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Travel Daily

First with the news

Thursday 6th October 2011

SALARY SURVEY AUSTRALIA 2011
Take part in TMS Salary Survey before **31 October 2011** and stand a chance to win **AU\$250** cash
Prize will be drawn during the first week of November 2011

AUSTRALIAN SALARY SURVEY 2011 - click here

TMS ASIA-PACIFIC
Recruitment and HR Solutions

Webjet TTV soars 25%

WEBJET claims its growth over the three months to 30 Sep has significantly outpaced the general travel industry, with the online agency recording TTV of \$188 million, up 25% on the previous year (**TD** breaking news).

MD John Guscic said the growth was the result of higher transaction numbers, rather than increased fares, and had been achieved despite the Tiger grounding during the quarter.

He said Webjet believed the general travel market had grown less than 10% over the last year.

New MCVB chief

THE Melbourne Convention & Visitors Bureau has announced Karen Bolinger as its new Chief Executive Officer.

Bolinger's past experience includes a seven-year stint as GM at the Sydney Convention and Visitors Bureau a few years ago.

More appointments on **page 5**.

Departures still trending up

SHORT term resident departures during Aug rose 0.6% month on month, and are now 10.7% higher than a year ago, according to ABS figures released this morning.

664,900 Australians headed overseas during the month, with New Zealand regaining its position as the top destination with 89,000 travellers - ahead of Indonesia on 73,300 and then the USA at 68,700 for the month.

Year-on-year the fastest growing destination is Thailand, which has seen a huge 43.7% increase in Australian numbers and was in fifth place during Aug.

Other fast growing destinations included Italy, the USA and Indonesia which all saw a 19% increase versus Aug 2010.

Arrivals have also begun to trend upwards, with 491,000 visitors from overseas during Aug, up 0.8% compared to Jul.

The top source country was NZ

with 106,300 arrivals - more than double that of China which was in second place with 44,500 visitors - up 23.9% on Aug last year.

Japan was in third place with 39,700 arrivals, but that was down 19% on the previous year.

The figures also showed a significant imbalance in travel to and from the USA, with 30,400 Americans visiting Australia during the month - less than half the traffic heading the other way.

SIA \$25K incentive

CONSOLIDATED Travel Group is giving agents the chance to win a debit card loaded with \$25,000 by selling Singapore Airlines earlybird airfares in Oct.

There are also weekly debit card prizes up for grabs - see **page 10**.

Seven pages of news

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

- TMS Asia Pacific
- AA Appointments
- SIA incentive

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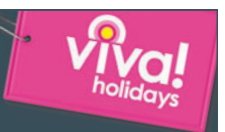
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Thursday 6th October 2011

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QF beefs up Dallas route

QANTAS has shored up dates for its frequency increase on services between Australia and Dallas/Fort Worth, with the route to be expanded from its current four times weekly service to daily by 01 Jul (**TD** breaking news).

Loads on the Sydney-Dallas/Fort Worth-Brisbane-Sydney service have been "extremely strong", according to Group Executive QF Airlines Commercial Rob Gurney.

He said the move - which was outlined by the carrier at the time

it confirmed the new US gateway (**TD** 14 Jan) - was "all about putting our gateway strategy into action and building a stronger Qantas International.

"With this significant capacity increase, we look forward to providing even more opportunities for mutual trade and tourism between the US and Australia," Gurney said.

Prior to its daily operation, QF will boost the frequencies to six times weekly, effective 15 Jan.

TICA reborn

THE successor to the Travel Industry Careers Association (**TD** 12 Jan) was launched yesterday, with the Australian Travel Careers Council to be run by Rick Myatt of AFTA Education & Training.

The new organisation won't be part of AFTA, but will aim to create a platform providing interchange between educators and the industry, building on the work of inPlace Recruitment ceo Sandra Chiles and the TICA Committee.

groups sales consultant

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Travel Daily

First with the news

Thursday 6th October 2011

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 International Travel Industry Club

V Australia Industry Rates to Los Angeles
HURRY!! Rate increase after 13 Oct 11!!
 From **\$499*** pp return plus taxes
 Conditions Apply. Taxes approx. \$630 - \$650* pp.

CLICK HERE for further details

Qld wants backpackers

TOURISM Queensland has launched a new campaign aimed at luring British and Scandinavian backpackers to “work and play” in the Sunshine State.

