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# Travel Daily

First with the news

Monday 30th January 2012

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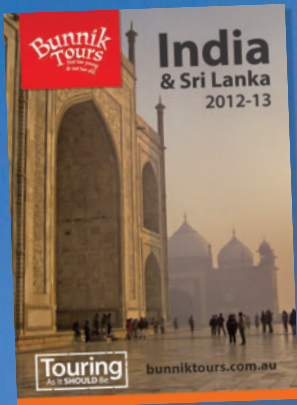


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## Cruising jobs set to soar

**EMPLOYMENT** in Sydney's burgeoning cruise industry is set to triple by 2020 to more than 10,000 full time jobs, according to a report commissioned by Carnival Australia.

The study aims to calculate the economic importance of cruising to Sydney and NSW, with predictions of significant growth and consequent pressure on Sydney Harbour infrastructure.

As well as the jobs boom, direct

spending in Sydney by operators, passengers and crew is forecast to surge to over \$1.3 billion over the same period.

Passenger spending will increase 36% this year, followed by almost 50% growth in 2012-13, a 13% boost in 2013-14 and more stable rises of 5-7% from 2015 to 2020.

Carnival Australia ceo Ann Sherry said the modelling is "to remind people that this is the part of tourism that's growing and growing very rapidly".

She said the report highlights the importance of Sydney as Australia's major cruise gateway, just as Sydney Airport is a key hub.

"The same sort of focus needs to be brought to bear on shipping that has been brought to bear on aviation," Sherry urged.

### HTO adds MICE

**HAWAII** Tourism Oceania has been given responsibility for the Meetings, Incentives and Conference market for Hawaii in Australia and New Zealand.

Previously this sector was managed from Hawaii but the Hawaii Tourism Authority has now decided it's better to handle it at a local level, following two years of strong growth.

For more details see today's preview edition of our new sister publication **Business Events News** - sign up free online today [www.businesseventsnews.com.au](http://www.businesseventsnews.com.au).

### Eight pages of news

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

- AA Appointments jobs
- Consolidated SQ incentive
- Qatar Airways jobs
- Voyages industry special



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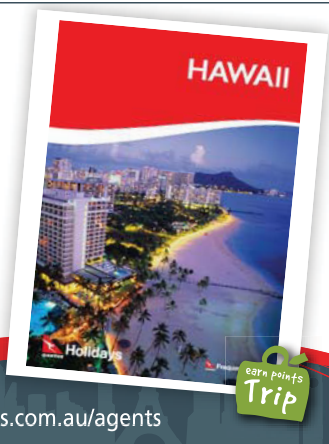


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## Qantas Holidays Hawaii

12/13 Brochure Out Now!

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## Costa compensation

**COSTA** Cruise Lines is offering €11,000 in compensation to thousands of passengers who were onboard its *Concordia* when it hit rocks on 13 Jan.

A separate offer will be made to the families of those who died, as well as pax who were injured and needed medical treatment on site.

The proposal for uninjured pax also includes reimbursement of their cruise fare plus any travel and medical costs.

The €11,000 package will be offered to all pax including non-paying children regardless of age, and the cruise line has pledged to return any goods stored in cabin safes where possible.

Passengers who booked on other upcoming cruises before the disaster are able to cancel without penalty up to 07 Feb.

On Sat divers scouring the wreck recovered the body of a 17th victim, a female crew member.

## Burma prices to soar 50%

**TRAVEL** Indochina is warning that due to "unprecedented high tourism demand" it's likely that FIT prices in Burma could rise by up to 50% from Apr 2012.

The firm said today that pricing structures for fully independent travel (FIT) products in Burma, such as hotels and transport, are in the process of "being officially revised."

With demand far outstripping supply and availability, and visitor numbers in 2012 forecast to exceed 300% year on year, prices "are expected to be between 35-50% higher than current rates," the Asian travel specialist says.

"We have been advised that all suppliers including hotels, transportation companies, domestic airlines, restaurants and freelance guides, will be looking to increase their rates due to this unprecedented demand," Travel Indochina's MD Paul Hole said.

"Australia travel agents must also be aware that hotels in

particular will be seeking to impose strict deposits and cancellation conditions on all bookings to protect themselves against cancellations," he added.

The company said FIT quotes for travel between Apr 2012 and Mar 2013 are to be used as "guidelines only, and cannot be immediately confirmed."

Once confirmed rates are bedded down, a firm quote will be sent to the travel agent.

Travel Indochina said existing confirmed bookings will be honoured however additional deposits may be required.

Small Group Journey prices are unaffected "and will not change at the current time."

## Contiki Rock incentive

**CONTIKI** has confirmed its first ever global Rock Around the World trade incentive (**TD 20 Jan**) will see a group of 25 lucky Aussie agents heading to the USA for the music and art festival, Coachella.

The 10-day trip will also include touring LA, Palm Springs, Paso Robles, Santa Barbara, San Francisco, Lake Tahoe & Las Vegas.

Agents selling Contiki trips of six or more days up until 16 Mar will receive an entry into the incentive, with the top 25 sellers nationwide earning an invitation on the exclusive tour.

Wild Card promos will also be offered - [www.contiki.com/agents](http://www.contiki.com/agents).

## Bunnik Asia saving

**BUNNIK** Tours is offering a \$250 per person saving on its small group tours to Vietnam and Cambodia for departures from May 2012 to Mar 2013, when booked and deposited before 23 Mar - see [bunniktours.com.au](http://bunniktours.com.au).

