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First with the news

Monday 23rd July 2012



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Industry celebrates its best

AFTA has done it again, once more making the National Travel Industry Awards a huge night of celebration (*TD* breaking news).

More than 950 industry staffers packed the ballroom at the Sydney Westin Hotel for the sold-out event, which saw the winners in 30 categories named.

It was a huge night for Flight Centre, which took out the major award for Best Travel Agency Group (100 outlets or more) for the first time since 2009.

Flight Centre's Infinity Holidays came of age, taking out the award for Best Wholesaler - International Product, while Sophie Fitzgerald from Flight Centre Mt Hawthorn in WA was named Best Retail Consultant.

And there was more glory for Flight Centre on the corporate side, with Corporate Traveller taking out the Best Travel Agency Corporate - Multi Location Award and FCM Travel taking out the coveted Best National Travel Management Company which has been closely held by Corporate Travel Management since the category's inception in 2008.

CTM didn't miss out completely, with its ETM division named as Best Business Events agency.

Jetset Travelworld Limited businesses also celebrated, with Air Tickets taking out the award for innovation as well as agency support services, while Qantas Holidays/Viva! won Best Wholesaler - Australian Product.

The best retail travel agency in Australia was named as Harvey World Travel Winston Hills NSW, while Wolgan Valley Resort & Spa was named as the Best Hotel/Resort - Australian Property.

For the full list of winners see the **last page** of today's *Travel Daily*; and keep reading for more coverage throughout the issue.

Eight pages of news

Travel Daily today has eight pages of news & photos, plus a special front full page from Air New Zealand, a full page of pics from Saturday's **National Travel Industry Awards** and full pages from: (**click**)

- AA Appointments
- NTIA winners list

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Air NZ PER-AKL lie-flat

AIR New Zealand is spruiking its non-stop Perth-Auckland service in *TD* today (**cover page**), marking the intro of lie-flat Business Premier beds and Premium Economy on the route for the first time.

MEANWHILE, Air NZ confirmed on Fri it's ditching the teal coloured tail fin livery for black on new aircraft to be delivered after Oct.

The colour and lettering style will also change, but the iconic 'koru' design remains untouched.

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Turner, Lacaze for AFTA

FLIGHT Centre ceo Graham Turner and Jetset Travelworld Limited chief Peter Lacaze were both elected as vice-chairs of AFTA at the Federation's annual general meeting on Sat.

The meeting was once again a brief affair to formally adopt financial statements, and a subsequent board meeting saw Travelscene ceo Mike Thompson re-elected unopposed as AFTA chairman for the fourth time.

Qantas ready to respond

RECENTLY appointed Qantas Domestic ceo Lyell Strambi says he's strongly committed to keeping Qantas on top, saying that the current spate of competition in the domestic market will "continue to drive us forward".

Speaking at the National Travel Industry Awards on Sat night, Strambi made his first public statement since taking up his new role, saying that being appointed as ceo gave him a "great thrill as a business person".

He cited QF's track record of excellence, saying "I have every intention of continuing that success" in his new role.

Qantas' dominance of the business market is being challenged by Virgin Australia as it revamps its products, and without mentioning his rival carrier by name Strambi said "we're not going to sit back and admire the problem of competition.

"We will always lift and respond, using it to take the industry to bigger and better heights over the years," he said.

Strambi also hailed his strong sales team including Steve Limbrick and Karen Tsolakis, praising them for their engagement with the industry.

MEANWHILE, AFTA ceo Jayson Westbury thanked Strambi for his appearance at the NTIA, saying it was the "first time AFTA has had a ceo from Qantas join us".

Westbury said it had been a big year for agents, with recent highlights including the major step forward in regulatory and consumer protection reforms, as well as the recognition of the Certificate III in Travel qualification.

NTIA playing on TDTV

DESPITE the Sydney Westin ballroom being packed to capacity on Sat night, many people in the industry missed out on being there after the event sold out in record time.

Fortunately, **Travel Daily TV** has produced a special highlights video from the night of nights - to view all the excitement click the logo or see traveldaily.com.au/videos.

Grace Bros reunion

STAFF who worked for Grace Bros Travel in the 1970s and 80s are invited to a reunion lunch on 22 Nov in the Bowler's Club at York St Sydney.

