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Wednesday 25th July 2012

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QF int'l turnaround plan

QANTAS International will focus on further expanding its global airline partnerships as well as making the most of "unlimited ancillary opportunities" in order to transform itself into a "strong, viable business" according to newly appointed QF International head, Simon Hickey.

In an update to staff yesterday, Hickey outlined his strategy to turn around the division which has been experiencing widely publicised heavy losses.

The "pathway to profitability" will see Qantas focus on being the best for global travellers, with ongoing investment in product such as the reconfigured 747s, new international lounges and Q streaming inflight wi-fi.

Phase two of a crew service training program will commence towards the end of the year, while all on-board Customer Service Managers will be issued with iPads featuring "very specific customer information to help them meet and exceed our customers' expectations".

Hickey said that Qantas international would use existing

and new partnerships to provide customers with a network beyond that operated by QF itself and "overcome our geographic position as an end-of-line carrier".

Asia will continue to be a strong focus, with existing partners Jetstar, JAL, China Eastern, Jet Airways and Cathay Pacific set to be expanded when Malaysia Airlines joins **oneworld**.

Hickey said that staff will soon start to notice an increasing focus on cost efficiencies.

"We'll renegotiate with suppliers and look for opportunities to work smarter without compromising safety and the customer experience," he said.

And ancillary revenue will also be a key focus, "taking advantage of known markets.

"This won't come from unbundling the existing product offering, but providing additional products and services that customers value," he said, citing as an example the success of epiQure by QF Frequent Flyer.

"The plan will work. Together, we will turn Qantas International around," he concluded.

QR tops Skytrax

QATAR Airways is celebrating winning World's Best Airline in the Skytrax awards in both 2011 and 2012 - see the special **front full page** of today's **TD**.

Eight pages of news

Travel Daily today has eight pages of news and pics including on-location reports from both France and Japan another page of **NTIA photos**, a front full page for **Qatar Airways** plus full pages: (**click**)

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Tablet users spending big

BOOKING data revealed by fledgling Qantas online accom offshoot Hooroo.com has shown that Apple iPad users spend significantly more per booking than their PC counterparts.

Hooroo head of commercial, Bruce Fair, said that statistics gathered over the last few months from qantas.com and jetstar.com bookings - as well as the new accommodation-only site at hooroo.com (TD 18 Jul), showed that the average iPad (tablet) customer was spending over 25% more than those on Windows PC-based platforms.

The average transaction value for bookings of Australian

accommodation on a PC was \$380.14, whereas the corresponding figure for iPad bookings was \$473.40, he said.

Fair also provided more information on the rate of accommodation provider sign-ups for Hooroo.com, confirming that "in the last nine months we have contracted just over 4,500 hotels in Australia and growing."

Strong NCC support

TRAVELSCENE American Express' National Consultants Conference - this year being held at the Alice Springs Convention Centre - has received strong support from members, says GM David Padman.

The event features a keynote address from adventurers Cas & Jonesy, and runs from 25-26 Aug.

Vale Denis Adams

THE industry is in mourning following news of the passing on Mon of Denis Adams, formerly of Jetset, Qantas and AFTA, aged 68.

Funeral details have not been released at this stage.



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Amadeus heading for open system

TRAVEL technology firm Amadeus expects to have fully migrated away from proprietary computer hardware by the end of next year, by which time the GDS company's IT processing infrastructure will be based on open-source Unix/Linux servers.

Executive vice president of global operations, Eberhard Haag told **TD** that he has been working hard to shed the company's dependency on legacy systems.

Haag said the Amadeus core system was currently running on an IBM system called TPF which is very expensive to maintain and license - and that moving towards the alternative systems will give Amadeus a significant cost advantage over competitors.

Many systems are already running on Linux with MySQL database backends, but the staged migration process will see mission-critical areas such as departure control continue to utilise an Oracle database while still moving away from TPF.

The Amadeus data centre in Erding, Germany processes a staggering 1 billion transactions daily, including 3.7m bookings.

All Amadeus GDS activity across the globe is undertaken by computer systems at Erding - along with airline systems such as boarding pass issuance and departure control for airlines including Qantas and SIA.

