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Travel Daily

First with the news

Monday 5th September 2011

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QF applies for Chile

QANTAS has lodged a formal application with the International Air Services Commission for its new Santiago services (**TD 16** Aug), with an allocation of 1,119 seats per week on the Chile route requested from 26 Mar 2012.

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Globus backs Japan tourism

THE Globus family of brands believes there's huge potential in travel to Japan, with the country offering a "market opportunity for 4000 passengers annually by 2015," according to marketing manager Christian Schweitzer.

That's a big jump from current levels of a few hundred travellers a year, with Schweitzer saying the growth would be particularly targeted by the Cosmos brand.

"We're ambitious in our plans," he said, with Globus this week launching a major push for the destination by hosting a *Back to Japan* famil.

Participants are experiencing a "cherry picked" Globus/Cosmos itinerary that showcases the destination, which has suffered from a 50% drop in sales this year due to the tsunami in Mar.

The famil is the last tour of the season and is Globus' way of "salvaging" the year for Japan and getting "the confidence back" into the market for escorted touring in the country.

Schweitzer said travellers were consolidated onto China tours throughout 2011 "almost at the

expense of Japan," but passengers who have deferred travel to the Asian destination have said they will be coming back.

Cosmos will shortly unveil a new program for Japan, with brochures expected to be in stores by the end of the month which will "relaunch" the destination and help the tour operator "recapture the market...and hopefully see people come back in droves" in 2012, he said.

Globus has been producing brochures in Asia for the last 10 years, with 2012 being the third year for the Cosmos program.

See **page 4** for more on the Globus *Back to Japan* famil.

QF/MU c'share grows

QANTAS will extend its codeshare alliance with China Eastern to include MU's fourth Shanghai Pudong-Singapore (and v.v) services, effective 30 Oct.

Flight MU565 from PVG to SIN "will have the best connectivity to Qantas Singapore hub operations" Qantas advises.

The service departs PVG at 1pm and arrives into SIN at 6:30pm.

"These flights will provide a very compelling codeshare selling proposition to Shanghai over SIN," the Australian-flag carrier said.

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

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Amadeus job ad

AMADEUS is advertising for an e-Commerce specialist - see **p10**.



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Wellington wi-fi

VISITORS to the New Zealand capital for the upcoming Rugby World Cup will enjoy free wi-fi as they stroll the city's streets.

Free wireless internet is available in outdoor areas of Wellington from the stadium to the Embassy cinema, with Mayor Celia Wade-Brown saying the move "provides a great advantage for anyone living in or visiting the city".

The system is accessible via the 'cbdfree' network name.

Jul arrivals turn the corner

SHORT term visitor arrivals into Australia increased 0.1% during Jul, with the slight uptick a contrast to this year's trend of monthly declines.

Arrivals were down 2.5% year on year, but the Jul figures also showed strong increases from

China and Indonesia, both up 15%. There was also growth from Malaysia, up 6.7%, while major markets which declined included Korea, down 14.9%, and Japan, which was down 25.7%.

Tourism minister Martin Ferguson said the figures showed the importance of "taking advantage of new opportunities in the growing Asian markets".

Outbound travel continued its strong performance, with short term resident departures now 11.3% higher than a year ago.

Indonesia was the most popular destination, up 21.7% on Jul 10, while there has also been strong growth to Thailand (up 41%), the USA (22%) and Italy (19%).

TripAdvisor UK probe

BRITAIN'S Advertising Standards Agency has launched a formal investigation into the TripAdvisor website, saying it will probe claims that the site's reviews are "often defamatory or faked".

An 'online reputation' firm called KwikChex.com approached the regulator over claims from more than 2000 restaurant and hotel owners about fake reviews.

KwikChex claims more than 40% of the 50 million reviews on the site are out of date, and accuses TripAdvisor of failing to check the authenticity of reviews.

A TripAdvisor spokesperson defended the legitimacy of the site's content, saying "users would not keep coming back" if the information was inaccurate.

QR tactical sale

QATAR Airways is offering savings of up to 25% on fares to its more than 100 destinations worldwide, with a three day fare sale launching tomorrow.

Deals are valid for travel 10 Sep-07 Dec 2011 and 16 Jan-31 Mar 2012, for bookings via travel agents as well as the QR website.

7wonders voting push

TOURISM Australia has launched a campaign to rally votes for Australian icons in the global New7Wonders competition.