**Senior Consultant**

Minimum 3 years experience  
Gal/CCT essential

Contact:  
[wendy@travelworldgosford.com.au](mailto:wendy@travelworldgosford.com.au)

## Relais Aus/NZ count

**RELAIS & Chateaux** has six accom members in Australia, including new sign-ups Qualia and Saffire Freycinet (**TD Fri**), and two restaurants - Tetsuya's and Jacques Reymond.

In New Zealand there are six lodge members and one new hotel, Huka Lodge at Taupo.

**Business Development Executive NSW/ACT**

MSC CRUISES requires an experienced Business Development Executive, with proven track records in the industry. The person must be self-motivated have strong presentation and sales skills and is passionate about cruising. Candidate must be able to analyse and report on their market.

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Etihaad and  
airberlin  
Europe  
covered

## Spanair suspends operations

**SPANISH** Star Alliance member Spanair abruptly ceased flying over the weekend, stranding thousands of passengers as it makes preparations to file for bankruptcy.

The airline said the move was “due to a lack of financial viability for the coming months,” and came after Qatar Airways pulled out of talks to take a significant shareholding in the Spanish airline, according to the *Wall Street Journal*.

Originally founded as a charter operation joint venture by Scandinavian Airlines and Spanish travel firm Viajes Marsans in 1986, Spanair expanded to a scheduled operation in 1994 and until Fri flew from its main hub in Barcelona to destinations across Europe and North Africa.

The carrier was a subsidiary of Scandinavian Airlines until 2009, with SAS continuing to hold 10.9% of Spanair, which joined

the Star Alliance in 2003.

The Spanish government has added to the carrier's travails with a threatened €9m fine plus cancellation of its AOC for the sudden suspension and its impact on passengers.

Rival airlines, including British Airways sister carrier Iberia and its low cost offshoot Vueling, have offered special discounted fares to help repatriate travellers.

SAS says it had already written off the value of its investment in Spanair, but will take a further hit of about €200m in outstanding debts and costs related to the airline's bankruptcy filing.

Spanair is advising customers to contact travel insurers, travel agents or their credit card issuers to discuss options for refunds.

The carrier's demise was accelerated by competition from low-cost carriers as well as the rapidly expanding high speed rail network across Spain.

## EK reiterates ADL plan

**EMIRATES** divisional senior vp commercial Richard Vaughan has restated the Dubai-based carrier has no plan to operate services to Adelaide in the near future.

Vaughan said Australia is now EK's third biggest market, with 70 services flying to Sydney, Perth Melbourne, Brisbane per week, however flights to Adelaide are at least two years away, *News Limited* reported today.

He also reiterated Emirates' stance on airline alliances is that they are “anti-competitive” and can hinder business decisions.

## VS offloads A340s

**VIRGIN** Atlantic is in the process of selling four of its 19 Airbus A340-600 aircraft as part of its ongoing fleet renewal program.

The planes will be removed from service by Oct, with other aircraft types to be used on several routes including to Delhi, Boston, Los Angeles and New York.



## Window Seat

**TAIPEI**-based EVA Airways is showing how to make a big impact in the Asian leisure travel market - use cartoon character-themed aircraft.

The carrier has announced that from this month every single EVA flight from Taipei to Guam will be on special Hello Kitty jets.

The A330-300s (below) carry images of the famous feline from “wing to wing, cockpit to tail” and if that's not enough, the cabin also features Hello Kitty seats, headrests, inflight meals and even flight attendant uniforms.

The Guam market for EVA has grown 40% in the last year.



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## Oman slashes tourist visa costs

**THE** Sultanate of Oman has announced changes to its visa arrangements, including cutting the price of its 10 day Tourist Visa to just A\$12.25 - a quarter of the previous cost.

Oman is also targeting cruise tourism, with the introduction of a free 48-hour Cruise Tourist Visa to encourage more shore excursions from cruise visitors.

Country manager for Oman Tourism in Australia and NZ, Mona Tannous, said that Muscat, Salalah and Khasab are becoming increasingly popular cruise ports.

"We are also gearing up for a huge increase in tourist numbers before and after the London Olympics," she said.

## Salotto to Gate 7

**GATE 7** has welcomed former Hawaiian Airlines NSW/ACT bdm Meredith Salotto to its team as account manager for destinations incl Yosemite/Mariposa, Santa Barbara, San Francisco, Newport Beach and Nevada.

## Kirra brochure out

**KIRRA** Holidays has launched its 2012 Ski and Snowboarding brochure, with a range of early bird pricing and "stay pay" deals across NZ ski fields - 1800 888 242.

"With Muscat being only an hour away from Dubai or Abu Dhabi, the updated visa on arrival terms mean that travellers to the UK can easily make a side trip to Oman on their way to or from the Games," Tannous added.

Visas are easily obtained on arrival into Muscat International Airport for Australian passport holders - and are free of charge for New Zealanders.

The new pricing is effective from this Wed 01 Feb.

## Voyager gets Telstra

**VOYAGER** Travel Management has won the tender process to handle the domestic and int'l corporate travel needs of the Telstra group of companies.

The travel company has installed a dedicated team to handle the clients' needs and was chosen by Telstra for its "suite of travel management technologies and superior understanding the needs of corporate travellers".

