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Travel Daily

First with the news

Monday 17th October 2011

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Creative Arabia out

CREATIVE Holidays has launched its 2012 Arabian Peninsula program - more brochures on **p7**.

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Govt social network push

THE Federal government says it's "imperative" for tourism operators to grasp new digital marketing technologies and embrace social networking as the distribution landscape in Australia evolves.

As part of the National Long-Term Tourism Strategy, on Fri the govt released the *Going Global* action plan that addresses the need for travel businesses to look beyond traditional distribution such as GDS for greater options (**TD Tue**).

"While traditional channels remain a vital part of the opportunity to distribute your tourism product or service, the Internet has made the 'chain' more open for consumers and travel business operators alike," the report said.

Globally, online bookings are estimated to be growing at over 50% per year, with Australia's growth rate slightly less, at 35%.

The reports says consumers are "increasingly more savvy about their purchase decisions" thanks to the power of social media and user generated content featured on sites including Facebook, TripAdvisor, YouTube and Twitter.

Social media "can have a profound effect on your business & it is crucial that you understand how to monitor and manage this information to your advantage."

The govt also recognised mobile devices (smartphones & tablets) and 'apps' are "changing the way customers interact online."

"The immediacy with which consumers can search for, respond to and upload, information about your business means that it is imperative for you to understand the impacts of new technology and ways of interacting with your customers," the report claimed.

It also said the National Broadband Network will provide opportunities for more tourism businesses to lift revenue through data rich portals that can handle high-resolution images & videos of products and services, aiding tourism firms to compete in the national and global marketplace.

View the 20-page *Going Global* Action Plan at bit.ly/tdggap.

QH Trip bonuses

QANTAS Hols is today promoting double Trip points on every Accor booking in Qld, as well as other loyalty point bonuses on Europe earlybirds, NSW and Europcar bookings - details on **page 11**.

Eight pages of news

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

- AA Appointments jobs
- inPlace Recruitment
- Qantas Holidays
- ICCA - Cruise3sixty

Cruise3sixty regos

THE International Cruise Council Australasia is inviting Aussie agents to take part in the upcoming Cruise3sixty conference in Fort Lauderdale, Florida from 24-29 Apr 2012 - more details on **last page** of today's **TD**.



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Travel Daily

First with the news

Monday 17th October 2011

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Virgin offers seat selection

VIRGIN Australia has announced the introduction of "enhanced seating options" which will allow passengers to choose their preferred seats on all DJ operated services.

"This enhancement is in line with our partner carriers, such as Etihad, Air New Zealand, Delta and Singapore Airlines," Virgin said in an industry update.

Effective immediately Advance Seat Selection is available for Platinum, Gold and Silver Velocity frequent flyers (and travelling companions in the same booking) as well as for all guests buying business class, premium economy or Flexi fares in economy class. Eligible pax can choose seats

from 14 days prior to departure, while other fare levels now have the option of seat selection when they check in online 24 hours before departure.

Travel agents can submit generic requests for best available aisle or window seats, and bookings created via GDS can also be retrieved on the Virgin Australia Manage Bookings web page using the DJ record locator, from which a seat map can be viewed and seating assigned.

DJ says it's not currently offering GDS seat maps but "we are working towards this as a further enhancement in the future".

Skywest ATR AOC ok

SKYWEST Airlines has been approved by the Australian Civil Aviation Safety Authority to add ATR 72-500 aircraft to its Air Operators Certificate.

The green light follows a successful 'proving flight' and comes in time for today's inaugural service of the Skywest Australian Regional Airline Network with Virgin Australia.

The first DJ flight to operate under the pact flew from Brisbane to Gladstone this morning, with DJ's Merren McArthur saying the move brings "much needed competition to the route".

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BOOKING PERIOD: 1-31 OCTOBER 2011

TRAVEL PERIOD: 1-16 NOVEMBER, 2011 & 18 FEBRUARY - 18 MARCH 2012

Coral Princess reno

CORAL Princess Cruises has begun a four-month long \$1m refurbishment of its 35 metre catamaran *Coral Princess*.

The project will see new engines installed and teak decks, reconfigured dining room and lounge, new teak furnishings and refreshed decor.

EY signs TAP c'share

ETIHAD has added yet another codeshare partner, under a new pact with TAP Portugal.

EY will place its code on TAP flights from Lisbon to Brussels, Dusseldorf, Faro, Frankfurt, Funchal, Geneva, London, Milan and Porto, while TP will be added to Etihad flights from Brussels, Dusseldorf, Frankfurt, Geneva, London and Milan.

