

There's nothing like
winning an Aussie holiday



Lizzard Island - Great Barrier Reef



Upload your favourite Aussie holiday photo and tell us in 25 words or less why there is nothing like Australia and you could

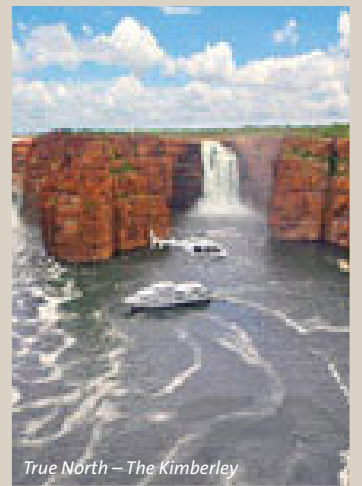
win a share of over \$300,000 worth of prizes.

The prize pool includes 16 holidays with accommodation at one of the Luxury Lodges of Australia and return flights with Qantas, Australia's premium airline. You can even enter a Holiday Dream Team and nominate up to five friends or family to take with you!

To enter visit

nothinglikeaustralia.com.au

All valid entries will receive a \$5 music download voucher for bandit.fm the newest Aussie music site courtesy of Sony Music.



True North - The Kimberley

**HURRY PROMOTION
CLOSES TODAY!**



Tourism Australia

Enter your OSI for automatic cash.

Book LH/LX/OS or any combo to earn eXpertsplus points



eXpertsplus

www.lufthansaexperts.com

Travel Daily

First with the news

Monday 31st October 2011

REFER A FRIEND TO TMS AND RECEIVE AUD\$100

* must have travel industry experience

Contact us on 02 9231 6444



Recruitment and HR Solutions

intimate
more personal space
on our mid-sized ships



Holland America Line
LEARN MORE >

Agents key in QF chaos help

TRAVEL agents across the country have once again proved their value over the weekend, stepping in to assist their clients after the shock grounding of the entire Qantas global fleet.

As covered in repeated **TD** breaking news updates since Sat afternoon, Qantas ceo Alan Joyce stunned the world with the move, with the aim of forcing a resolution to the long-running industrial action.

The federal government stepped in, referring the matter to an urgent Fair Work Australia hearing over the damage to the economy due to the groundings and the industrial action.

After two extended sessions the ruling was finally handed down at 2.20am today, ordering that strikes be terminated and

mandating 21 days of talks between the parties.

QF ceo Alan Joyce this morning said the industrial relations situation had been a "massively consuming issue" for the airline, with the ruling now allowing Qantas to move on with certainty.

In several media appearances today AFTA ceo Jayson Westbury has reinforced the importance of travel agents when it comes to a crisis of this kind.

"Our message is very clear to consumers, without a travel agent you are on your own and when these types of crises hit the travel agent has, on so many occasions, clearly demonstrated their value".

Flight Centre also confirmed that it had handled around 10,000 enquiries yesterday via its shops and call centres, in some cases assisting pax who had booked via online agencies or direct.

More on the Qantas groundings on **page 7** of today's **TD**.

Stanley out of NRMA

KEITH Stanley is no longer the head of NRMA Tourism & Leisure, (**TD** breaking news) with the firm today confirming that effective immediately Brian Evans has been appointed as acting CEO of the company which runs Adventure World, Value Tours, Creative Cruising and Coral Seas Travel.

NRMA recently booked a \$12m writedown in the value of its travel businesses (**TD** 05 Oct).

Nine pages of news

Travel Daily today has nine pages of news, a front full page from Tourism Australia plus full pages from: (**click**)

- AA Appointments jobs
- inPlace Recruitment



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

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

[Click to find out](#)



visit au.amadeus.com

AMADEUS
Your technology partner

**THE BEST
IN THE
BUSINESS**

Meet Jeanette...



[Click here to read more information](#)

travel counsellors

Where will your conversation take you?



Celebrate Samoa

Price from
\$1379*
per person twin share

Travel 1 Nov 11 - 31 Mar 12[^]

*Offer ends 30 Nov 11 unless sold out prior. [^]Travel on select travel dates. Refer to the Trade Advice for full terms and conditions.



For more information visit www.vivaholidays.com.au/agents or call 13 27 87

GET THE PICTURE?



HAVE YOUR SAY.

[CLICK HERE](#)

Customer Service - Wholesale

- ▶ Customer service & admin support
- ▶ Great team environment
- ▶ Excellent position to grow your career
- ▶ Sydney CBD, Salary to \$40K

click
here for
details

contact: ben@inplacerecruitment.com.au

Travel Daily

First with the news

Monday 31st October 2011

AIRCALIN GIVES YOU MORE, MORE, MORE!

More flights to Noumea. More often. More than any other airline.



CLICK HERE

Travel Daily on location in Singapore

Today's issue of *TD* is coming to you from Singapore, where attendees at the Travellers Choice Annual Shareholders Conference are stranded due to the Qantas fleet grounding.

AFTER a great weekend in Singapore for the conference, the main concern for many here is when they will get home.

The uncertain prognosis of the dispute between Qantas and union groups saw some scramble to book alternative carriers, while others (including *TD*) have remained here in the hope that they will get on a flight soon.

