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Monday 23rd April 2012

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GBTA Perth event

THE Global Business Travel Association has today confirmed that its Energy & Resources Travel Symposium - a first for the region - would take place at Perth's Mercure Hotel 15-16 Oct - more info emontgomery@gbta.org.

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Nancy-Bird A380 good to go

QANTAS chief Alan Joyce told *Travel Daily* he had "no qualms" about being on board Sat night's ferry flight of its flagship A380 aircraft from Singapore to Sydney.

The superjumbo - named in honour of Australian aviatrix Nancy-Bird Walton - returned home yesterday morning, completing flight QF32 some 16 months after its original due date following a Rolls-Royce engine failure on 04 Nov 2010.

50,000 hours of design and 78,000 hours of production went into the \$139 million mend.

The 116-day project involved a 'repair patch' on the top-side skin of the left wing and a large replacement panel fitted to the bottom, 6km of re-wiring, the replacement of damaged windows and repairs to the fuselage caused by engine shrapnel.

Following the repair, a series of rigorous testing procedures on

the ground and in the air were also completed successfully.

The Qantas boss told reporters from beneath the fixed wing at Changi Airport on Sat that the complexity of the repair was unlike anything ever attempted.

"We were always going to do [the repair] right, and we did it right, and that's why we're very comfortable for this aircraft to be returned to service," he said.

He said the aircraft was now "as good as new", adding that Qantas would never put the plane back into commercial service until the airline was 100% sure it was safe.

Joyce told *Travel Daily* he was "absolutely not" nervous ahead of the ferry service.

"With these guys around me and with this amazing aircraft and the work that's taken place on it I have absolutely no qualms about being onboard," Joyce said.

Captain Richard De Crespigny, who with his flight crew returned the damaged A380 to Singapore on the day of the "occurrence," told *TD* the Nancy-Bird A380 had been subjected to a situation that was outside of the boundaries of certification requirements.

"The aircraft didn't just perform well, it flew beautifully and brought 469 passengers and crew safely back to Singapore," he said.

On Fri, a team of Qantas and Airbus execs detailed the repair process required for Nancy-Bird - see pages 5 and 6 for more.

Bumper TD today!

Travel Daily today has nine pages of news & photos, plus full pages of jobs from: ([click](#))

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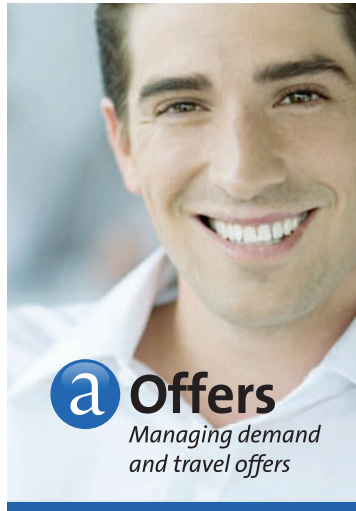


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QR growing its brand

QUEENSLAND Rail Travel has reported significant increases in its brand awareness among local travellers, with 59% of Qld residents recognising the group's advertising of recently released Great Barrier Reef travel deals.



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National airline advocate

THE Federal Government will this week advertise for a new National Airline Customer Advocate - a role which will see the successful applicant "act as a facilitator and work with the major airlines" to address customer complaints.

Transport minister Anthony Albanese said the move was an important reform of the National Aviation White Paper.

The position will be jointly funded by Qantas, Virgin Australia, Jetstar, Regional Express and Tiger Airways.

"Flying is today five times more affordable than it was 20 years ago, thanks to greater competition, the rise of low-cost airlines and the availability of different types of fares, classes and service levels," he said.

"But cheap fares shouldn't mean cheap treatment... passengers are entitled to be treated fairly and decently by airlines - and part of that service means having their complaints dealt with properly and on time".

Although funded by the carriers, the office of the National Airline Customer Advocate will be based in a major city at a location unconnected with any of the offices of the airlines.

A committee comprising a representative from each of the founding carriers will work with the advocate to get complaints resolved within 20 working days.

Albanese said the advocate would also monitor and report on areas where airlines may be letting their customers down - including the number and details of complaints to each carrier.

The minister said that as the new role is an Australian first "we recognise that it will need ongoing review and fine-tuning by airlines, consumer groups and the Government".

He commended the airlines for responding to the Government's request for greater accountability.

MEANWHILE, consumer group CHOICE says it's disappointed that consumer groups were denied the opportunity to work with the industry on the scheme.

APT to add two ships

APT is the latest European river cruise company to expand its fleet, with two additional vessels to bump its fleet to 12 next year.

The addition of the *ms AmaVida* and *ms AmaPrima* will allow APT and its partner AmaWaterways to add cruises on the Seine in France and the Douro in Portugal, according to APT gm Chris Hall.

Other changes will see a panoramic ship-front second restaurant, offering indoor and outdoor dining, added to APT's six Aria-class ships.