The business was taken over by Traveland 29 years ago, but many people associated with GBT still keep in touch and it's been decided to get together again.

To confirm attendance, contact Shanell Breusch on 0409 542 752 or sbreusch@bigpond.net.au.

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AFTA recognises loyalty



ONE of the many highlights of Sat's National Travel Industry Awards was a formal recognition by AFTA of two of its longest standing members.

The NTIA event had a green theme because AFTA is celebrating its 55th (Emerald) anniversary - and two firms have been involved right from the start. Travelscene Kempsey has been

an agency member for 55 years, while Avis has also been part of things since the beginning.

Both were presented with commemorative plaques at the NTIA dinner on Sat night.

Pictured above from left are AFTA ceo Jayson Westbury; Avis Australia ceo George Proos; AFTA chairman Mike Thompson; and Sue Gorman, Travelscene Kempsey.

Wilton scoping study

THE Federal Government has launched yet another study into a second Sydney airport, with technical experts and consultants appointed to assess the "impact and viability of an airport at Wilton" in Sydney's outer west.

The scoping study will also explore the use of the RAAF base at Richmond for "limited civil operations," according to transport minister Anthony Albanese.

He said the study is expected to take at least six months, with a second airport vital because current infrastructure will not cope with the projected doubling of passenger numbers by 2035.

"If a second airport is not built, our national economy will suffer as congestion grows and flights and economic investment are turned away," Albanese said.

Already there's no capacity to grow regional services in the morning and afternoon peaks, and all peak slots will be used up within three years, he added.



Window Seat

RUSSELL Carstensen from Air Tickets had a huge night on Sat, with the JTG subsidiary taking out not one but two awards.

First up was the 'Best Travel Agent Technology Innovation' which went to Air Tickets for its Name Your Own Price system.

And later Carstensen was called back to the podium when Air Tickets was named Best Agency Support Service - or "Best ASS" as he's demonstrating here.



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Travelforce renamed as Egencia

SYDNEY-based CT Partners member Egencia has now dispensed with its former Travelforce name, with the Expedia offshoot's global president Rob Greyber in Australia last week to catch up with local staff.

Greyber told **TD** that the TMC still operates a leisure business under the Travelforce Private brand, but all corporate operations are being run as Egencia as the acquisition continues to be bedded down.

Egencia has a comprehensive technology platform, and Greyber confirmed that it's eventually planned that all of the agency's clients will migrate to this system.

However this will be done as and when it suits each individual customer, with the company focusing on the best solution and service rather than forcing any changes.

Recent enhancements from Egencia include its new hotel

offering (**TD** 21 Jun) as well as improvements to its mobile products to give travellers more information and control while on the road.

Australian md Ken Pfaffmann said the company was handling the needs of clients from other markets when they travel in Australia, but the majority of the business is from local customers.

He said Egencia had no plans to establish an office in other Australian states at this stage, with all of the business being handled from Sydney.

Johnson leaves Qantas

QANTAS Group ceo Alan Joyce has announced the departure of Brett Johnson after 17 years as the Group's General Counsel.

Andrew Finch will take on the position effective 01 Nov 2012 after Johnson steps down from the role at the end of Oct.

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*Sale ends 31 August 12. The fare shown is for low season, excluding taxes and fuel surcharges.

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Goldman life member

INDUSTRY stalwart Tom Goldman OAM was awarded life membership of AFTA at the National Travel Industry Awards on Sat night.

AFTA ceo Jayson Westbury revealed that Goldman had only ever been a travel agent, working exclusively in the industry for the last fifty years.

Goldman Travel has been a long-time Travelscene member, with Tom taking senior roles on the group's board over many years, while the agency which is also a Virtuoso member has expanded in recent years through a merger with Ursula King Travel.

Goldman Travel is certainly a family business, with Goldman employing not only his father in travel but also involved his son David, who accepted the award on his behalf.

Ironically, Tom Goldman wasn't available to attend the NTIAs because he was on a fam trip.

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KE ups 777-300ER fleet

KOREAN Air has inked a US\$596 million deal with Boeing to boost its fleet of 777-300ERs (Extended Range) aircraft to 12.

This latest deal props up KE's yet to be delivered order of the 777 variant to six.