## Carlson, Rezidor unite

**HOSPITALITY** & travel company Carlson and the Rezidor Hotel Group have formed a partnership that will result in the global alignment and management of both brands.

Under the Carlson Rezidor Hotel Group title the joint venture already possesses a portfolio of 1,300 hotels and is aiming at generating more than US\$400m in additional revenue.

Some of the initiatives of the JV include a reinforced sales team, partnership projects with travel intermediaries, including Carlson Wagonlit Travel, and growth of the loyalty scheme, Club Carlson.

A new portal [carlsonrezidor.com](http://carlsonrezidor.com) is to be launched on 01 Feb 2012.

The legal & ownership structure of the firms remain the same, and the business will be headquartered in both Minneapolis (USA) and Brussels (Belgium).

## Freestyle Bali brox

**FREESTYLE** Holidays has rolled out its 2012 Bali brochure with this year's program featuring a range of categories to make personalising holidays easier.

The range includes Budget Breaks, Shoppers Paradise, Family & Friends, Pure Indulgence, By the Sea, Weddings & Honeymoons, Nature Escapes and others.

## EU probes SkyTeam atlantic alliance

**THE** European Commission has launched a probe into whether the trans-Atlantic joint venture between Delta Air Lines, Air France-KLM and Alitalia may be detrimental to the public.

The pact covers coordination of schedules, capacity, sales and pricing, with the airlines sharing the profits on the routes between Europe and the USA.

"The Commission will investigate whether the partnership may harm passengers on certain EU-US routes where, in the absence of the joint venture, the parties would be providing competing services," said an official EC statement released on Fri last week.



### 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](mailto:advertising@traveldaily.com.au)



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Right now your clients can earn double Velocity Points and Status Credits when flying Business Class, bringing them even closer to a great range of rewards\*. If they're not yet a Velocity member, they can join for free today.

For double Velocity Points and Status Credits on Business Class, visit [virginaustralia.com/business](http://virginaustralia.com/business)



\*This offer applies to both new and existing bookings and travel must occur between 26 Jan and 29 Feb 2012 inclusive. VIR0751/TD

## Heavy Spirit penalty

**THE** US Dept of Transportation has fined budget carrier Spirit Airlines US\$100,000 for ill-handling of disability-related passenger complaints.

The DoT ruled Spirit had failed to "adequately categorise and account for all disability-related issues" received in 2009, and neglected to provide adequate response to the vast majority of complaints during that year and in 2010.

**MEANWHILE**, Finnair has copped a US\$35,000 fine for deceptive pricing in air travel after the DoT ruled AY had featured three airfare advertisements on its website which made no mention of extra fees and taxes.

## Gorilla permits rising

**GORILLA** permits in Rwanda will rise by US\$250 from mid 2012, with the Rwanda Development Board confirming a new tariff will apply to all new bookings.

From 01 Jun, Gorilla permits in the country will be US\$750.

## TMS: time to recruit

**ASIA** Pacific recruitment firm TMS says now is a good time for "cautious employers" to start recruiting for new staff.

Sally Matheson, TMS general manager Australia/New Zealand said early indicators point towards an ongoing recovery for the country's tourism and hospitality sector.

"Based on the ongoing business coming through the door - both from employers looking to increase head count and a good number of mid range to executive candidates wanting to know what's around - we are anticipating what we hope will be a very positive 2012 for your industry and team building accordingly to meet the demand," Matheson said.

## Intrepid Japan deals

**INTREPID** is offering a 25% discount on Japan Short Break Adventures for bookings and travel before 31 Mar 2012.

Options include the four-night Highlights of Tokyo trip, now priced at \$1,232pp or the seven-day Highlights of Tokyo & Kyoto, which is \$2,154pp.

To take advantage of the offer agents need to quote the promo '7959' when booking.

## APT agents out in the Open



**APT** served up a smashing time for this group of travel agents who watched Tommy Hasse take on Rafael Nadal at the Australian Open earlier this month.

**Pictured** at the Rod Laver Arena, back row from left are: Rita Carlini, Jetset Belmont; Jenny Kater, Coopers Travel; Janine Ferguson, Jetset South Melbourne; Liz McHenry, Brighton Travelworld; Kim Taylor, Harvey World Rosebud and Jenni Marr, Jetset Vermont.

Middle: Nigel Walliss, Travelrite Balwyn; Cara Buhagiar, Harvey World Travel Lower Templestowe; Scott Ellis, APT Vic Sales Manager;

Brett Robinson, Harvey World Travel Leopold.

Front Row : Jill Lance, APT Business Development Manager; Matthew Lunn, APT Business Development Manager; Ivana Decolle, Flight Centre Epping and Melissa Pridham, APT bdm.

## CIT Super Italy Sale

**CIT** Holidays is offering 15% off all Italy land product, including hotels, villas, car rental, tours and transfers, on sale until 03 Feb when paid in full by 10 Feb.

Some exclusions apply - phone 1300 361 500 for bookings.

**New Year. New places to see.**  
Choose from 40 destinations worldwide from only \$1,773\*.

Your clients can choose from any of our 29 European destinations, plus a range of cities in Africa and the Middle East. Business Class fares also on sale. Limited time only. Offer ends 17th February.