The campaign leads travellers to www.experiencequeensland.com which promotes the destination & features a comp to win a “ready-made working holiday visa” and job in one of Qld’s “top tourist regions”, and involves 37 tourism businesses from the state.

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 3 days only!

Hot pricing!

Up to US\$200 onboard credit*
Half price deposits*
On all cruises worldwide*
Book 9-11 October!



Royal Caribbean INTERNATIONAL

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“Ask for the sale,” urges HWT

TRAVEL consultants need to develop the confidence to take the final step in the holiday sales process and actually ask clients if they’d like to make a booking.

That’s a key outcome of the ongoing Mystery Shopping program undertaken by Harvey World Travel on its 280-strong national network of shops.

MD David Rivers, speaking yesterday at the AFTA Education and Training 2011 Symposium in Sydney, said the quarterly anonymous mystery shopping exercise had highlighted areas of success, as well as ways the franchises can improve.

“It’s causing people to think ‘what is it that makes a

transaction successful,’” he said.

“We’re able now to home in on individual process steps - we’ve got the greeting right; we know that the relationship our staff have with the customer is excellent; and so the last challenge is that we’re not very good at asking for the sale”.

Rivers said this was a vital part of customer service, with clients having invested their time in a consultation expecting a solution, “and then we take you through all that, present you with some choices and let you walk out.

“What a waste of time,” he said.

He added HWT’s training program for consultants was now aiming to get them to have the confidence to step outside their comfort zone and ask some simple questions - confirm that they’ve met the clients’ requirements, “have I given you the right solution, and would you like to leave a deposit today”.

Rivers urged educators at the Symposium to offer more sales training as part of their courses, including “legitimising the fact that serving someone is OK”.

QF renews Rio Tinto

QANTAS has today confirmed a new three year agreement with mining giant Rio Tinto, which will see QF continue to be the major air service provider for the company’s Australian and international operations.

“Qantas has been Rio Tinto’s preferred airline for more than ten years,” said Group Executive Commercial, Rob Gurney.

“As a key business partner we are proud to offer Rio Tinto more flights more often, premium service on the ground and in the air, plus access to our extensive regional, domestic and international network,” he added.

The new deal is effective immediately, with the carrier saying that the recent expansion of its fly-in/fly-out operations via the purchase of Perth charter operator Network Aviation would also support Rio projects in WA.

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

Record Q3 for Etihad

ETIHAD reported its best ever third quarter yesterday afternoon with an 80.7% seat factor and revenue up 39% to US\$1.1b for the three months to 30 Jun.

CEO James Hogan said growth would continue, with four new 777-300ERs to be delivered in 2012.

Window Seat

HOW appropriate - Air New Zealand is showing its true Kiwi colours, with its latest YouTube campaign featuring two conjoined sheep.

Named Mason and Jason, the odd pair are depicted in a series of new videos enjoying the new SkyCouch - which is ideal for the inseparable animals because the “cuddle class” gives them plenty of room to relax.

The videos are now online on our website - click on the logo or see traveldaily.com.au/videos.



THE latest visitor attraction in Queensland is a special new spa, offering “Australia’s most advanced Salt Cave Therapy”.

Located in the Brisbane suburb of Cleveland, the Salt Sanctuary invites patients to relax in themed Salt Rooms listening to soothing music while “negative ionised microscopic salt particles reach the innermost parts of your lungs”.

It’s claimed to help with a range of conditions such as asthma, eczema and sinusitis - and as an added benefit users probably feel like they’ve spent a day by the seaside!

See saltsanctuary.com.au.

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TFC forecasts down

THE Tourism Forecasting Committee has today released its latest predictions for the industry this year, and is now expecting the "inflation-adjusted value of tourism to the Australian economy" to decline by 0.3% to \$97 billion in 2011.

TFC chair, Bernard Salt, said in 2012 the forecast is for a 1.1% increase to \$98 billion.

The drop this year is due to an expected fall of 0.7% in domestic consumption - and there's also been a significant downward revision of tourism exports which will grow 0.9% this year to \$25b - compared to previous forecasts of 3.4% growth.

The committee said that despite a recent softening in consumer sentiment, "the still high value of the Australian dollar and strong growth in aviation capacity to key markets such as the United States Indonesia and China should continue to provide favourable conditions for outbound travel".

Jobs forum today

THE government is today convening another summit, this time focusing on Future Jobs across Australia.