TD would like to pay tribute to Qantas attendees Allen Rego and Diane Anstey, who provided frequent updates and made sure stranded pax were accommodated.

Travellers Choice into AFTA

AFTA will next year represent around 90% of Australian travel agents, after an announcement on Saturday that the Travellers Choice group will fund full AFTA fees for all members.

The move was revealed during the Travellers Choice conference, which also confirmed that current gm Christian Hunter would take over from long-time ceo Gary Allomes at the end of the year.

The move to full membership will significantly boost AFTA's ranks, with only about a third of the current Travellers Choice 150-strong membership currently in the Federation.

AFTA ceo Jayson Westbury hailed the move, saying being able to speak on behalf of the whole industry gave AFTA more clout in lobbying.

Allomes, who will remain on the AFTA board of directors, said the time was now right for TC to

throw its full weight behind AFTA.

"This was a major decision of the Travellers Choice board, and it is a vote of confidence in AFTA and its current chief executive".

Allomes is stepping down after 15 years at the helm of Travellers Choice, handing over the reins to his lieutenant Hunter who gets the top job after an extensive and impartial recruitment process.

More from the Travellers Choice conference on pages 3 and 4.

Trafalgar SIN office

THE Travel Corporation's Trafalgar Tours operation will today open a new office in Singapore, with senior executives including global ceo Gavin Tollmann in attendance along with md of Trafalgar Australia, Matthew Cameron-Smith.

Until now Trafalgar has had gsa representation in Singapore, with today's move seeing the brand move under The Travel Corporation's Singapore-based md, Robin Yap.

SEEKING THE BEST OF THE BEST

- Domestic Consultants
- Retail Consultants
- 24/7 Multi-Skilled Consultants

Concierge Business Travel is enjoying continued success and growth and we are looking for like minded people to join our highly experienced Travel Advisory team from January, 2012.

The ideal candidates should have experience with Sabre and self ticketing, Tramada and extensive fares knowledge with a minimum of five years Consulting experience (two years experience for the Domestic roles).

- ✦ Positive and growing business
- ✦ Innovative environment
- ✦ Career opportunities

CONCIERGE BT
your business travel partner

Send your resume to Mary Gava - mgava@conciergebt.com.au



"I MADE THE SWITCH...
AND I HAVE DOUBLED MY SALARY"

MICHELLE MICHAEL-PECORA

FIND OUT WHY MORE PEOPLE ARE SWITCHING TO TRAVELMANAGERS. CALL SUZANNE LAISTER - NATIONAL RECRUITMENT EXECUTIVE ON 1800 019 599 OR JOIN.TRAVELMANAGERS.COM.AU



Finalist 2009, 2010 & 2011
- Best Travel Agency Retail
- Multi Location



TRAVELMANAGERS
the smarter choice

Drive yourself wild in New Zealand!

World Drive Rally New Zealand

50 spots to WIN! 5 car rally challenges. 5 regions of NZ.



Simply sell any air/land or land only New Zealand holiday between 03Oct11 and 05Nov11 and be in the draw to WIN!



itravel

Work from home made
EASY....

To find out more contact itravel on (02) 9280 0008

Travel Daily

First with the news

Monday 31st October 2011

FRENCH TRAVEL CONNECTION
1300 858 304
info@frenchtravel.com.au
A \$150
gifts.com.au
voucher for you!



IATA criteria set to tighten up

AFTA ceo Jayson Westbury has warned that the International Air Transport Association is moving to make the financial criteria for member agents even more stringent.

Speaking to delegates at the Travellers Choice conference in Singapore on the weekend, he said AFTA's seat on the key global PAPGJC committee has given him an insight into IATA's plans, "and

they're not good news based on what I have seen so far".

He said IATA agents need to be prepared for more change, with many already having just submitted their most recent annual returns which saw the controversial mandating by IATA of trust accounts.

Westbury said the tightening criteria was likely to see more agents move to ticketing via consolidators, with less than a third (998) of Australian travel agency head office locations now IATA accredited, according to the most recent figures.

New TNZ ad agency

TOURISM New Zealand has switched to a new advertising agency in the Australian market, with the account going to Whybin/TBWA along with media partner Mindshare.

TNZ gm marketing, Justin Watson, said the move did not affect the organisation's overall marketing approach, including its ongoing digital focus and the continuation of the New Zealand 100% Pure You campaign.

Swipe the forms!

A RECENT decision by government authorities to cease issuing outgoing passenger cards to travel agents is continuing to cause significant angst among the agency community.

Travellers Choice agents in Singapore on the weekend expressed their disquiet over the move, with AFTA ceo Jayson Westbury confirming he had lobbied hard on the issue but to no avail.

He confirmed that going forward the forms will only be available at airports, quipping that agents should grab handfuls of them each time they travel.

There are long-term plans for an electronic version of the form, but with ten government depts involved in the process it's unlikely to eventuate any time soon.

Breakaway TATS help

BREAKAWAY Travel Club says it's happy to offer assistance to travel industry personnel affected by the closure of T.A.T.S (Travel Agents Travel Services) (**TD** Fri).