Athens	From \$1,889*	Madrid	From \$1,848*
Copenhagen	From \$1,858*	Milan	From \$1,854*
Dubai	From \$1,782*	Muscat	From \$1,773*
Dublin (new)	From \$1,856*	St. Petersburg	From \$1,860*

Special fares also available for domestic interline connections. Ask your clients if they would like to break up their trip - Dubai hotel stopovers start from only US \$39 per person, per night<sup>^</sup>.

**Fly Emirates. Keep discovering.**

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**400 international awards and over 115 destinations worldwide including 29 in Europe.** \*Return Economy Class airfares are inclusive of taxes and surcharges correct at 4th January, 2012. Prices listed are for Melbourne and Perth departures, other states also on sale. Offer ends 17th February, 2012 for travel between 1st February, 2012 and 30th November, 2012. Prices quoted are for the low season. Flight restrictions and amendments and cancellation fees apply. <sup>^</sup>Prices are per person, per night for a two night stay on a twin-sharing basis and subject to currency fluctuations and changes to the tariffs payable to hotels. Valid for bookings made for travel in between 1st May, 2012 and 30th September, 2012. For bookings made for travel up to and including 30th April, 2012 prices start from US \$57 and from 1st October, 2012 up to and including 31st October 2012, prices start from US\$60 per person, per night for a two night stay on a twin-sharing basis and subject to currency fluctuations and changes to the tariffs payable to hotels. Rooms subject to availability. For more information contact your Emirates' Sales Team or the Emirates' Contact Centre on 1300 880 599. EMI 3469

## World Exp acquisition

**ADVENTURE** Travel company World Expeditions has acquired UK-based Sherpa Expeditions, a specialist in self guided & guided walks and cycle touring through Europe/UK, effective 01 Jan.

World Expeditions plans to consolidate the Sherpa brand into its own European division, Utracks, by the end of 2012.

## 1st DoubleTree Jakarta

**HILTON** Worldwide will launch the DoubleTree by Hilton brand in the Indonesia capital in 2014.

The 261-room urban-resort complex, DoubleTree by Hilton Jakarta-Diponegoro, is to be built near the 'Golden Triangle' commercial zone, and will feature a health club, spa and ballroom.

The property will be targeted at business and leisure travellers.

## Belgium strikes today

**BRUSSELS** Airlines is warning of possible flight cancellations and delays as a result of a national strike taking place in Belgium today (30 Jan).

"We continue to monitor the situation closely & do everything to limit the inconvenience for our passengers," the carrier said.

The Star Alliance member carrier said it's action will depend on external parties in order to operate our flights as scheduled.

"We have no indication so far of what the impact may be on our scheduled flights but we do offer you the possibility to change your booking to another date, free of charge, if you prefer not to travel on Mon," Brussels Airlines said via Facebook late on Sat.

Passengers are advised to check their flight status before travelling to the airport.

## BYOkids Vanuatu deal

**BYOKIDS** has a 5-night package at the Holiday Inn Vanuatu for a family of four priced at \$920 land only, including brekkie, for travel to 31 Mar 2013 - (07) 5447 1011.

## New Opportunity! North Sydney

The Cover More Insurance Group is a specialist travel insurance services business with operations in New Zealand, Australia, & the UK. With 25 years experience we have gained a reputation for providing top quality travel insurance cover, affordable rates, professional service and fair claims handling.

An opportunity has arisen for an Inside Sales professional to join our Sales Support team based in North Sydney. Reporting through to the Sales Support Team Leader, this role is required to maintain favourable contact with Travel Agents, in addition to achieving sales growth and high customer satisfaction.

Ideally you would have previous demonstrated experience in sales, office administration and/or 'outbound' customer service developed within a Travel/Tourism and/or Insurance.

Candidates require the ability to work as part of a team as well working independently and will have strong communication skills (both written and verbal).

If you want to be part of a progressive organisation, please email your expression of interest to: [careers@covermore.com.au](mailto:careers@covermore.com.au), applications close 31st January 2012.

**Cover-More** Travel Insurance  
"...travel insurance you can trust"



## 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](mailto:brochures@traveldaily.com.au). And don't forget our FREE brochure listing service at [www.traveldaily.com.au/brochures](http://www.traveldaily.com.au/brochures).*



### SkiMax Holidays - NZ, Australia and South America

The 2012 brochure features accommodation, transportation, lift, lesson and rental options for both skiers and snowboarders to either New Zealand, Australia and South America on any budget. Travel Agents can use the brochure as a selling tool and can order copies through TIFS or by calling 1300 136 997.



### Beyond Travel - Eastern Europe and Beyond 2012

The brochure for the new year offers a range of new options such as exclusive special journeys, suggested itineraries for tailor made packages and a focus on regional areas. New for 2012 is the 12 day Ukraine, Poland and Hungary tour; 15 day Highlights of Germany and the seven day Magic of Poland itinerary. The new tailormade section offers packages in Estonia, Lithuania, Latvia and many others.



### Sun Island Tours - Italy, Croatia and Spain 2012

The Italy brochure features 36 new packages and tours with most offering guaranteed departures. Also in the brochure are accommodation options, day tours from Rome, Florence and Venice as well as cooking & wine tasting tours.

### Cruising Mediterranean 2012

MSC Cruises, Louis Hellenic Cruises, VarietyCruises and Pullmantur Cruises are featured in Sun Island Tours Mediterranean Cruising brochure.