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Qantas loses maintenance deal

THE ongoing dispute between Qantas and its engineers has seen the airline lose a maintenance contract with AirCalin.

CEO Alan Joyce made the revelation in a TV interview yesterday, also confirming that the unrest will see work on Jetstar planes taken offshore.

Despite engineers announcing on Fri that they won't strike for the next two weeks, Qantas has published its new schedule

detailing the 400 flights and 60,000 seats of cancellations due to the grounding of five planes, which it says has been necessitated by overtime bans and go-slows.

The industrial unrest is continuing to cause grave concerns across the industry, particularly about the knock-on effects for tourism operators.

SQ expects Italy rights

SINGAPORE Airlines is likely to be granted fifth freedom rights at Milan airport, according to a number of media reports in Italy.

The Italian govt has reportedly given the green light for the extended operations which would allow SIA to fly from Singapore to New York via Milan.

Officials are believed to have acquiesced to the request in the light of the looming demise of Lufthansa Italia, which will cease to operate in two weeks after LH decided to shut it down.

LH's Italian operations were based in Milan, and the closure will see a massive reduction in flight capacity from the northern Italian city.

William Angliss to SIN

AUSTRALIAN tourism and hospitality training institution, William Angliss Institute, has officially opened its new campus in Singapore, in partnership with the country's Workforce Development Agency (WDA).

William Angliss won a WDA tender which will see it deliver 2000 training places annually for the Singapore tourism workforce.

The new William Angliss Institute Tourism Continuing Education and Training Centre will offer courses for different tourism sectors across levels from Certificate to Diploma, with a range of delivery options.

See angliss.edu.au/singapore.

FIFO terminal for OOL

GOLD Coast Airport is set to have a dedicated terminal for fly-in/fly-out mining operations, with a consortium believed to be in the final stages of negotiating the use of OOL Terminal 2 which was previously used by Tiger Airways.

The group, called FIFO Terminal, has reportedly offered a range of lounge areas in the terminal to Bowen Basin mining companies.



Window Seat

HOW about this for a souvenir?

A British soldier is set to sell a memento of his time in the second Gulf War - the bronze buttock from a toppled statue of Saddam Hussein.

52-year-old Nigel "Spud" Ely was working with a TV crew covering the fall of Baghdad and was there when US Marines pulled down the gigantic image of the Iraqi dictator.

He asked them for a keepsake and "when I mentioned to the marines that I was an old soldier they told me 'No problem, buddy - help yourself'".

Using a hammer and a crowbar he removed the buttock, and incurred a large bill for excess baggage when he flew back to London.

"It's been with me all these years, but I decided it was time it did some good," Ely said, announcing a plan to auction the unique item for charity.

ONLY in Dubai?

Professional bimbo Kim Kardashian says she may open a personally-branded hotel in the Middle East.

According to the *Wall Street Journal*, Kardashian made the suggestion during a press conference in the emirate.

"I was telling my sisters, we've got to start up a hotel in Dubai and design all the different rooms and floors," she said.

"I like to pay attention to what my fan base is really asking for, whether it's hair and make-up, clothing brands...everything I think will be successful here".

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Lunching for a good cause



ABOVE: Qantas hosted a number of tables last Thu in support of the Sony Foundation's Wharf4Ward charity fundraising campaign for youth cancer.

More than \$550,000 was raised from the event, which took place in the various restaurants on Sydney's Woolloomooloo Wharf, with an after-party at the Blue Hotel's swanky Water Bar.

One of the Qantas tables was hosted by regional general manager Peter Collins, who's pictured above centre with his guests: Chris Goddard, Maxim's Travel; Brett Dann, Hunter Travel Group; Neil Wood, Traveltoo; Barbara Gross, Sabra Travel; Tom Goldman, Goldman Travel; Tim Lane, Travel Beyond; and Gil McLachlan, HWT Manly.

£500k fine for LHR

THE operator of London Heathrow Airport has been ordered to pay a massive penalty of £500,000 after it was found to have incorrectly under-reported queuing times at security checkpoints.

The UK Civil Aviation Authority conducted an investigation into the reporting at both Heathrow and Gatwick, with an independent audit finding that "the queue profile visibly differed between when the auditors were present and the profile in previous months".

A CAA spokesperson said the authority was "ensuring that the UK's two largest airport's measurement of their security queue performance is of the highest possible standard".

Monday 17th Oct 2011

AA closes SFO base

AMERICAN Airlines plans to close its Pilot base in San Francisco with the carrier saying its decision was based on the number of retirements causing staff shortages which have risen to triple that of 2010.