The tourism industry, represented by InterContinental Hotels Group Australasia ceo Bruce McKenzie, is raising concerns over the rising shortage of skilled labour in the sector - particularly in regional areas where tourism operators are having difficulty finding and keeping skilled staff because they can't compete with the wages offered by the resource industry.

Other issues to be canvassed include hoped-for changes to working holiday visa arrangements.

Mercure Yeppoon

ACCOR has this month taken over management of the 281-room Capricorn Resort at Yeppoon on the Queensland Capricorn Coast, rebranding the hotel as Mercure Capricorn Resort Yeppoon.

HTA re-signs Walshe

HAWAII Tourism Authority has reappointed The Walshe Group its marketing contract for Oceania for a further two years, through until the end of 2013.

The agreement also includes an optional extension for a further three years, until 31 Dec 2016.

The Walshe Group has represented the HTA in Australian and New Zealand since 2004.

5 new travel agents

THE Travel Compensation Fund admitted five new travel agent offices in the second half of Sep.

The new additions include **Ozii Travel Plan** of Mangerton (ABN: 61 150 853 624), **Australis Tours & Travel** of Parramatta (ABN: 49 151 217 686) and **Empty Jets** of Belmont (ABN: 36 124 696 635) - all of NSW - along with **Safa Travel Point** of Heidelberg Heights (ABN: 41 152 371 410) and **Business Jet Traveller** of Fitzroy (ABN: 11 152 217 686) - both in Victoria.

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Thursday 13 October 2011
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\$250 per delegate

Visit www.tourism.australia.com and click on the ad in the top right to register for the Directions Conference.



Canada visits rising

THE Canadian Tourism Comm. has reported a 6.4% year-on-year increase in the number of Aussie overnight trips to the country during Jul 2012, to 27,817.

The Jan to Jul Australian overnight figure is up 5.8% to 139,890.

FTC agent incentive

FRENCH Travel Connection is offering agents a \$50 Coles-Myer voucher for every new river cruise, crewed canal barge or self drive boat booking deposited in Oct/Nov.

Agents will also get an extra \$50 voucher when booking five nights accom in France with the cruise.

ANA 787s to Frankfurt

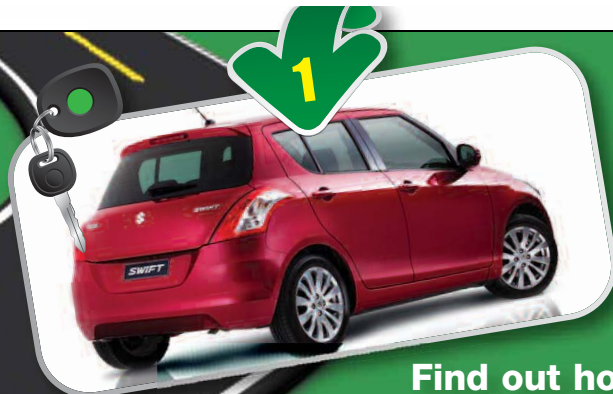
ALL Nippon Airways are to introduce Boeing 787 Dreamliner aircraft on routes between Tokyo Narita and Frankfurt, Germany from 21 Jan 2012.

ANA's long-haul 787s will offer 46 Business & 112 Economy seats.

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AHA boosts Tourism Accom Aust funding

TOURISM Accommodation Australia has strengthened its five year plan with an additional \$2.5m invested into the service & member benefits for the sector.

"This new strategic plan, structure, funding model and suite of benefits will ensure that we grow and represent our members effectively in Canberra", said md Rodger Powell.

Established by the Australian Hotels Association, TAA represents 600 accommodation operators on a state and national level.

\$500,000 is being spent on a global hospitality education system to Australia that will benefit all levels of employees, while a further \$1m will be spent on a new best-practice industry intelligence system for members to be able to "benchmark, understand and improve their businesses".

A \$1m advocacy fund will also allow the TAA to respond quickly to the changing industry.

"We will ensure TAA has sufficient evidence-based information and data to emphatically support the industry position on behalf of our members," Powell said.

Qantas chaos tomorrow

QANTAS says it's doing all it can to reduce the impact of Transport Workers Union strike action tomorrow afternoon, but says the walkout is likely to require some changes to flights.

The TWU has also urged authorities to "fully investigate" a series of reported death threats to Qantas management.