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Back-Roads earlybirds

EARLY booking discounts on Back-Roads Touring's European winter tours wraps up next week. Bookings paid in full by 31 Jul can save up to 7.5% on prices.

Webjet names cfo

WEBJET has announced the appointment of Robert Thomas as Chief Financial Officer, to take the place on the Board of soon to be retired Executive Director Richard Noon (**TD 18 Jun**).

Turner's background includes roles at Ernst & Young, Crown Limited and most recently as cfo of AHS Hospitality.

MD John Guscic said Turner's past roles have exposed him to a "highly dynamic rapidly growing environment with all of the commensurate skills which mirror our ongoing development as we expand our product range."

Guscic said Webjet's growth was expanding "both laterally and geographically against a background of significant TTV and market share growth."

WIN A 5-NIGHT STAY IN PHUKET



This week, **Travel Daily** is giving one lucky reader the chance to win a 5-night stay in Phuket, courtesy of **Blue Marine Resort & Spa**.

The prize includes 5 nights accommodation with daily breakfast and Free upgrade to Royal Honeymoon; welcome drink; cold towel; fruit on arrival and a 30 minute head and shoulder massage at the Hotel spa.

For your chance to win, answer correctly four questions featured in **Travel Daily** from Mon-Thu this week, plus answer the final question featured below.

Email your answers by COB on Fri to:
bluemarine@traveldaily.com.au

Q.1: What is the name of the major beach area closest to the Blue Marine?

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GPT's Girl Power run strong



ABOVE: Girl Power was the order of business, and the name of the team, for this group from Grand Pacific Tours running to raise important funds for the company's nominated charity.

Taking part in the Run Melbourne marathon on 15 Jul, the group put in an outstanding effort, and it showed on the tally sheet too, raising over \$3355 to

help continue the fantastic work done by Alzheimers Australia's.

Pictured prior to the event, back row from left is: Louise Dobinson, Natasha Lawrence, Anne Reid, Lynette Thomson, Nicole Backman and Stacia Morris.

Front row: Jessie Kelly, Rebecca Baron, Tamara Vermeend, Pam Searle, Leonie Hampson and Elizabeth Bezzina.

NASA pad access

NASA is giving visitors to the Kennedy Space Station in Florida first-time access to one of the launch pads used to project space missions into space.

The tour provides entry 1/4 mile within the perimeter fence to Launch Pad 39-A, giving visitors a chance to see the 350-ft high fixed service structure, rotating service structure, propellant storage containers & flame trench.

The Launch Pad Tour is priced at \$25/adult, on top of admission.

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Training for this position will be carried out at Railbookers' head office in London UK, therefore you must be able to travel overseas for extended periods.

To apply send your CV and covering letter outlining your suitability for this role, salary expectation and list of destinations you have visited to: jobs@railbookers.com.au



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THRIFTY Car Rental has rolled out a new iPhone and iPod Touch app that allows users to book a vehicle at any depot worldwide.

The Thrifty app saves existing reservations & customer profiles.



CONGRATULATIONS

Todd Macleod

from *Fcm Travel Solutions*

Todd is the top point scorer for Round 17 of *Travel Daily's* AFL industry footy tipping competition, and has won two bottles of wine, courtesy of *Compass Car Rental*.



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EY eyes 19% VA stake

ETIHAD Airways chief executive officer James Hogan has slammed claims the Middle Eastern carrier is hoping to take full control of Virgin Australia, referring to the comments as "ridiculous".

Hogan told *The Australian* Etihad has left the door open with Virgin to up its stake from its current share of 4.99% to 19%, meaning it would own about one-fifth of Australia's second largest carrier.

It follows last week's decision by the Federal Govt to allow EY to beef up its VA stake to 10%.

"What we don't want to do is get into a position where it means we take control of the business.

"We can't run an Australian airline from Abu Dhabi, nor do we intend to," Hogan said.

ATEC on MU CNS flts

THE Australian Tourism Export Council has welcomed last week's confirmation of China Eastern Airlines' direct seasonal services from Shanghai to Cairns (**TD** Fri), saying the services will reignite tourism in the region.

Managing director Felicia Mariani said the new route shines further light on Australia as a destination for the Asian market.