For more information call the company on 02 9250 9400 or breakaway@travelclub.com.au.



Window Seat

A RECURRING theme at the Travellers Choice conference in Singapore over the weekend (p2) was a "mankini" supposedly owned by md Gary Allomes.

At a cocktail party on the first night he apologised that he wouldn't be able to take a dip in the spectacular rooftop pool of the Marina Bay Sands resort because his alluring one-piece had shrunk in the wash.

Fortunately **TD** has managed to use digital technology to provide an impression of what Allomes would look like had he worn the comely cossie.



Gary Allomes gives the thumbs-up to his severance package.

MANY of the attendees at the Travellers Choice conference had flown out of Sydney on Thu, expecting airport chaos because of the 24 hour walkout by customs and immigration staff.

As it turned out there were no queues at all, which prompted AFTA ceo Jayson Westbury to tell attendees he thinks the warning to allow extra time before flights was "a ploy by Sydney Airport to fill the shops".

OCEANIA CRUISES
Your World. Your Way.®

La Reserve by Wine Spectator is an industry-first onboard wine-tasting center that offers gourmands the opportunity to enjoy a series of seminars and tastings that will enhance your appreciation of fine wine and perfectly paired cuisine.



www.OceaniaCruises.com.au

DISCOVER NORWAY

...With a Difference

Tailor made cruise and tour holiday packages, designed to take your clients deep into the heart of Norway by rail, road and sea

CONTACT US
for earlybird savings!

For bookings and enquiries, contact:
1800 623 267 | retailres@discovertheworld.com.au



HURTIGRUTEN | Discover the World Marketing Travel

Travel Agent License: 21AD6929. *Conditions apply. Contact Discover the World Marketing Travel for full terms and conditions.

2012 DELUXE EUROPEAN RIVER CRUISES

Europe Earlybird Deals* - On Sale Now!

*conditions apply

SAVE \$600 per couple
Suite Ship Deal

SAVE \$500 per couple
Cruise 12 days or more

SAVE \$400 per couple
Book with Emirates airfare

SAVE \$300 per couple
Cruise 11 days or less

AVALON
WATERWAYS®

Smartraveller promo

THE Federal Government is set to launch a major marketing campaign for its Smartraveller advisory system, with a range of coordinated print, radio and TV advertising to launch on 25 Nov.

The entertaining ads will run during Dec, Jan and Feb and then again during peak outbound travel periods moving forward.

AFTA ceo Jayson Westbury said the messages were very positive for the travel industry, with a key component of Smartraveller being the suggestion that "if you can't afford travel insurance you can't afford to travel".

It's the third phase of rollout for the Smartraveller program, and the advertisements this time also carry the tag line "Every Traveller, Every Trip".

Travel Daily

First with the news

Monday 31st Oct 2011

Advantage easyJet deal

UK-BASED independent travel agency group Advantage Travel is in talks with low-cost carrier easyJet about distributing the carrier's holiday products through its 800-strong network of travel agents across Britain.

Advantage ceo John McEwan flagged the move at the Travellers Choice Conference in Singapore on the weekend, where he was one of the keynote speakers.

He also outlined a key strategy of the group which is to sign longer-term (three year plus) agreements with preferred suppliers, with the deals providing more opportunities to develop significant partnerships.

McEwan's address covered trends in the UK travel industry, including a big decline in both inbound and outbound long haul travel due to the Air Passenger Duty tax, which amounts to as much as £500 for a family of four travelling to or from Australia.

There has also been a strong surge in support for high street travel agencies, McEwan said.

Top honour for Jayes Travel



ABOVE: This enthusiastic pair of young travel agents took home the prestigious Brian Pateman Agency Award for Excellence from the Travellers Choice conference in Singapore on the weekend.

Michelle Barker and Lauren Ryan are joint owners of Jayes Travel, which operates locations in Honeysuckle and New Lambton in the NSW city of Newcastle.

Outgoing md Gary Allomes said the agency had delivered in all criteria for the award, including significant growth in preferred supplier sales over the last year.

He said both outlets had also been highly proactive in marketing, with a range of local campaigns utilising the TC Direct email marketing system.

"At the same time, Michelle and Lauren have demonstrated a desire for professional development and a commitment to the Travellers Choice culture through their regular attendance at events and their willingness to share their knowledge and skills with fellow members," he said.

Jayes Travel receives \$3000 worth of travel from Qantas, which was a key sponsor of this year's conference.

It was a big weekend for the ladies, who were also for the first time this year included in the top group of Gold Choice Award winners, with this prize including participation in a fabulous famil to Southern Africa with The Africa Safari Company.

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



game, set, getaway.

Send your clients courtside with one of our thrilling packages to the Australian Open 2012 at Melbourne Park.

from
\$463 pp*
➢ Return airfares to Melbourne
➢ 2 nights accommodation
➢ Rod Laver Session Ticket

Click here to book or call 13 15 16.

blueholidays

virgin australia
Official airline of the Australian Open

*Departing Launceston, twin share. On sale until 30 November 2011. Conditions apply.