Haag said that Amadeus' robust architecture meant that it was essentially the "cloud for the travel & tourism industry," providing scalable hardware and systems on demand.

CTM auto-approval

CORPORATE Travel Management has announced the launch of its new "u-approve" system, a pre-trip approval system aimed at streamlining the management of individual travel requests.

The online system contacts suppliers to request products or services, with responses being delivered instantly for either confirmation, more information required or unavailable status.

CTM head of product development Ben Wheeler said the new system would simplify approval processes with suppliers.

"Our clients often have a need to approve travel requests before they are booked, and u-approve allows them to do this without the cumbersome paper-based methods that have been the norm," Wheeler said.

Kumuka.com offline

THE Kumuka.com website has now been taken down after the adventure company ceased trading last week, as revealed exclusively by **Travel Daily**.

Intriguingly, the Australian site kumukaworldwide.com.au does not mention the firm's collapse.

Window Seat

AMADEUS is the biggest employer and the biggest taxpayer in the German town of Erding - but you'd never know it.

During a visit to the Amadeus data centre yesterday, the company's executive vice president of global operations, Eberhard Haag revealed that there's stiff competition from the well known local beer, called Erdinger Weissbrau.

"We're not the best positioned company here," he admitted, adding that "you cannot compete in Bavaria with a brewery".

HAAG also spoke about the story behind the odd shape of the Erding data centre (below).

The facility which was built more than 30 years ago was always designed with expansion in mind - but computer hardware has shrunk in size so much that more space hasn't been needed at this stage.

If more buildings are ever needed to house servers and their associated support hardware the building would expand to the left - meaning it would create a "real Bavarian Pentagon," he said.



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United LAX PreCheck

UNITED Airlines has expanded the Transportation Security Administration's PreCheck program to its operations at Los Angeles and Houston airport.

PreCheck is a new "risk-based pre-screening initiative" which can enable registered travellers to expedite the screening experience.

If approved, eligible UA pax are allowed to leave on their shoes and belts and keep their laptops and gels in their carry-ons.

KLM to Zimbabwe

KLM is set to resume service to Harare in Zimbabwe after a hiatus of more than 13 years.

The new route will operate three times a week from 29 Oct using A330-200s as Amsterdam-Harare-Lusaka-Amsterdam.

The last time KLM operated its own aircraft into Zimbabwe - formerly known as Rhodesia - was in Oct 1999.

Hotel by Max Brenner

CHOCOLATE cafe franchise Max Brenner has announced a series of partnerships with major hotel brands across Australia.

The company has formed pacts with the Stamford, Radisson and Taj Hotel groups to offer special chocolate themed inclusions as part of special travel packages.

Value-add offers include room upgrades, discounted breakfasts and Max Brenner chocolate items delivered directly to guest rooms.

See www.maxbrenner.com.au.

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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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Carbon tax to burn travel prices

AVERAGE prices on domestic airfares, hotels and car rentals are set to steadily climb as operators look to recoup increased costs incurred as a result of the carbon tax, according to a new analysis report by Carlson Wagonlit Travel.

However, any increase is set to be minimal as capacity increases on Economy seats on key routes will result in higher levels of discounting among rival carriers.

The report showed aggressive promotion on competing Business Class product offered by Virgin Australia and Qantas will see prices for the high-end cabin decrease in the face of marginal economy price increases.

Effects of the carbon tax will however be more evident on land products such as hotels and car rentals, with the CWT report showing room demand exceeding any increasing rate of supply.

Across the country, average price increases of between 3.4%

and 6.4% were primarily pushed up by huge increases of over 10% in Perth and between 7.6% and 8.6% occurring in Brisbane.

Intermediate size car categories will bear the brunt of the majority of forecasted rises, with the report predicting price jumps of between 7.5% and 7.8%, likely to be the highest inflation worldwide, due to high demand and more closely managed fleets.

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Travel Daily
on location in
France

Today's issue of *TD* is coming to you from the Amadeus offices near Nice in the south of France.

TODAY our whirlwind tour courtesy of Amadeus continues with an update at the company's Executive Briefing Centre in Sophia Antipolis on France's Cote d'Azur.

Amadeus Asia Pacific president David Brett will provide insights into the IT firm's strategies in the region, which has rapidly become a major source of growth for Amadeus globally.