"This new China Eastern service will directly link Chinese visitors to one of Australia's top destinations & shows Queensland is recognised as a highly desirable place to take a break," Mariani said.

Taiwan travel app

THE Taiwan Tourism Bureau has launched a new travel app offering users details on accommodation, restaurants, public facilities (MRT & train stations) and festivals, as well as traffic and other info.

The 'Tour Taiwan' can be found at the Taiwan Tourism Bureau site.



Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature.

If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Trafalgar - Asia 2013

Asia is the latest destination to be added to Trafalgar's stable, with the relaxed style of touring again in focus. China is the main focus point and tours also featured in Japan and Vietnam. In Japan, some of the tour highlights include visits to a Sake brewery or a wasabi farm, with cruising in China available on the Yangtze River on the *Celebrity Legend* vessel, along with exclusive value-adds such as Be My Guest dining experiences.



Albatross Tours - ANZAC Western Front Tours 2013

For a truly reverent and memorable experience, join a special itinerary designed by expert Australian war historians and visit some of the most iconic battlefields and sites of war that a soldier has ever set foot upon. The ANZAC spirit lives on from generation to generation and is celebrated further through these one-of-a-kind itineraries for all kinds of travellers.



DescaradA2 - For Pure Cruising Indulgence

For a sailing holiday in the Great Barrier Reef with a difference, consider DescaradA2 Charters and the unique atmosphere that can be experienced by enjoying it from a private 110ft luxury cruiser. Catering to a maximum of 12 passengers at one time, guests enjoy exclusive service, top of the line amenities and access to some of the hidden islands and sundrenched paradise only available in Tropical North Queensland.



Natural Focus Safaris - India 2012/2013

The new brochure from Natural Focus Safaris details tailor-made itineraries covering the Golden Triangle, Bhutan, Nepal and Sri Lanka. Accommodation, rail tours, and specialist safaris can be easily packaged into an itinerary to suit, with Sri Lanka's Ceylon Tea Trails proving particularly popular at 4,000m above sea level.



World Expeditions - Asia 2012/2013

Hidden gems of Asia are yours to discover with the local expertise available with World Expeditions through their new Asia brochure. Launching with this guide is a new product in Bike, Hike and Kayak Visayas, while highlights such as the Wild Mongolia Cycle, Japan Active Adventure and the must-do Tashkent to Isfahan itinerary.

Tas Backpacker focus

TOURISM Tasmania is hosting informal meetings to discuss the formation of the Backpacker Operator Network in Launceston & Hobart on 03 Aug and 14 Aug. RSVP by 26 Jul to (02) 6230 8207.

Air India pilots return

PILOTS terminated by Air India earlier this year due to ongoing strikes are gradually returning, with the carrier reporting 40 of 99 sacked captains are seeking to have their jobs reinstated.

Island Air upgrade

HAWAIIAN carrier Island Air is embarking on a comprehensive rebranding project, covering new aircraft, livery, logo and an enhanced website.

The overhaul includes a fleet upgrade from Dash 8 to ATR42 and ATR72 turboprop aircraft.

Last week, Hawaiian Airlines parent firm Hawaiian Holdings announced intentions to launch a new inter-island turboprop subsidiary of its own that would operate on new Hawaii routes and to "rural areas" (**TD** Wed).

NTIA dinner caps off a huge 12 months

Monday 23rd Jul 2012

ANTICIPATION of Sat night's National Travel Industry Awards certainly did not disappoint, with the industry kicking up its heels to celebrated the best and brightest.

There's never a dull moment in travel, and the last year has been no exception with presenters alluding to airline groundings, increasing competition, regulatory changes and more - just as memories of ash clouds, volcanoes, floods and earthquakes start to fade.

Despite this there were smiles all around at the NTIA as winners accepted their awards - while those who missed out seemed to be having a pretty good time too!

Pictures on this page are just some of the winners, and we'll be running more photos from the NTIA each day this week.

Check out our website for more and also see www.facebook.com/traveldaily.



LEFT: Karen Tsolakis from Qantas presented the award for Best Travel Agency Group (100 outlets or more) to Robert Crack from Flight Centre.

BELOW: Singapore Airlines regional chief Subhas Menon with Melanie Stedman, Harvey World Travel Winston Hills, which was named as the Best Travel Agency Retail - Single Location.