### CIT Holidays - Italy 2012

A variety of tours ranging from one- to 15-days are being offered in the Italy tours brochure featuring escorted tours, self drive options and cruises. Many of the tours begin in the major cities of Rome, Florence, Milan and Venice while new tours include the Gastronomic Slow Food self drive tours in Tuscany, Umbria, Piedmont or Sicily.



### Relais & Chateaux - Australia, NZ, Tahiti 2012

The new Australasia and South Pacific brochure was made available online the Relais and Chateaux website. The Group features 518 privately owned hotels and gourmet restaurants in 61 countries around the world.



### APT - Europe River Cruising Preview 2013

The 27 page preview brochure is offering cruising in 2013 at 2012 rates including free airfares on a variety of suite categories and savings of \$1000 per couple on Balcony suites departing in Apr to Sep when booked by 30 Apr 2012. In the brochure are Rhine-Rhone itineraries on its fleet of 10 boutique river ship vessels.



### Tempo Holidays - France and Western Europe 2012

The new brochure for France and Western Europe has 30 new tours including coach, rail and self drive packages. Tempo's new program offers itineraries in Britain, Ireland, Spain and Portugal and for the first time Belgium and the Netherlands. New tours incl the 8-day Amsterdam, Paris & Netherlands independent rail itinerary and Mallorca and Ibiza Island Hop.

## QH Canada push

**QANTAS** Holidays is promoting a range of packages to Alberta and British Columbia, Canada for travel in the summer months, varying from two to eight days in length.

Package options include a two-night Banff National Park Express tour that includes standard accom, the Banff Gondola, a lake cruise & transfers from Calgary to Banff and Banff to Lake Louise, priced from \$657 - call 13 27 87.

## Centara spa for Goa

**CENTARA** Hotels & Resorts will launch its first stand-alone Spa Cenvaree in Goa, India this year.

The Spa Cenvaree features in a number of Centara properties in Thailand, the Philippines, Vietnam and the Maldives.

Opening in the first quarter, the Goa addition is located in the city's Acron Arcade and includes 13 treatment rooms.

## Mexico tourism up

**THE** Mexican Ministry of Tourism has reported a record breaking number of int'l travellers visited the country during the month of Dec, at 1.07 million.

Mexico is predicting a bumper year for tourism in 2012, with a forecast of 52 million visits, fuelled by an expected surge for travel to the five states that comprise the Mayan World - Quintana Roo, Campeche, Tabasco, Chiapas and the Yucatan.

## FTC online training

**THE** French Travel Connection will hold a 30-min online training session for agents focused on the firm's 2012 brochure on Mon 06 Feb 2012, capped at 15 people.

Register by 02 Feb on email to [camilla@frenchtravel.com.au](mailto:camilla@frenchtravel.com.au).

## WestJet to JFK in Jun

**CANADIAN** carrier WestJet will launch services to New York from 04 Jun with new seven times week day flights from Toronto to LaGuardia using Boeing 737 Next Generation aircraft.

Fares on the route are priced from CAD\$49 plus taxes and fees.

## Skytrans SYD route

**CAIRNS**-based passenger and charter carrier Skytrans is moving forward with plans to launch new services between Toowoomba & Sydney (**TD** 26 Oct) by Mar.

GM Michael Thinee confirmed Skytrans would begin the route with a daily service using either a 36- or 50-seat Dash-8 aircraft.

The airline had initially hoped to offer double daily services on the route but has been restricted due to demand from the booming resources sector.

Fares between the regional Queensland hub and NSW capital are expected to cost around \$350 one way, *The Chronicle* reported.

## Sabah terror threat

**THE** Dept of Foreign Affairs & Trade is continuing to advise travellers heading to Sabah in Malaysia of possible terrorist kidnapping operations.

The govt is advising travellers to exercise a high degree of caution in coastal resort areas on the western coast of Sabah, particularly at beach resorts between Penampang and Papar.

Travel to Eastern Sabah to the islands, dive sites and coastal areas including Matakang, Sipadan, Kapalai, Pandanan and Mabul Islands should be reconsidered, DFAT suggests.

See [www.smartraveller.gov.au](http://www.smartraveller.gov.au).



## Business Development Manager NSW – Travelscene American Express

We currently have an exciting opportunity for a talented Business Development Manager to come and join the team and drive the business for NSW.

In this role you will be responsible for monitoring and enforcing the consistent use of the Travelscene American Express brand and sales and marketing strategies to all members and suppliers. Along with developing strategies for assigned sales area including marketing, incentives and training programs within allocated budgets to support the higher level Travelscene business plan. In addition you will manage special projects for the State Sales Manager and represent Travelscene at key industry events, including after hours functions and promotions, to maximize promotional and relationship benefits.

To be successful in this role you will need to possess the following attributes:

- Achievement oriented and sales focused
- Experienced at relationship and solution selling
- Dedication to excellence in customer service
- Ability to work accurately and quickly under pressure to meet expectations
- Ability to communicate effectively at all levels both internally and externally
- Excellent written & oral communication skills
- Strong presentation skills
- Ability to negotiate and realise sales opportunities
- A thorough understanding of the Travel Industry
- Experience in the Retail industry and / or Franchise industry will be an advantage
- A team player

If you are looking for an exciting and high profile role within Travelscene American Express then this could be the position for you. For further information or to apply for this position please send your CV to [careers@stellatravel.com.au](mailto:careers@stellatravel.com.au)



## PR & Travel Trade Account Manager

Hill + Knowlton's travel and tourism division, Passport Marketing, currently has an exciting job opportunity available for a **PR & Travel Trade Account Manager**. This role is a full time position and will require you to work on multiple accounts such as Abu Dhabi Tourism Authority and Positively Wellington Tourism. You will need to be motivated, well organised and preferably have experience in a similar role.