It's 70 days until the final voting deadline of 10 Nov, with TA md Andrew McEvoy telling **TD** the campaign will push Uluru and The Great Barrier Reef, touted by TV's Steve Liebmann and Earth Hour founder Andy Ridley.

See www.n7w.com/uluru and www.n7w.com/gbr to vote.

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Tramada training

TRAMADA Systems is to hold a series of workshops in Sydney, Brisbane and Melbourne for clients and non-clients on how to 'Future proof your business'.

Two sessions will be held each day on corporate client reporting and nett margins, incl updates & demos on a range of travel related technology products.

The workshops are planned for 20 Sep (Syd), 21 Sep (Bne) and 22 Sep (Mel) - more at tramada.com.

GSR Undercover Boss

GREAT Southern Rail's chief executive officer Tony Braxton-Smith is to appear on Network Ten's *Undercover Boss Australia* program in coming weeks.

Braxton-Smith swapped the boardroom for the railway track to get a better insight into the company's operation, taking on frontline roles aboard the Indian Pacific and The Ghan.

"The experience left me feeling very proud of our team and confident about the strength of our organisation," he said.

US shopping push

THE US Premium Outlets chain is for the first time ever targeting the Australian market, with the appointment of Tokyo-based RCS Advertising to cover the Australian market.

RCS already represents Premium Outlets in Japan, and principal Ronald Sternberg was in Australia last week visiting wholesalers and airlines about promotional opportunities.

The strong Australian dollar has seen a major surge in Aussies crossing the Pacific with full wallets ready to spend, and Premium Outlets are a popular option, offering more than 60 discount shopping centres across the US including in Hawaii, New York, California, Texas, Las Vegas and many other locations.

Sternberg told **TD** the company is keen to work with travel agents, with discount coupons available for Australian travellers as well as a range of exclusive shopping experiences for famil and incentive groups.

Premium Outlets offer savings of 25%-65% on a range of top brands - more information from ron@rcs-advertising.com.

HA OAK/OGG 365 days

HAWAIIAN Airlines will launch four times weekly nonstop year-round services between Oakland, California and Kahului Maui from 11 Jan 2012.

Snow Flower winners

CONGRATULATIONS to Allana Hancock of Go Travel Group and Wayne Hamilton from The Africa Safari Co who were the lucky winners of double passes to *Snow Flower and the Secret Fan* in Fri's **Travel Daily** competition, sponsored by Peninsula Shanghai.

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Window Seat

THE Japanese really have thought of everything.

Participants in this week's *Globus Back to Japan* famil (see p4) were shown why the streets of Kyoto are so free of the scourge of public urination.

Householders place a small picture of a Shinto shrine in front of their homes (below), which apparently has the effect of shaming any men with bursting bladders who might be tempted to take a cheeky wee on the road.



THE Globus group was also intrigued at "Sweat" - a special energy drink that "supplies the lost water during perspiration".

Pocari Sweat is being sold in vending machines located on streets throughout Kyoto and entices the drinker by saying it "offers the appropriate density of electrolytes, close to that of human body fluid" - just like drinking the real thing.

A US man taking aerial photos of his home has managed to help capture thieves robbing the place while he was overhead.

Steven Lynn from Arkansas was on his first ever joyflight, and when he asked the pilot of the light plane to fly over his house, saw two men loading up a truck with his belongings.

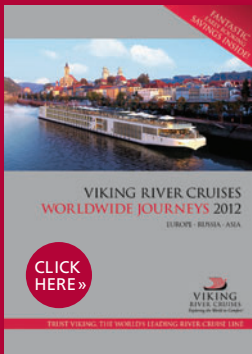
Lynn called police from the plane and gave them detailed directions to catch the robbers.

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Today's issue of *TD* is coming to you from Kyoto where we are travelling with Globus on its *Back to Japan 2011* itinerary and flying courtesy of Cathay Pacific

GLOBUS is hosting its biggest ever contingent of travel agents on the *Back to Japan 2011* educational which is a mixture of its Cosmos and Globus itineraries.

Over the next week this lucky group, along with *TD*, will be taking in the fabulous sights and attractions of Japan, travelling between Kyoto and Tokyo.

The *Back to Japan 2011* campaign is Globus' way of promoting the country to agents, showing that most of the country is completely safe and welcoming visitors as it recovers from the Mar earthquake and tsunami.

