# Are you leaving your clients up in the air?

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PLUS

Find out how you can win up to \$1,000 in shopping vouchers prior to Christmas



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### Vote for mo photos

THIS year's Movember competition in Travel Daily has produced a fine festering crop of facial features.

As well as the major prize of a three night Queen Mary 2 cruise for the best growth, there are four other prizes of two night Cunard voyages which you can win simply by voting for your favourite mo.

Check them out and vote today at traveldaily.com.au/competitions.

A STAR ALLIANCE MEMBER Areason for your clients to visit NZ right now:

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AIR NEW ZEALAND Promo code, travel periods and conditions apply





### QF drops A380 inflight wi-fi

IT was fun while it lasted, but the lack of any serious usage of in-flight internet aboard Qantas A380s has led the carrier to cease offering the system.

The trial kicked off earlier this year (TD 07 Mar) and involved six A380s operating to Los Angeles from both Sydney and Melbourne.

Although technically the trial was a success - including the groundbreaking in-flight production of an issue of Travel Daily during a trans-Pacific flight (TD 12 Jun) - the commercial uptake of the system ended up being "extremely low," according to a QF spokesperson.

The nine month trial saw Qantas work with OnAir to initially establish viability of the service, and then work on potential commercial use.

When the system was free passengers used the inflight wi-fi, but after testing of a range of price points, from \$12.90 to \$39.90 for various data packages, in the end Qantas found that most travellers preferred to sleep than to surf the web - particularly

#### Win \$1,000 for Xmas

CHECK out the front full page of today's Travel Daily for an opportunity to win a \$1000 shopping voucher just in time for all those Christmas presents.

### Seven pages of news

Travel Daily today has six pages of news and photos, a special front full page plus full pages from: (click)

• TMS Asia Pacific jobs AA Appointments jobs since most of its long-haul A380 services operate overnight.

Average take-up during the commercial trial was less than 5%, and did not justify the expense of providing the service, the carrier said.

Qantas said it "remains focused on delivering services to our customers that they value," adding that it would continue to evaluate demand for on-board wi-fi options.

### **New Fantasyland**

**DISNEY** is set to hold a massive event at Walt Disney World in Florida this week, with the opening of the New Fantasyland the largest expansion in Magic Kingdom History.

New themed areas include a stunning Enchanted Forest and the Storybook Circus, which together see the iconic attraction nearly double in size.

Travel Daily is lucky enough to be heading to Orlando today to take part in the grand opening event - see issues later this week for all the latest Disney news.

### Just do it already!

MTA Travel founder and ceo Roy Merricks says it's vital that the travel industry regulation reform process not be derailed at this late stage, despite last minute opposition from a number of quarters to the long-considered Travel Industry Transition Plan.

Merricks was responding to comments by rival home-based agency group chief Barry Mayo of TravelManagers, whom Merricks said has incorrectly claimed that AFTA's proposals don't provide detail of what the new industry structure will look like.

"A consultation period was provided and that opportunity has now passed so I find it curious that Mr Mayo would comment at this late stage," Merricks said.

"After delays to the decision making process in Dec 2010 and again in July, it's vital for the industry to have certainty".

Mayo has urged travel agents to examine the draft plan, claiming it appears to be "throwing out the baby with the bathwater".

Govt ministers will release their final decision on the plan this Fri see page 5 for AFTA ceo Jayson Westbury's exclusive comments.



Wishing you a Merry Christmas from matrix TRAVELMANAGERS



Longing for an action-packed getaway?



### **Helpdesk Support Contract**

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- 6 month contract, Sydney CBD
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- Galileo, CCTE & Ticketing

Salary \$47K + super

Contact: Ben Carnegie 02 9278 5100

ben@inplacerecruitment.com.au click here for details

### Souris cruise concern

NSW Tourism Minister George Souris says the floating pontoon cruise facility in Sydney to be used by cruise lines due to a lack of berths, "is not a good solution."

Souris told *Travel Daily* the allocation of a handful of berthing rights at the Navy's Garden Island over the next two cruise seasons was "very disappointing."

He expressed his concern that passengers aboard oceanliners will be ferried by punt from the middle of the harbour.