LEFT: Neal Herridge of Accor with Fiona Dalton from Best Wholesaler - Australian Product, Qantas Hols/Viva!

BELOW: Best International Tour Operator was Trafalgar, with md Matt Cameron-Smith accepting the gong from Travelpart's Alex Fitzpatrick



LEFT: Allisa O'Connell from Infinity Holidays (Best International Wholesaler) with Adriana d'Angelis of AA Appointments.



ABOVE: Mona Tannous from Oman Tourism (Best Tourist Office - International) with Gavin Smith of Royal Caribbean.

LEFT: Dale Woodhouse from Best Online Carrier, Singapore Airlines with Travel Corporation md John Weeks.



LEFT: Russell Butler (left) and Jenny Lorkin from Avis were thrilled to accept the Best Car/Campervan Rental Operator award from Stuart Udy of Expedia TAAP.

RIGHT: Steve Cook of Qantas Staff Credit Union with Chris Hall and Susan Haberle of APT, best domestic tour operator.



BCEC to host leaders

BRISBANE'S Convention & Exhibition Centre has been confirmed as the venue for the G20 leaders summit when the conference is held in Nov 2014.

The leaders forum is regarded as the headline event of the summit, with Prime Minister Julia Gillard labelling the facility "fantastic," with the airport well-positioned to handle aircraft requirements.

HA blitzing industry

HAWAIIAN Airlines' Aussie sales team are this week ditching the winter woolies for Hawaiian shirts to heavily promote the Hawaiian Islands to the Australian trade.

The team will be visiting agents in Brisbane, Sydney & Melbourne, showcasing the airline as the primary carrier serving the islands and offering prime connections to outer islands and the US mainland.

US cruise partnership

INNERSEA Discoveries and American Safari Cruises will be represented in Australia through Ecruising, in a new partnership which commenced on 01 Jul.

King of the Club Med Jungle



ABOVE: This group of West Australian agents were recently whisked off to Mauritius to check out the idyllic surroundings of the holiday island destination.

Hosted by Club Med and Air Mauritius, the group was also treated to an up close and personal experience with Safari Adventures' "Walk with the Lions" at Casela Nature Park.

Pictured above from left, with a member of the local pride is

Lorella, Jetset Albany; Teresa, Jetset Spearwood; Sue, Imperial Travel; Dianne, JTN; Kerry, Air Mauritius; Sue, Jetset Mandurah; Barbara, Travelcentre Collie; Erin, Club Med; Lyn, Jetset Northlands; Lilly, Bonaventure Travel; Deborah, Travelworld Kalgoorlie; Carmelo, Club Med Albion and Ryan from Safari Adventures.

Cruising Great Keppel

SAIL Capricornia has launched a new three-day cruise product navigating the Great Keppel Islands off the coast of Yeppoon, near Rockhampton in Queensland.

The maiden voyage sailed out on Sat, and will include visits to hidden coves, beaches & islands, and will be operated by the company's luxury sailboat *Grace*.

More information in tomorrow's Cruise Weekly or online at www.sailcapricornia.com.au.

VTIC planning reform

NEW high-quality tourism projects can be developed faster under a raft of new planning reforms unveiled by the Vic Govt last week, according to Victoria Tourism Industry Council chief executive Dianne Smith.

"By streamlining some of the planning processes the reforms will give some relief to operators, particularly in regional Victoria".

An inquiry into tourism by the Vic Competition and Efficiency Commission saw planning regulations as a key detriment to continued growth in an already competitive industry, Smith added.

UK paper into travel

BRITISH newspapers *The Daily Mail* and *The Mail on Sunday* have launched an online travel site, dubbed MailTravel.co.uk, with product supplied by Riviera Travel and Newmarket Holidays.

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Located in the heart of the city, The Kowloon Hotel is conveniently situated atop the MTR Tsimshatsui station and directly connected to an exclusive shopping arcade. Guest-rooms are well-equipped with excellent amenities and Wi-Fi connection for a comfortable stay.



Throughout July, *Travel Daily* is giving readers the chance to win an incredible major prize and weekly prize to Hong Kong, courtesy of **Harbour Plaza Hotels & Resorts** and **Cathay Pacific**.