Highlights of the trip include the Nijo Castle, a Japanese Cooking Class, walking tour of the Old Quarter, Temple of the Gold Pavilion and Heian Shrine in Kyoto; the Bullet Train from Kyoto to Odawara; a cruise on Lake Asu; cable car views on Mt Fuji; the Kumakura Great Buddha in Hakone; and the Meiji Shrine, Tea Ceremony, Calligraphy Demo and Akasuka Temple in Tokyo.

Monday 5th Sep 2011

2020 Olympic bidders

TOKYO, Japan is one of six cities to nominate itself as the possible host for the 2020 Olympic Games, the International Olympic Committee announced on Fri.

Other cities which have officially applied for host city rights for the games include: Istanbul (Turkey), Rome (Italy), Baku (Azerbaijan), Doha (Qatar), and Madrid (Spain).

The Hobart 2020 Olympics movement on Facebook earlier this year said it would switch its focus to the 2022 Youth Olympics.

Globus's new website

THE Globus Family of Brands website is undergoing a revamp to offer a more "integrated" look across its brands, marketing mgr Christian Schweitzer told *TD*.

The refreshed website, which is due to be rolled out early 2012, is being created to "make more of an impact in online social media" and more visual elements tying in with the "core brand message".

Other ways of engaging customers in conversation are also being explored, he said.

Konnichiwa from Globus



THE Globus Family of Brands *Back to Japan* fam trip this week has had its 16 agent participants singing the country's praises while seeing the sights.

After departing Australia on Fri night, the group has already experienced traditional Japanese culture, eaten in local restaurants, attended a cooking school, tried on Kimonos and spotted Maiko (Geisha apprentices) at the Old Quarter in Kyoto.

Pictured above at the entrance to the Nijo Castle in Kyoto from left are: Jo Rush, Globus Inbound team leader; Noel Donohoe, Breakaway St Marys; Melinda Douglas, Coopers Travel; Brian

Leeson, HWT Lower Templestowe; Merrilyn Willis, Phil Hoffmann Travel Norwood; Renee Holton, Jetset Leongatha; Kathryn Bahr, Flight Centre Mackay; Sophie Wild, Flight Centre Colonnades; Phillippa Enright, Escape Travel Lindfield; Danielle Gunasekera, Travelscene Bairnsdale; Zipporah Hanrahan, MTA Travel; Angie Wheelhouse, Flight Centre West Perth; Kylie Ellis, Flight Centre Engadine; Simone Towns, Flight Centre Toombul; Adrian Gloury, Flight Centre Cardiff; Skye Ryan, Flight Centre Ballarat; Narelle Manning, Flight Centre Batemans Bay; and Hayley Tidyman, Globus Area Sales Mgr NSW South/ACT.

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*ezRez Reward Seat Availability Survey 2011.



How's the Makutsi serenity?

ABOVE: Travelscene American Express, Bench International and South African Airways recently hosted a group of consultants on a week-long famil to South Africa. The trip was part of TSAX's Stay Connected program, and saw agents visit Buffalo Rock Tented Camp in Kruger NP, Shiduli Safari Lodge, Chisomo Safari Lodge and Makutsi Tented Camp in Karongwe Game Reserve. They were even fortunate to see Africa's 'Big Five' on a number of occasions, and shared breakfast with a tower of giraffe,

witnessed a pride of lions feast on a wildebeest, and enjoyed daily sundowners, as **pictured** here. In Makutsi, from left are: Kristie Martin, Travelscene Padstow; Mary Anderson, Travelscene Orange; Rebecca Etchells, Bench International and Sharon Gorrie, Travelscene Elanora. Back: Marcela Hrnair, St Ives Travel; Judy Le Gras, Trendsetter Travel; Verity Newton, TSAX; Express, Heather Bartley, Phil Hoffmann Travel; Maxine Jordan, Sandi Royce Travel and Sarah Gaunt, Travelscene Camden.

Green hotel survey

A SURVEY of 900 Aussie holiday rental properties by Nielsen, on behalf of The Stayz Group, has revealed that 66% believe being eco-friendly is important of extremely important.

41% of those polled said they have made eco changes, of which 19% were made between Apr and Jun this year, and 8% said they have already seen an increase in enquiries after investing in new environment procedures.

"Sustainable tourism is growing and these figures act as a strong indicator that owners & managers in the industry will continue to green their portfolios to help make themselves more attractive to holidaymakers, reduce long-term costs and fell positive about their contribution to the environment," Stays Group said.