"It's not what 'A' grade pax have paid for," Souris said.

More exclusive comments from Souris in today's *Cruise Weekly*.

### Change to change fee

**REGIONAL** Express has advised of an \$11 increase to its fees for changes or rebooking sectors.

For changes made via its call centre, the levy will increase to \$44, from the original price of \$33, while the online fee will also change from \$11 to \$22.

The regional carrier has advised passengers to check its website for the latest information on fees and surcharges.



### Administrators for Moves

Fashion Moves, Screen Moves,

Corporate Moves.

on the firm's website.

Events Moves, Healthy Moves and

It's understood the company

has a staff of around 40, with its

headquarters in Sydney and travel

offices in Melbourne & Adelaide.

A Los Angeles office is also listed

WestJet into oneworld

**CANADIAN** carrier WestJet has

alliance's Global Explorer round-

the-world fare, adding about 25

Through its addition, the Global

Explorer fare now extends to 900

WestJet joins a group of other

carriers, including Jetstar, linked

to the Global Explorer fare but

not having any direct links with

WS already codeshares with a

American Airlines, British Airways,

Cathay Pacific and Japan Airlines.

QF Club agent promo

**QANTAS** is encouraging agents

to sell Qantas Club Membership

in Dec, offering a double Qantas

personal use based on each new

Club Domestic lounge pass for

member signed until 21 Dec.

That's on top of the 10%

commission agents will accrue

selling the \$855 membership.

In addition, Qantas Loyalty is

waiving the joining fee for travel

agents for their own Qantas Club

Membership - a saving of \$370 -

during the campaign - more info

at www.bit.ly/QFclubpromo.

number of oneworld members -

the **one**world group.

destinations in 150 countries.

extra airports in Canada to the

reach of the fare option.

been added to the oneworld

**SYDNEY**-based corporate travel specialist Moves Travel Group has appointed administrators, with the Travel Compensation Fund anticipating claims to be received.

TCF ceo Glen Wells confirmed to **TD** this afternoon the agency's administrators had made contact late yesterday, indicating the number of claims from existing clients could be significant.

Wells said Moves Travel is a very large company and has been in operation since the year 2000.

The firm's divisions include Sport Moves, Music Moves,

### **EY connecting Wi-Fly**

**ETIHAD** Airways will roll out inflight wi-fi connectivity on some of its long-haul destinations using its Airbus A330-200 aircraft fleet.

The mobile connectivity service is powered by Panasonic Avionics Global Communication Suite and will operate on services to Brisbane, Brussels, Dublin, Milan, Frankfurt, Munich & Manchester. Dubbed "Etihad Wi-Fly", the

carrier plans to have all aircraft equipped by the end of 2014.

Take a self-drive holiday, without breaking the budget!





### Gold Coast QF lounge

**QANTAS** has today commenced operating its newest Qantas Club lounge, which has been added to Gold Coast Airport following the return of mainline QF flights to the iconic destination.

The 130-passenger lounge offers high speed internet, shower facilities, a kids zone and work benches, with Gold Coast Airport ceo Paul Donovan saying it's a "great asset for all the business community".

Gold Coast Airport has moved from a famine to a feast in terms of lounge facilities, with the new Qantas Club joining the recently opened Virgin Australia Lounge which debuted at OOL just a few months ago (*TD* 04 Jun).

The Qantas group previously operated a Jetstar Lounge at Gold Coast Airport, but this closed in Oct to make way for the new Qantas Club, which is now accessible by Jetstar pax flying on Business Max fares.

#### New Hayman gm

**SCOTT** Murray was today announced as the new general manager of iconic Whitsundays resort Hayman Island.

Australian-born Murray commenced his hotel career in Sydney with The Regent and InterContinental, and prior to joining Hayman was with One&Only Royal Mirage in Dubai for six years, managing almost 1000 team members across three hotels within the resort.

He has already commenced at Hayman, and will also work with resort md Lloyd Donaldson on a range of projects including next year's commencement of the Hayman Marina Residences.