Other presenters include Amadeus director of Operational Research & Innovation, Francois Laburth; John Jarrell, Amadeus head of Airport IT; and Tony Jalinier, Amadeus head of New Media Mobile, Social Media, Search and Advertising.

Our group is staying at the stunning JW Marriott Hotel, just steps from the beach in Cannes.

Agents celebrate Mandela Day



TIMED to coincide with the 94th birthday of inspirational African leader Nelson Mandela, South African Tourism welcomed guests from the trade to Lucky Tsotsi Shebeen's & Bar in Sydney for a special fundraising event for the Eniwe Children's Fund.

As Mandela famously said, each person has the power to change the world one small step at a time - and over \$1700 was raised for the charity.

Kira Sachs from the Classic Safari Company was the lucky winner of a huge hamper donated by South African Tourism, and is **pictured** above holding her prize alongside Robyn Borruso from Eniwe Children's Fund (left) & Lalie Ngozi, SA Tourism.

GBTA spend forecast

GLOBAL business travel spending is set to top \$1 trillion this year - a 4.6% year-on-year increase, with further growth of 8.1% predicted for 2013 according to the Global Business Travel Association.

Emerging business travel markets such as Brazil, Russia and India will strongly affect future growth, with spend forecasts from China expected to surpass American business travel by 2014. More traditional markets such as the US, UK, Germany and Japan are predicted to see slower growth in spending due to more conservative spending.

GBTA released the figures in Boston at its annual conference.

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**.

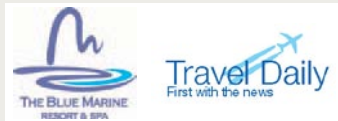
The prize includes 5 nights accommodation with daily breakfast and Free upgrade to Royal Honeymoon; welcome drink; cold towel; fruit on arrival and a 30 minute head and shoulder massage at the Hotel spa.

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.3: What is the name of Blue Marine's Thai restaurant?

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Africa	From \$1,974*	From \$7,468*

Perth's third service EK423 will fly 5 days a week from 2nd December becoming triple daily from 2nd March, 2013.

Hello Tomorrow Emirates

*Airmiles are inclusive of taxes and surcharges correct at 12th July, 2012. Offer ends 20th August, 2012. Travel from 20th July, 2012 until 31st March, 2013 ex Perth. The fares advertised are for travel in low season. Higher fares apply for other dates. Flight restrictions apply. Seats subject to availability. Amendments, cancellation fees and blackout periods apply. For more information contact your Emirates' Sale Representative or the Emirates' Contact Centre on 1300 880 599.

Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.



Outrigger on the Lagoon Fiji has taken steps to ensure teenagers, sometimes too old for the kids club and too young for more mature activities, are not left out on family holidays. The hotel has designed a new range of fun, cultural and educational activities aimed at teenagers, including spear making,

tours of the Sand Dunes, horse riding, Bebe hill hikes and even visits to a local Fijian high school to meet and hang out with kids their own age.



Prime waterfront conference and event space is currently under construction at Sydney's **Sebel Pier One Hotel**, set to debut in mid-Sep and to be named HarbourWatch.

The four ground floor rooms formally known as Watersedge will be peeled back to allow an abundance of natural light to flood the space and will include space for up to 440 people cocktail style. Floor to ceiling windows will showcase panoramic views of Sydney Harbour and Luna Park on the opposite side.



The first of the brand in South East Asia, the **Holiday Inn Express Bangkok Siam** offers an affordable option to other full service hotels within the area. The hotel also offers complimentary Express Start breakfast bar, complimentary wi-fi, while rooms are designed for maximised comfort, equipped with smart fundamentals including a 3-head massage showerhead, 32" LCD TV's and an ergonomic work space.



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Airport watch group

BRISBANE Airport Corporation, in conjunction with the Australian Federal Police have rolled-out a national "Airport Watch" initiative to be introduced in airports across the country.

The scheme is based on the popular 'Neighbourhood Watch' program, which centres around promoting public awareness in identifying and responding to suspicious activity in real-time.

Brisbane Airport AFP commander Grant Edwards said the program will greatly enhance airport safety for the travelling public, adding "safer airports mean a reduced risk of a security or crime incident occurring".