Zuji RWC sales surge

ONLINE travel agent Zuji Australia has reported a 50% rise in bookings across the Tasman in the three days prior to a Rugby World Cup Wallabies game.

"We've had a surprisingly large number of eleventh hour bookings, James Gaskell MD said.

Gaskell said the surge may have been due to flights and hotels not being "nearly as expensive as many people were predicting."

Reich tour price drop

FLIGHT Centre-owned touring firm Back Roads has reduced the price of its 'In the Footsteps of the Third Reich' trip to \$3,011ppts, on sale until 15 Dec and valid for travel between Apr to Sep 2012.

The deal represents a \$244 saving on the nine-day tour.

Qld Rail B-Quick sale

QUEENSLAND Rail Travel is offering one way fares from BNE to Bundaberg from \$39 and Airlie Beach from \$109, on sale until 14 Oct and travel 24 Oct to 04 Dec.



Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Michelle Lee has stepped down from her role as gm of group marketing for **Virgin Australia**. She's been in the position for the past four years.

Anantara Hotels, Resorts and Spas named **Wasamedia** as its new PR representative for the Australian market.

Positively Wellington Tourism, Positively Wellington Venues and Te Papa have partnered to create a Sydney-based **Wellington Convention Bureau** role for **Andrea Werner**, targeting a 60% increase in business from the Australian conventions and incentives market.

Former HR director for Australia and NZ for Toga Hospitality Group, **Richard Todd** has taken up a similar role at **Hilton Worldwide** as its regional HR Manager. His role includes delivering the company's "cultural integration" program, Blue Energy.

Preferred Hotel Group has welcomed **Ananya Narayan** as Area Managing Director of Asia Pacific, Middle East and Africa. He succeeds Mark Simmons, Area Managing Director Asia. He will continue to hold his title of Senior Vice President - Global Strategy for the company.

Daydream Island Resort and Spa has seen **Warren McCorriston** rejoin the company as its resort manager following a stint in 2004-2005 where he was food and beverage manager.

Minor Hotel Group has announced **Dilip Rajakarier** as its new ceo, a promotion from his current position of chief operating officer.

Marriott Hotels and Resorts has appointed **Deborah McDiarmid** to the newly created role of Marketing Manager Australia. Her most recent position was with Starwood Hotels.

Peppers Tropical North Queensland team has named **Chris Northam** as its new Area Manager for Cairns and Palm Cove, as well as General Manager of **Peppers Beach Club and Spa at Palm Cove**.

InterContinental Hotels Group (IHG) has appointed **John Player** to the role of Business Development Manager for NSW and ACT, relocating from his previous role in the UK at Crowne Plaza Kensington. IHG has also named **Ian Preston** as Operations Manager at Crowne Plaza Terrigal.

Singapore Airlines has appointed public relations company **Liquid Ideas** as its local PR representative, replacing incumbent Weber Shandwick.

Scott Hallo has taken on the role of business partnership manager in Victoria and Tasmania for **TravelManagers**. Hallo has moved on from his most recent role as State Sales Manager Vic/Tas with Creative Holidays.

Hawaiian Airlines has seen movement in its operations with the appointment of **Scott Topping** as its executive vice president, chief financial officer and treasurer. He succeeds **Peter Ingram** who has been promoted to a new role at the airline as Executive Vice President and Chief Commercial Officer. Both appointments are effective 01 Nov.

Sydney Airport has appointed **Tracy Ong** as its new Media & Communications Manager, replacing **Michael Samaras**.

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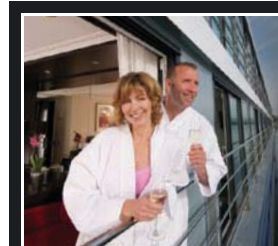
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Morris leaving Cathay

CATHAY Pacific Airways' Sales & Marketing Manager Australia, Derek Morris, has resigned after 27 years with the Hong Kong-based airline, effective Jan 2012.

Club Med enhances agent solutions

CLUB Med has launched a range of new business solutions aimed at assisting travel agents & PCOs with enquiries & bookings, which includes expanding flight options to offer Virgin Australia as part of a new business strategy.

The addition of Virgin means agents can compare its fares with those of Jetstar and other Club Med airline partners to ensure the best price for clients.

"Low-cost airlines can no longer be ignored," said vp marketing and product strategy Patrick Bleu.