Over the last few years the carrier has cut two routes from SFO to Boston and Honolulu and has started focusing on hubs in New York, Los Angeles, Miami, Chicago and Dallas-Fort Worth.

Hyatt jv SiteMinder

HYATT Hotels and Resorts has partnered with online distribution company SiteMinder to increase its online bookings for its seven luxury hotels in Australia via worldwide booking sites.

VA/HA codesharing

VIRGIN Australia confirmed on Fri its codeshare agreement with Hawaiian Airlines will cover flights to Honolulu and to the outer islands (**TD** breaking news).

Bernardi at ATEC

JETSET Travelworld Group head of wholesale Simon Bernardi has been confirmed as one of the keynote speakers at the upcoming Australian Tourism Export Council 'Meeting Place' conference, which will take place at the Sydney Hilton 06-08 Dec.

The program for the event has just been released, with other speakers including former Tourism Australia exec Richard Beere from Fastrak Solutions/AOT, Grant Hunt from Anthology, Assistant tourism minister Nick Sherry and shadow tourism minister Bob Baldwin.

Meeting Place also includes the ATEC AGM as well as a range of networking opportunities; more info and registrations for the event at www.atec.net.au.

Supplier Updates

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

Today, **DriveAway Holidays** is promoting its Australia & New Zealand Car & Motorhome Rental Sale, with some of the deals ending on 31 October 2011.

CLICK HERE FOR FULL DETAILS

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

with more flights between melbourne and sydney, business travellers will be happy too.

It's great news for plane spotters - and business travellers. From October 30, Virgin Australia flies between Melbourne and Sydney up to 58 times on weekdays, including more flights during peak business hours.

For more information, speak to your Account Manager or visit virginaustralia.com

Flight schedules are subject to change.



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New Albatross tour

ALBATROSS Tours has unveiled a new 16-day Rhineland, Alsace and Swiss Alps tour travelling from Frankfurt to Luzern.

Discounts of up to \$300pp are on offer for new bookings made on the tour before 02 Dec.

ezRez enhancement

TRAVEL software supplier ezRez has launched a new product which enables members of airline or hotel loyalty programs to “use their points as currency in digital wallets”.

The launch customer for the enhancement is United Airlines, which will integrate its Mileage Plus loyalty scheme to allow members to use miles to pay for products and services online through selected merchants.

“The merchant will deliver the goods directly to the member, whose MileagePlus account will be debited with the appropriate number of miles,” the firm said.

The new system is set to roll out for United Airlines during 2012.

Victoria MICE events

MELBOURNE will host four world class business events over the next six years which are expected to generate \$22.8m for the State’s economy.

Louise Asher, Minister for Tourism & Major Events said the conferences will attract delegates from North America, UK, Europe, Japan, Hong Kong and Singapore and provide the opportunity to showcase Victoria as a world class medical, scientific & research hub.

Events include the 25th World Congress of the Int’l Society for Forensic Genetics; The Meeting of the Int’l Committee for Conservation of the Int’l Council of Museums; and The Congress of the Int’l Union of Prehistoric and Prohistoric Sciences.

GF “live to air” TV

BAHRAIN’s Gulf Air is claiming to be the first airline to offer pax live in-flight TV, high speed broadband and mobile phone services inflight using Panasonic’s Global Communication Suite.

Worldhotels addition

INDEPENDENT global hotel representative Worldhotels has added the 396-room Hotel Transamerica Sao Paulo to its portfolio of properties in Brazil.

Global recognition for Rachel



ABOVE: Trafalgar has awarded its Global Executive of the Year honour to the tour operator’s locally-based Director of Sales, Rachel Harding during its global conference held in Scottsdale Arizona, USA recently.

Harding won the award for her strong sales during 2010, and for “living and breathing the true spirit of the brand”.

Pictured celebrating her win at the conference is Rachel and her team from left: Katherine Paterson, director of marketing;

Alison Watts, sales manager NSW; Tenneil Lawson, sales manager Vic; Michelle Barnes, sales manager Qld; Matthew Cameron Smith, managing director; Laura Cuthbert, sales manager NSW; Conrad Mc’Call, sales manager WA; Janes Hughes, sales manager Qld; Rachael Harding, director of sales; Sonia Thorpe, sales manager NSW; John Weeks, ceo The Travel Corporation; Suzy McPhail, sales manager Vic; Michelle Piccirillo, sales manager SA/NT and Claire Sweeney, groups sales manager.