The program will operate in conjunction with normal AFP duties currently in operation, and will be noticeable to the public via the "See It, Hear It, Report It" slogan visible to the public.

Hotel booking rates on the slide

NEW research by Pegasus Solutions has shown a double-digit drop in corporate hotel booking rates worldwide in Jun.

According to the hotel & travel technology distributor's Pegasus View report, there was a 10.6% slide in global corporate hotel bookings compared to the same month last year.

Leisure hotel bookings were also down globally by 5.3%.

At the same time, corporate global hotel rates rallied, spiking 3% for the month, while leisure rates also rose, but by only 2.2%.

"Corporations and consumers are thinking hard about travel," said Pegasus Solutions chief executive officer David Millili.

"Both are spending, as evidenced by the ongoing steady rise in rates, but it has to be the

right spend," Millili said.

Both markets are taking longer to decide on where and when to travel, and consumers are "taking the time to rethink & reshuffle travel dates" based on price.

LCCs thrive on extras

LOW-COST carriers dominated the Amadeus/Ideaworks study (*TD* yest.) in terms of ancillary revenue as a percentage of total income, led by US carrier Spirit which amassed 33% of its total revenue from ancillary activities.

Jetstar moved into the Top 10 rankings, with 15.3% of its total sales coming from 'extras'.

Other Top 10 carriers included easyJet and Ryanair, both 21%, followed closely by Tiger Airways at 19.1% and AirAsia at 17.8%.

Innovative sources of ancillary revenue identified in the report include KLM's upgraded meal pre-order option on Economy flights ex AMS; AirAsia's "red carpet" service of fast track security; and the \$49.95 Qantas Q Bag Tag RFID system which permits "easy self-checking of bags on flights within Australia".

CX JetBlue deal

CATHAY Pacific has announced an interline deal with JetBlue Airways which will see "single-ticket travel & one-stop baggage check-in" for pax transferring between the airlines at New York JFK & Los Angeles International.

Travel Daily
on location in
Japan

Today's issue of *TD* is coming to you from Japan, courtesy of **Accor and Qantas for the opening of a new Mercure Hotel on the island of Okinawa.**

OUR first stop is Tokyo, after an easy 8.5 hour non-stop Qantas flight from Sydney on QF21, a B747 offering business, premium economy and economy classes.

All 38 Business Class seats are full, which is apparently not unusual with the high demand for premium seats to Tokyo.

The QF crew tell *TD* that more and more people are using the route to fly to Europe, as QF21 connects quickly with BA from Narita Airport to London.

Departing SYD at 9.30pm, dinner is soon served, food & wine up to the usual QF standard, then a movie and sleep in the comfy Sky Bed prior to landing.

Off then to the Mercure Hotel centrally located in the buzzy Ginza district of Tokyo.

The hotel, with its French flair, is ideal as it's only 200m from Ginza's main street lined with prestigious department stores.

In the alleyways there's stacks of bars and cheap eateries. A delicious lunch cost only \$20 pp, Kirin beer included.

Don't miss a visit to the Sony Store, four floors of the latest Sony products, and the Nissan Gallery which shows off new and classic cars.

There's also a subway underneath the Mercure that'll take you to Tokyo's top attractions.

Rooms start from 15,000 Yen, around \$190 per night.

Vanuatu bargains

THE Melanesian Hotel in Port Vila is offering free Continental 'Plus' brekkie daily when booking Orchid or Superior Orchid room accom packages, for travel to 30 Nov, when booked by 30 Sep.

Mystery cruise on Nile

ABERCROMBIE & Kent is hosting a special celebration for the birth of author Agatha Christie on the 15 Sep departure of its 12-day Land of the Pharaohs Platinum Egypt itinerary.

It celebrates the inspiration behind Christie's famous murder mystery *Death on the Nile*.

Industry heavyweights get together at NTIA



ABOVE: Diane and Peter Lacaze, Jetset Travelworld with Andrew and Cinzia Burnes from AOT.

RIGHT: Cam Wallace, Air NZ country manager with Peter Beveridge, Jetset Travelworld.

