLDHOTELS says it plans to develop over 75 branded hotels in China over the next decade.

The group currently has 36 affiliate hotels in China & Taiwan.

## Sunsail new details

SUNSAIL has moved (TD 02 Aug) to 275 Alfred Street, North Sydney 2060 and has new phone numbers (02) 8912 7040 and a toll-free 1800 803 988.

Le Boat and The Moorings are located at the same address.

Their new numbers are 1800 118 940 (02 8912 7041) and 1800 553 720 (02 8912 7042).

## BA to introduce new First Class to Oz

BRITISH Airways has announced it will roll out its new First Class product on all flights to Australia by Mar 2012 (TD breaking news).

The move is part of a £100 million investment by the carrier to create an intimate private jet experience, which was launched in Feb last year.

The First Class seat (below) is being installed on all British Airways Boeing 747-400 aircraft



following the completion of its installation on its B777 fleet.

It will be offered on the Sydney-Singapore-London service, after BA cuts its Sydney-Bangkok route (TD 16 Aug), and will also be available on both B747s & B777s from Hong Kong to London.

MEANWHILE, British Airways will reconfigure all of its flights between London and Moscow, with the services set to switch from its current short-haul arrangements to the BA long-haul model from Apr next year.

The move, announced by PM David Cameron during a UK trade delegation to Russia, will see the introduction of First and Business Class cabins on the route.



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Reporting to the Regional Sales Manager and supported by an inside sales team based in Sydney, the Business Partnership Manager is responsible for building a strong geographic presence in order to achieve sales targets through industry relationships and business partnerships. The incumbent will be responsible for educating trade and consumer channels in the benefits of cruising, driving incremental revenue through existing and new channels.

Key responsibilities include:

- developing and implementing business plans
- promoting products and services through on-site sales calls, telephone and written communication
- supporting the development of local marketing for agents
- managing product education events, presentations and training
- preparing and delivering financial reporting to key accounts across the territory

We seek applications from people with 2+ years experience in a territory sales role who demonstrate:

- a passion for cruising and 'being on the road'
- strong relationship building and influencing skills
- proven account management and new business development skills
- excellent communication skills, with an engaging and impactful presentation style, and proven ability to present to a large audience
- the ability to work in a highly autonomous manner, prioritising workload and call plan to have maximum impact
- the ability and a willingness to travel and attend functions on evenings or weekends as required

Ready for a new challenge in the serious business of holidays?

Apply online at [careers.carnivalaustralia.com](http://careers.carnivalaustralia.com) Job Reference: CAR/392520



## AIR MAURITIUS

### Administrative Coordinator, Melbourne

Air Mauritius, an international airline, operating out of its base in Mauritius has an exciting and challenging position for its office in Melbourne.

A detailed job description is available on the Air Mauritius website <http://www.airmauritius.com/vacancies.htm>

An application form can be downloaded at <http://www.airmauritius.com/aboutus/mkexternalvacancy.pdf>



# Industry turns out for AFTA Education

**ABOUT** 100 people from across the travel, tourism and education sectors are this week taking part in the 2011 Symposium hosted by AFTA Education and Training in Sydney.

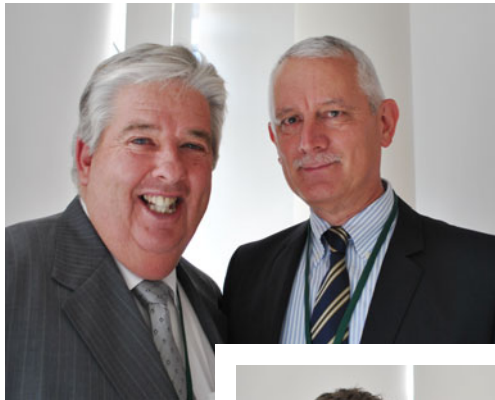
Yesterday attendees heard from a range of presenters from organisations such as Service Skills Australia, Qantas, and Jetset Travelworld Wholesale as well as a range of retailers such as Phil Hoffmann Travel, Spencer Travel, TravelManagers and Travelscene.