"The successful combination of low-cost services with high-end products, such as those offered by Club Med, clearly demonstrates that we have met the needs of those clients looking for best

possible price," Bleu added.

GM of Club Med in Australia, Quentin Briard said having Virgin Australia flights enabled Club Med to offer a "more affordable price point" for guests.

Briard said adding DJ "opens up a range of attractive pricing options to our customers when they need it."

The clubmedta.com.au portal has been enhanced and features all Club Med flyers available to download, a training guide on new agents and presentations.

There's an option for agents to personalise promotional Club Med 'Enews' blasts with their own branding to their database through a white-label facility.

National Sales Manager said the move "reinforces the confidence" the firm has with agency partners.

Other new solutions include a dedicated MICE website (clubmed-business.com.au) that provides details on group and incentives programs, as well as Club Med's 'Easy Club Med' B2B tool for agents that are part of the Trident Program which avoids going through a contact centre.

DriveAway Murder Mystery do



DRIVEAWAY Holidays' sales team pulled out the fancy attire for a fun 'Murder Mystery Night' during a recent sales conference held on the Gold Coast.

Pictured from left are: Jose

Solana, Del Rio, Jason Dykzynski, Angus Ratcliffe, Claire Turner and Nathan Baber.

Front: Barbara Bennett, Julia Warner, Penny Henderson and Jennifer Julio.

Eastern Euro promo

AGENTS booking with Eastern Eurotours & Mediterranean Holidays are being offered double Myer One Rewards Points with every Oct & Nov booking.

The promo included earlybird escorted tours and European river cruising from the firm's newly released website range.

In a further bonus, the first 20 agents who book a combined tour/cruise and earlybird flight package before 31 Oct will receive an additional 500 Myer One Points - phone 1800 242 353.

Crystal Carnival in Rio

CRYSTAL Cruises is offering packages to Rio's Carnival in 2012 for guests on *Crystal Symphony's* 06 Feb Miami to Rio 'Copacabana & Carnival' cruise and the 20 Feb 'Samba Serenade' voyage from Rio to Buenos Aires.

Prices for the Crystal Carnivale excursions start from \$US799 to \$US12,999pp for a VIP box suite.

Eurostar Lille bonuses

PASSENGERS travelling aboard Eurostar to Lille can now take advantage of a range of special inclusions under its 'Eurostar Plus' collection.

The value added scheme offers 2-4-1 entry into five Lille museums, including Le Palais des Beaux-Arts, LaM and La Piscine, when showing a valid Eurostar ticket.

Other bonuses are offered at shopping and dining locations in Paris, Brussels and London.

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
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- 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

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Thursday 6th Oct 2011

Aircalin Paradise sale

AIRCALIN is offering a 30% discount on fares to Noumea, now priced from \$301 return ex Brisbane and \$322 ex Sydney, in its 'Pacific Paradise Sale'.

The promo excludes the Q surcharge, and is valid for travel between 07 Nov-04 Dec and 19 Feb-31 Mar, when ticketed before 01 Nov 2011.

Velocity adds onsport

VIRGIN Australia's Velocity frequent flyer program has today launched its partnership with new online sports marketplace, onsport.com.au.

The alliance (**TD** 12 Sep) enables Velocity members to earn points on a multitude of sports products and experiences, such as apparel, footwear, equipment and food, or corporate hospitality, event day experiences and memberships.

Members will earn two Frequent Flyer Points for every dollar spent via the site (four points until late Dec), and be able to burn Velocity points on products by late Oct.

Hayman shows its fresh face

HAYMAN Island in the Queensland Whitsundays is looking better than ever, having recently reopened after a significant makeover following Cyclone Yasi earlier in the year.

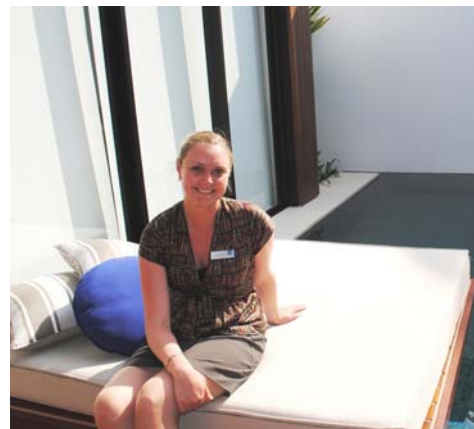
As well as freshening up the iconic resort with a fresh white coat of paint, room fittings have been upgraded across the property and the gardens are now a colourful tropical paradise thanks to the work of celebrity landscaper Jamie Durie.