To win the weekly prize, simply answer all five daily questions by COB on Friday. The subscriber with the most correct answers and the most creative response to Friday's question will be the weekly winner.

There will be 20 questions throughout the month. At the end of the month the subscriber with **all** the correct entries and the most creative responses to **all** four Friday's questions will win the major prize of a holiday for two people to Hong Kong.

Q.16: Which MTR station is directly connected to The Kowloon Hotel?



Send your entries to: harbourplazacomp@traveldaily.com.au

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Hint! Go to: www.harbour-plaza.com



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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**.



EVEN MORE NEW ROLES ARE AVAILABLE NOW THROUGH AA EXECUTIVE

** JOB OF THE WEEK **

**REGIONAL SALES MANAGER – AVIATION
PERTH – PKG OTE \$150k +**

This exceptional large sales role is looking for a candidate who has outstanding commercial acumen, superb communication skills and high level negotiation ability. The main focus of the role will be to target new acquisitions involving large tender processes for the mining and resource sector. Your Aviation industry knowledge will be extensive having a thorough understanding of small & large airport requirements.

STEP INTO THE TOP SPOT

**SENIOR CORPORATE OPERATIONS MANAGER
MELBOURNE - SALARY PKG ON EXP**

Seize this superb senior opportunity today and don't look back. Overseeing a large team you will have the ability to guide your team leaders and staff to perform and achieve set SLA requirements. This exciting challenge requires a corporate manager who has the ability to set goals, formulate strategies and make improvements to team processes to ensure performance is achieved.

THE AMAZING WORLD OF CORPORATE SALES

**BUSINESS DEVELOPMENT MANAGERS X 4 – CORPORATE
PER, BNE & SYD - SAL PKG OTE\$100k - \$130k + (DEP ON EXP)**

Secure one of these highly sought after BDM roles today. These roles have both aspects of sales and account management activity to provide you with the right ingredients. With your focused approach you will be a dedicated hunter who relishes to perform and achieve targets. Join one of these winning operators TODAY! You will be amazed where these roles can take your sales career so speak to AA today!

OFFER CREATIVE PROGRAMS

**PROGRAM MANAGER – CONFERENCE & INCENTIVE
MELBOURNE – SAL PKG to \$85k +**

Move forward and join this elite Conference & Incentive company. This rarely seen opportunity will see you use your highly skilled program management skills to effectively service your clients at the highest level, offering unique program inclusions to make you stand out from the rest. Events Pro skills are applicable for this role and you must be confident in dealing with client situations and are able to travel onsite.

THE SOLUTION THAT'S RIGHT FOR YOU

**AIRLINE SOLUTIONS EXECUTIVE
SYDNEY – BASE SALARY TO \$120K PLUS COMM**

This role is a rarity in the market. Working for this leading industry supplier you will be responsible and have experience selling IT solutions to airlines with the objective of improving efficiencies. You will be responsible for retaining and expanding existing accounts, developing strategies and implementing sales processes. This role offers great rewards and a lucrative salary incentive.

CONTRACTING EXTRAORDINAIRE

**SENIOR SUPPLIER RELATIONS MANAGER
SYDNEY – SALARY PACKAGE TO \$130k (Contract)**

Bring your strong negotiation and contracting skills to this large company. This contract Role requires a commencement ASAP In this role you will lead the negotiations and relationship management teams responsible for developing key air, hotel and car supplier partnerships in the Asia/ Pacific Region. Contract roles like these don't present themselves often, top salary on offer and city based office.

THIS ADDS UP TO YOUR BEST CAREER MOVE

**FINANCE ACCOUNTS LEADER
SYDNEY – SALARY PACKAGE \$80k**

Take the next step in your career with a large travel company that offers endless opportunities. Leading 4 teams in the accounts department you will have previous leadership experience and have at least 5 years accounts experience preferably within the wholesale area, Calypso is desirable. Be rewarded with a great salary with many benefits, city location next to public transport.