The event aims to provide a forum connecting travel educators with the industry, so that the travel workforce can be better trained and developed.

Today's presenters include IATA, the National Tourism Alliance and Avis, along with two panel discussions - one featuring Tourism Industry Leaders such as HWT md David Rivers and Rodger Powell of Tourism Accommodation Australia; and the second comprising senior executives from Amadeus, Travelport and Sabre Pacific.

The Symposium has been convened by AFTA Education and Training head Rick Myatt, who's pictured above right with Travellers Choice ceo Gary Allomes.

Yesterday wrapped up with a cocktail party, where **TD** took these exclusive pics - and more online at [www.traveldaily.com.au/photos](http://www.traveldaily.com.au/photos).



**ABOVE:** Phil Hoffmann from Phil Hoffmann Travel with Travelscene ceo Mike Thompson.



**RIGHT:** Jayson Westbury and Melinda Brown from AFTA with ATEC's Garry O'Riordan.



**LEFT:** Sue Andrikidis, Cathy Moir and Rena Henton, all from TAFE Sydney Institute which was one of several travel training groups at the event.



**RIGHT:** Annette Stin from Air Tickets; Karen Conlon from Jetset Travelworld Network; and Robyn Willis Inglis, Travelscene Training Manager.



**LEFT:** Gordana Russell from Sunshine Coast TAFE; with Judi Dutton and Katrina Leech, both from Gold Coast TAFE.

## new opportunity! NSW/ACT

Cover-More is Australia's largest Travel Insurance provider, providing assistance to Australian travellers all over the world. We are a global organisation that recognises individual and team efforts and believes in our products and our people.

We are looking for a highly motivated Business Development Manager to join our NSW/ACT team.

The successful candidate will possess:

- A proven track record in a sales environment, preferably in a travel/tourism and/or customer focussed environment
- Motivation to achieve both individual and team sales targets and objectives
- Experience in the preparation of reports, submission and relevant correspondence
- Effective negotiation skills and strong communication skills
- A passion to build relationships within the industry & a fun, positive attitude!

A competitive salary package, including a fully maintained company vehicle and generous bonus scheme will be offered to the successful candidate. If you want to be part of a progressive organisation, please email your expression of interest to:

[ciarar@covermore.com.au](mailto:ciarar@covermore.com.au)

Applications close 14<sup>th</sup> October 2011

**Cover-More** Travel Insurance  
"...travel insurance you can trust"

### Experienced Travel Consultants North Sydney



FCm Travel Solutions are currently seeking **Experienced Travel Consultants** to join their growing **North Sydney** team.

Enjoy work-life balance with a corporate travel role and take advantage of strong career development opportunities that come with working for an industry leader. If you have a strong background within the travel industry and are looking for your next challenge, FCm Travel Solutions will provide you with the ideal environment to excel in your career.

FCm Travel Solutions offer a market leading salary and a fantastic benefits package. Join FCm Travel Solutions today to take your career to the next level!

<http://applynow.com.au/jobF146764>



# TravelManagers 300th member



**TRAVEL** technology partner Amadeus has congratulated TravelManagers for reaching a milestone, accepting its 300th mobile travel agency customer in Australia since its launch. Speaking yesterday at the AFTA

ET Symposium (p8), gm Mandy Scotney cited figures showing that in 2008 TravelManagers BSP growth was 35.1% - compared to just 1.6% across the industry.

In 2009 TravelManagers air grew 10.5% compared to a general downturn of 30.5%, while in 2010 the industry saw 6.1% growth - versus a very healthy 58.3% for TravelManagers.

**Pictured** from left are: David Katz, Sales & Marketing Director Amadeus IT Pacific; Joe Araullo, ce TravelManagers Australia & Mandy Scotney, exec gm TravelManagers Australia.

## QF ROE updated

**QANTAS** has implemented a new Rate of Exchange of 0.945507.

## Virgin to Emerald

**VIRGIN** Australia will launch new double daily weekday flights between Brisbane and Emerald from 16 Jan 2012, subject to govt approval (**TD** breaking news).