During the closure all of the staff were kept on, so many found new talents as removalists and gardeners and are now relishing serving guests as they return.

The makeover has also seen big changes to the fancy Fontaine Restaurant which now offers modern Australian cuisine - while the fabulous Azure beachfront eatery has also had a significant upgrade - and still offers the most amazing breakfasts.

The major landscaping works have also enabled the creation of a number of new outdoor venues which are ideal for weddings or conference/incentive functions.

The new Hayman Beach Villas are proving extremely popular, located right on the beach but each also offering a completely private swimming pool as well as butler service, the latest



technology including Apple TVs, a constantly refilled complimentary snack bar and other surprises.

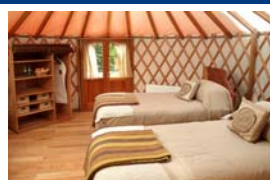
Hayman's sales manager for Vic/Tas/SA/WA, Fiona Cogar, told **TD** that guests who book the upmarket villas are also offered capital city limousine transfers at the start and end of their holiday to really do it in style.

She's pictured above showing off the spectacular daybed and private pool in one of the Hayman Beach Villas.

Lots more pictures of the fresh Hayman are on our website now at traveldaily.com.au/photos.

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.3: How many weekly services does LAN offer between Sydney & Santiago?

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

Click here for terms & conditions



1 million QFFF points

QANTAS is offering a prize of a million frequent flyer points in a special promotion to celebrate the third anniversary of the launch of Any Seat redemptions.

Travellers who use points to book an Any Seat Reward, including points plus pay, on a QF flight between 06 and 19 Oct, will be automatically entered into the draw, with ten runner-up prizes of 100,000 points each.

APT extends 2-for-1

APT has extended its Mekong River Cruise two-for-one deal from Dec to also include departures in Jan and Feb 2012.

The deal applies to eight-, 12- and 13-day cruise packages, for bookings made by 31 Dec.

SilkAir to Koh Samui

SINGAPORE Airlines' regional full service airline, SilkAir has begun servicing the Singapore to Koh Samui route thrice weekly.

It's the third Thai SilkAir port, after Phuket and Chiang Mai.

30,000 TMS downloads

TMS Asia-Pacific says more than 30,000 iPhone users have now downloaded its new 'You're Hired' App - an average of 1000 per day since it launched.

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

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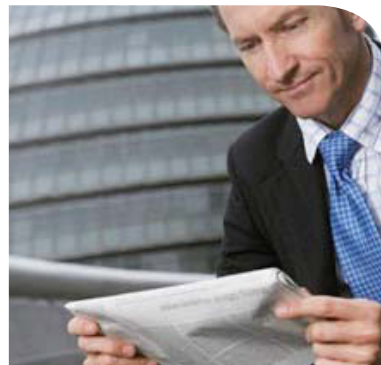
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ARE YOU A LOOKING FOR A JOB?



GDS TECHNICAL SPECIALIST, SYDNEY

- * Global Technical Product role
- * Lead 3rd party integration
- * Salary \$100 - \$110K package

Our client is currently looking for a technical specialist to provide support for commercial activities related to their product offerings. This will be the founding of a Global Development Program. 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. To be successful in this role, you will need min 5 yrs experience in a technical support role in a technology environment with demonstrated success in leading 3rd party engagement, and knowledge of travel industry products.

Contact Sally Matheson 02 9231 6444 or email sally@tmsap.com

ACCOUNT MANAGER HOTELS - SYDNEY

- * Work for the market leader in online hotel reservations
- * Bring your experience, skills and motivation
- * Salary up to \$85K OTE

The role will see you working with hotels to optimize revenue, improve conversion and drive growth in the designated territory. You will be responsible for acquisition of new hotels, creating strategic plans, progress reports and advising hotels on their internet strategies. Ideally you come from a hotel sales background or an online travel environment. You have at least 2 years of experience in a similar role. You will demonstrate strong knowledge of Australian hotels and online distribution markets. You will bring existing network of contacts within the hotel industry. You are a self-starter and results-oriented. You have exceptional analytical, communications and commercial skills. You have a min Bachelor degree.

Contact Anna Wachowiak T: 02 9231 6444 or email annaw@tmsap.com or apply online now!