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Colorado ski open

COLORADO Ski Country in the US began its 2011/12 ski season late last week, opening the ski resorts of Arapahoe Basin, Loveland and Wolf Creek.

MGM Grand to India

MGM Hospitality has signed a deal to launch the MGM Grand, Bellagio and Skyloft hotels in Mumbai, India.

The project is part of a 20 acre complex that will include five commercial office buildings, a retail development & private club.

Wendy Wu India brox

WENDY Wu Tours is giving pax the option of extending its seven-day independent Golden Triangle tour in India with a choice of three-day add-on tours in 2012.

Also new in the India program are the 10-day Brahmaputra River Cruises itineraries onboard the *MV Manashputra* operating on select dates between Nov-Mar.

Goldman's masterchef bake-off



ABOVE: Independent travel management firm Goldman Travel held a 'Big Bake Day' last week to help raise money for Red Cross.

The project formed part of Goldman Travel's Gold Community initiative, with the team raising \$200 for the charity.

Pictured holding their yummy creations from left are: Chris Cheyne, Kelly Sherrard, Milton Massel, Sharon Head and David Goldman.

DriveAway Summer

DRIVEAWAY Holidays last Fri kicked off its Summer Sale deals on car and motorhome rentals in Australia & NZ, if booked in Oct.

Deals in Australia include discounted car hire prices and all inclusive options, while across the ditch, there's reductions of up to 20% on rentals and 67% off motorhome hires, based on various pick-up dates.

Free flights to Kenya

WILDLIFE Safari is offering free airfares to Africa ex SYD, MEL, PER or BNE to Nairobi, when guests book one of five luxury, all inclusive 'Signature Safaris' to Kenya and Tanzania between Feb & May 2012.

Aulani stay pay deal

DISNEY's brand new Hawaiian resort & spa, Aulani, is offering a Stay 5, Pay 4 promotion as a grand opening special for guests.

The deal is available from now until 16 Dec and valid for stays between 27 Nov-16 Dec, 04-12 Jan and 16-25 Jan.

To take advantage of the promo online, quote the code Y5J when booking at www.aulani.com.

DL/US slot swap ok'd

THE US gov't has approved the slot between Delta Air Lines & US Airways at New York LaGuardia and Washington Reagan Airports (**TD** 24 May), subject to certain conditions.

The airlines say one aspect of the deal will be less air space congestion over New York City.

EK Pakistan focus

EMIRATES is boosting services to Lahore & Islamabad in Pakistan to seven weekly from 31 Oct and 02 Nov as a sign of its commitment to the country.

Flights to Peshawar will operate thrice weekly from 05 Nov.

SINGAPORE AIRLINES

TICKETING / ADMINISTRATION ASSISTANT- BRISBANE TEMPORARY POSITION

An opportunity exists for a motivated individual to join the Singapore Airlines team in the Brisbane City Office.

This is an entry-level position reporting to Manager Queensland.

Term of Employment:
The position is full time, on a temporary basis until end of July 2012.

Key areas of responsibility include:

- Assisting customer enquiries in person, by phone and email
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To be successful in this role you will require:

- A general understanding of the airline/travel industry and Singapore Airlines product knowledge would be desirable.
- Excellent telephone manner, communication skills, strong service attitude and professional presentation
- Ability to work as a team player and independently
- PC literacy skills - Knowledge of Microsoft Excel & Word
- Excellent command of English, both verbal and written

Applications will be treated in strict confidence and should be forwarded to Mr Greg McJarrow, Manager Queensland either by mail to GPO Box 49, Brisbane QLD 4001 or email to Lorna_Varne@singaporeair.com.sg

Applications close Friday 21 October 2011.

Corporate Sales Manager

Europcar, one of Australia's leading car rental companies, is seeking to appoint a **Corporate Sales Manager** to lead the delivery of corporate business targets across **New South Wales**.

The business is part of the world's largest car rental network and is now experiencing strong growth in the in the Australian market. This 'hand's on' sales leadership role has been developed to further capitalise on this positioning.

Key responsibilities include:

- Motivating, mentoring and leading a small business development and account management team to deliver superior results
- Securing of new opportunities and growing existing relationships
- Taking a structured, planned approach to new business generation and achieving separate new business and existing business revenue targets
- Developing detailed, measurable strategic account plans for identified customers
- Forming relevant relationships with local industry bodies and networks and attending trade shows and conferences as required to boost Europcar's profile

To be considered for this role you should possess:

- Significant B2B experience in both account management and new business generation roles
- Knowledge of the car rental business or experience in a related industry
- Exceptional customer service skills and the drive to deliver quality outcomes for both external and internal customers
- Previous experience leading staff and the ability to coach and mentor staff to provide exceptional performance

If you are interested in joining an internationally recognised and respected company, please forward your application quoting reference number **NSW 37/11** to lm.stewart@europcar.com.