The *AmaVida* will sail the Douro while the *AmaPrima* will operate between Amsterdam and Rouse.

New P&O web portal

P&O Cruises has today launched a new website packed with cruise and lifestyle information, personal travel profile features enabling users to build their own travel "bucket list", and much more.

See discovercruising.com.au.

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Travel Daily on location in Los Angeles

Today's issue of *TD* is coming to you from Los Angeles where the US Travel Association's annual Pow Wow is taking place.

A **48-STRONG** delegation of Australian travel buyers and media is in Tinseltown this week for Pow Wow, with exhibitors here keen to target the surging Australian travel market.

A pre-Pow Wow party took place last night at the swish JW Marriott Hotel in the lead-up to the three day extravaganza being staged at the massive LA Convention Centre.

Los Angeles is expecting to see almost US\$10m in economic impact from hosting Pow Wow, plus a further US\$350m in flow-on business from stronger international visitation over the next four years.

Topdeck up 30%

TOPDECK Tours has reported a very strong earlybird season, with Australasian bookings to Europe up 30% on last year.

The company cited "Gen Y's unquenchable thirst for travel, the strength of the Australian dollar and positive word of mouth from previous travellers" as having created unprecedented demand for its trips.

TG A380 rollout

THAI Airways will debut its first Airbus A380 superjumbo on flights from Bangkok to Hong Kong and Singapore effective 28 Oct, according to agent GDS.

Previously, TG had planned for Tokyo to be its launch A380 destination but now it appears THAI Tokyo A380 flights won't begin until early 2013.

Other Thai Airways International superjumbo destinations to be added from Dec include Frankfurt and Paris.

US set to soar

THIS year's Pow Wow trade show in LA is a big celebration, after Aussie numbers to the US for the first time hit the one million mark in 2011.

"We've seen amazing growth over the past four years and that's set to continue in 2012," said Geoffrey Hutton, president of the Visit USA committee.

"Even our roadshows for next year in Australia are attracting new US partners.

"We've sold more than half the floor space already, a clear sign that the Americans are seriously taking notice of the Australian market," he told *TD*.

Ron Erdman, Washington DC-based US Deputy Director of Travel & Tourism Industries echoed the sentiments, saying "You guys go more places here, stay longer and spend more".

Tonight, LA turns on the spotlight for Pow Wow Opening Night with a dazzling premiere party at Hollywood & Highland.



Window Seat

HERO pilot of the miracle flight QF32 Capt Richard De Crespigny believes the repaired Nancy-Bird Walton superjumbo should be classed as an iconic piece of Australian heritage.

In Singapore on Sat QF ceo Alan Joyce said that De Crespigny had told him the design and strength of the aircraft reminded him of one of Australia's most recognisable landmarks.

"It's been over-engineered, over specified and it should be regarded as a great icon - just like the Sydney Harbour Bridge."

WHAT do you do with one of the most expensive aircraft wing spare skin patches ever made (pg 6) & likely never to be used?

Well, Qantas head of operations Alan Milne joked in Singapore that it could become a very outlandish coffee table top.

What's involved in a successful GDS migration?

Brad Jukes from Acland Travel tells us how training, support, IT and account management teams all supported his successful migration to *Sabre*

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Sabre
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Virgin A330 handover

VIRGIN Australia is expected to this week take delivery of its next Airbus A330 aircraft at a special ceremony in Toulouse, France.

CEO John Borghetti is believed to be attending the hand-over ceremony which will also see the airline reveal a new Business Class product, understood to include lie-flat seats (**TD** 10 Apr).

Tripadvisor for agents

A NEW Tripadvisor-style website has launched this week - but all the reviews will be posted by professional travel agents.

professionaltraveladvisors.com aims to enable travellers to get in touch with bona fide agents who also have their company profiles shown alongside reviews.

It's the brainchild of Tony Godley, who has worked as an agent in the UK for over 30 years.

The site strongly stresses the folly of travellers making their own arrangements, and free membership is available for all travel agents until 01 Mar 2013.

C&K Egypt plea

COX & KINGS Australia has seen an 80% drop in visitor numbers to Egypt over the last year - but ceo Steve Reynolds says it's now time for Australians to return to Egypt with confidence, after returning from a two week holiday in the destination with his children.

"Egypt is open for business and no one should feel unsafe travelling there," he said, saying that Egypt one year on from the democratic uprising is comparable to visiting the UK capital.

"People don't give a second thought about visiting London even though it recently experienced some fairly significant civil unrest," he said.

Reynolds took his family to Cairo, Luxor, Aswan and Sharm el-Sheikh, and also met with the Egyptian Tourism Authority.

He said life is entirely back to normal "except there is a real sense of optimism about the future now and unfortunately a lot less tourists".

C&K is seeing a positive forward booking trend, but pax numbers overall are still subdued.