Virgin has had its eye on adding the Qld mining town to its network for nearly 2 years (**TD** 07 Jan 10).

"Our new services will bring choice and competitive fares for travel to this important mining hub," DJ's Merren McArthur said.

DJ plan to operate the service using aircraft from its fleet of new ATR-72 turbo-props.

Last week QantasLink said it would be boosting capacity on the route 17 Oct (**TD** 28 Sep).

## DFAT: avoid Lamu

**DFAT** yesterday raised its travel advisory to the Lamu District, incl Lamu Island, in Kenya to 'Do not travel' after the kidnapping of a French national (**TD** yesterday).

The Kenyan govt says it has taken a number of measures to improve the situation including: assigning 24-hr police patrols at hotels, lodges, villas & guest houses; deploying more police officers on the Somali-Kenya border; stricter security checks of vessels entering the country; and 24-hr aerial surveillance along the shoreline of the Kenya border.

Wednesday 5th Oct 2011

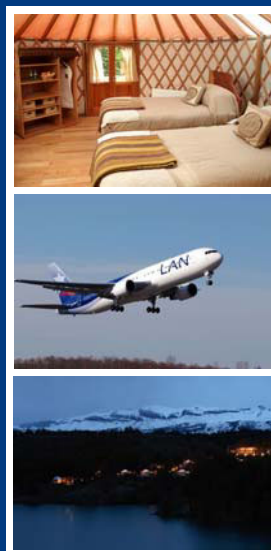
## Hertz Vic toll offering

**HERTZ** Australia has expanded its Roam Express Rental e-Pass toll product to Victoria, allowing customers to arrange automatic payment when travelling on a toll road in the State.

The product expansion follows its successful launch in NSW.

## WIN A HOLIDAY FOR TWO TO CHILE

Throughout October, **Travel Daily** is giving subscribers the chance to win a fabulous Chile holiday package valued at almost \$10,000, courtesy of Turismo Chile, LAN, Latitud 90 and Patagonia Camp.



The prize includes:

- ◆ Return Economy Class airfares on LAN to Santiago ex Sydney plus domestic flights Santiago/Punta Arenas/Santiago
- ◆ Transfers in/out from Punta Arenas & Santiago Airport
- ◆ Three (3) nights' accommodation in a Luxury Yurts with views To The Paine Massif at Patagonia Camp - Torres Del Paine
- ◆ Entries and full day guided excursions to Torres del Paine National Park
- ◆ One (1) nights' accommodation at La Casona at Matetic Vineyards
- ◆ Breakfast and dinner daily
- ◆ Wine tour and tasting

Every day **Travel Daily** will ask a different Chile-related question – just read the issue and email us your answer. There will be twenty questions in total.

At the end of the month the subscriber with the most correct entries and the most creative response to the final competition question will win this fantastic Chile holiday.

**Q.2: How many comfortable and uniquely decorated luxury yurts does Patagonia Camp offer?**

Email your answer to: [chilecomp@traveldaily.com.au](mailto:chilecomp@traveldaily.com.au)

Click here for terms & conditions



**CAESARS ENTERTAINMENT**

ENTER FOR YOUR CHANCE TO WIN AN ESCAPE TO LAS VEGAS WITH CAESARS ENTERTAINMENT

Register on [www.caesarstravelagents.com](http://www.caesarstravelagents.com) test your knowledge of our nine Las Vegas resorts and tell us your thoughts on the Caesars Travel Agents website for your chance to win one of 9 fabulous prizes, including the ultimate 5-night escape, staying at the Caesars resort of your choice in Las Vegas!

Make your move quick; this competition won't be on the table for long!

Sign up by **14<sup>th</sup> October 2011**

TERMS AND CONDITIONS APPLY. PLEASE VISIT [WWW.CAESARSTRAVELAGENTS.COM](http://WWW.CAESARSTRAVELAGENTS.COM) FOR FULL CONDITIONS.