Tasty MSC voyages

MSC Cruises is dishing up a new round of gourmet cruises featuring the tasty delights of a group of highly acclaimed European celebrity chefs.

The 19-night Italian Gourmet Fly/Explore and Cruise package, which includes a sailing on *MSC Splendida* is priced from \$5,359 ppts ex SYD, MEL, BNE & ADL (\$5,169 ex ADL), on 24 Jan 2012.

Other gourmet voyages are planned between Nov and Jun.

Hertz acquisition

HERTZ Global Holdings has fully acquired the Donlen Corporation - a provider of management and leasing services in North America.

The acquisition was funded by US\$177m in cash proceeds from Hertz and the assumption of US\$770m in Donlen fleet debt.

Donlen has more than 144,000 vehicles, including car, truck and equipment leasing, across the US, Canada and Mexico.



CONGRATULATIONS
Matt Sloane
 from *Qantas*

Matt is the top point scorer for Round 26 of *Travel Daily's* NRL industry footy tipping competition and has won a complimentary pass for two people to Sydney Tower Observation Deck and OzTrek, courtesy of Sydney Attractions Group.

Major Prize Sponsors

1st Prize: 4-night holiday to Dubai & Abu Dhabi, courtesy of Emirates and Jumeirah Hotels & Resorts

2nd Prize: 4-night holiday to Kuala Lumpur & Penang in Malaysia, courtesy of AirAsia & Parkroyal

3rd Prize: Apple iPad 2, courtesy of Compass Car Rental

SKAL Melb luncheon

SKAL International Melbourne will hold its 2011 AFL Grand Final Luncheon at the MCG on Thu 29 Sep, with special guest speaker Chris Connolly, GM Football Ops.

RSVP before 11am 27 Sep to srichardson@travellerschoice.com.au.

Expedia cfo resigns

MICHAEL Adler, the chief financial officer at online travel company Expedia Inc, has announced he will leave the firm after six years in his current position.

Expedia has named Mark Okerstrom, the senior vp of corp. development, as his replacement.

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AFL Rd 24 Winner

CONGRATULATIONS

Geoff Rutherford

from Rheom Travel

Geoff is the top point scorer for Round 24 of *Travel Daily's* AFL industry footy tipping competition, and has won two bottles of wine, courtesy of Compass Car Rental.



Major Prize Sponsors

1st Prize: 4-night holiday to Europe, courtesy of Emirates, Adina Apartment Hotels & RailPlus

2nd Prize: 4-night cruise in Fiji, courtesy of Pacific Blue & Blue Lagoon Cruises

3rd Prize: Apple iPad 2, courtesy of Compass Car Rental

LATAM progress

LAN's intended takeover of fellow Latin American carrier TAM (TD 16 Aug 10) is expected to proceed after a complaint from rival carrier PAL was knocked back by a Chilean court late last week.

The combined LATAM Airlines Group is to be made up of LAN Airlines and its affiliates in Peru, Argentina and Ecuador, along with TAM SA, TAM Mercosur, and be based in Santiago & Sao Paulo.

Seashells bonus night

WESTERN Australian hospitality management firm Seashells is offering a complimentary night's accommodation when booking two nights or more.

The deal is valid for travel until 16 Dec when booked by 02 Oct at Seashells Mandurah, Broome, Scarborough or Yallingup.

1st 747-8 F hand over

BOEING will deliver its first 747-8 Freighter to Cargolux on 19 Sep, and a second aircraft on 21 Sep.

US Sep 11 travel advice

THE US Department of State is advising of possible attacks by al-Qai'ida affiliate and allies on the United States and its interests on the 9/11 10th anniversary.

While no specific threat has been made "US citizens should be aware that al-Qa'ida affiliates and allies have demonstrated the intent and capability to carry out attacks against the United States and our interests around the world," the organisation said.

"In the past, terrorist organisations have on occasion planned their attacks to coincide with significant dates on the calendar," the DoS warned.

Dnata flight site

EMIRATES offshoot Dnata has launched a low-flight search site, with www.yalago.com claiming to "find the best deals on flights, hotels and destinations from the best travel sites on the web".

The site automatically detects browsers' location and prices fares in local currencies, sorting offers by price based on both carrier direct and OTA websites.

SQ seat selection

SINGAPORE Airlines today announced that advance selection of economy seats is now available via all booking channels.