BELOW: Julie Primmer from JTN with dual winner Russell Carstensen from Air Tickets.

MANY of the high powered attendees at last Sat's National Travel Industry Awards are pictured here - more at traveldaily.com.au/photos.



ABOVE: Steve Limbrick and Karen Tsolakis, Qantas; Mike Thompson, AFTA Chairman and ceo of Travelscene; Jayson Westbury, AFTA ceo and Lyell Strambi, Qantas Domestic ceo.

BELOW: Stuart Udy, Expedia TAAP with Sari Vahakoski, Amadeus.



BELOW: Twelve eyes - count them! John Weeks and Ian Clark from The Travel Corporation with John Molinaro from Uniworld River Cruises.



ABOVE: Tracey Goodall of Egencia & Graham Ware, South African Airways, blending into his natural habitat.

RIGHT: Ben Angell and Peter McCormick from Royal Caribbean.



ABOVE: Rick Myatt from AFTA Education & Training; Neale Herridge, Accor; and Steve Cook, Qantas Staff Credit Union.



ABOVE: Trevor Jones, Hawthorn Travel; Ken Byers, Complete Cruise Solution; and Kevin Dale, National Network Travel.

Rotorua Christmas comes early



ABOVE: This group of Aussie travel agents dressed up for a special Christmas in July celebration hosted by Destination Rotorua last month at one of New Zealand's most loved buildings.

The Rotorua Blue Baths is a stunning heritage edifice, with geothermally heated pools providing a historical venue for 1931: *The Show* which provides an unforgettable evening of Kiwi talent, singing and dancing.

Pictured above in their Xmas gear are, back row from left: Jo Romanes, Blue Baths; Marzia Senzio, Goway Travel; Merylyn Porter, Group Events; Kate Burrows, ANZCRO; Dan Toby, AOT. Front row: Delna Desai, Creative Holidays; Venesa Brcic, Grand Pacific Tours; Lauren Langham, Creative Holidays and Haley Sowman from ANZCRO.

SureSave incentive

SURESAVE travel insurance has launched a Travel Agent Games incentive, timed to coincide with the start of the Olympic Games.

Over three weeks, agents from five zones (Qld, NSW & ACT, Vic & Tas, NT & SA & WA) will compete for a collective prize pool of over \$11,000.

Each week a Gold (\$500), Silver (\$200) and Bronze (\$50) place will be awarded - full promo details at www.suresave.net.au/games.

GPT NZ coach expo

GRAND Pacific Tours will hold a six city eastern seaboard expo giving consumers a chance to chat with New Zealand tourism experts and hop aboard one of its Gold Class Coach.

The 'New Zealand Comes to Town' Expo kicks runs from Sun 05 Aug to Fri 10 Aug inclusive.

It kicks off in Brisbane, before moving onto Coffs Harbour, Terrigal, Sydney, Canberra and then Melbourne.

Call 1800 622 768 to RSVP.

Fairmont Jaipur debut

FAIRMONT Hotels & Resorts will mark the group's entry into India early next month when it opens the doors to the 255-room and suite Fairmont Jaipur on 09 Aug.

Art home for Aussies

ART Series Hotel Group has reported a 20% year-on-year jump in long term occupancies among Australians, with a third Art Series hotel opening in Adelaide in 2013.

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WIN A HOLIDAY TO HONG KONG

WIN THIS MONTH'S MAJOR PRIZE

- 2 nights at the 5 star **Harbour Grand Kowloon**
- 2 nights at the 5 star **Harbour Grand Hong Kong**
- 2 return economy flights

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.

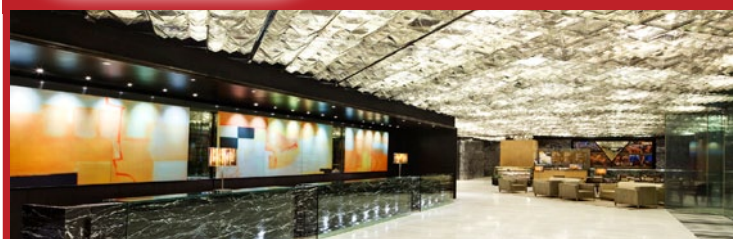
There will be 20 questions throughout the month. At the end of the month the subscriber with **all** the correct entries and the most creative responses to **all** four Friday's questions will win the major prize of a holiday for two people to Hong Kong.