Click for full details

Excellence in Flight

air tickets



Sell KOREAN AIR "Gangnam Style" between 12 November & 09 December 2012 and you could win tickets for 2 to Europe or USA staying 2 nights in Gangnam!







### DJ growth despite disruptions

VIRGIN Australia has reported a 1.9% increase in passengers carried across its network for the month of Oct.

Year-to-date figures were partly skewed due to the temporary grounding of arch-rival Qantas one year ago, with available seat kilometres significantly up as the carrier stepped in to offer extra services during QF's downtime.

The additional capacity resulted in heavy drops in load factors for the month, which fell 5.4% on domestic and 2.2% on int'l flights.

For the year to date, passenger

### Ibis settles into Bali

ACCOR plans to open four new Ibis Styles hotels and one Ibis property in Bali in 2013, provided existing projects are completed.

Ibis Styles properties would be slated for Dewi Sri, Kuta Circle, Tanjung Benoa and Legian, with an Ibis set to be built in Tuban. figures climbed 2.5% across the network, with international expansion in line with increased codeshare operations with partner carriers Singapore Airlines, Delta, Etihad & Air New Zealand, the latter of which confirmed a second season of direct flights to the Sunshine Coast next winter.

International operations held the lion's share of this growth, with almost an additional 39,000 pax compared to one year ago.

Across the network, a total of 6,782816 passengers were reported to have been carried.

### CCC embarking to Lau

**CAPTAIN** Cook Cruises will operate its first-ever Discovery Cruise to the Lau Group of Islands off the eastern coast of Fiji with an 11-night voyage departing Port Denerau on 22 Oct 2013.

Cabins for the cruise are priced from \$3,430ppts - 1300 863 454.

### Hello Tomorrow Customer Sales & Service Agent -Perth Ticket Office

#### Tomorrow, you could be helping to create the future of air travel. Emirates is seeking a dedicated and motivated Customer Sales and Service Agent for our Perth Ticket Office.

#### The successful candidate must be able to:

- Ensure the highest standard of customer service is provided to Emirates customers
- Issue Emirates tickets to customers ensuring that all necessary airline rules and regulations are incorporated
- Support Travel agents by assisting them with their general enquiries

#### Minimum Requirements:

- Minimum 2 years experience in sales/reservation or similar experience with a recognised airline or travel agency selling international travel.
- Must have completed Fares and Ticketing 1 & 2

We offer an attractive salary package and benefits associated with the airline industry. For further details of the position, and on-line application process, please visit our website www.emiratesgroupcareers.com Ref. No. CS&SA/CJ/23232.

Telephone and postal applications will not be entertained. Applications close 9 December 2012.

Where could you be tomorrow?

### Hawaiian to Taipei

HAWAIIAN Airlines will launch new nonstop services between Honolulu and Taipei, Taiwan from Jul next year.

The thrice weekly service will be operated using a new 294-seat Airbus A330-200 aircraft, adding 46,000 new seats to the market annually.

Taipei is the 9th new gateway HA has added or announced new services to since Nov 2010.

**MEANWHILE**, HA has confirmed it will operate an extra 26 services between Sydney & Honolulu from 04 Apr to 01 Jun due to increased demand for extra capacity.

The extra flights will take the total flights from SYD during the period to 10 per week and will be operated by Airbus A330-200 aircraft, adding 7,644 new seats to the booming market.

**FURTHER**, the carrier has released a special airfare starting from \$1,307 inclusive of taxes to any of its nine western US ports or \$1,467 to New York JFK.

The fare is valid from Brisbane between 01 Mar-31 May, including any of the 18 additional services operating during this period.

### Virgin/Delta verified

VIRGIN Australia and US partner Delta Air Lines have submitted verifications confirming the implementation of their joint venture agreement with the US Department of Transportation.

Respective executives Merren McArthur and Charles Pappas verified the VA/DL alliance has been "fully executed" and implemented.

### ACCC Thrifty decision

THE Australian Competition & Consumer Commission has advised it will not be providing a decision date following its informal review of the acquistion of Dollar Thrifty Automotive Group by Hertz Global Holdings.

The massive car rental deal was given the go ahead last month by the US government (*TD* 28 Aug).