The service was already available for Suites, First and Business Class customers, and now effective immediately travel agents will be able to help customers request specific seats in economy class via their GDS.

Velocity has the power

VIRGIN Australia's Velocity loyalty scheme has launched a new partnership with energy retailer Lumo, offering six points per dollar on power bills.

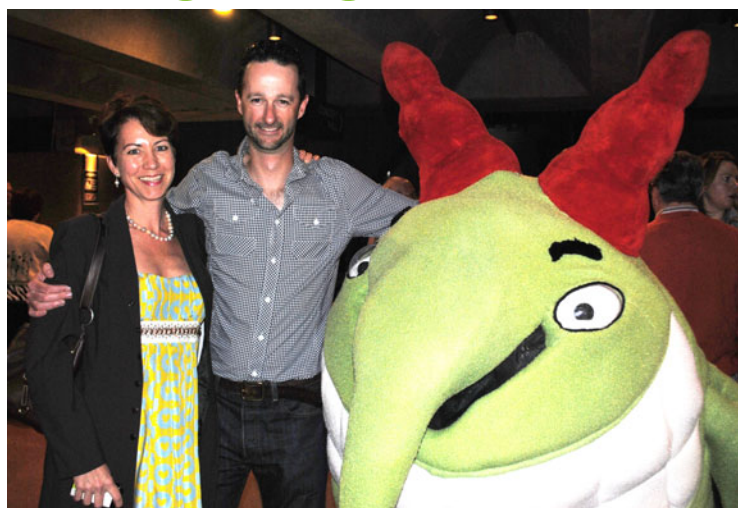
Lumo also offers a 10,000 point sign-up bonus for a 24 month power contract, with the deal available from 15 Sep.

Meet Darwin famil

DARWIN Convention Centre hosted its latest 'Meet Darwin - A Journey of Discovery' four-day famil for association and event organisers nation wide last week.

The educational was run with the NT Convention Centre and showcased Darwin as a business event destination.

Having a laugh with Canada



ABOVE: Canadian Tourism's Donna Campbell and Nathan McLoughlin (and their special new friend) were spotted on Sat night at the Sydney Opera House heading into the "Just for Laughs" comedy performance.

Featuring an appearance by iconic comic John Cleese as well as Martin Short, Wil Anderson and a number of other top comedians, it was part of a four day event aiming to bring

Montreal's famous comedy festival down under.

Just for Laughs will take place in Sydney for at least the next three years, and Opera House ceo Richard Evans told attendees he's hoping it will build into a huge annual event, after this inaugural series sold more than 10,000 tickets in a matter of days.

He said Just for Laughs at the Opera House has the potential to become a major tourism drawcard.

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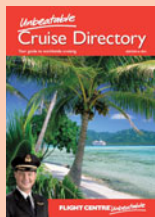


Brochures of the Week

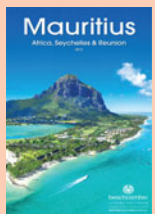
WELCOME to Brochures of the Week, **Travel Daily's** Mon feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including an image of the front cover plus contact details to brochures@traveldaily.com.au.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



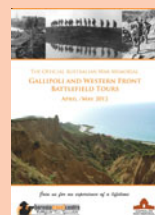
Royal Caribbean Cruises - Arabia and India 2011/13
This new program has Arabia & India cruise adventures and boasts visits to some of the most exotic locations from Dubai to Mumbai. Two ships, *Serenade of the Seas* and *Brilliance of the Seas* will be in the regions from Nov 2011 to Apr 2013. *Serenade* will make her debut season with seven-night cruises from Dubai in Nov 2012, and *Brilliance* will offer 12-night sailings.



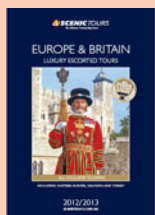
Flight Centre - Cruise Directory Edition 4 2012
The 4th edition of Flight Centre's Cruise Directory has 82 pages showcasing over 30 cruise lines, a detailed cruise calendar, route maps & a range of itineraries. Cruising options range from ocean, river, adventure, small ship cruising and luxury cruising worldwide. For more information see infinityholidays.com.au.