Kenyan Safari giveaway



ABOVE: African Wildlife Safaris, Air Mauritius, Safarilink, Great Plains Conservations, Norfolk Hotel and Mbweha Camp donated a 13-day Kenyan Safari for 2 priced at \$24,452 for the RANZCO Eye Foundation raffle.

Pictured is the prize winner Vanessa Merewether (second right) with Jacinta Spurrett, ceo RANZCO Eye Foundation, Trent Pauling, African Wildlife Safaris, and Alison Roberts-Brown, Kenya Tourist Board.

Last day to enter Chile

TODAY's the final day to enter our spectacular comp to win a trip for two to Chile, courtesy of Tourism Chile, LAN, Latitud 90 and Patagonia Camp - see **pg 8**.

Darwin Lonely Top 10

THE Northern Territory capital has been rated by travel guide guru Lonely Planet as one of the Top 10 cities to visit in 2012.

Darwin sits among the likes of other international cities such as Muscat, Bangalore, Santiago, Hong Kong and Stockholm as destinations worth considering travelling to next year.

Indonesia update

THE Department of Foreign Affairs has reissued its travel advisory for Indonesia, with updated information on possible terrorist targets.

"Tourist areas and attractions throughout Indonesia and tourists travelling to or from these places, including those in tour groups or tour buses, could be targeted," the update says.

The warning for Indonesia overall, including Bali, remains at the second-highest 'reconsider your need to travel' level.

Viva! EK comm boost

VIVA! Holidays has doubled the rate of commission it's paying on Emirates flights from Australia to New Zealand, with the wholesaler now paying 8% on these fares effective immediately.

Mantra TNQ stay pay

MANTRA is offering Stay 3, Pay 2 deals across a range of hotels in Tropical North Queensland, including Mantra Esplanade in Cairns and Mantra Amphora in Palm Cove - see mantra.com.au.

TCF reinstatement

THE Travel Compensation Fund has re-admitted Everest Travels & Tours of Pitt Street, Sydney (ABN: 56 144 703 266), effective 28 Oct.

WIN A TRAVEL ADVENTURE BOOK



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

Shanti Booddy Shanti: An Indian Odyssey book.

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

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

Where is one of the seven wonders of the world, the Taj Mahal, located?



emiratesagents.com/au

Another stunning gem.

Daily to St. Petersburg from 1st November.

Our sparkling list of world destinations has a new addition: St. Petersburg, home of Russia's famed Fabergé egg. Right now, to celebrate the launch, enjoy special inaugural fares until 7th November.

Fly Emirates. Keep discovering.

Special launch fares for limited time only.

Depart Perth	from \$1,711*
Depart Melbourne	from \$1,761*
Depart Sydney	from \$1,779*
Depart Brisbane	from \$1,792*

Business Class fares also on sale.

Our 29 European destinations: Amsterdam | Athens | Birmingham | Copenhagen | Dublin | Düsseldorf | Frankfurt | Geneva | Glasgow | Hamburg | Istanbul | Larnaca | London Gatwick | London Heathrow | Madrid | Malta | Manchester | Milan | Moscow | Munich | Newcastle | Nice | Paris | Prague | Rome | St. Petersburg | Venice | Vienna | Zürich

Air Transport World 2011 Airline of the Year. *Airlines are return Economy, inclusive of taxes and surcharges correct at 6th October, 2011. Offer ends 7th November, 2011 for travel between 1st November, 2011 and 31st January, 2012. Blackout dates and flight restrictions apply. Prices quoted are for the low season. Amendments and cancellation fees apply. For more information contact your Emirates' Sales Team or the Emirates Contact Centre on 1300 880 599. EMI13371

AF superjumbos to LA

AIR France will add Los Angeles in the USA to its list of A380 ports from late Mar.

According to agent GDS displays, Air France will launch superjumbo services between Paris Charles de Gaulle- Los Angeles from 25 Mar.

EK Africa launch fares

EMIRATES has released special economy class fares for flights to its new destinations of Harare (in Zimbabwe) and Lusaka (in Zambia), with both routes set to operate five times per week effective from 01 Feb 2012.

Return fares from Brisbane, Melbourne and Sydney lead in at A\$1730, while ex Perth the fares are A\$1680, valid for sale 28 Oct-05 Dec and travel 31 Jan-31 Mar.

The fares are commissionable at 7% and do not include taxes, with one free stopover in Dubai permitted in each direction.

Book this Deal for Europe Now

2012 Advance Purchase Special



- ✓ All Inclusive Rates from **\$1299**
- ✓ 21 Day Lease Plus 7 Free Days!
- ✓ Past Client Bonus 3 Free Days
- ✓ Fully Comprehensive Insurance
- ✓ 50% Discount off Delivery & Return Fees outside France
- ✓ 17% Commission

RENAULT EURODRIVE

1300 55 11 60
Click Here!

www.renaulteurodrive.com.au



Rendezvous Auckland

RENDEZVOUS Hospitality Group has confirmed the name change of Rendezvous Hotel Auckland to the Rendezvous Grand Hotel Auckland as part of the firm's brand shake up (TD 19 Oct).

The 452-room NZ property is currently undergoing a refurb project which is expected to be completed by Feb 2012.