#### **VS Passbook move**

VIRGIN Atlantic has integrated Apple's Passbook into its mobile boarding card offering, enabling iPhone or iPod touch users to bypass check-in kiosks and head directly to security, or baggage drop if travelling with luggage.



**TURKISH** Airlines ceo Dr Temel Kotil brings new meaning to the phrase strange bed-fellows.

Questioned for his opinion on the proposed Qantas/Emirates airline partnership, Kotil gave this view to **TD** while in China.

"Our friends in the Gulf -Emirates - and our friends in Australia and the Pacific,... they're married!"

"They're going to have kids very soon," he quipped.

QANTAS Domestic ceo Lyell Strambi had attendees on their toes during his welcoming address at last night's Industry Christmas party in Sydney (see page 5), but almost literally.

Strambi said without doubt, the biggest news to hit the travel industry this year was the release of Psy's international hit *Gangnam Style*, and jokingly added that Industry Sales head Karen Tsolakis would later be leading the group in a rendition.

**REHO** Travel managing director Karsten Horne has dropped his gear again, this time to celebrate yesterday's opening of the company's new Sydney offices. Karsten (**pictured** below in Sydney's Martin Place in the

CBD) opened the new premises, which will focus solely on corporate travel while

leisure will

Melbourne.

remain in





### New Tjapukai chief

**TJAPUKAI** Aboriginal Cultural Park in Cairns has appointed Geoff Olson as its new chief exec. officer, replacing David Hudson effective immediately.

### Tassie \$1m marketing injection

**TASMANIAN** Tourism Minister Scott Bacon has announced an additional \$1 million will be pumped into marketing the state over the next financial year.

The extra funds will be used to consolidate existing cooperative marketing arrangements with Qantas and Virgin Australia "to help drive demand in Tasmania as a destination."

The funding forms part of the Tasmanian Government's initial response to the newly released Tasmanian Access Report that documents entry into the state.

"This report has provided us with a comprehensive snapshot of not just the current level of air

### WIN A COPY OF "DARK HEART"



Each day this week, Swagman Tours and Travel Daily are giving readers the chance to win a copy

of Tony Park's latest novel, "Dark Heart".

Amidst the indestructible majesty and beauty of Africa, yesterday's merchants of death are dealing in a new currency - illegal traditional medicine and the barbaric live trade in endangered African wildlife.

To win a copy of the book, simply be the first reader to email the correct answer to the question below to: darkheart@traveldaily.com.au

### Name one of the African GSA products Swagman Africa has

Congratulations to yesterday's lucky winner, **Philip van Dueren** of **Outdoor Travel - Melbourne**.

SWAGMANAFRICA

and sea services to and from Tasmania, but proposals on how we can work to level these peaks and troughs," Bacon said.

The report also evaluates issues facing the tourism sector, such as the seasonal nature of Tasmania's tourism industry.

With air access at an all time high, Bacon said what is crucial in the short-term is filling seats on aircraft to help with maintaining current capacity.

### Tattoo tickets on sale

**TRAVEL** and performance packages for the Royal Edinburgh Military Tattoo have been released by Keith Prowse Sport & Entertainment Travel.

Scheduled to be held between 02-24 Aug, packages start from \$365ppts inclusive of one-night in three-star accommodation.

For details, phone 1300 730 023.

### Apollo Facebook comp

APOLLO Campers along with its sister brands Cheapa Campa and Hippie Camper are giving away a luxury six-berth motorhome for a road trip around the country.

Valued at \$23,000, entrants need to post online blogs, photos and videos in destinations they would take the vehicle on the "ultimate holiday in a motorhome."

For further details on the comp see facebook.com/ApolloCamper; facebook.com/LikeCheapaCampa or facebook.com/HippieCampers, and enter before 31 Dec.

#### Inauguration advice

**PRESIDENTIAL** inauguration ceremonies in Washington DC, next month have led DFAT to reissue its general travel warning for the United States

Updated Smartraller info advises visitors to the US capital to be alert to increased security in the lead-up to Barack Obama's swearing of the Oath of Office, which occurs on 21 Jan.

The overall warning level for the USA remains at "Exercise normal safety precautions".