GUARANTEE TEAM SUCCESS

**OPERATIONS SUPERVISOR (HANDS ON)
SYDNEY & MELBOURNE - TOP SALARY PKG ON OFFER**

These newly created positions have just become available and will not last long. Bring your supervisory skills and travel industry knowledge to these leading boutique agencies. These hands on consulting roles mean you must be confident in making bookings while overseeing and guiding the team, inspiring greatness. Great salary package on offer and a Min 5 + years experience will be required for this opportunity.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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

FOR MANY MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com

AFTA National Travel Industry Awards

2012 Winners



Category 1 - Best Travel Agency Group (100 outlets or more)

Sponsor: Qantas Airways

Winner: Flight Centre Limited

Category 2 - Best Travel Agency Retail - Single Location

Sponsor: Singapore Airlines

Winner: Harvey World Travel Winston Hills

Category 3 - Best Travel Agency Retail - Multi Location

Sponsor: Qantas Airways

Winner: Phil Hoffmann Travel

Category 4 - Best Travel Agency Corporate - Single Location

Sponsor: Qantas Airways

Winner: Spencer Travel

Category 5 - Best Travel Agency Corporate - Multi Location

Sponsor: AVIS

Winner: Corporate Traveller

Category 6 - Best National Travel Management Company

Sponsor: Qantas Airways

Winner: FCm Travel Solutions

Category 7 - Best Business Events Travel Agency

Sponsor: South African Airways

Winner: Event Travel Management

Category 8 - Best Travel Consultant - Retail

Sponsor: Cover-More Travel Insurance

Winner: Sophie Fitzgerald - Flight Centre Mt Hawthorn

Category 9 - Best Travel Consultant - Corporate

Sponsor: AVIS

Winner: Daryl Dickson - Globetrotter Corporate Travel

Category 10 - Rookie of the Year - Agent

Sponsor: Travelpart

Winner: Renee Cipollone - Show Group Enterprises

Category 11 - Best Domestic Airline

Sponsor: Air Tickets

Winner: Qantas Airways Limited

Category 12 - Best International Airline - On-Line

Sponsor: The Travel Corporation

Winner: Singapore Airlines

Category 13 - Best International Airline - Off-Line

Sponsor: Consolidated Travel

Winner: Lufthansa German Airlines

Category 14 - Best Cruise Operator - Australian Based Operation

Sponsor: AA Appointments

Winner: Princess Cruises

Category 15 - Best Cruise Operator - International Based Operation

Sponsor: Gow-Gates Insurance Brokers

Winner: Royal Caribbean Cruise Line

Category 16 - Best Tour Operator - Domestic

Sponsor: Qantas Staff Credit Union

Winner: APT

Category 17 - Best Tour Operator - International

Sponsor: Travelpart

Winner: Trafalgar

Category 18 - Best Car/Campervan Rental Operator

Sponsor: Expedia

Winner: Avis

Category 19 - Best Tourist Office - National

Sponsor: Royal Caribbean International

Winner: Tourism Queensland

Category 20 - Best Tourist Office - International

Sponsor: Royal Caribbean International

Winner: Sultanate of Oman Ministry of Tourism

Category 21 - Best Wholesaler - Australian Product

Sponsor: Accor

Winner: Qantas Holidays & Viva! Holidays

Category 22 - Best Wholesaler - International Product

Sponsor: AA Appointments

Winner: Infinity Holidays

Category 23 - Best Agency Support Service

Sponsor: The Travel Doctor TMVC

Winner: Air Tickets

Category 24 - Best Sales Executive - Industry Supplier

Sponsor: Complete Cruise Solution

Winner: Stephen Farrelly - Insight Vacations

Category 25 - Rookie of the Year - Supplier

Sponsor: Amadeus

Winner: Erin Williams - Utracks (A Division of World Expeditions)

Category 26 - Best Hotel/Resort - Australian Property

Sponsor: Sabre Pacific

Winner: Emirates Wolgan Valley Resort & Spa

Category 27 - Best Hotel/Resort Group

Sponsor: Sultanate of Oman Ministry Of Tourism

Winner: Leading Hotels of the World

Category 28 - Best Registered Travel Industry Training Institution

Sponsor: South African Tourism

Winner: Victoria University

Category 29 - Best Travel Writer

Complete Cruise Solution

Winner: Angela Saurine

Category 30 - Best Travel Agent Technology Innovation

Sponsor: TMS Asia Pacific

Winner: Air Tickets