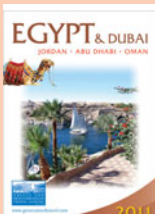
Beachcomber Luxury Holidays - Mauritius 2012
This new 64-page brochure offers a number of some of the finest resorts in Mauritius as well as in Africa, the Seychelles and Reunion Island. Dedicated pages for Honeymoons and Weddings have been added with discounts up to 50% off accom for the Bride, Family deals (such as kids up to 17 yrs receive child rates) and All inclusive packages. Brochures available via TIFS.



Boronia Travel Centre - Australian War Memorial Gallipoli and Western Front Battlefield Tours 2012
The official Battlefield Routes for 2012 have been released taking in the Gallipoli Peninsula to the Last Post ceremony at the Menin Gate in Ypres, the Australian War Memorial tour of Galipoli and the Western Front. Tours are led by some of Australia's most respected military historians. To download a brochure visit www.boroniabattlefieldtours.com.au.



Scenic Tours - Europe and Britain 2012/13
Scenic's new brochure offers tour options in Eastern Europe, Britain and Ireland, France, Italy and Dalmatia, Turkey, Greece, Spain, Portugal and Morocco, Scandinavia and Russia. Each tour has a mapped out daily itinerary (including extension options) and Scenic FreeChoice activities. More information about the itineraries is available online at scenictours.com.au.



Greece & Med Travel Centre - Egypt and Dubai 2011
Accom and tours are featured in Egypt, Jordan, Oman, Abu Dhabi and Dubai in this program. It also offers the Oberoi Philae Cruise on the Nile between Luxor and Aswan. Other options incl the Siwa Oasis, Oracle's temple and the Roman Necropolis. Hotel accom at the Al Maha Desert Resort and The Atlantis Palm Jumeirah is also featured. See www.greecemedtravel.com.au.

Worldhotels relocates

WORLDHOTELS has relocated its Sydney Sales Office to PO Box 198, Alexandria NSW 4135.

India driving advice

THE Dept of Foreign Affairs is advising travellers to India that they will require an International Driving Permit and an Australian driving licence should they wish to drive in the country.

The govt warns that travelling by road in India "can be dangerous" due to road conditions, congestion, poorly maintained vehicles and undisciplined & aggressive drivers.



Monday 5th Sep 2011

Iririki Stay 7, Pay 4

VANUATU's Iririki Island Resort & Spa has extended its Stay 7, Pay 4 deal until 30 Sep, for travel 01 Nov-15 Dec and 01 Feb-31 Mar.

MAp ownership

THE foreign ownership level of Macquarie Airports Limited has increased 0.7% to 36.8%.

WIN A LUXURY WEEKEND AT WOLGAN VALLEY



During September, **Travel Daily** is giving travel consultant readers the chance to win a luxury weekend for two at the Emirates Wolgan Valley Resort, courtesy of our friends at **Bunnik Tours**.

Renew yourself at Wolgan Valley Resort & Spa. Feast on the freshest seasonal, regional produce, relax in unsurpassed luxurious comfort, and soak up the breathtaking beauty of this natural sanctuary.

Enjoy two nights in a Heritage Suite including a bottle of sparkling wine on arrival, gourmet breakfast, lunch and dinner daily, non-alcoholic beverages, a select range of local wines and beer with meals, two on-site nature based activities per day and two 60-minute spa treatments.

In the first three weeks, **Travel Daily** will be featuring a photo of Bunnik's National Sales Manager Craig Owens ('Captain Craig') enjoying a different Bunnik Tour. In the final week readers will be asked to come up with a caption to match the last photo. The subscriber who correctly answers all weekly questions and comes up with the best caption for the final photo will be the winner of this fantastic prize.

Click here for full terms & conditions.



Week 1:
Captain Craig is enjoying a great value Bunnik tour in Europe. Which tour is he on and what is the price of this tour?

Send you answers to: bunnikcomp@traveldaily.com.au

Hint! Visit www.bunniktours.com.au

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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SPRING IN TO A NEW CAREER – REGISTER WITH AA EXECUTIVE TODAY

HIGH FLYING AIRLINE EXECUTIVES JOIN HERE COUNTRY MANAGER

SYDNEY – EXECUTIVE SALARY PACKAGE NEGOTIABLE

Be accountable for managing the country station in its entirety, maximizing revenue and profit generation via all distribution channels through your proven experience in similar role – airline background is essential. You'll hold high level industry relationships and have a thorough understanding of ground operations, sales & marketing and all regulatory requirements. Bring your leadership and innovation to this global airline.