### Your responsibilities will include:

- Developing and maintaining relationships within the media and travel industry
- Coordinating and escorting media and trade familiarisation trips
- Developing and distributing media releases
- Developing and managing co-op marketing activities
- Travel agent and wholesale reservations staff training
- Coordinating in-market trade shows, consumer travel shows and attending retail travel conferences
- Organising media and trade events & promotions
- Assisting with the development of the in-market marketing and PR plans

You will need to have excellent written and oral communication skills, have eye for detail, be a confident presenter and have the ability to work autonomously. This role reports directly to the Director of Passport Marketing.

In return you will have the opportunity to be part of a dynamic team and work for exciting tourism destinations. You'll receive a competitive salary package (dependent on level of experience).

Please forward your resume and cover letter to [psullivan@passportmarketing.com.au](mailto:psullivan@passportmarketing.com.au) before the 10<sup>th</sup> February 2012.

Applicants who are not contacted within 4 weeks may consider their applications unsuccessful.

Monday 30th Jan 2012

## TA partners with CBC

**SYDNEY**, Melbourne, the Great Barrier Reef & some of Australia's most iconic rainforests, vineyards, art, fashion and culture will be showcased on Canadian TV, courtesy of a new pact between Tourism Australia and CBC.

Canadian CBC TV personalities Arlene Dickinson, Steven Sabados, Chris Hyndman and Kary Osmond will travel with a number of lucky Canadian fans who can win a trip down under in autumn.

"We hope their fans and the Canadian trip winners who accompany them will be able to see that with a country as diverse as Australia, any trip to Australia can be tailored to suit a traveller's own personal interests," said TA vp Americas, Daryl Hudson.

## Mercure Picton deal

**MERCURE** Picton in New Zealand has a 'Lochmara Art and Nature' package priced from NZD\$245 per couple - see [accorhotels.com](http://accorhotels.com).

## NT support for Virgin/Skywest pact

**TOURISM** Northern Territory and NT Airports have voiced their support in favour of the proposed corporate alliance between Virgin Australia and Skywest (**TD Fri**).

The corporate pact seeks to offer improved service offerings for the fly-in fly-out market, providing seamless scheduled and charter services to regional, domestic and int'l destinations.

"There is a strong commercial driver for the Corporate Alliance for both companies based on their inability to individually provide the comprehensive service offerings required by the resources sector," NT Airports chief exec. officer Ian Kew said.

Kew said that if authorised DJ and XR would be able to offer "all services the resources sector and associated industries require" and

facilitate "a significant increase in competition in the Australian corporate travel market."

Tourism NT chair Justin Vaughan said the proposed pact could potentially allow Virgin Australia and Skywest to expand their RPT (regular public transport) network to take advantage of new opportunities in Darwin, Alice Springs and other regional areas across the NT and Australia.

"An expanded network would benefit tourism, business, trade and investment to those regional centres as a result of the increased competition," he said.

On Wed DJ & XR received interim approval in favour of the alliance.

## Iggy upsets Skywest

**WA-BASED** Skywest Airlines was forced to reschedule services between Perth and Learmouth (Exmouth) for Sun evening due to category 2 Tropical Cyclone Iggy.

Skywest moved the flights XR151 and XR152 a day forward to Sat 28 Jan.

## QF backs Rugby 7s

**QANTAS** has signed on as the new naming rights partner of the Australian Men's and Women's Sevens rugby union teams for the next four years.

The deal will see the iconic Qantas logo branded on the front of both team's player's jerseys.

For the past eight years Qantas has also been the naming rights partner of the Australian Rugby Union Qantas Wallabies.

"It is a natural extension of our partnership of the Qantas Wallabies and we look forward to supporting the teams both in Australia and during their international competitions," Qantas chief executive officer Alan Joyce said yesterday.

## Win A Centara Holiday To Thailand

Throughout January, **Travel Daily** and **Centara Hotels & Resorts** offer you a chance every week to win a fantastic holiday for two at two of Thailand's most popular destinations: Phuket and Krabi.

The prize includes four nights accommodation at the Centara Grand Beach Resort Phuket followed by a three night stay at Centara Anda Dhevi Resort & Spa with daily breakfast, return economy flights for two and relevant transportation. In Phuket, you will also enjoy complimentary one-off entrance to the island's most fantastic water park at Centara Grand West Sands Resort & Villas Phuket.

Every week we offer one prize and to enter the competition, simply answer the question of the week.

(Email your answers to: [centaracomp@traveldaily.com.au](mailto:centaracomp@traveldaily.com.au))

### Question of the week

What additional services would you like to experience at a Centara hotel or resort and why?



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**CENTARA** HOTELS & RESORTS

**Travel Daily** First with the news



## RESERVATIONS CONSULTANT (FULL TIME)

Solomon Airlines is seeking to appoint a "Reservations Consultant" to be employed in our National Reservations Office located at Brisbane International Airport.