Liberty webcams

NEW York City's iconic Statue of Liberty has had webcams fitted and switched on in the torch of the landmark attraction, showcasing views of Manhattan.

The statue last week celebrated its 125th anniversary, an occasion which also saw Liberty's interior closed off to visitors for a year.

AA/FJ city pairings

THE list of proposed codeshare services which Air Pacific plans to place its FJ code on American Airlines flights (TD Fri) includes Los Angeles to San Francisco, New York, Toronto, Chicago, Dallas/Fort Worth, Washington DC, Boston and Salt Lake City.

AA will also place its code on Air Pacific metal from Nadi to Port Vila (Vanuatu), Honiara (Solomon Islands), Tongatapu (Tonga) and Kiribati (Christmas Island).

Galileo hotel pricing

TRAVELPORT has overhauled its Complete Pricing Plus hotel product to provide agents with greater transparency when obtaining prices via Galileo Roomaster for leisure clients.

Effective immediately, travel agents connected to Galileo can calculate a total price, for quoting purposes, that includes all rate changes, taxes and surcharges for an entire stay.

Agents can also use the CPP to request other room options, such as extra bedding and rollaways, and an availability request.

Air China biofuel test

STAR Alliance member Air China completed its inaugural bio-fuel test flight last Fri in partnership with Pratt & Whitney, Boeing, the Civil Aviation Administration of China and others.

A spokesperson for Air China said the test flight proved biofuel, in this case derived from biomass grown in China, "are viable and sustainable."



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 - Bali 2012

The new Infinity Holidays Bali brochure features the new myTime elements which include exclusive bonuses and free inclusions. The private villa section has been developed further for its second year offering more properties, features and luxurious options. The Kuta region has also been separated into three sections in the new brochure - South Kuta and Kuta, Legian and Seminyak and North Kuta.



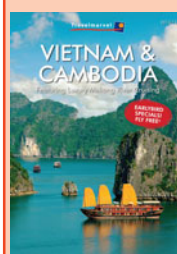
Momento Travel Services - Experience Canada & USA

Momento's new brochure includes new product ranges such as Motorhome Rental, Eastern Canada Self Drives, a Queen Charlotte Island Cruise, Brewster independent motorcoach tours of BC and Alberta as well as an expanded selection of Canadian Rockies independent tours combining with VIA Rail. There's also a broader choice of Western USA Self Drive trips.



Tauck - Spring Getaways 2012

This new release features highlight tours in North America and Europe, with popular itineraries in the US including America's Canyonlands; California's Gold Coast; New Mexico; New Orleans, Charleston and Savannah; The Best of Hawaii and the Historical US Civil War. Europe departures incl the Classic Italy; Italian Lakes; and Barcelona to Paris: the Art of Living Well.



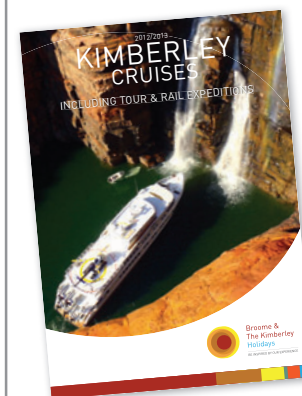
Travelmarvel - Vietnam and Cambodia 2012/13

APT offshoot Travelmarvel has debuted in Vietnam and Cambodia offering five star Mekong River cruising on the *RV La Marguerite* combined with four star hotels in central locations as well as inclusions at affordable prices. The lead in tour is the eight day Majestic Mekong Cruise, with other tours ranging from eight to 20 days. Earlybird special deals incl fly free from Australia, and fly return for \$999pp.



Travel Indochina - Small Group Journeys 2012/13

The new Travel Indochina program offers 60 itineraries spanning 11 countries with prices similar to those in 2005. Destinations with small group tours include Vietnam, Laos, Cambodia, Thailand, Burma, China, India and Japan. Travel Indochina also has 12 "carbon offset" journeys, and every departure is guaranteed for 39 of the itineraries on offer.



KIMBERLEY CRUISES

INCLUDING TOUR & RAIL EXPEDITIONS
2012-2013 BROCHURE

OUT NOW!

To download your copy [CLICK HERE](#) or visit www.broomekimberley.com.au



Broome & The Kimberley Holidays
BE INSPIRED BY OUR EXPERIENCE

NTICP goes 'High Risk' for the 1st time

THE National Tourism Incident Communication Plan (TD 17 Oct) was triggered on Fri night to its highest level for the first time ever - Red: High Risk - as a response to the Qantas flight grounding situation.

Its activation saw the Central Incident Management Group meet to outline leadership and advice to governments as a result of the 'major incident'.

The task of the CIMG is to provide leadership and advice to governments during such occasions, with the group to monitor the impact of current events on the tourism sector and to implement other practical measures such as boosting staff levels in frontline tourism organisations to support travellers. "It is clear that the tourism

JQ adds ad-hoc flights

JETSTAR says it is continuing to operate normally during the QF fleet grounding, adding three ad-hoc flights (SYD-MEL-SYD and PER-BNE) on Sun, and five ad-hoc services between MEL-SYD today.