THE THRILL OF THE WIN CORPORATE SALES EXECUTIVE

SYDNEY – SALARY PACKAGE OTE \$100K+

If you know how to take a lead and turn it in to gold, this exciting new Sales role with a rapidly expanding Corporate agency will tick your career boxes. You will be meeting with potential clients, understanding their business, delivering compelling pitches, building rapport, and winning the business. Your rewards will include a great salary + incentives and the chance to develop within a growing organization.

LOVE THE LIMELIGHT OF NATIONAL SALES NATIONAL SALES MANAGER

SYDNEY – SALARY PACKAGE OTE \$140K

If you have the ability to lead a sales team, provide strategic direction, drive revenue growth, and manage key high level relationships this leading global organization has an exciting opportunity for you within their Australian business. The NSM will be commercially savvy, highly motivated and have proven record of identifying and winning new business. This high profile national role requires experience in a similar role.

RETAIL TRAVEL PLUS A WHOLE LOT MORE TRAVEL MANAGER

SYDNEY – SALARY PACKAGE OTE \$70K + EXTRAS

If you enjoy booking travel for discerning, high-spend clientele and managing an experienced team of consultants to achieve their goals, bring your talents to this fantastic travel agency in the CBD. The Manager will consult to VIP clientele, carry out day-to-day management duties while also being involved in marketing activities to give you new skills and great variety. No cost-of-seat here, just great rewards.

INSPIRATIONAL LEADERSHIP REQUIRED

GENERAL MANAGER – CONTRACTING

MELBOURNE - SALARY PACKAGE HIGHLY NEGOTIABLE

Overseeing a team of 10 Contractors your role will include Australia/New Zealand and South Pacific product requirements. This integral part of the business will have you involved in many functions including senior management relationships, negotiation of allotments, rate implementation, budget forecasting, pricing strategies and implementing exclusive campaigns for roll out throughout the year.

THE CUTTING EDGE OF TECHNOLOGY

BUSINESS DEVELOPMENT MANAGER

SYDNEY – SALARY PACKAGE OTE \$80K+

Make your sales career more relevant by joining the advancing world of travel technology. You'll be joining a global organization delivering cutting edge solutions to the travel industry, all the while strengthening your relationships across the industry. If you're hungry for success, recognition and career progression this company will offer you all that and more. If you're experienced in sales, please apply now.

A ROLE FOR THE ANALYTICALLY MINDED

REVENUE ANALYST X 2

BRISBANE & MELBOURNE – SALARY PACKAGES NEGOTIABLE

These key roles in an expanding business will be responsible for inventory management within the pricing department. Your role will be to ensure this product sits in a competitive position within the market while also ensuring an effective balance to the margins and yield. Your excellent numerical and analytical skills are needed here with previous experience in a similar role. E-comm experience highly preferred.

YOUR CAREER WILL FLY FURTHER

SALES EXECUTIVE – AIRLINE

MELBOURNE – SALARY PACKAGE \$55k + car allow + bens

Fly further with this Airline Sales role managing the Melbourne retail agency network. You will need experience within the Australian market along with a solid track record of driving sales, strong communication skills and building relationships within the Melbourne market. This company offers great benefits such as airline discounts, health cover and car allowance. Your dream airline role awaits.

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



Love a new Job? Here's 6

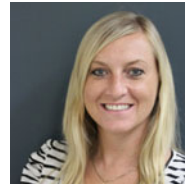


Ben Carnegie

Domestic Corporate Consultants

Proving to be the most innovative of the corporate TMC's, their rapidly expanding team is seeking more people to join them. With opportunities in their domestic division, this could be your chance to either return or transfer within the corporate world. If you have strong destination knowledge of Australia and GDS exp. (Sabre preferred but not ess) now is the time to move!

- ▶ Great employee benefits on offer with this company
 - ▶ **Brisbane CBD**
 - ▶ Salary up to \$45K + super
- Click here for more details or call Ben.**



Liz Vibert

Client Relations Coordinator

Investigate and resolve client concerns, recommend compensation. If you truly believe in providing exceptional customer service, read on... This is a great opportunity to join this dynamic global online travel company. The objective of this role is to assist with increasing and retaining the customer base and building customer loyalty.