Reynolds said the company will host a series of national road shows to promote Egypt, as well as taking a number of Aussie agents there to see the company's product first hand.

Creative make some furry friends

CREATIVE Holidays last week returned the favour to their NTIA mascot Scraps the dog, giving some time to man's best friend as some of the team toured the Sydney Dogs and Cats Shelter.

The wholesaler also made a \$500 donation to the facility to assist in their work of finding new homes for the many abandoned and lost animals it receives each year.

Pictured above with their new best friends are Creative sales director Peter Douglas and marketing co-ordinator Lauren Mullaly.



TASC appointments

THE Africa Safari Co has appointed the well known Julian Insall, ex Kirra Tours, as its new business development manager for Victoria.

Also joining the team is Ian Gore as BDM for Qld and Northern NSW.

The Africa Safari Co ceo Susie Potter said it was an exciting time for the company, with bookings now back to pre-GFC levels.

See www.africasafarico.com.au.

Immersive VS tour

VIRGIN Atlantic is allowing prospective Upper Class pax to experience the premium cabin before they fly, with a new *PlaneView* software system which allows them to explore its details in an online 3D environment.

The move follows the £100m redesign of the Upper Class cabin which includes a 2.5m long bar, bespoke Swarovski crystal curtains and new mood lighting - www.virginatlanticplaneview.com.



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Qantas crew complete QF32



QANTAS brought together 16 of the original 22 cabin crew and the pilots of miracle flight QF32 for the ferry service of A380 Nancy-Bird Walton from Singapore back to Sydney on Sat night.

CEO Alan Joyce referred to the aircraft as “phenomenal” and its return to the skies was a timely way to honour its namesake.

“I think Nancy-Bird herself would be very proud to see her aircraft brought back into service,” Joyce said in Singapore on Sat before the return flight.

Qantas named its first A380 doubledecker after the airline’s first female pilot, with the aircraft delivered in Sep of 2008.

Nancy-Bird passed away just three months after a special naming ceremony for the aircraft that recognised her career.

The service also served as the final time Qantas would use the QF32 flight number, with Joyce saying it was very important to have as many crew as possible on the flight to enable them to “complete the mission”, admitting also that the in-flight movies featured are probably out of date.

Pictured beneath the repaired wing of Nancy-Bird Walton at Singapore’s Changi Airport from left are: hero Qantas pilot Captain Richard de Crespigny, Annie Jostsons, QF32 cabin service supervisor; Michael von Reth, QF32 cabin services manager; Alan Joyce, Qantas ceo; Paul Wason, cabin service supervisor and Captain Dave Evans.

De Crespigny & Evans were guests on the QF32 ferry flight & not in control of its operation.

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IHG gets the big tick

INTERCONTINENTAL Hotel Group has been granted with Tourism Australia’s T-QUAL tick of approval, permitting it to use the tick in its own future marketing campaigns as well as being given preferential listing on australia.com.

The federal accreditation serves to inform travellers that they are booking a product that has met stringent standard benchmarks.

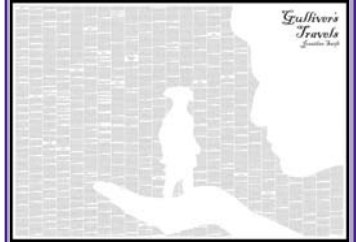
TATS Fiji agent bargain

TRAVEL Agents Travel Service is promoting an industry deal to Fiji, leading in at just \$619pp including return Air Pacific flights, taxes and fuel surcharge and five nights at Sonaisali Island Resort with daily breakfast.

It’s valid for travel 23 Apr-21 Jun ex Brisbane, Sydney and Melbourne to Nadi return and must be booked by 31 May.

The deal is valid for airline staff, travel agents, wholesalers, international freight forwarders and their spouses plus children up to 21 years - more details on 02 9279 2488.

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This week **Travel Daily** has teamed up with **Spineless Classics** and is giving 5 lucky readers the chance to win a poster with the complete text of ‘Gulliver’s Travels’, valued at \$99.95 each.

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QF's A380 Nancy-Bird like factory new

BILLED as possibly the most expensive aircraft repair project in aviation history by Qantas ceo Alan Joyce, the thoroughly extensive project to mend its flagship aircraft, the Airbus A380 dubbed Nancy-Bird Walton, (**page one**) has also been recognised as a historic milestone by the Australian flag carrier.

Airbus & Qantas execs revealed finer details of the repair process in Singapore on Fri, which included a six-week assessment to determine if the aircraft was salvageable after the Rolls-Royce engine explosion, and the likely price tag, taking into account the repair work, extra parts, time out of action and storage.

The final repair bill of \$139m included the use of rival carrier Singapore Airlines Engineering's custom-built A380 hangar to house the aircraft over the 116 day project - a gesture recognised by QF's head of operations Alan Milne as "remarkable".