Etihad plots BKK-SYD

ETIHAD Airways will operate three flights between Abu Dhabi-Bangkok-Sydney between 01-03 Nov (subject to approval) to help clear the backlog of passengers who have had their flight plans disrupted by QF's fleet grounding.

Etihad is also mulling domestic services between Melbourne and Sydney in partnership with Virgin Australia to operate as early as today, Wed, Fri and Sun.

P&O not affected

P&O Cruises Australia has posted on its Facebook page that none of its ships have been "immediately affected" by the Qantas flight groundings, as none of its vessels are due to complete cruises until late this week.

Skywest extra options

SKYWEST Airlines says it has added extra capacity to and from various airports in Western Australia to assist the mining and resources sector during the Qantas flight grounding.

The WA-based carrier said it would be contacting customers to provide solutions to their needs.

industry is being gravely impacted at a time when it can least afford additional pressures," the government said.

The CIMG will meet regularly until the issue is resolved.

Tourism bodies hail Fair Work ruling

TOURISM Australia md Andrew McEvoy says the decision forcing termination of the industrial action at Qantas last night is a "breakthrough" for the industry.

"The decision provides surety to guarantee visitors access to travel now and in the weeks ahead in what is one of Australian tourism's busiest times," he said.

ATEC md Felicia Mariani also issued an update, saying that the industrial action against QF in recent months "has highlighted for our industry how crucial it is to have an extensive and reliable national carrier".

Webjet TTV up 40%

WEBJET said Total Transaction Values increased 40% more than normal on Sat & Sun, and iPhone sales 100%, due to QF's grounding.

MD John Guscic said Webjet did not expect the Qantas situation to have any material impact on its full year financial revenues today.

Supplementary flights

QANTAS ceo Alan Joyce this morning confirmed that the airline has four international supplementary services "ready to go" as soon as a return to service is approved by CASA.

He said extra staff would be in place at airports, and that Qantas will put in place a "safe and phased approach," with the fleet returning to business as usual over the next 24 hours.

No impact on CTM

CORPORATE Travel Management says the Qantas flight grounding has seen the business generate \$1.5 million of invoiced travel since Sat afternoon.

CTM said it was able to move 95% (5,000) of its affected clients to alternate flights.

The situation has resulted in no material impact on the CTM business, managing director Jamie Pherous said today.

Virgin Australia cashes in on Qantas turmoil

QANTAS' major domestic rival Virgin Australia is offering 'stranded passenger' recovery fares at a 20% discount on *Saver Fares* for travellers affected by Qantas' fleet grounding, valid for travel through to Thu 03 Nov.

Stranded pax are required to provide their Qantas PNR details to DJ to take advantage of the offer, which is only available for online transactions.

Over the weekend, Virgin added 6,500 additional seats on major hubs, which it says helped lift 20,000 affected Qantas travellers.

DJ is also considering using Air New Zealand aircraft on trans-Tasman flights to free up its own 737s for use domestically.

Wicked Campers fine

THE Australian Competition & Consumer Commission has slapped Wicked Campers four infringement notices totalling \$26,400 for advertising misleading campervan pricing.

The watchdog said between Feb-Aug, Wicked Campers' website and print advertising in a national backpacker magazine listed "complicated price arrangements" that may have confused its target audience, backpackers or budget tourists, who are price sensitive.

UNITED



ACCOUNT MANAGERS

United Airlines is seeking dynamic and experienced individuals to join our sales team on a **full time basis as Account Managers**. These roles are **based in Sydney**.

We also seeking an Account Manager for a **Maternity Leave situation** available from November.

You will be responsible for managing a major national **retail** agency and/or **corporate** customers.

Reporting to the Sales Manager - Australia & New Zealand, the successful candidates will manage and maximize revenues and profits from the assigned portfolio through a combination of excellent account management, business development and consultative selling skills.

Key areas of responsibility include:

- Managing the overall agency business relationship with responsibility for the achievement of set sales, revenue and market share goals
- Implementing a business development plan with customers which is reviewed on a regular basis against goals and objectives
- Conducting contract and incentive negotiations
- Designing contracts and incentives that create value for both United and the customer
- Relentlessly seeking out new opportunities to expand profitable United business

The successful candidates will possess:

- Well developed analytical skills
- Excellent presentation, communication and interpersonal skills.
- Ability to organize and prioritise within a demanding work environment
- Superior negotiation skills
- A customer focused approach to developing business relationships
- Proficiency in Microsoft Office applications

The successful candidates must also be prepared to travel as required.

Please forward your expression of interest to: alena.stewart@united.com by Mon 14 Nov 2011.

* Please note due to the overwhelming response of applications expected for these roles, if you have not been contacted by 21 Nov, your application has not been successful at this time. Thank you.

Transaero A380 order

RUSSIA's Transaero Airlines (UN) has signed a Memorandum of Understanding with Airbus for four A380 superjumbos.

UN plan to configure the aircraft with 700 seats over three classes and operate the double-decker planes on long-haul routes from the Russian capital, Moscow.

Transaero will be the launch customer of the A380 in Russia, the CIS and Eastern Europe.