CZ gets first A380

CHINA Southern took delivery of its first of five Airbus A380s (featuring 506 seats in 3 cabins) on Fri, becoming the 7th airline to begin using the superjumbo.

Tourism disaster plan framework

THE gov't has released details of the National Tourism Incident Communication Plan - the risk management framework that can be applied to incidents that have the capacity to impact tourism.

The NTICP is authorised by the Australian Standing Committee on Tourism, which acts on behalf of tourism ministers.

The report includes an 'Activation Flow Chart' that maps the order of actions to be followed in the event of an incident that warrants its roll out - such as acts of terrorism, war, disease outbreak, natural disasters & other events.

There are four activation levels an incident will be rated by - Red (high risk), Amber (medium), Green (guarded) and Blue (low).

Blue, Green or Amber activation is determined by the Monitoring & Communicators' Group, which includes representatives from Tourism Australia, the National Tourism Alliance, the Tourism & Transport Forum & the Australian Tourism Export Council.

Red activation will be monitored by the Central Incident Management Group - comprised of the Standing Committee, the NTA, TTF, ATEC, the Australian Regional Tourism Network, and other organisations.

The CIMG will be responsible for making high-level decisions on actions necessary, while the MACG will offer recommendations on a course of action for domestic and int'l markets, such as altering overseas marketing campaigns and preserving existing bookings.

Full details at bit.ly/NTICP.

New BA Gatwick home

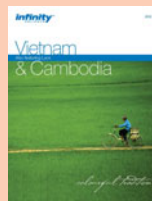
BRITISH Airways will officially open its new state-of-the-art North Terminal at London Gatwick Airport shortly that will enable pax for the first time to print their own bag tags.

Other services incl self service check-in and seat selection.



Brochures of the Week

WELCOME to Brochures of the Week, **Travel Daily's** Mon feature. *If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including an image of the front cover plus contact details to brochures@traveldaily.com.au. And don't forget our **FREE** brochure listing service at www.traveldaily.com.au/brochures.*



Infinity Holidays - Vietnam and Cambodia 2012

The new brochure features 48 pages and includes new features on Hoi An, Danang and Nha Trang. The "Flying There" section offers helpful information about preferred airlines and options for the boat and bike tours available. The product available for the South East Asia destination is being sent out to stores soon.



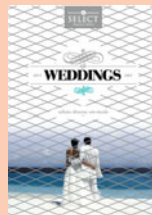
Adventure World - Africa 2012

Tours, accom and packages in Africa, Mauritius, Reunion, the Seychelles and Madagascar are offered in this 100 page brochure. 19 new products have been added, incl a Cape Malay experience, a junior ranger safari in Tanzania and stays in Sanctuary Retreats in Botswana. More details at adventureworld.com.au.



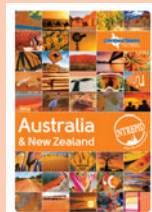
Tempo Holidays - Egypt, Dubai 2012

This new 44 page brochure covers Egypt, Jordan, the UAE, Israel, Oman, Qatar and for the first time Morocco. Included are more in-depth touring options, new packages to off the beaten track locations and more choices of hotels. Also expanded is Tempo's 'Taste of' packages to Alexandria and Cairo and new hotels in Aswan & Luxor - see tempoholidays.com.



Select Vacations - Weddings 2011/12

The first ever Select Wedding Vacations brochure to the Australian retail travel market offers packages to over 12 destinations including Thailand, Fiji, Tahiti, Cook Islands and Bali. The Australian wholesaler is able to assist agents with planning the entire wedding as well as guest travel arrangements - selectvacations.net.



Intrepid - Australia and New Zealand 2012

This new brochure features 30 trips in Australia and six in NZ, with lots of Short Break Adventures including the new three-day Dreamtime Discovery ex Cairns, an extensive range of longer Basix trips to appeal to backpackers, and revamped facilities such as full linen and revised menus on Top End and Red Centre tours to enhance customer comfort - intrepidtravel.com.