The task was monumental given it was the first time a project like this had been attempted outside an Airbus facility.



ABOVE: Rewind to 04 Nov 2010 with the chunk of metal that pierced the A380's top wing skin, and below fast-forward to now with the 'like new' mended wing.



The customised repair required 40 tonnes of tooling to be shipped from around the world to Singapore.

Once repaired, the aircraft was put through a rigorous testing procedure, to a level Airbus traditionally use for brand new superjumbos.

TD was the only Australian trade publication to be on the ferry flight.



ABOVE: Qantas and Airbus executives pose with a replica of the top skin patch installed on Nancy-Bird Walton's left wing.

From left are: Tim Gent, QF mgr engineering; Derek Blackham, Airbus mgr engineering; Alan Milne, QF head of operations and Didier Lux, Airbus head of customer service.

The replica was constructed as a duplicate at the same time as the fitted piece (**pictured below** being installed on Nancy-Bird Walton with protruding rivets) in the event of an error during the aircraft's re-construction.



BELOW: An image taken during the reconstruction - the view looking at the front edge of the left wing of the aircraft with the upper skin removed.



BELOW: The bottom skin of the wing also needed repairing with a massive section replaced (as outlined in red).

Unlike the top surface, the bottom skin was able to be fastened to the aircraft as the aerodynamics of the bottom edge are not as crucial.



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Virgin comp winner

CONGRATS to Zahrah Groom of Corporate Traveller who has won a copy of Richard Branson's new book "Screw Business as Usual," thanks to Virgin Atlantic.

World cities tourism group launched

A **NEWLY** formed tourism alliance aimed at facilitating and building outbound travel links is to be headquartered in China.

The newly-formed World Tourism Cities Federation will consist of member cities working together to attract greater numbers of outbound tourists.

Currently, the federation consists of 37 cities, including Los Angeles, Rome, Berlin and Moscow, and has already formed links with 10 tourism companies including Air China & Kempinski Hotels.

Spokesperson Lu Yong said that "Through direct negotiation and discussion among member cities,

it is likely that there will be more direct flights in the future between these tourist destinations and easier entry [requirements]."

The new "non-profit, non-governmental" group will be funded through membership fees, public and corporate donations, govt subsidies and service incomes, and claims to be the fourth-largest world tourism organisation.

MSC Divina set to sail

THE newest vessel in the MSC ranks - *MSC Divina* - will officially take to the seas on 26 May, operating a 6-night maiden voyage from Marseille to Venice.

Following a successful three-day open-water test off the coast of France, the third and newest liner in the company's "Fantasia" class returned with all on board giving a resounding thumbs-up.

MSC managing director Lynne Clarke said the ship "performed to the full satisfaction of the MSC Cruises team".

More QF bus baggage

QANTAS has today advised travel agents of an increased luggage allowance for domestic business class travellers, with the move effective from 02 May.

The checked baggage allowance for travel in business on QF domestic flights will increase from one 32kg piece to two 32kg pieces.

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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.**



Freestyle Holidays - USA and Canada 2012/13
Freestyle's USA & Canada program is one of the most comprehensive in the market and showcases a lot of new products for 2012, including Apollo Motorhomes, Mauiva AirCruises, City Stays & National Parks. The Freestyle Drive section give some inspiring suggestions for driving in the USA & Canada, as well as a range of innovative and unique products throughout the brochure aimed at tempting your clients.



Greece & Mediterranean Travel Centre - Greece Island Hopping and Turkey on a Budget 2012
This new brochure offers low cost affordable experiences in Greece, the Greek Islands and Turkey, allowing travellers a way to stretch their holiday budgets further. Packages have been designed in such a way to make the European destinations easy to get around and 'hassle free' - grecemedtravel.com.



Insight Vacations - Winter Europe Autumn, Winter and Spring 2012/13
The new collection features 28 premium autumn, winter and spring itineraries including three new fully escorted tours. Included among a broad range of destinations available throughout Europe and the Eastern Mediterranean are Italy, Spain, Portugal, The Alps, Central Europe, Morocco, Greece, Egypt, Jordan, Turkey & Israel.



Creative Holidays - Australia 2012
The new brochure available on travel agents shelves offers a new and exciting domestic product range, delivering greater choice, more flexibility and fantastic value Australian holiday options. Comprehensive information on accommodation, day tours, escorted touring, cruising, rail tours and car hire is available in key regions of New South Wales, Queensland, Victoria, South Australia, Western Australia, Tasmania, the Northern Territory and the ACT.



Topdeck - Egypt 2012/13
22 trips within this brochure are being offered at a rate 15% cheaper than last year with the program including destinations such as Jordan, Israel, Syria, Morocco and Turkey. Young travellers can enjoy trips ranging in length from five to 20 days and take in sites like Abu Simbel, the Valley of the Kings, the Red Sea holiday resort of Hurgada as well as two nights sailing on the Nile in a felucca.