Q.18: What is the name of the road (famous for its shopping district) The Kowloon Hotel is located on?

WIN THIS WEEK

2 nights at **The Kowloon Hotel**

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.



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

Click here for terms & conditions

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



Heli whale watching

NEWCASTLE Helicopters has introduced a new day tour in Heli-Humpback, an aerial whale watch excursion from Port Stephens on the NSW north coast.

The tour aims to offer guests a birds-eye view of the annual northbound mammal migration.

Prices for the tour aboard a five-seater helicopter start from \$250pp - info at (02) 4965 1800.

Family friendly search

A NEW website has been launched to take the hassle out of locating family-friendly accom suitable for holidays with the kids.

Melbourne mother Amanda Woodward built the concept, which also allows families to recommend their favourite hotels and resorts to other families, with over 350 properties on the site.

More at www.bit.ly/famaccm.

Supplier Updates

WELCOME to *Supplier Updates*, **Travel Daily's** new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: advertising@traveldaily.com.au

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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MEDAL OPPORTUNITY? CALL AA**

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VIC – 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

WA & SA – (03) 9670 2577 – recruitwa@aaappointments.com.au & recruitsa@aaappointments.com.au

**YOUR CHANCE TO LEAVE CONSULTING BEHIND
TRAVEL RECRUITMENT CONSULTANT X 2
MELBOURNE & BRISBANE BASED
TOP SALAR PACKAGE OTE \$60K+BONUSES**

Bored with booking the same tired travel itineraries?

Sick of working long hours and weekends?

Excited by the idea of staying in the industry, but keen to try something new? Well this may be your dream job.

Following an amazing financial year, AA Appointments is expanding our Melbourne and Brisbane offices to keep up with the demand. As such, we are searching for 2 talented travel consultants to train into the role of travel recruitment specialists.

You will enjoy the variety and challenge this role will provide when you place your colleagues in their next perfect role.

Key responsibilities include short-listing candidates, confirming placements, client liaison and business development.

A fantastic salary package plus amazing bonuses and a great team environment is just part of why you will love this job! A minimum 3 years travel consultant experience is all you need to start a brand new career!

**CRÈME DE LA CRÈME OF TRAVEL AGENCIES
RETAIL TRAVEL CONSULTANTS**

MELBOURNE (CBD) – SALARY PACKAGE TO \$52K (DOE)

This member based leisure agency in Melbourne’s CBD is seeking a professional travel consultant to join their boutique team. Servicing many high-end travellers and retirees, this office provides a relaxed and welcoming environment, together with a variety of exciting leisure travel requests. Whether it is a tailor made itinerary throughout Europe or a pre-packaged tour throughout Canada, service is the key in this office.

FIRST CLASS OPPORTUNITY

HIGH END TRAVEL SPECIALIST (Full or Part Time)

BRISBANE INNER SUBURBS – SALARY PACKAGE TO \$50K

Do you enjoy selling the finer things in life? Love tailoring unforgettable itineraries for your clients? Then this is the role for you. Based in the inner suburbs this five star agency is looking for a first class travel consultant to join them. You’ll enjoy working Mon – Fri hours whilst earning a top set salary package, undertaking unbelievable famils and being encouraged to develop your industry skills and knowledge. Sound like the role for you? Then give us a call today!

ARE YOU A TECHXPERT?

**HELP DESK CONSULTANT – GLOBAL GBS
SYDNEY – SALARY PACKAGE \$45k**

Want to step away from consulting use your technical skills to good use? This is an opportunity to work with a Global GDS within their 1st level support team. Initially a 12 month contract with the opportunity to go permanent. If you have two years experience as a travel consultant, excellent GDS skills as well as amazing customer service and problem solving skills apply for this role today. Great salary on offer and access to fantastic training and development

THE MORE THE MERRIER

**CORPORATE GROUPS – ASSISTANT TEAM LEADER
NORTH SYDNEY – SALARY PACKAGE TO \$70k +**

Are you an experienced corporate group’s consultant looking to take the next step? We are searching for a superstar to join a small team within a global TMC. You will be handling groups of all sizes for the company’s corporate clientele, from start to finish you will manage the group at all stages. Previous groups experience is a must and leadership experience is ideal. Excellent salary & outstanding benefits.