Wendy Wu Tours - China 2012/13

The new China brochure has been increased for 2012, offering 100 pages filled with new group tours, the addition of Japan, and more flexible FIT programs. Other new tours include the Cities of the Orient (combining Hong Kong and China) and the China and Tibet Discovery itinerary - wendywutours.com.au.

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35 years of MH in WA



MALAYSIA Airlines celebrated its 35th year of flying into Perth with a Cocktail Party in the city with a group of travel industry partners last week.

Chris Evans, New Horizons is

pictured receiving the grand prize of two return tickets from Perth to Kota Kinabalu, a night's accom at Bunga Raya and a four day tour sponsored by Sabah Tourism.

Pictured from left are: Albin Obilinovich, MH; Gwenda Zappala, Sabah Tourism; Jay LaGrange, MH; Bev Clarke, MH; Chris Evans, New Horizons and Justin Kestel, Malaysia Airlines.

New Early Bird Brochure Available!



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Save up to \$1,100 per couple on selected tours throughout Greece and the Mediterranean.

Contact Greece Med Travel on 1300 661 666



Contact TIFS or

Download the brochure at www.greecemedtravel.com

Tiger boost for BNE

BRISBANE Airport recorded a 2.3% year on year increase in domestic pax numbers during Sep, up over 31,000 to 1.41m.

The airport credits growth to the return of Tiger services and major sporting events.

Int'l arrivals & departures for the month were up 3.9% (about 15,000 movements) to 390,235, with "significant growth" to Indonesia, Thailand and Fiji.

NZ adventure review

NEW adventure activity regulations released by the Tourism Industry Association New Zealand, are expected to address safety expectations of clients that were missed in the Adventure Tourism Review.

"Client expectations of safety are higher than ever while the tolerance for mistakes is very low" said Geoff Ensor, TIA advocacy manager.

Sea Princess arrives

THE 77,000-tonne *Sea Princess* arrived in Sydney Harbour this morning for her inaugural visit to Australia and summer season based down under.

Princess Cruises says that over the next six-months more than 27,000 passengers aboard the 1,990-pax vessel will generate over \$12m to the local economy.

Sea Princess will operate 12 round-trip cruises from Sydney, with voyages to New Zealand, the South Pacific, China and Japan.

A 13-night NZ cruise is priced at \$999ppts - more at princess.com.

Monday 17th Oct 2011

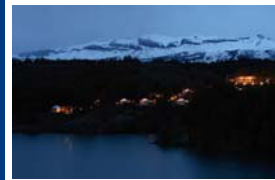
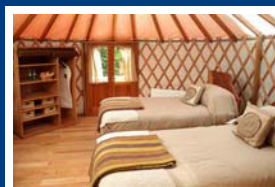
AAA on QF strikes

THE Accom. Assoc. of Australia has slammed union industrial action against Qantas, saying the impact of strikes is of "great concern" ahead of its busiest period.

CEO Richard Munro said their action may negatively impact on travel plans of holiday-makers & business travellers.

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.10: What is the reclining angle of LAN's Premium Business seats on the Sydney – Santiago route?

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

Click here for terms & 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.

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EVEN MORE NEW ROLES ARE AVAILABLE NOW THROUGH AA EXECUTIVE

I.T. SKILLS ARE HIGHLY REGARDED HERE

TECHNICAL SPECIALIST

SYDNEY – SALARY PACKAGE TO \$95K

Directly support the Account Managers as the subject matter expert in customer engagement, providing demos and on-site visits and building close relationships with developers through the entire life-cycle, from acquisition to ongoing retention. You will have worked in a technology environment within the Travel Industry and have proven skills in managing multiple stakeholders, including third party partners.

SENIOR AIRLINE ROLE

NATIONAL SALES & MARKETING MANAGER

SYDNEY – SALARY PACKAGE ON EXP

Be responsible for the growth and development of this fantastic airline within the Australian market. You will have the ability to facilitate and maximize revenue and yield while using your commercial awareness with the ability to impact on the future success. Being responsible for the Australian Sales team you will know how to drive the team to perform. A key role for this international carrier

TAKE THE COUNTRY BY STORM

AREA MANAGER - RETAIL

SYDNEY – SALARY PACKAGE TO \$85K

This integral role, part of a large National company, will see you travelling interstate to develop retail travel offices to improve sales. You will have the understanding of what makes a retail office stand out from the rest and be able to analyse marketing and sales tactics to generate further increased exposure which ultimately will increase the bottom line. Your background in developing sales across a variety of offices is a must!