### Key Criteria includes and is not limited to:

- Fares & Ticketing I & II with strong GDS skills, experience in Amadeus will be highly regarded.
- Work in a fast paced and constantly changing environment.
- Ability to work in a small team and possess a positive attitude.
- Minimum of 2 years experience in the travel industry.
- Possess a high level of customer service, excellent communication and presentation skills with strong knowledge of Microsoft applications.
- Be prepared to undergo a security assessment and meet the required standard.

Applicants must have the right to live and work in Australia with applications closing **Thursday 02 February 2012**.

Email your confidential application including the name and address of three (3) referees to John Valentak on [jvalentak@flysolomons.com](mailto:jvalentak@flysolomons.com)

We regret that only short listed candidates will be notified.

**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](http://www.traveldaily.com.au).

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## TALENTED EXECUTIVES IN HOT DEMAND – CALL AA EXECUTIVE NOW

### TREAD THE HALLS OF POWER

#### REGIONAL SALES MANAGER

CANBERRA – SALARY PACKAGE OTE \$140K+

This executive role is now available within a leading TMC based in CBR. Responsible for the management and strategic development of the regional client base, you'll be managing a team and driving the delivery of service excellence to an extremely VIP client base including Government. You will also hold the key relationship with the largest client requiring exceptional communication & leadership skills.

### YOU CAN ACHIEVE YOUR DREAMS

#### CORPORATE SALES

SYDNEY – SALARY PACKAGE OTE \$120K+

If you have achieved great results as a BDM in the corporate market bring your skills to an award-winning TMC who is enjoying an exciting period of growth. As a BDM here you will focus on winning new business from the SME market and you'll play an integral part in their ongoing success. There's a great team environment, attractive incentives, and a bright future ahead of you here. Be rewarded for your sales skills.

### A WINNING ELEMENT ALL ROUND

#### SENIOR CORPORATE BUSINESS DEVELOPMENT MANAGER

PERTH – SALARY PKG OTE \$100K + CAR ALLOWANCE

This superb senior position has hit the Perth market and the client wishes to move quickly. You will have the ability to build networks within the Perth corporate market, establishing strong relationships while focusing on securing new business. With your drive and motivation to look to the future and secure growth you will show strong influencing skills along with being a go-getter who can hunt down new leads and attract clients.

### A JOURNEY WITH A DIFFERENCE

#### GROUP MARKET SALES EXECUTIVE

MELBOURNE & SYDNEY - SALARY TO \$55k + CAR

This unique and exciting role is here for the taking with interviews commencing in FEB. You will need to be a strong sales executive with experience selling to direct groups – markets such as student or youth travel would be advantageous. You will also be travelling both nationally and internationally with this role so flexibility is required to be away for extended periods. There's no other sales role like it.

### YOUR OWN LITTLE BABY IN W.A

#### SALES EXECUTIVE – LEISURE SALES

PERTH – SALARY PACKAGE \$55k + CAR + BONUS

This fantastic new sales role has a vacancy open with your name on it! Use your ability to get out to market and sell this product to the retail agency market. You will be an experienced sales executive who has the ability to take control of the WA territory. Your friendly personality, presentation skills & creative ability is required here. Great famils, car allowance & Bonuses await the perfect person.

### RETAIN CLIENTS WITH YOUR WINNING WAYS

#### CLIENT RELATIONSHIP MANAGERS – CORPORATE TRAVEL

MELBOURNE & PERTH – SALARY PACKAGES OTE \$100k +

Join a name you can trust with a portfolio of interesting clients to manage. You will be a talented AM with the proven experience to manage multi-faceted client relationships with the analytical skills required to add value to their travel spend.

Advanced communication and presentation skills are essential along with a solid background in corporate travel. Top salary packages + benefits available.

### EXCITING INDUSTRY SALES ROLES AVAILABLE

#### BUSINESS DEVELOPMENT MANAGERS

SYDNEY – SALARY PACKAGES TO \$85K OTE

Re-invigorate your sales career by joining a winning product – we have the choice you're looking for. From Cruise to five-star tour operators there is a BDM role that's right for you. If you are an experienced BDM who loves being on the road driving revenue from your travel agents, hosting educational trips, training on product updates and keeping up the pace to stay ahead of the competitors, these roles are available NOW.

### ONLINE IS WHERE THE ACTION IS

#### ACCOUNT MANAGER

SYDNEY – SALARY PACKAGE OTE \$85K

Bring your account management skills to this growing OTA and watch your career flourish. Managing a portfolio of hotels across an assigned territory, you'll be travelling across that territory to drive revenue and ensure that excellent customer service is being provided. With a focus on growth and business development, you'll be a target-driven person who is happy travelling as well as being part of a team.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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NSW & ACT  
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Ph: 02 9231 2825

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

OR EMAIL YOUR APPLICATION TO [executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)

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# \$1000 PER WEEK AND THAT'S NOT ALL

The agent with the greatest SQ sales per week will receive \$1000 plus

**\$100**

**DJ'S VOUCHER**  
for every return  
First Class/Suites  
ticket to Europe

**\$50**

**DJ'S VOUCHER**  
for every return  
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ticket to Europe  
or Asia/SASC

**\$30**

**DJ'S VOUCHER**  
for every return  
Economy Class  
ticket to Europe

**\$20**

**DJ'S VOUCHER**  
for every return  
Economy Class  
ticket to Asia/SASC



Agency name: \_\_\_\_\_  
TO CLAIM YOUR VOUCHER, PLEASE FAX TO YOUR LOCAL SALES OFFICE

Ticket number: \_\_\_\_\_

*Quikfares*      *Quikticket*

**CONDITIONS:** Valid for tickets issued by Consolidated Travel or via Quikticket between 16 January & 05 February 2012 on 100% SQ itineraries ex Australia plated to SQ (618) ticket stock on the Consolidated Travel IATA only. Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Singapore Airlines reserve the right to alter or cancel the promotion any time. Vouchers for this promotion are capped and will be distributed at the completion of the promotion. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 13 January 2011.