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AMERICAN Airlines has announced the 14 Jun debut of daily flights between Seattle and Miami, with the route connecting two key US cruise ports.

TMS hops into Egencia



ABOVE: TMS Asia Pacific's Ainslie Hunt and Sally Frape played Easter Bunny for the Egencia sales team earlier this month - with Sally even donning some bunny ears for the occasion.

Pictured above in a chocolate-

inspired frenzy are Egencia's James Ellis, Ryan McCarthy, Michael Gunn, Ainslie Hunt (TMS), Elliott Finley, Sally Frape (TMS), Sophie Bagnall, Lara Hemmaty, Justin Gayllego and Karen McGrath.



AIRLINE CARGO SALES EXECUTIVE (Brisbane based)

Air Niugini, the national airline of Papua New Guinea has a vacancy for a full time airline cargo sales executive to be based in Brisbane. The core responsibilities of the role are to promote the airlines cargo services to key business customers and agents. The successful candidate will manage and develop key relationships and oversee the airlines cargo operations at Brisbane Airport and will have a strong airline background.

KEY REQUIREMENTS:

- Develop and maintain the cargo sales territory incorporating South east Queensland
- Provide periodic sales and marketing intelligence to management
- Promote Air Niugini services to industry and agents
- Represent the airline at key trade events
- Control airline expenditure within approved budgets.
- Ensure the utilisation of the airlines Sky Chain system across our core industry partners
- Achieve set revenue targets
- Ensure the efficient operations of the airlines cargo operations at Brisbane Airport
- Ability to work under pressure whilst maintaining a professional manner

If you fit these requirements we would very much like to meet you. Please forward your application with detailed resume to: nrodrigo@airniugini.com.pg

ATT: Nalin Rodrigo, Regional Manager – Air Niugini Cargo no later than Friday 27 April 2012. Only short listed applicants will be contacted.

Don't forget to pack...

ZUJI has launched an iPhone app aimed at taking the stress out of packing for your next holiday.

Creatively titled "Packman", the new app helps design packing lists to ensure nothing is forgotten.

The app is available now for download from the iTunes store.

Holiday health benefit

KUONI Travel in the UK has commissioned a study on the health impact on the body that a holiday brings.

The Holiday Health Experiment will endeavour to ascertain the physiological and psychological changes to a person following a holiday, with members of the UK public encouraged to sign up for a survey on their health and holiday habits.

Six respondents will then be chosen to undergo a series of clinical tests and focus groups with a psychotherapist before, during and after going on either a luxury beach holiday to an Indian ocean destination, an African adventurous and volunteering holiday or exotic far-flung holiday to Asia, offered by Kuoni and taken during the UK summer.

AFL Rd 4 Winner

CONGRATULATIONS

Jesse Iannello

from **QBT**

Jesse is the top point scorer for Round 4 of *Travel Daily's* AFL industry footy tipping competition, and has won a complimentary pass for two people to Sydney Tower Eye, courtesy of **Merlin Entertainments Group**.



Major Prize Sponsors

1st Prize: 4-night holiday to Dubai, courtesy of **Emirates** and **Holiday Inn**



2nd Prize: 5-night holiday to Vanuatu, courtesy of **Air Vanuatu** & **Iririki Island Resort & Spa**



QATAR AIRWAYS RECRUITMENT

Strive for Excellence with One of the World's Fastest Growing Airlines!

As one of the World's 5-star airline and fastest growing carriers, Qatar Airways is dedicated to excellence and continuous improvement. We apply this same philosophy towards our people where we provide diverse career focus, continual development and training.

Sales Executive (Corporate) (MEL based) Sales Executive (Leisure) (MEL based)

The successful candidate is ambitious, target driven, able to maximize commercial success, surpass allocated targets in his/her area of responsibility and create maximum awareness of Qatar Airways products and services.

We require 3 or more years of professional sales experience, preferably in the Airline industry, with proven knowledge of MS Office application, negotiation and presentation skills. GDS system and ticketing skills will be an advantage.

Reservations and Ticketing Agent

(MEL based, 12 Month Maternity Leave Contract)

The successful candidate is responsible to serve customers professionally through telephone contact or in person and generate revenue, exceed customer expectation by delivering Qatar Airways renowned 5-star service.

We require a minimum of 2 or more years of customer service experience in an airline / travel industry/ hospitality organization. IATA or airline basic tariff and pricing course as well as experience with Amadeus will be an advantage.

Applicants must have the right to live and work in Australia. Please send your detailed CV to employment@au.qatarairways.com by 1 May 2012. Only those candidates that have made the shortlist will be advised.

World's 5-star airline. qatarairways.com



OzForex travel card

CURRENCY specialist OzForex has entered the travel money market, launching Australia's first 100% online prepaid money card with benefits including no reload fees as well as competitive rates on international withdrawals.