### Ten spicy days living Latino



**CHILEAN** carrier LAN Airlines recently teamed with all-inclusive tour company APT to ignite some fiery South American passion into an action-packed ten-night famil.

Seven fun nights were spent in Peru, exploring such historical highlights as Sacred Valley, Cusco, Macchu Picchu and the capital city of Lima.

The group danced a night away aboard the Hiram Bingham train in Peru, enjoyed impromptu salsa dancing lessons in Cusco, marvelled at the breathtaking history on show at the Lost City of the Incas and enjoyed a meal with a local Sacred Valley family.

To cap off the trip, the group ventured to Buenos Aires for three nights, experiencing the Rojo Tango before three final days in Santiago capped off an amazing experience not to be forgotten.

#### Holiday intention up

**ROY** Morgan Research's Holiday Tracking Survey of Aussies for the Oct 2012 Quarter shows a slide in the number of people intending to take a domestic holiday.

According to the report, there was a decline from 57% in 2011 to 55% this year.

Whereas the number of polled people planning to take a holiday abroad has peaked at 10%, up from 8% 12 months ago, with Bali, the US, UK and France top spots.

### Intrepid green goal

**INTREPID** Travel managing director Geoff Manchester has hailed the businesses' 21% drop in emissions, which has in turn led to an 81% drop in electricity use at its head offices.

He has called upon all tourism businesses to become leaders in effecting climate change in their day-to-day operations, saying they will see bottom-line benefits. Pictured above at Macchu Picchu, from left in the back row is Jennifer Day, Ramsgate Travel; Nicholas Georgiou, APT; Sophie Brennan, Travel Success; Leanne Russell, Colac Travel; Sarah Pogson, Travelscene Kogarah; Cathryn Burnett-Cosgrove, Andrew Jones Travel; Kristen Cahill, Gregor Lewis Bespoke Travel; Kerrie Lee, Phil Hoffmann Travel Glenelg and Nansi Gidiess from LAN Airlines.

Front row: Matthew Lunn, APT; Kate Bevan, Jetset East Doncaster; Emma Lucas, Travel Associates Connelly and Turner; Suzanne Lane, HWT Kawana and Kristina Kordys, HWT North Perth.

### Money

**WELCOME** to *Money Talk, TD*'s Tue feature on what the Australian dollar is doing.

### \$1AUD = US1.042

**ONCE** again, all eyes are on the Reserve Bank, who meet today to decide whether Australia's economy is travelling well enough to warrant a cut in interest rates.

Should a downward move be implemented, the progress of the AUD against the USD will be all the more interesting, with the supposed "fiscal cliff" looming in the United States.

The AUD would then plummet in comparison to a US recession not good for outbound tourism. Wholesale rates this morning:

US	\$1.042
UK	£0.647
NZ	\$1.269
Euro	€0.798
Japan	¥85.64
Thailand	ß31.94
China	¥6.49
South Africa	R9.25
Canada	\$1.03
Crude oil	US\$89.02

### A very merry QF Christmas

QANTAS National Industry Sales last night hosted key industry partners and management to a glittering soiree to express its gratitude for a year of support.

Hosted at Sydney's Park Hyatt Hotel, attendees represented the carrier's agent, corporate and online partners, with a special

greeting from National Industry and Corporate Sales head Karen Tsolakis, who welcomed

**BELOW**: QF Domestic ceo Lyell Strambi wishes a Merry Christmas and a positive 2013 to attendees.



RIGHT: Quynh Giang, Orient Express, Tom Manwaring, Orient Express; Adele Sheers, Qantas and Ari Magoutis from Orient Express Travel Group.



**BELOW**: Gai Tyrrell, Sabre Pacific; Graham Turner, Flight Centre; Karen Tsolakis, Qantas & Ian Manwaring, Orient Express Travel Group.



attendees to the celebration. Qantas Domestic ceo Lvell

Strambi greeted guests, expressing his thanks in a year which has seen many announcements which included QF's return to the Gold Coast, the launch of Jetstar Japan and the proposed tie-up between Qantas and Emirates.

Strambi described the year's announcements as "a wonderful step in the right direction" and that he was "absolutely focused on taking the business onward and upward" in 2013.