**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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### **LOVE THE SHIRE?**

#### **ONSITE CORPORATE CONSULTANT**

#### **SYDNEY (CARINGBAH) - SALARY PACKAGE \$55K**

We have a rare opportunity to work for one of the world's leading travel organizations' based with the client onsite in the southern suburb of Caringbah. You will enjoy working in beautiful offices with FREE parking. Never use public transport again! Be rewarded with a fantastic salary, subsidised private health membership, gym membership, paid maternity leave & so much more. You will require at least 2 years consulting experience to be eligible for this role again!

### **LEAN ON ME!**

#### **HELP DESK CONSULTANT x 2**

#### **SYDNEY - SALARY PKGE TO \$60K PLUS PENALTIES**

See yourself as a problem solver? Are you the "Fix it" person in the office when things go wrong technically? Then why not leave front line consulting forever and work behind the scenes solving technical issues every day? We have two positions available for consultants who are ready for a change. If you have a minimum two years travel consulting experience using a CRS system, strong communications skills and are IT savvy, this could be your dream role.

### **RARE GEM ON YOUR DOOR STEP!**

#### **CORPORATE CONSULTANT**

#### **GEELONG - SALARY PACKAGE TO \$80K OTE**

If you are sick of making the daily commute into the CBD, now is your chance to work closer to home and still enjoy dealing with top corporate accounts and earn what you are worth. This global co' has uncapped earnings, famils, free financial planning, discounts on gym memberships and lots more to offer! You will be fully trained and supported throughout your career in this fantastic company. Only 2 yrs cons exp required.

### **BE PART OF THE WEB REVOLUTION**

#### **PRODUCT LOADER**

#### **MELBOURNE - SALARY PACKAGE TO \$49K + BONUS**

Working with one of Australia's largest travel providers you will be responsible for loading hotel products, assessing competitor activity and ensuring rates are accurate. Do you have strong excel skills and an eye for attention to detail? Then this may be the role for you! With Monday to Friday hours and a large office in one of the best locations in Melbourne this position won't be around for long!

### **4 \*NEW\* CORPORATE ROLES TO CHOOSE FROM!**

#### **CORPORATE CONSULTANTS X 4**

#### **PERTH - VARIOUS LOCATIONS - SALARY PKG TO \$70K OTE**

Perth, now is your chance to make the move across to corporate consulting. We have 4 hot new roles located across Perth for experienced consultants. If you want to work in a fast paced environment while earning a great salary, then we want to hear from you! You will be fully trained and supported along the way and will enjoy staff benefits from this global company! Register today and take your pick of location!

### **ARE YOU A PROBLEM SOLVER?**

#### **ACCOUNTS CONSULTANT**

#### **MELBOURNE (CBD) SALARY PACKAGE TO \$45K**

Do you have fantastic Crosscheck travel skills? Are you sick of consulting but don't want to leave the industry completely? We have a fantastic role located in Melbourne's Inner city suburbs where you will be responsible for this large company's accounting needs such as the processing of payment's, commissions and end of month figures. You will be a vital part of the business.

### **HAVE EVERY WEEKEND FREE!**

#### **MULTI-SKILLED CORPORATE CONSULTANT**

#### **BRISBANE INNER SUBURBS - SALARY PACKAGE TO \$60K**

Over working late nights and weekends? Tired of dealing with time wasters & price matches? Feeling unappreciated? Want more work/life balance? Don't dream it live it! This is a fantastic opportunity to join this well known, boutique TMC Monday to Friday, 11.00am to 8pm. Work in a supportive & rewarding environment with a brilliant and energetic Team whilst earning a great salary. If you have min. 2yrs exp, a top team ethic & the ability to deliver quality service, call us NOW!

### **A CRUISEY OPPORTUNITY**

#### **WORLDWIDE CRUISE WHOLESALE CONSULTANT**

#### **BRISBANE - SALARY PACKAGE \$50K ote**

Are you passionate about the cruise industry? Looking to escape the coalface of retail? Want to work for a dynamic organisation where career progression isn't just a dream? This is a unique opportunity to a join a global company that is experiencing immense growth. Working in the vibrant environment you will enjoy great \$, top training and conferences, unique benefits and career progression opportunities.