**SHARE THE LOVE
VOTE FOR US!**

We are proud to be nominated once again for the **NTIA Awards** in the category of **Best Car/Campervan Rental Operator**.

We believe this is in recognition of our continued efforts to supply the best products and great offers.

Click here to **VOTE FOR US**



Travel Daily

First with the news

Monday 23rd Apr 2012

AKL ceo resigns

AUCKLAND Airport ceo Simon Moutter has announced his resignation after accepting a job as chief executive at New Zealand telecommunications giant Telecom.

Moutter will leave his post on a high, after the facility was named Best Airport in the Asia-Pacific region for the 4th consecutive year at the Skytrax World Airport Awards in Vienna last week.

The top gong for World's Best went to Seoul's Incheon Int'l Airport, with six of the top ten spots going to Asian facilities.

Plane thieves nabbed

POLICE in Singapore have arrested two men who were charged with stealing on board two Singapore Airlines flights over the weekend.

In separate incidents, the Chinese nationals were spotted by alert crew members taking other passengers' bags from overhead lockers and searching them for valuables before putting the luggage back.

Police advised passengers to keep their cash and valuables with them while on board.

The alleged thefts occurred on flights from Singapore to Hong Kong and Vietnam.

WIN A TRIP TO NEW CALEDONIA



Throughout April, **Travel Daily** is giving one lucky reader the chance a win an amazing holiday for two people to New Caledonia, courtesy of **New Caledonia Tourism, Aircalin** and **GLP Hotels**.

The prize includes Aircalin Return Airfares from SYD/BNE to Noumea, return airport transfers, three nights accommodation in a superior room at Le Nouvata Hotel Noumea, one night accommodation in an overwater bungalow at L'Escapade Island Resort including return boat transfers and a day trip to Amedee Lighthouse.

Every day **Travel Daily** will ask a different New Caledonia-related question – just read the issue and email us your answer. There will be 18 questions in total, which will also be posted on our website.

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

Q.14: Name 2 videos that can be found on New Caledonia's "web TV"

Email your answers to: newcalcomp@traveldaily.com.au

Hint! Visit www.visitnewcaledonia.com

Click here for terms & conditions



Tourism for tomorrow

RECIPIENTS from four continents were among those recognised for efforts in developing & promoting sustainable tourism ventures at the World Travel & Tourism Council's *Tourism for Tomorrow* awards in Tokyo last week.

Among the winners was Banyan Tree Hotels & Resorts, who took out the Global Tourism Business Award for its continued promotion of awareness programs supporting the protection of cultural heritages in worldwide destinations.

Special BA fare to LHR

BRITISH Airways has released a special return fare to London to take in a vibrant year in the UK.

Seats are available from \$2012pp, valid for sales until 04 May 2012 for travel up to 15 Mar 2013.

NZ and Europe on sale

EMIRATES has launched a fare sale for flights to New Zealand and Europe, valid for sale until tomorrow.

NZ fares lead in at \$234 one way, while Europe flights are on special from \$1959 to Rome return.



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Thank you for your support. We wish you all luck in the upcoming AFTA National Travel Industry Awards.

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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

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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YOU DESERVE THE BEST, SO TRUST YOUR CAREER WITH THE AA TEAM

THE PINNACLE OF ACCOUNT MANAGEMENT DIRECTOR OF ACCOUNT MANAGEMENT SYDNEY – EXECUTIVE SALARY PACKAGE

This new senior role is responsible for managing the Account Management team within a leading TMC. You'll have extensive experience in corporate account management and a positive track record of developing strategies for account retention & growth. Your leadership skills will influence the development and performance of your team resulting in improved client satisfaction. Step it up with a growing business.

GRAB THE SPOTLIGHT WITH THIS SALES ROLE SENIOR CORPORATE BDM - AIRLINE BRISBANE - SALARY PACKAGE TO \$110K

This outstanding Airline has a place for you in their Brisbane team if you can tick all the right boxes. You will need to possess outstanding experience working in Sales within the Aviation sector with thorough knowledge of compiling and delivering large market tenders. Be part of this fantastic airline and watch your career soar to greater heights if you are a results-focused BDM with great connections.

THIS IS A COMPANY YOU CAN GROW WITH ACCOUNT MANAGER SYDNEY – SALARY PACKAGE \$85K +

Bring your selling skills and travel consulting background to this leading company and stretch your wings out on the road. You'll be responsible for managing & expanding an extensive portfolio of clients in an allocated region., making contact with potential new clients as well as managing the commercial value of an existing client portfolio, always working towards new and existing business targets. You'll love this fantastic team.