MULTI CORPORATE TRAVEL CONSULTANTS - NORTH SYDNEY CBD & LOWER NORTH SHORE

- * Ongoing training with exceptional management and team
- * Respected travel company with fantastic training opportunities
- * Salary \$50K

This is a role responsible for providing end to end international and domestic travel management for corporations. This is a great opportunity for a experienced retail or domestic corporate/ retail consultants. To be considered for this role you must be experienced in retail/corporate travel, knowledge of a GDS system and back office. If you have strong customer service skills this is the role for you.

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

TRAINING & DEVELOPMENT MANAGER (PART-TIME), MELBOURNE

- * Exciting Opportunity
- * Global Travel Company

A rare opportunity exists to join this global travel company as Training and Development Manager. The role is focused on facilitating training on product for both existing consultants and new employees. The successful candidate will have a strong travel background and experience in training; you must have relevant training qualifications and knowledge of online training systems. A competitive salary and travel benefits are on offer for the right candidate.

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

CORPORATE ACCOUNTS FINANCE CO-ORDINATOR

- * New established corporate travel management company
- * Salary \$70K

On behalf of our client we are now seeking a dynamic travel professional to provide support to the Senior Account Finance Manager. A strong background in accounting and travel finance is essential. You will be experienced in creating monthly, quarterly and annual reports and also assist account manager in analysis of travel spending and buying behaviour.

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

LEISURE CONSULTANT, PERTH

- * Leading travel management company
- * Great team with a great working environment
- * Salary pending experience

Our client is currently winning business, and are therefore looking at growing their teams. They are looking for a Leisure Consultant and a Corporate / Leisure Consultant. You will be working in a busy location, with a lot of repeat / VIP clients. My client pays well and will pay the right salary for the right candidate.

To find out more about these 2 exciting roles in Perth contact Sally Frape at TMS Asia Pacific 02 9231 6444 or email sally@tmsap.com

"HOT TEMPS" JOBS this week

* Short and long term temporary work

* Start now!

* Earn great \$\$\$\$\$\$\$\$\$

This weeks hot jobs, apply now.....

* 1 X RETAIL CONSULTANT
(Sydney CBD, Galileo - start 4 Oct)

* 1 X CORPORATE CONSULTANT
(North Sydney, Amadeus & Tramada - start now)

* 1 X RETAIL LEISURE CONSULTANT
(Inner West location, Sabre & Tramada - start early Oct)

* 1 X RETAIL LEISURE CONSULTANT
(CBD location, Sabre & Sam - start mid Oct)

* 1 X RETAIL CONSULTANT
(Sydney CBD, Galileo & Cross Check - start now)

* 1 X LEISURE CONSULTANT
(Melbourne, Galileo & Cross Check - start mid Oct)

In between jobs? Why not do some temporary work? Earn, learn, meet new people and have fun! You will need some travel consulting experience and some working knowledge of either Amadeus, Sabre or Galileo. Flexibility is an advantage

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



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MANY MORE EXECUTIVE ROLES AVAILABLE – CALL US NOW...

NEW SOAR TO THE SKIES WITH THIS AIRLINE CORPORATE AIRLINE SALES MANAGER SYDNEY – SAL PKG TO \$80k + AIRLINE BENEFITS

These **EXCITING NEW** roles forming part of this well known airline's key **CORPORATE TEAM** will be responsible for the day to day management of client activity and sales. With a strong focus of business growth & retention, you will have the ability to generate new sales and have a solid understanding of how to secure new business opportunities to ensure this airline is increasing their portfolio of corporate clients.

TAKE YOUR CRM SKILLS GLOBAL! ACCOUNT DIRECTOR ASIA PACIFIC SYDNEY – SALARY PACKAGE OTE \$130K++

Here is the opportunity to join the world stage. Take your high level sales & account management skills, combine them with your advanced knowledge of GDS and online products & bring them to this exciting global organisation that will give you responsibility for key customers, including retaining and growing their business. You will be energetic, goal-orientated, ambitious, and motivated by achieving targets.

FARMERS NEEDED!

CORPORATE ACCOUNT MANAGER SYDNEY – SALARY PACKAGE TO \$100K+

Are you well connected within the Sydney corporate market and looking to be part of a forward-thinking company with exciting growth plans? As part of the Key Account Management team you will be responsible for the day to day management of corporate client activity including data analysis, relationship management and resolving any service related issues. Global career advancement opportunities available.