ACCOUNT MANAGEMENT AT ITS FINEST

ACCOUNT MANAGEMENT SUPPORT ANALYST

SYDNEY – SALARY PACKAGE TO \$75K NEG

Join a rapidly expanding TMC and provide critical support to the Account Manager by 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. Work in a unique office location and watch your career flourish within a new operation.

BREATHE SOME FRESH AIR INTO THIS PRODUCT

PRODUCT MANAGER X 2

NEWCASTLE – SALARY PACKAGE TO \$70K

Are you looking to leave the hustle and bustle of the city behind? These new roles are hot off the press and will take you to regional NSW where you can work for a well established operator. Your talents for product development, competitor analysis and an ability to successfully plan brochure production to ensure roll out occurs on time is required here. Join a company where your future is secure in a regional location!

SKILLED LEADERSHIP ROLE ON OFFER

TEAM LEADER – CORPORATE ONLINE TEAM

SYDNEY – SALARY PACKAGE \$75k+

Do you have the ability to build a successful team with a solid background in online booking systems? This superb company is looking for a talented operator who can deliver time after time with regards to ascertaining and driving the team performance. Previous supervisory skills and knowledge of corporate travel structures including online booking tools are a must to secure this great position.

CONFERENCE & INCENTIVE SENIOR MANAGER

OPERATIONS MANAGER

MELBOURNE – SALARY PACKAGE DEP ON EXP

This newly created position within an outstanding operator will see you reporting to the GM responsible for overseeing the program team driving customer service and unique experiences. With your solid background working in the international conference & incentive market., you'll be responsible for overseeing all day-to-day operations across the team including systems, procedures and workflow.

DO YOU HAVE THE KEY TO SUCCEED

BUSINESS DEVELOPMENT MANAGERS X 2

PERTH & ADELAIDE – SALARY PACKAGE TO \$90k (Incl CAR)

These great new roles have just hit the market and are looking for switched on savvy industry business development managers to join them today. You will be able to confidently build relationships within the travel agency network and show exceptional communication and presentation skills to secure this role. Working for this international product can take your career places you can dream of.

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

FOR MANY MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com



Need a new job? Take your pick!



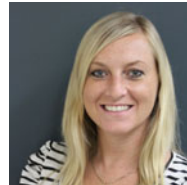
Commercial Analyst

Join this global force in eTravel wholesaling and specialise in driving revenue for your assigned destination. A dedicated revenue analyst is sought to join their highly motivated & success driven team in maintaining momentum

& working with an unwavering focus towards increased commercial success. Perfect role for someone with a hotel revenue background.

- ▶ Modern work environment with views across Sydney
- ▶ Make the move to a hotel.com space!
- ▶ Salary \$65K + super

[Click here for more details or call Ben.](#)



Account Manager - Sydney

Join this award winning global leader with unlimited career potential. They are a forward thinking & progressive GDS company with defined career paths for their employees. Seeking a new member to join their Account

Management team. The purpose of this role is to manage the new acquisition, retention & development of new & existing clients.

- ▶ Global market leading GDS company
- ▶ Great opportunity for an experienced Account Manager
- ▶ Salary up to \$100K pkg.

[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 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.](#)

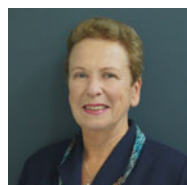


Res Supervisor - Adv Wholesaler

Our 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 Arctic, Bhutan & India. You will be handling all matters relating to the Reservations Team.

- ▶ Previous experience leading a team will be an advantage
- ▶ Personal travel to Africa highly regarded
- ▶ Salary \$55 + super. Sydney

[Click here for more details or call Kristi.](#)



Corporate International Cons - Perth

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
- ▶ Perth CBD
- ▶ Salary up to \$55K

[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.

Trip

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on every QLD Accor booking

you make with  Holidays and 

Bookings must be made and deposited 01 - 31 Oct 2011 for departures 01 Oct - 31 Dec 2011. Conditions apply.

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Bon Voyage Trip

EARN 1000 BONUS TRIP POINTS

on every combined air and land UK & Europe

booking you make with  Holidays and 

Bookings must be made and deposited 01 - 31 Oct 2011 for departures 01 Apr - 30 Nov 2012. Conditions apply.

Experience
MORE
IN NEW SOUTH WALES



Sydney Opera House and Harbour Bridge; Image Hamilton Lund.

EARN DOUBLE TRIP POINTS

on every NSW booking

you make with  Holidays

Bookings must be made and deposited 16 Sept - 31 Oct 2011 for departures 19 Sept - 31 Dec 2011. Conditions apply.