## CONTACT AA FOR THE BEST TRAVEL TEMP ASSIGNMENTS

### TOP TEMP BENEFITS INCLUDE

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

Temp of the Month/Annual Bonus \$ rewards  
 Flexibility with your working hours/days  
 Full conversion training where required

#### \*TOP BEHIND THE SCENES ROLE\*

ADMIN/DOCUMENTATION SUPPORT CONSULTANT  
 SYDNEY CBD – WEEKLY WAGES + SUPER + REWARDS!

Wouldn't you just love a temp role where you can work autonomously, but also be involved with a great team? What about having such variety each day that you wake up every morning with a bounce in your step? Well this can actually happen! Our client offers you just this and in return wants a happy, flexible, and reliable person with a great personality! You will have a polite manner, & exceptional administration skills combined with documentation experience.

#### \*HOT JOB\* GROUPS, EVENTS AND LEISURE!

AMADEUS AND TRAMADA TRAINED TRAVEL AGENT  
 CROWS NEST - EXCELLENT HOURLY RATE + SUPER \$\$\$

Come and work for one of the most sought after companies where everyone wants to work! They have a very rare opportunity for a superstar temp to assist them at this busy time. Our client is boutique leisure, groups and special events agency. You will have such variety in your day; you will never want to leave! Amazing temp hourly rate on offer and other temp rewards and perks too! Apply today and don't let this one pass you by!

#### STRUT YOUR STUFF WITH THIS EXCITING ROLE CORPORATE CONSULTANT

MELBOURNE (CBD) - UPTO \$25.00 P/Hr +

From Paris one week to Rome the next, we have a new and exciting temp assignment due to start in the next month. Using your Sabre skills, you will be responsible for booking all the travel for the CEO's Models, Photographers and entourages. If you are a Sabre trained consultant who loves working in a fast paced environment then is your dream role! This role is due to start soon, so be quick and register with AA Appointments Temp division!

#### HOTELS, HOTELS AND MORE HOTELS PRODUCT PROCESSOR

MELBOURNE (INNER) - TOP HOURLY RATE

With this new and exciting temp role on at AA Appointments, why would you need to register anywhere else? This role will see you processing hotel bookings and ensuring all confirmations and requests are processed in a timely manner. The assignment is due to start ASAP and will run for approx 6 weeks. This large company is located in Melbourne close to the CBD, and major attractions. CRS skills are essential for this top temp role.

#### ENJOY A THREE DAY WEEKEND

NATIVE CALYPSO TEMPS

BRISBANE CBD – SENSATIONAL HOURLY RATE

Here is your chance to enjoy a long weekend every week. If you are an experienced travel consultant with native calypso skills and a positive attitude – we have ongoing assignments for you. Based in Brisbane CBD this leading wholesaler needs temporary consultants to jump in and help them with international enquiries. You'll love being in these fun and supportive teams whilst earning a strong hourly rate. Tell us what days you need off and we'll arrange it!

#### RETAIL TRAVEL CONSULTANTS – PLAY THE FIELD

AMADEUS, GALILEO OR SABRE TRAINED

THROUGHOUT QLD – \$23 - \$25/HR + SUPER

Are you a retail travel consultant looking to try before you buy? Then temping may be the ideal solution for you! From Brisbane to Townsville we have a number of temping opportunities for experienced retail travel consultants. Temping is a great way to try out a company along with earning a top hourly rate and escaping the hassle of sales targets. All you need is min 18 months travel consulting experience and GDS skills. Call to find out more.

WANT TO JOIN THE BEST TEMPS TEAM IN TOWN?  
 CALL AA'S FRIENDLY, DEDICATED TEMPS CONTROLLERS TODAY...

ANITA NUNNARI  
 NSW & ACT  
 PH: 02 9231 6377

CARMEN PUGH  
 QLD  
 PH: 07 3229 9600

KRYSTLE EGGINTON  
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temps@aaappointments.com.au

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**Ben Carnegie**

## Corporate Groups Travel Consultant

This dynamic, innovative and creative conference & event management company is a leader in the business events industry in Australia for both national & international events. If you are a highly energetic Travel

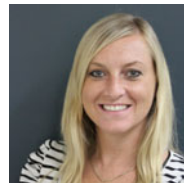
Consultant who has a passion for groups and the professionalism to work with high end corporate clients then this company is for you!