CAN YOU MAKE SENSE OF NUMBERS?

ACCOUNT MANAGEMENT SUPPORT ANALYST SYDNEY – SALARY PACKAGE TO \$75K

In this newly created role you'll work directly with the Account Manager responsible for the overall client relationship. Your role will include; creating detailed reports, managing data accuracy, analyzing both client and supplier data, assisting in the implementation of systems & booking tools to new clients and providing first level support for any reporting software issues. Analytical & technical skills essential

THE NEXT STEP UP FROM PROGRAM MANAGER

OPERATIONS MANAGER – CONFERENCE & INCENTIVE MELBOURNE – SAL PKG DEP ON EXP

Move forward and take the next step with your career in Conference & Incentive Travel. This rarely seen opportunity has a focus on driving customer service and unique experience and will utilise your strong background working in the international conference & incentive market. Oversee all management responsibilities across the program team including systems, procedures and workflow.

JUST CRUISING?

CRUISE OPERATIONS MANAGER X 2 MELB & SYDNEY - SAL PKG DEP ON EXP

Do you have impeccable **MANAGEMENT** skills within the cruise market? Have the ability to manage and busy department? This company is looking for a senior operations manager who has the capacity to create a solid team working environment while focusing on the development of the department including involvement in proposals, itinerary planning for onshore activity and managing budgets.

USE YOUR SKILLS TO TRAIN OTHERS

TRAINER – PART TIME MELBOURNE - SAL PKG PRO RATA \$55k + SUPER

This new training role for Melbourne will see you working with one of the countries biggest wholesalers where you will be responsible for training wholesale agents on Calypso net and ensuring they understand all aspects of the system. This fantastic opportunity is a job share role which will see you work 3 days per week. You will also have access to free financial planning & other exclusive benefits such as a discounted gym

CALYPSO EXPERT

CALYPSO REPORTING ANALYST BRISBANE - SALARY PKG TO \$80K OTE

This unique role situated in the sunny northern state requires a skilled Calypso genius who can facilitate testing and respond to escalation issues relating to the system along with your ability to be able to effectively run reporting and understand new functionalities of the system for roll out across the business. Your understanding of this system will be extensive along with Excel usage skills. Use your talents

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Linda Green
NSW & ACT
Ph: 02 9231 2825

Toni Francis
NSW & ACT
Ph: 02 9231 2825

Kathryn Heberton
VIC, SA, WA, QLD
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

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SINGAPORE AIRLINES

A great way to fly



BE AN EARLYBIRD

Sell the Singapore Airlines world in the month of October

GRAND PRIZE

\$25,000

DEBIT CARD*

To the top seller for the month of October with a minimum of \$50,000 in sales and 20% growth from last year.

WEEKLY PRIZES

PER WEEK PER STATE

1st Prize

\$1,000

DEBIT CARD⁺

Sell a minimum \$10,000 in one week with 20% growth.

2nd Prize

\$500

DEBIT CARD[^]

Sell a minimum \$10,000 in one week with 10% growth.

3rd Prize

\$250

DEBIT CARD[#]

Sell a minimum \$8,000 in one week with 30% growth.



Consolidated Travel Group

Quikfares

Quikticket

CONDITIONS: Valid for all tickets & not limited to Earlybird fares issued by Consolidated Travel or via Quikticket between 01-31 October 2011 on 100% SQ itineraries ex Australia plated to SQ (618) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Singapore Airlines reserve the right to alter or cancel the promotion any time. *GRAND PRIZE: to be eligible you are required to ticket a minimum \$50,000.00 of International Sales during the duration of the promotion plus a 20% growth from the previous year. WEEKLY PRIZES: +to be eligible you are required to ticket a minimum \$10,000.00 of International Sales in any week of the promotion plus a 10% growth from the previous year ^to be eligible you are required to ticket a minimum \$10,000.00 of International Sales in any week of the promotion plus a 10% growth from the previous year #to be eligible you are required to ticket a minimum \$8,000.00 of International Sales in any week of the promotion plus a 30% growth from the previous year. States are defined as follows: VIC/TAS, NSW/ACT, QLD, SA/NT & WA, if a state has no winners the prizes will flow onto the next eligible winner in any state. Debit Cards for this promotion are capped and will be distributed at the completion of the promotion or as otherwise stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 29 September 2011.