Sleek and Stylish Trip

EARN 5000 BONUS TRIP POINTS

on every Europcar booking

you make with  Holidays



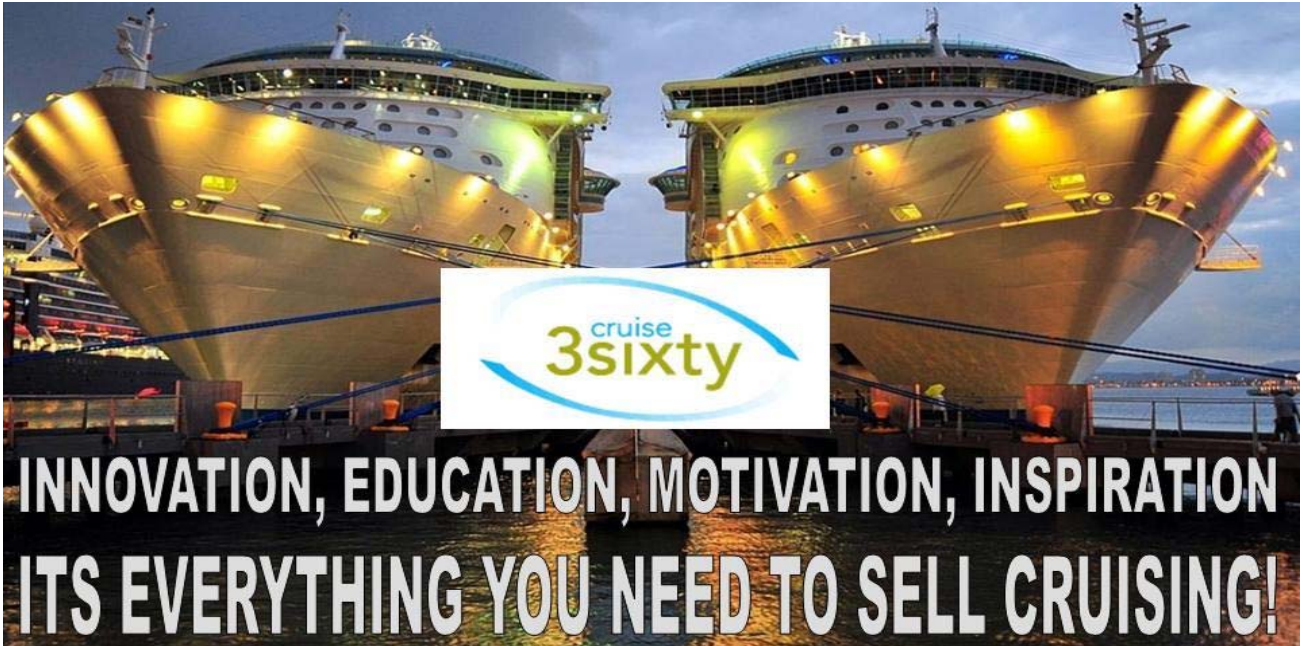
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Don't miss your opportunity to attend
Cruise3sixty - the largest cruise conference in the world!
Dedicated to retail travel agents and cruise industry professionals



About Cruise3sixty

Cruise3sixty is the official travel agency conference of the cruise industry in North America, operated by Cruise Lines International Association (CLIA) – sister company to the International Cruise Council Australasia.

This must-attend event offers travel industry professionals extensive networking opportunities and an educational program that includes outstanding training and professional development seminars, destination and product workshops, hands-on technology training, product updates from CLIA-member cruise lines plus a unique opportunity to inspect a number of ships that rarely (if ever) make it down to our local ports.

Who Attends

From new agents to seasoned professionals, Cruise3sixty welcomes all travel agents interested in selling cruises and assures there is something for everyone.

Dates: 24th to 29th April 2012

Venue: Broward County Convention Centre (within port precinct), Fort Lauderdale, Florida

Participation Fee (land only) ICCA Member **A\$1,250**; Single supplement **A\$625**

Registration: Must be received by **15 December 2011** to ensure your first choice of training and ship inspections are guaranteed. The ICCA is holding allocations that will be released on this date.

Included

Five night's accommodation at the Hilton Fort Lauderdale Marina (across the road from conference); breakfast daily; welcome cocktail function; exclusive ICCA Seminar; full Cruise3sixty conference participation including seminars, trade show, ship inspections & evening functions.

Not Included

Return airfares Australia/New Zealand to/from Florida; Airport transfers; Gratuities where/if applicable; Items of a personal nature.

More information and online registration: www.cruising.org.au/cruise3sixty