More photos from the event on *Travel Daily*'s Facebook page.



**LEFT**: Dean Howarth, Qantas; Martin Lonergan and Peter Brady, Carlson Wagonlit Travel.

**BELOW**: Stephen Limbrick, Qantas; Elizabeth Gaines, JTG; Julie Primmer, JTG; Peter Collins, Qantas and Rob Gurney, JTG.



### Thistle site upgrades

UK PROPERTY chain Thistle Hotels has launched its revamped website, now compatible on PCs, mobile and tablet devices, along with a fresh homepage design.





### AFTA UPDATE

The latest insights from AFTA's Chief Executive, Jayson Westbury

**THIS** Friday will mark the end of a very long running campaign by AFTA and more broadly the travel industry to bring about sensible reform and change to the way travel agents are regulated and consumers are protected in the Australian travel industry.

The State and Federal Consumer Affairs Ministers will meet in Sydney to consider the 5-point plan that has been proposed by the Travel Industry Transition Plan consultation draft. AFTA provided an extensive submission to this paper & endorsed all five of the key recommendations. You can see what they are at the www.afta.com.au website.

Over the past 5 months, the TITP have been undertaking considerable consultation with key stakeholders which include consumer groups, state departments of Fair Trading, Consumer Affairs Ministers, travel companies, travel suppliers and the TCF. Everyone has had their say. Some even had a little "*spray*". In the end, what is critical is an outcome that gives clear and concise direction about the way the Ministers wish to regulate the travel industry in the future. I hope that the Ministers adopt the well research and detailed positions that have been put forward for the sake of the industry. As the global competitive environment in which we operate finds its way more and more to the Australian travellers and as the passion for travel within the hearts and minds of Australians continues to grow, the travel industry needs to be able to compete and prosper and that is why I believe the TITP provides a platform to "future proof" travel agents for tomorrow.

Not everyone agrees with this position, but in the end it is for the best as this is a once in a generational opportunity to create a new regulatory framework that removes a heavy handed government approach to regulating the travel agency community and allows the travel industry to self-regulate and move forward. These changes, if adopted, will also give rise to innovation and entrepreneurship which I am sure will come through as ideas about how to interact and protect consumers. Friday

o7 Dec in Sydney, Australia may just be a bright day for the Australian Travel Agent and the Australian travel industry. At least, that is what I have asked Santa for. I hope everyone that has been on this journey will also be thinking that way. Cross your fingers and your toes as the end is near.



**MORE** than 2.5 million pax arrived in Australia on scheduled air services during Sep, up 5.4% year-on-year, according to newly released data from the Bureau of Infrastructure, Transport and Regional Economics.

Available seats for the month increased 2.5%, with loads also jumping to 79.3% which is more than 2% up on Sep 2011 figures.

Qantas held the biggest share of the market, operating 17.5 of all international services, followed by Singapore Airlines (9.4%), Emirates (8.5%) and Virgin (8.4%).

The data shows a total of 47 airlines operated a total of 13,094 international services (excluding dedicated freight carriers), which was also up 2% on one year prior.

### DNSW China survey

**DESTINATION** NSW is seeking input from tourism businesses in a survey to aid with benchmarking the state's level of readiness to service the Chinese market.

The results of the study will be used to conduct education activities to help the industry maximise growth from China.

### KLM pre-Xmas deals

**KLM** Royal Dutch Airlines has launched a range of new Business Class fares between Australia and Europe, valid for sale to 15 Dec.

Prices start at \$5,698 for Perth to Amsterdam, with seats to Paris, Rome, Barcelona & Prague also available, for departures from 16 Jan to 31 Mar 2013.



### The Star recruits

**SYDNEY's** The Star has named Elisha Zhin as its new GM, Hotels. Zhin has 15 years experience in casino and hotel operations, most recently at Resorts World Sentosa.

### Wildlife spotting on Africa Safari



**ABOVE**: Five lucky prize winners from The Africa Safari Co's 2012 roadshow educational have just returned from enjoying their tour of the country, with glowing reviews of the facilities available.