**JOIN THE ONLINE CRAZE TODAY
TRAVEL CONSULTANTS**

PERTH (CBD) – SALARY PACKAGE TO \$70K (OTE)

Are you a retail travel consultant eager to move behind the scenes? This dynamic travel company is looking for an experienced travel consultant to jump into their fabulous team. Your day will fly by as you handle phone and email enquires from consumers requesting various leisure travel packages. You will earn a fantastic salary package and you get to choose the destinations you want to sell! Call us today!

**OPEN THE DOOR TO YOUR NEW CAREER
FARES & TICKETING CONSULTANTS
BRISBANE CBD – SALARY PACKAGE OTE \$50K**

Do you provide out standing customer service, listen to client needs and think outside the box? Want to use your current F&T skills to join an progressive company? If you are an enthusiastic consultant looking to specialise in a field you love, look no further than this top role! You will be part of an energetic and vibrant team earning a strong salary and incentive package. If you have a minimum 18 months fares & ticket exp, call us now!



**CALLING ALL
TRAVEL TEMPS
TOP TEMP ROLES
AVAILABLE NOW**

AS A DEDICATED AA TEMP YOU WILL ENJOY GREAT BENEFITS

Highest industry rates - paid weekly
Referral vouchers
Temp to Perm opportunities

Temp of the Month/Annual rewards
Flexible working hours/days
Full conversion training where required

**TRAVEL & CUSTOMER SERVICE REPRESENTATIVE
MATERNITY LEAVE - 6 MONTH CONTRACT.
SYDNEY CBD - TOP HOURLY RATE**

Do you sink or swim under pressure? Do you keep a cool head when the situation is HOT? This is not your average customer service role! We want only the best of the best. This temp role is all about the Customer, so your service orientated attitude, pleasant personality and excellent communication skills are essential for this role. You will have NATIVE Calypso experience & previous travel experience & in depth knowledge of Australian product & some knowledge of major international destinations.

**IN-HOUSE TRAVEL COORDINATOR - CORPORATE
SABRE/SAM - TO COVER INTERNAL ANNUAL LEAVE
NORTH SYDNEY - TOP HOURLY RATE.**

We have a brilliant opportunity for an amazing corporate travel professional to join this global client on a temporary basis as the In-House Travel Coordinator booking all of their international and domestic travel using Sabre and the back office system SAM. The role is to cover some internal annual leave and starts ASAP for several weeks. Located in North Sydney with easy access to and from the station, you will have outstanding fares and product knowledge and exceptional customer service!

***NEW* LONG TERM TEMP ASSIGNMENT
TRAVEL CONSULTANTS
MELBOURNE (BAYSIDE) – TOP HOURLY RATE**

Fantastic new temp role just called in! This temp role will see you working full time hours from 15th August – 15th December Monday – Friday. Located in Bayside Melbourne you will be responsible for assisting the travel consultants with any over flow of work, assisting with itineraries and quotes and also manning the reception desk when required. If you have a minimum of 12 months industry experience using Galileo then this could see you through until Christmas! With a sensational salary on offer you won't want to miss this role!

**URGENT TEMP REQUIRED FOR BUSY OFFICE
RETAIL TRAVEL CONSULTANTS
ADELAIDE (CBD) TOP HOURLY RATE**

Are you an experienced Travel Consultant based in Adelaide? We have a sensational new temp assignment in Adelaide for an experienced travel consultant that is due to start immediately! This large office located in the CBD requires a temp to assist during this busy period and will even go permanent for the right candidate! You will be offered Monday - Friday Hours, a fantastic hourly rate and the chance to work with one of Adelaide biggest travel agencies! All that's required is 12 months experience. Call us today!