FABULOUS LEADERSHIP OPPORTUNITY CORPORATE TEAM LEADER (NO CONSULTING) PERTH – SALARY PACKAGE TO \$80K

This is your chance to work for one of the best TMC's in the market. As a strong leader you will be able to implement process changes driving your team to perform and reach KPI levels. Working as part of the senior management team your views will matter. You will need to be a focused manager who has the ability to show exceptional skills in the leadership, training and development of teams.

AN EVENT WINNING COMBINATION EVENTS & CONFERENCING ACCOUNT MANAGER / BDM MELBOURNE – SALARY PACKAGE TO \$85K

Do your skills in events and conferencing add up to the winning formula to take home this prized position? This outstanding company is looking for the best in the business when it comes to account management within events sector. Your go-getter attitude will also be able to source new leads with your strong communication & presentation skills, leveraging your amazing relationships across the industry.

BE PART OF A GLOBAL SOLUTION TEAM LEADER - TRAVEL AGENTS SUPPORT SYDNEY – SALARY PACKAGE TO \$75K +

If you're an experienced Team Leader with hot GDS & online skills this role will offer you great variety and future scope within a global company. We're looking for someone with great leadership and problem solving skills, staff development, and maintaining service levels within a global Support operation. Working Mon-Fri you'll need some flexibility for the odd weekend, which is well compensated.

THE FUTURE IS ONLINE PRICING PRODUCT DEVELOPMENT – ONLINE RATES BRISBANE – SALARY PACKAGE OTE \$80K

Do you have the ability to drive margins to increase bottom line sales as well as developing relationships with your suppliers so you can gain the best rates in the market? We want to hear from you! With your previous background working in online hotel distribution or within a larger property developing rate strategies, you will have the ability to facilitate the price that has that competitive edge every time.

KICK START YOUR SALES CAREER CORPORATE BUSINESS DEVELOPMENT BRISBANE – SALARY PACKAGE OTE \$70k - \$80k

Do you have the gift of the gab, love drumming up business but feel your skills are wasted in a retail travel store? This is your chance to shift your career in a new direction. Go forward and gain all the training you need to move into corporate travel sales. All you need is a proactive and driven approach, the ability to converse with a variety of department level managers and strong presentation skills. Jump to it.

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

Anna Veitch
NSW & ACT
Ph: 02 9231 6377

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

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

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Over 30 years experience recruiting
in the Australian travel industry

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New Travel Job Vacancies - 23 April 2012

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NTIA Nomination

We're proud to again be nominated for
Best Agency Support Service
2012 National Travel Industry Awards

To vote for us click here



French Speaking FIT Inbound Consultant

- ▶ **Market leader in Australian Inbound Travel**
- ▶ Fluent french speaker with excellent written skills
- ▶ Sydney CBD, close to train and buses

This role involves selling Australian land content including accommodation, tours, transfers and activities to overseas markets. Tourplan & knowledge of domestic suppliers ess.

Call or [email Kristi Gomm](#) for more details

E Commerce & Marketing Manager

- ▶ **Well established and successful company**
- ▶ Products distributed globally
- ▶ Salary from \$90K + super

A newly created position due to significant increase in business. Oversee & drive the strategic direction of the online campaigns, oversee the offline campaigns and manage a small team.

Call or [email Ben Carnegie](#) for more details

Admin Support - Corporate Travel - Sydney

- ▶ **Excellent opportunity to join global TMC**
- ▶ Supportive management, fun and social team
- ▶ Mon - Frid only, Salary up to \$55K

An excellent opportunity to get into Corporate or step back from consulting. This back office role supports the operations team in admin & financial areas. IATA exp essential, Galileo.

Call or [email Sandra Chiles](#) for more details

Meetings, Groups & Events BDM - Melbourne

- ▶ **Exceptional support & career progression**
- ▶ Global corporate travel management company
- ▶ Excellent salary package + incentives

Love the Meetings, Groups & Events travel market? Do you have exceptional negotiation skills and get yourself in front of the right people at the right time? Then this role is for you!

Call or [email Sandra Chiles](#) for more details

Ben's Top Job

Account Manager Travel Technology



Ben Carnegie

- ▶ Innovative global company
- ▶ Sydney CBD, state of the art offices
- ▶ Salary to \$95K inc OTE

The time is now to join one of the world's leaders in travel technology. Work with a company that is connected to almost all the major players in every market in travel you can imagine. The opportunities are truly limitless.

This role combines your ability to nurture, develop and grow an existing client portfolio, whilst also allowing you the freedom to hunt for any new growth areas you uncover. You will have involvement in sales & marketing strategies which will open new doors into senior roles as your career develops.

This is your chance to work with a company that is dedicated to excellence in client management.

Call or [email Ben Carnegie](#) for more details

Online Cruise Consultant

- ▶ **What are you worth? - \$40K, \$50K or \$60K**
- ▶ Book flights, accomodation, tours and the Cruise!
- ▶ Upmarket worldwide cruise product

This highly successful Cruise Company is looking for their next star! Onine and phone consulting only, no face to face. Strong sales skills a must. You tell us what your worth!