Express Tkt next-gen

EXPRESS Ticketing will this week roll out new technology enhancements to its Fares and Ticketing platform, "giving agents more control over their business," says Orient Express Travel Group ceo Tom Manwaring.

Since its debut member take up has "exceeded expectations" he said, "and we're supporting the launch with new & enhanced incentive packages."

The next generation of the Fares & Ticketing system will give agents access to 65,000 airfares daily across 106 international airlines and 24/7 access "driven by a sophisticated airfare validation engine," Manwaring said.

New Lufthansa routes

LUFTHANSA has launched a new twice daily service from Frankfurt to London Gatwick, boosting LH's London-bound options by 20.6%.

The German carrier has also kicked off a new thrice weekly route from London Aberdeen to Frankfurt using Embraer E190s.

CZ Brisbane inaugural

CHINA Southern's maiden flight from Beijing to Brisbane touched down in the Qld capital today.

Byron satisfaction

DESTINATION New South Wales and Byron Shire Council in NSW have released survey details which indicate that fewer than half of visitors to the region were "very satisfied" with their trip.

Visitors were unhappy with parking options (cost and lack of spaces), traffic congestion in Byron Bay, and the state of roads.

Federal Tourism Minister Martin Ferguson said seven in ten people to the region were repeat visitors, similar to the national benchmark.



TEMPORARY MARKETING OFFICER (SYDNEY)

Singapore Airlines, one of the world's most respected travel brands, currently has the following temporary vacancy in the Area Marketing team in Sydney.

Key areas of responsibilities include:

- Provide Area Marketing with administrative and secretariat support.
- Assist with the revision and updating of SAA website content
- Assist with the development and execution of Australia's online sales strategy
- Report on national sales promotion and online sales
- Monitoring and reconciliation of the national advertising and promotion budget
- Organisation of national educational trips
- Invoice reconciliation and verification
- Assist with the preparation of the national advertising plan
- Ad-hoc projects as required

To be successful in this role you will require:

- Sound knowledge of SIA's products and services
- Understanding of MIS is highly valued
- Strong analytical and numerical skills
- Strong interpersonal skills
- Ability to work under pressure and to meet deadlines
- High level of written and verbal communication skills
- Strong organisational and time management skills
- Knowledge of reservations and ticketing
- Well developed Microsoft Office skills

The position is full time, on a temporary basis, to commence as soon as possible until 09 May 2012.

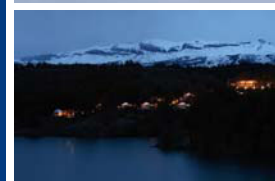
Starting Salary is \$40,007 p.a plus super.

To apply please forward your resume to Dale Woodhouse, Manager Passenger Marketing Australia, Singapore Airlines either by email to Maria_Bernardo@singaporeair.com.sg or by mail to Locked Bag A3008, Sydney South NSW 1235

Applications close Friday 04 November, 2011.

LAST DAY TO ENTER TO WIN A HOLIDAY FOR TWO TO CHILE!!!

Throughout October, *Travel Daily* has been giving subscribers the chance to win a fabulous Chile holiday package 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* has been asking a different Chile-related question, where readers had to email the correct answer, and today we feature the final question below.

The subscriber with the most correct entries and the most creative response to the final question will win this fantastic Chile holiday.

Email your answers to all questions by COB today to:

chilecomp@traveldaily.com.au



Q.20: In "50 words or less" tell us why people should visit Chile

Click here for terms & conditions and to view all questions



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.

PO Box 428, West Ryde, NSW 1685

Phone: 1300 799 220 Fax: 1300 799 221

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

Publisher/Managing Editor: Bruce Piper

Editor: Guy Dundas

Contributors: Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson

Email: info@traveldaily.com.au

Advertising and Marketing: Lisa Maroun (Manager), Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au

Business Manager: Jenny Piper

Email: accounts@traveldaily.com.au

Travel Daily Group:

CRUISE
WEEKLY

Travel Daily TV

Pharmacy
DAILY



SECURE A WINNING GATE FOR YOUR CAREER SEARCH! CONTACT AA

BACK YOURSELF!

**NATIONAL SALES & MARKETING MANAGER (AIRLINE)
SYDNEY – SALARY PACKAGE DEP ON EXP**

Do you have the ability to drive and develop an airline to reach new heights? This superb airline is looking for a strong leader to add value and scope for new development of revenue improvement. To secure this fabulous position you will have proven success within an airline National Level position with strong leadership and commercial awareness. Don't delay this role could be yours in 2012!

PRIZE WINNING ROLE

**NATIONAL MARKETING MANAGER- CRUISE
SYDNEY- SALARY PACKAGE \$110K+**

Are you a talented Marketing Manager with experience in the dynamic world of cruising? This well established travel company is looking for your drive, creativity and determination to combine with their award winning product. Essentially you will have a minimum 5 years senior marketing experience with a current understanding of the cruise market. Great perks plus salary package on offer.

NETWORKING IS THE KEY!

**INDUSTRY ACCOUNT MANAGER
SYDNEY – SAL PKG TO \$90K +**

Join a name you can trust with a portfolio of interesting top level clients to manage. Create impeccable service standards delivering over and above to your clients on a daily basis. Your knowledge of GDS systems combined with exceptional client relationship skills will be required for these high value clients along to be able to offer solutions and formulate reporting requirements.