The group inspected a number of the company's preferred properties, including Entebeni Game Reserve, Cheetah Plains, Savanna Game Lodge, Royal Swaziland Sun and Phinda Game Reserve, all of which left the group delighted and keen to send their clients to see for themselves.

Hosted courtesy of The Africa Safari Co and South African Airways, the five were also treated to view the wildlife on the African savannahs, with the Big 5



### 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 all making an appearance to send the group home in awe of the magic that Africa delivers.

The prize winners are **pictured** above - back row from left is Kathy Thomaidis, Jetset Travel Moonee Ponds; Jessica Keene, World Travel Professionals & Kerry Walters, The Africa Safari Co.

Front row: Tammy Alp, Northam Travel; Mary Kent, Travel Advantage and Kaye Pridham, Jetset Travel Hyde Park.

### **TCF termination**

THE Travel Compensation Fund has advised of the voluntary termination of Australian Travel Club of Rose Bay NSW (ABN:34 107 561 811) after it ceased trading as a travel agent.

### **Marriott DXB expands**

**THE** JW Marriott Marquis Dubai will begin work on its 2nd stage of development after Dubai's ruler gave the next phase of the \$680 million project a green light.

Earlier this month the first tower of the huge hotel opened, featuring 804 rooms and suites, with its nine restaurants, five bars and lounges to open by Jan, ahead of a grand opening in Feb.

### US lifeline for Aus staff shortage

SHORTAGES of qualified staff at Australian tourism businesses could be eased under a new strategic partnership between US-based cultural exchange organisation Alliance Abroad Group (AAG) & Melbourne-based Work Intern Travel (WIT).

Through its existing Work Experience Australia program, a joint-venture has been established between the two parties whereby pre-screened and qualified US hospitality and tourism graduates can help fill Australian vacancies.

Employers experiencing staff shortages in Australia will be able to call upon Work Intern Travel for assistance in filling positions with a hospitality student seeking a serious work placement.

Work Intern Travel managing director Frank Scerri said the tie-

up would ensure professionals are exposed to quality experience and that the employer receives a hardworking, dedicated employee.

"We have established connections across the tourism & hospitality sectors in Australia and look forward to placing high quality candidates to deliver superior service.

"We aren't targeting backpackers who just want to work for a month or so to fund travels and move on but recruit hospitality students who want serious work placements as part of their course requirements," Scerri added.

The program will also see US graduates obtain in-the-field experience for future employment prospects at a time where starting salaries in the US continue year-on-year declines.

### WIN TWO NIGHTS IN AT FRASER PLACE MELBOURNE!





"It's beginning to look a Iot like Christmas." Travel Daily's popular Christmas photo competition is back! Fraser Place has arrived in Melbourne with the launch of the brand new studio suite accommodation in a quintessential Melbourne city laneway.



Our good friends at **Fraser Place Melbourne** want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

At the end of the month, the judges will select their favourite photo and the person who submitted this will win two nights accommodation for two guests in a brand new Studio Deluxe Suite, buffet breakfast for two on both mornings, complimentary internet and midday check-out.

Bonus points will be awarded for photos that include a copy of the Travel Daily issue.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to: xmasphotos@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.

PO Box 1010, Epping, NSW 1710 Phone: 1300 799 220 Fax: 1300 799 221 Publisher/Managing Editor: Bruce Piper Editor: Guy Dundas Contributors: Matt Lennon, Chantel Housler, Jenny Piper and Barry Matheson Email: info@traveldaily.com.au Advertising and Marketing: Christie-Lee Lachance, Lisa Martin and Magda Herdzik Email: advertising@traveldaily.com.au Business Manager: Jenny Piper Email: accounts@traveldaily.com.au

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Recruitment experience is not essential as full training will be provided. We will help you reach your potential and goals with extensive training, guidance and mentoring. This may be an exciting career move for you to become a Recruitment Consultant in our niche Travel/Hospitality market.

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On behalf of Adriana D'Angelis and the AA Team, we would like to thank all of our clients and candidates for their great support in 2012. We wish you all a wonderful Christmas and a prosperous New Year. We look forward to assisting you in 2013.