Call or [email Kelly Wellsmore](#) for more details

Online Customer Service - shift work at its best!

- ▶ **7 nights on 7 nights off!**
- ▶ No face to face
- ▶ Salary \$46K package

Work with an online booking tool, servicing calls and emails from the direct public as well as travel agents. Your excellent worldwide travel knowledge will be rewarded, co. product training provided.

Call or [email Kelly Wellsmore](#) or more details

twitter: @inplacejobs
jobs@inplacerecruitment.com.au

Call 02 9278 5100
1300 inPlace (1300 467 522)



Finding talent within the Australian Travel Industry

International Travel Specialist

Sydney Northern Area - \$40-45K + Incentives

A highly specialist team are looking for a passionate Travel Specialist. Focusing on one area and one product, you can be part of a well-organized and highly supportive team with excellent benefits and amazing educational and incentives. Past customer service experience and GDS experience needed, full training is provided so you will have full understanding of the product on offer! Ski reservation experience is desired.

For more information call Natalie on (02) 9113 7272 or email natalie@traveltraderecruitment.com.au

Travel Consultant

Melbourne - \$45K + Super & Commission

Work Monday to Friday! This reputable and well-known retail agency is looking for an experienced Travel Consultant to join their team. You will book holidays and handle high end corporate clients utilising your solid Galileo skills and worldwide knowledge. As an experienced Travel Consultant you will have a solid background in retail or wholesale reservations, excellent customer service skills and the ability to develop relationships with repeat clients.

For more information call Lisa on (02) 9113 7272 or email lisa@traveltraderecruitment.com.au

Sales Executive

Brisbane - \$45K + Super & Bonus

Spread the word! Get out on the road, develop client relationships, initiate sales and create brand awareness. A large online accommodation provider is looking for Travel Sales Executives with great people skills and solid travel industry experience. You will work 4 days on the road and 1 day from home. Full training and home set-up is provided and the successful candidate can expect a basic salary with bonus and career opportunities.

For more information call Lisa on (02) 9113 7272 or email lisa@traveltraderecruitment.com.au

Luxury Travel Consultant

Brisbane - \$40-50K + Super + Bonus - Ref 1077

Do you have extensive travel industry experience with long haul, high end, luxury bookings? Yes, then this could be the role you have been waiting for. A niche travel agency in Brisbane are looking for an experienced Senior Travel Consultant to join their friendly team. High end, repeat clientele are the focus here with lucrative bookings waiting to be made. Call confidentially to discuss your next career move & this rare role in the Brisbane travel market.

For more information call Sarah on (02) 9113 7272 or email sarah@traveltraderecruitment.com.au

Multi-Skilled Corporate Travel Consultant

Sydney - \$Competitive - Ref 8466

Looking for the next step in your career? An experienced international and multi skilled Corporate Travel Consultant is required by a leading Travel Management Company, where your skills and hard work will be recognised and rewarded. Work within a fantastic team and manage exclusive client accounts. A flexible and very competitive salary will be offered and the chance to work for a corporate travel management leader. Apply in confidence today.

For more information call Sarah on (02) 9113 7272 or email sarah@traveltraderecruitment.com.au

Corporate Travel Specialist

Melbourne - \$55k + Super - Ref 1024

Are you an experienced Corporate Travel Consultant looking for a new challenge with a travel management company. This city centre Melbourne office are looking for a talented travel professional to join their dynamic team. An excellent opportunity if you have 2 years retail or International, and want to take a step into the world of corporate travel. Leave those targets behind you and join an company who pride themselves on high end travel service.

For more information call Cliff on (02) 9113 7272 or email cliff@traveltraderecruitment.com.au

Corporate Travel Team Manager

Brisbane - \$Competitive + Super + Incentive - Ref 5114

With a worldwide presence and a focus on expansion & career progression for its staff, it's no wonder this corporate travel company are looking for pro-active & experienced corporate travel professionals. A Corporate Travel Team Manager is needed to manage a team of Corporate Travel Consultants in Brisbane. You should have managerial and solid corporate experience in return for a very competitive package.

For more information call Sarah on (02) 9113 7272 or email sarah@traveltraderecruitment.com.au

International Travel Consultant

Perth - \$50+ Super + Bonus

Have you got retail travel background and experience of selling worldwide tailor-made & cruise? Are you confident with various travel products and able to offer customers a choice like no other? This well-known travel company enjoy a wealth of new enquires due to ongoing repeat business and a constant flow of new enquires, and would like to find a passionate Travel Consultant to join their successful team. Sabre experience is desirable.

For more information call Cliff on (02) 9113 7272 or email cliff@traveltraderecruitment.com.au



Find your ideal travel job at www.TravelTradeJobs.com.au
or download your FREE Travel Trade Jobs App
(Available on Apple & Android Smartphones)