▶ Friendly & supportive work environment

▶ **Adelaide CBD**

▶ Salary up to \$45K + super

**Click here for more details or call Ben.**



**Liz Vibert**

## TMC Corporate Travel BDM - Perth

Addicted to the thrill of sales? Are you a born hunter and love the corporate travel market? Get yourself in front of the right people and succeed! As Business Development Manager for this global corporate travel agency you will

use your superior sales and negotiation skills gained in the travel industry to deliver new accounts.

▶ Exceptional support & career progression

▶ **Perth based**

▶ Salary up to \$100K + super + incentives

**Click here for more details or call Liz.**

## Team Manager - Corporate Travel

Global TMC has an opening for a Team Manager to work closely with their team of online Corporate Travel Consultants who are located in Sydney and Brisbane. Focusing on training, continuous performance management, one on one's and staff development to ensure client expectations in all areas of service, product and technology are met or exceeded, whilst providing support to clients using inhouse online systems.

▶ Some interstate and occasional overseas travel

▶ **Sydney**

▶ Salary from \$60K + super

**Click here for more details or call Ben.**

## Cruise Specialist Travel Consultant

Are you a Retail Travel Consultant or cruising expert? Our client is a market leader and will pay top \$\$ for experienced Travel Consultants. Working as part of a dynamic successful team this role involves no face to face sales. You will be dealing directly with agents online or over the phone. You will book full and often extensive itineraries including flights, transfers, accommodation, car hire & of course the cruise component.

▶ Alive with activity, perfect place to start your new career!

▶ **North Sydney**

▶ Salary up to \$50K base + super

**Click here for more details or call Liz.**



**Kristi Gomm**

## Retail Travel Consultants

Are you an experienced Retail Consultant with international destination knowledge looking for a new role? We are currently seeking experienced Retail Consultants with exposure to a high profile clientele to

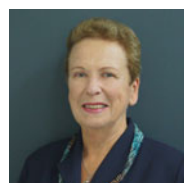
manage an existing client base in stores in the Eastern Suburbs & St George districts. Galileo & Crosscheck are highly regarded.

▶ Do you have a passion for excellence in customer service?

▶ **Sydney Eastern Suburbs & St George districts**

▶ Base salaries from \$45K + super

**Click here for more details or call Kristi.**



**Sandra Chiles**

## Sports Group Travel Consultant

Bring your love of sport and travel together! Work for one of the world's premier sport tour operators, the largest in this field and put together sporting tours for major events, FIFA World Cup, Rugby World Cup, Cricket World Cup, you name it - they do it! You will need at least 2 years travel industry experience and the ability to close the sale.

▶ Calling all sporting enthusiasts

▶ **Work in a popular Sydney sporting venue**

▶ Salary up to \$40K + bonus + loads of perks!

**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.

For all the latest travel jobs visit:  
[www.inplacerecruitment.com.au](http://www.inplacerecruitment.com.au) or  
Email: [jobs@inplacerecruitment.com.au](mailto:jobs@inplacerecruitment.com.au)

Call 02 9278 5100  
1300 inPlace (1300 467 522)



**STA TRAVEL IS GROWING AND WE NEED THE  
RIGHT PEOPLE!**

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IT TAKES TO WORK FOR STA TRAVEL?**

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[HR@STATRAVEL.COM.AU](mailto:HR@STATRAVEL.COM.AU) WITH YOUR NAME  
AND CONTACT NUMBER & THEIR NAME AND WHY  
YOU HAVE REFERRED THIS PERSON.**

**THE PERSON YOU HAVE REFERRED SHOULD  
APPLY AT  
[WWW.STATRAVEL.COM.AU/WORKFORUS](http://WWW.STATRAVEL.COM.AU/WORKFORUS)**