- ▶ Join this well established online company
 - ▶ **Inner Sydney city location**
 - ▶ Salary up to \$50K package
- Click here for more details or call Liz.**

NSW Sales & Marketing Coordinator

As the NSW Sales & Marketing Coordinator you will provide an array of administrative based sales & marketing tasks for the NSW Sales & Marketing team for a large portfolio of hotels & resorts across NSW, this will include but is not limited to; provide assistance in utilising the computerised sales management systems, monitor the properties website content regarding offers advertised, assist with direct marketing campaigns and e-marketing initiatives.

- ▶ A great role to launch your career in the Hotel industry
- ▶ **Sydney CBD**
- ▶ Salary up to \$50K + super

Click here for more details or call Ben.

Corporate Travel Consultant - Sydney

Join this dynamic boutique corporate agency in their beautifully restored offices in Sydney's famous Rocks area. They have a very prestigious high end client base and VIP accounts. They believe in paying above the industry norm to secure the best Corporate Travel Consultants in the business. You will be booking interesting and intricate itineraries to both domestic & international locations, so superior airfare knowledge is ess.

- ▶ Great team who just love to come to work!
- ▶ **The Rocks, Sydney**
- ▶ Salary up to \$60K package

Click here for more details or call Liz.

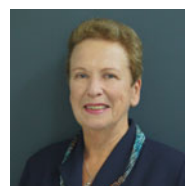


Kristi Gomm

Commercial Manager - Online Hotels

Our client is looking for an exp Commercial or Revenue Manager to lead their steadily growing team. Take responsibility for and guide the company in maximising revenue in key regions. Drive revenue management, product analytics

- and strategic initiatives around transactions, revenue, conversion, promotions, rate competitiveness and hotel numbers.
 - ▶ Join one of the world's largest online travel companies
 - ▶ **Sydney CBD location**
 - ▶ Excellent salary package on offer
- Click here for more details or call Kristi.**



Sandra Chiles

Wholesale Cons - Specialist Product

Looking for your next move in travel reservations? Work for this leading wholesaler who pride themselves on service! You will receive ongoing training, career progression and the opportunity to work with a great team and a company that cares about your future. You will be selling holidays to specialised areas of the world and will be booking fully inclusive tours.

- ▶ Be part of this highly successful team!
 - ▶ **Sydney CBD**
 - ▶ Salary up to \$45K + super
- 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.

- Use your customer service skills in a unique and challenging role
- Be part of a dynamic team working within a fast paced, vibrant industry
- Deliver world class service and support to key clients

Do you have strong customer service skills and experience in the travel or IT industry? Amadeus is the world's largest supplier of travel distribution services and the largest supplier of IT solutions to the Australian and New Zealand travel and tourism industry. Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. We have won awards around the globe in recognition of our innovative and progressive IT solutions.

Amadeus currently has an exciting opportunity to join our Operations division as an e-Commerce Support Specialist. The key purpose of this Help Desk role will be to ensure the provision of world class first and second level support of Amadeus Online Booking Engine system users and internal groups. Key accountabilities include:

- Responsible for answering and rectifying user incidents and problems at the first point of contact;
- Accurately maintaining database tables and ensuring compliance with product guidelines;
- Liaising with second and third level support teams and key stakeholders within the local, regional and global offices to ensure a fast and effective delivery of escalated items on behalf of the Amadeus Commercial Organisation's customer base
- Troubleshoot customer problems with reference to the existing Incident Management methodology, defined individual Key Performance Indicators and escalation guidelines.
- Actively engage with customers to identify problems that impact products and service delivery;
- Contribute to the resolution of root cause problems and consult with customers in the pre and post sales phases in order to ensure delivery meets expectations;
- Identify training needs and opportunities within the customer base and internal teams to ensure continuous improvement;
- Contribute to the analysis of competitor products by assisting in testing and monitoring of product feedback

Essential to the role will be a passion for customer service and a demonstrated commitment to resolving problems and issues effectively. Previous experience working in a customer service role within the travel industry will be fundamental to your success. Candidates must be fluent in spoken and written English. A sound understanding and working knowledge of Online Booking Engines, Amadeus systems, products or platform would be a distinct advantage.

Amadeus has a well-defined set of corporate values, and we seek out those who will enjoy our culture. If you are looking for a work environment where you will be exposed to industry best-practice, where you will be encouraged to learn and grow, where you will be in a supportive team environment and have the opportunity to be recognised for a job well done, then please apply.

If you want to be part of a global dynamic company please apply by logging onto www.au.amadeus.com OR e-mail the Human Resource department at careers@au.amadeus.com