**BACK OFFICE HERO NEEDED
WHOLESALE TRAVEL SUPPORT
BRISBANE CBD – TOP HOURLY RATE & BENEFITS**

Are you an experienced travel consultant with a strong attention to detail? Looking for a support role? We've got the assignment for you. Based in the CBD this leading wholesaler is looking for a travel consultant to assist them with daily administration duties including payments, compiling itineraries, documentation and more. Starting August this assignment is Mon – Fri hours and will be for approx 2 months, may be extended. Think you have what it takes? Apply now

**HEAD NORTH
RETAIL TRAVEL TEMPS
CENTRAL & NORTH QLD – TOP HOURLY RATE & BENEFITS**

We are currently looking for experienced retail travel consultants in central and north Queensland available for temp work. From one day to several months there are a range of assignments on offer. To be considered for these roles you will need a minimum of 18 months travel consulting experience, GALILEO, SABRE or AMADEUES skills along with a hard working attitude. You'll enjoy a top hourly rate and weekly pay cheque along with other great benefits.

CONTACT AUSTRALIA'S MOST EXPERIENCED TEMP RECRUITMENT TEAM

Anita Nunnari
NSW & ACT
Ph: 02 9231 6377

Carmen Pugh
QLD & NT
Ph: 07 3229 9600

Krystle Egginton
VIC, WA & SA
Ph: 03 9670 2577

temps@aaappointments.com.au carmen@aaappointments.com.au meltemps@aaappointments.com.au

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



New Travel Job Vacancies - 25 July 2012

Follow us on Twitter Join us on Linked

Area Sales Manager - Melbourne

- ▶ Territory is Victoria & Tasmania
- ▶ Inspirational Asian destinations
- ▶ Salary package to \$80K with OTE

This is a company that will have you wanting to fly out of bed and hit the road every day. With such amazing products, your clients will love what you have to offer. Apply Now!

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

Domestic Corporate Consultant - Sydney

- ▶ Boutique agency - Inner West
- ▶ Great team environment, Galileo & Tramada
- ▶ Salary DOE, own car essential

Join a team that will give you a great chance to further your career! Book corporate travel needs for meetings and incentives plus book some leisure travel for these corporate companies.

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

Adventure Retail Travel Consultant - ACT

- ▶ Do you know your Botswana from your Bolivia?
- ▶ Work with professionals who love adventure as much as you!
- ▶ Salary package to \$50K

Inspirational destinations, global company, leader in its field, ongoing training, development and progression. Sell detailed itineraries to small group tours and anything in between.

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

Business Development Representative - SYD

- ▶ Excellent opportunity to get into sales!
- ▶ Cover both MICE and Wholesale markets
- ▶ Salary \$45K - \$55K + super + incentives and more!

Drive the presence of this specialist company. Strong Japanese destination knowledge, fluency in a second language plus drive and passion to grow market share ess.

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

Inbound Groups Consultant - Sydney

- ▶ Highly successful boutique Inbound company
- ▶ Extremely knowledgeable & multi-lingual team
- ▶ Salary up to \$55K DOE

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

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

Sandra's Top Job Account Manager Travel Insurance



Sandra Chiles

- ▶ Global leader in Online Insurance
- ▶ Fast pace environment - Sydney CBD
- ▶ Excellent salary package with added benefits

Join this Global leader in Insurance supporting existing Travel Insurance corporate partners in Australia. This company is known for its employee support and learning and development culture.

Focussing on all aspects of client relationship care with web distribution partners and engaging with decision makers and action takers to seek out new opportunities. Ideally you will have a proven track record in Account Management within the Travel and Tourism industry, preferably in the travel insurance sector.

You will bring an understanding and experience in online product distribution; ability to juggle & multi task; be a team player and excellent communicator.

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

Retail Travel Manager - Sydney's East

- ▶ Work in the heart of the Sydney Eastern Suburbs
- ▶ Busy store, engaging team needs your leadership!
- ▶ A great salary package awaits you.

Are you a team leader looking to step up? Be the next leader in travel! Leading a team of committed travel consultants in a bustling store environment selling what you love.

Call or [email Dana Peric](#) for more details

High end Leisure Consultant - Hills District

- ▶ Very high-end up market repeat clientele
- ▶ Low staff turnover, Sydney Hills District
- ▶ Salary to \$52K + incentives + super neg DOE

This role would suit a mature person with strong GDS systems knowledge who is well travelled and has previous experience selling cruise. Galileo & Tramada but all CRS considered.

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