# QATAR AIRWAYS RECRUITMENT

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

The World's 5-star airline and fastest growing carrier, Qatar Airways is dedicated to excellence and continuous improvement. We relate this same philosophy towards our people where we provide diverse career focus, continual development and training. If you are looking for a challenging career which carries a competitive remuneration package and benefits associated with the industry, this is the place for you.

We invite applications for the following positions to be based in

### Perth, Western Australia

#### Commercial Manager

Provide overall leadership on a strategic and commercial level for all sales, marketing, administration and other activities within the assigned station. To strategically develop and deliver revenue for Qatar Airways, maximising the return from existing market whilst identifying and penetrating new markets where appropriate.

We require at least 6 years related experience within the travel industry and airline marketing as well as a track record of delivery of significant change. Strong sales ability (with at least 4 years sales experience) and a proven ability to negotiate and work within a multi-national and multi-cultural environment with strong leadership skills.

#### Sales Executives

Objective to maximise and ensure the commercial success as well as to surpass the allocated targets of the airline in the area of responsibility. To create maximum awareness of Qatar Airways products and services as well as to protect existing business and constantly explore/seek new opportunities.

We require 3 or more years of professional sales experience, preferably in an Airline industry. Proven knowledge of GDS system and ticketing with strong negotiation and presentation skills. Experience of working in a target driven environment.

#### Sales Support Agent

The successful candidate is responsible to support the sales team to achieve and maximise the revenue targets. The incumbent will also assist in marketing and pricing activities on the execution level.

We require 3 years or more in a similar role and to be trained in Reservations & Ticketing as well as tariff GDS or airline system background.

#### Admin Assistant

Representing the Perth office, the Administration Assistant is responsible for assisting the station in the day-to-day functions while promoting high standards of corporate values through correspondence, telephone and personal contact.

The candidate must have the ability to interpret a variety of instructions, conversant with the principles and techniques, maintains confidentiality and able to make independent judgments/decisions in absence of supervision.

We require a minimum of 2 year experience in an administrative role with excellent spoken and written English skills. Certificate in computer applications and administration services is preferred.

#### Reservations and Ticketing Agents

The successful candidate is responsible to sell and serve customers professionally through telephone contact or in person. Exceed customer expectation, generate revenue, and deliver Qatar Airways renowned 5-star services.

We require a minimum of 2 or more years 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. High potential individual willing to be trained.

#### Finance Assistant

The successful candidate is responsible to undertake a variety of activities including bank reconciliations and compiling relevant reports. Prepare and process refunds, ensure all receivables are collected on time and matched off, debtors aging to be kept up-to-date.

We require a minimum of 3 years practical work experience in finance and accounting with necessary airline knowledge, skills and expertise to undertake financial/ accounting assignments independently. Must have ability to work under pressure. Industry experience will be an advantage.

#### Airport Services Duty Officer

Achieve optimum customer satisfaction and on-time departure of flights as well as safety of all Qatar Airways operations. Overall control of the shift as a direct representative of the Airport Services Manager. To supervise and control flight-handling activities such as flight editing, check-in, transfers and boarding, etc, in order to ensure a high service standard.

We require a minimum of 5 years experience in an airline or a reputed ground handling agent on a supervisory level. Good understanding of Conditions of Carriage, International Civil Aviation Safety and Security procedures in accordance with ICAO and IATA and local authorities. Strong leadership skills.

#### Airport Services Agents

Representing the company in providing Qatar Airways renowned 5-star services to customers at the airport terminal, and helping create a stress free environment for customers whilst travelling. Support in ensuring total quality service and adhering to safety policy and security standards of the company.

We require a minimum of 2 year customer service experience in an airline / travel industry/ hospitality organization. IATA or airline Basic Tariff and ticketing knowledge will be an advantage.

Please send your detailed CV to [employment@au.qatarairways.com](mailto:employment@au.qatarairways.com) by COB Mon, 6 Feb 2012.

Only those candidates that have made the shortlist will be advised.

# RED HOT Travel Industry Special

Hurry, offer ends 31 March 2012

Uluru's more than a tick on your bucket list. It offers timeless attraction in a living cultural landscape, an endless array of experiences from sunrise to sunset from scenic flights and camel rides to intimate dining under the outback sky.

**It's about time to experience our culture, time to slow down and time to reconnect.**

We would like to extend a warm welcome to our travel industry colleagues.



## 2 Nights Accommodation

# \$139

 per person  
twin share\*

Inclusions:

- 2 nights accommodation in a Standard Room at your choice of either Desert Gardens Hotel or Sails in the Desert Hotel
- Full buffet breakfast daily
- Return Ayers Rock Airport transfers
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or email [travel@voyages.com.au](mailto:travel@voyages.com.au)