ACCOUNT MANAGEMENT WITH A TWIST

**ONLINE SYSTEMS MANAGER FOR A MAJOR TMC
SYDNEY – SALARY PACKAGE CIRCA \$76K+**

Are you an online systems guru? Do you want to be the face of the system? Here is an opportunity for you to support the corporate account managers in their quest to introduce new online booking systems to their current clients. This fantastic TMC is dynamic, award winning and a leader in its field. Amazing perks and benefits on offer in addition to long term career progression.

TAKE THE BLINKERS OFF & REAP REWARDS

**TEAM LEADER CORPORATE TRAVEL
PERTH - SALARY PACKAGE NEG ON EXP**

Move your career to the next level and see your travel career go further with this fabulous travel brand. Coming on board as their team leader you will be driven, motivated and have a maturity to be able to handle this role running the Perth based operational requirements, overseeing staff and reporting to the East Coast. Strong corporate travel experience is essential for this role along with previous supervisory knowledge

A CUT ABOVE THE REST

**AIRLINE ACCOUNT MANAGEMENT
MELBOURNE – SAL PKG TO \$85k + BONUS**

Are you well connected within Melbourne corporate market? Searching to be part of a company which has a forward moving direction and a brand name everyone wants to work for? These key roles forming part of their key account management team will be responsible for the day to day management of client activity, analysis and client relations relating to overcoming difficult challenges.

A THOROUGHbred PACESETTING ROLE

**CORPORATE TRAVEL SALES MANAGER
PERTH - SALARY PACKAGE \$100k - \$130k OTE**

Drive the future forward for this company. Use your influencing skills to build relationships and enhance this corporate company's client list! This fabulous organisation is looking for a "go getter" with the drive and determination to succeed. Using your winning sales approach and influential tactics, your sales achievements will be rewarded & recognized with a lucrative salary package & bonuses.

BACK THIS ONE –IT'S A SURE BET!

**BUSINESS DEVELOPMENT MANAGER
PERTH - SALARY PKG \$60K + CAR ALLOW + BONUS**

This unique opportunity will see you developing relationships for this company within a niche market clientele. You will be responsible for expanding sales across Perth and WA regionally. Reporting to the SYD head office you will need to show a strong background in territory management across WA working from your home base. Your self motivation, drive and strong presentation will win you this great role.

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



Consultant & Management Jobs



Ben Carnegie

Retail Managers & Consultants

Fantastic opportunities are available NOW for experienced Retail Managers & Consultants. We have positions available in Sydney, Melbourne, Brisbane & Perth. Locations are in the CBD & surrounding suburbs.

No matter where you live there is likely to be an opportunity for you just around the corner!

- ▶ Generous base salaries with excellent commission
- ▶ Take control of your career today!
- ▶ Sydney, Melbourne, Brisbane & Perth

Click here for more details or call Ben.

Calling all Calypso users!! Sydney

Calypso experience is a skill that is currently highly sort after in the travel market place. There are opportunities in product loading reservations, retail and help desk support. Role locations start from north of the Harbour Bridge and are also available in the inner west, east and south. Let us know you are out there with this specialised experience, become a real asset to your new employer.

- ▶ Salaries from \$38K- \$55K + super
- ▶ **Monday to Friday - No Weekends!**
- ▶ 4 day weeks will be considered

Click here for more details or call Ben.



Kristi Gomm

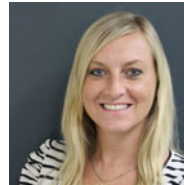
Reservations Consultants

Allow your passion for Adventure Travel to be unleashed. We are looking for wholesale reservations consultants to help drive sales for Africa & South America. These are specialist, off the beaten track, tours with a difference!

Personal travel to either destination will give you the edge to succeed in this company. A fantastic team that love what they do.

- ▶ Sabre CRS highly regarded but not essential
- ▶ **South Melbourne**
- ▶ Salary from \$45K + super

Click here for more details or call Kristi.



Liz Vibert

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

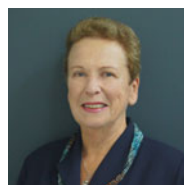
Click here for more details or call Liz.

Business Travel Team Manager - Melbourne

No consulting! This is a pure management role for the highly motivated and driven travel professional. This highly respected global corporate travel company is located in East Melbourne and has offices around Australia and throughout the world. They offer state of the art travel solutions to their extensive client database and a level of customer service that is second to none. Manage performance & quality of service in this role.

- ▶ **Strong leadership & management experience ess.**
- ▶ Melbourne East location
- ▶ Salary to \$65K + super

Click here for more details or call Liz.



Sandra Chiles

Airline Reservations - Melbourne

Join this global GSA located in the St Kilda district of Melbourne. Having recently won new business they are seeking an experienced reservations sales agent to assist in the reservations department.

You will be making reservations, handling enquires, amendments and special requests from agents and the general public.

- ▶ **Salary to \$48K pkg depending on experience**
- ▶ Must have fares and ticketing experience
- ▶ Amadeus CRS essential

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.