NSW & ACT: 8/6 O'Connell St, SYDNEY - (02) 9231 6377 - apply@aaappointments.com.au VIC, WA & SA: 1/167-169 Queen St, MELBOURNE - (03) 9670 2577 – recruit@aaappointments.com.au QLD & NT: 13/97 Creek St, BRISBANE - (07) 3229 9600– employment@aaappointments.com.au www.aaappointments.com

#### GET IN THE WINNER'S CIRCLE DOMESTIC INBOUND CONSULTANTS SYDNEY – SALARY PACKAGE TO \$60K

Are you looking for a better salary, bigger company and more progression? AA Appointments has the winning role for you! Calling all experienced Domestic Inbournd Consultants looking to join an award winning co. If you thrive on handling a high volume workload and have exceptional GDS skills you could soon be enjoying an excellent salary package plus generous incentives. Want to know more? Call us.

#### ALL ABOARD! CRUISE WHOLESALE CONSULTANTS x 5 PERTH - SALARY PACKAGE UP TO \$50K (OTE)

Here is your chance to move into wholesale. This national travel company, specialising in worldwide cruising holidays, is looking for an experienced consultant to jump on board. With an opportunity to enhance your existing cruising knowledge, no one day will be same as you consult on a variety of cruising holidays from the Mediterranean to the Antarcticl So don't jump ship, apply today to make this role yours!

#### ONE RARE FIND! RETAIL TRAVEL CONSULTANT

MELBOURNE (STH EAST) - SALARY PACKAGE TO \$80K (OTE) This boutique travel agency is looking for an experienced consultant to join their retail family. Booking a variety of complex itineraries for a strong client base you will be rewarded with a high base wage, exotic famils and a team very focused on establishing a work/life balance! Working Monday – Friday hours you must have a minimum 2 years retail experience plus a small client following to apply! Contact AA today.

#### TAKE A WALK ON THE WILD SIDE ADVENTURE TRAVEL CONSULTANT BRISBANE – SALARY PACKAGE TO \$47K + BENEFITS

Sick of selling the same old South Pacific holiday over and over again? Want a travel role with some grunt? This is it! This adventure travel specialist is known for giving their clients once in a lifetime experiences and designing itineraries off the beaten track. There will never be a dull day again when you take on this role. A top salary package along with incentives, sensational famils and significant travel discounts on offer.

### THE MAIN EVENT TRAVEL CONSULTANT

SYDNEY – SALARY PACKAGE TO \$60K If you are an experienced travel consultant looking for a change, look no further...our client is a leader in their field with over 25 years' experience. You will enjoy booking the travel requirements for corporate clientele to assist in creating dream events and conferences. The ideal candidate will have extensive experience in the travel industry and a fun, outgoing personality. Send AA your CV today!

#### HAVE A FLAIR FOR CUSTOMER SERVICE? CUSTOMER SERVICE CONSULTANTS MELBOURNE (INNER) - SALARY PACKAGE UP TO \$55K (OTE)

If you are looking to move away from face to face consulting and into more customer focused role, then we have the job for you! Our client, an online travel company is on the search for a dedicated consultant who prides themselves on excellent customer service delivery to join their team. Due to start in January, you must have knowledge of Galileo and min 12 months industry experience to apply!

### CHRISTMAS HAS COME EARLY RETAIL CONSULTANT

ADELAIDE (CBD) - SALARY PACKAGE DOE Our client, an awarding wining retail chain, known in the industry for looking after their staff, is looking for an experienced retail consultant to join their team. Great salary package with generous bonuses, amazing famils and a friendly team environment on offer to the successful candidate. If this role sounds perfect for you, then apply today as this position is on the search for an immediate starter!

### AUSSIE GURU NEEDED

DOMESTIC WHOLESALE TRAVEL CONSULTANT BRISBANE CBD – SALARY PACKAGE TO \$55K Calling all Aussie specialists - here is a role where you'll not only get to sell this great country but have access to top famils to experience it all yourself. Being part of this leading travel team will open the door to a long term and prosperous travel career. Enjoy great \$\$\$, top industry training and have the chance to move up the ladder. You'll need min 18 months travel consulting experience and a positive attitude.