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Tuesday 26th June 2012

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Crompton to Virgin

VIRGIN Australia has filled the newly created position of Group Executive Sales (**TD** 12 Apr), with former Etihad, Qantas and TQ3 staffer Judith Crompton appointed to the role after a global search (**TD** breaking news).

Crompton will relocate back to Australia from the UK where she was previously Qantas regional general manager for UK and Ireland, and most recently Etihad Head of Global Corporate Sales.

Virgin said she will commence her new role effective 01 Aug, and will oversee all corporate, government, industry and leisure sales for the carrier including eCommerce and Blue Holidays.

Crompton will be responsible for both Virgin's domestic and international networks - a contrast to the new QF structure (**TD** 08 Jun) which appointed Stephen Thompson for international and Steve Limbrick to domestic sales.

Qld regional funding boost

QLD premier Campbell Newman has announced a doubling in government funding for the state's Regional Tourism Organisations.

The boost, from \$3.11m to \$7 million per year, will "put the money right where it's needed," he told delegates at the inaugural DestinationQ forum in Cairns.

He said RTO funding had not increased since 2001, "despite the fact that they are the ones with on the ground knowledge of what works and how best to attract tourists to their local areas".

But it's not new money, with the funds to be increased "through a redirection of resources".

DestinationQ is described as a "revolutionary whole-of-government approach to tourism" with more than 300 delegates in attendance, according to tourism minister Jann Stuckey.

"DestinationQ is about giving the sector confidence as we forge a new direction," Stuckey said.

"We want to build strong partnerships with industry and agree on clearly defined actions and deadlines to ensure Queensland becomes the number one tourism destination again".

More from DestinationQ via the live stream at www.destq.com.au.

Victor Sharan retires

AIR Pacific this morning announced the pending retirement of long-time executive Victor Sharan after more than 42 years with the company.

Currently FJ's Sydney-based Regional Director for Australia and NZ, Sharan will leave in Aug having joined the carrier in Fiji as an Airport Traffic Officer.

CEO Dave Pflieger said Sharan's "many contributions and leadership have helped make Air Pacific what it is today - one of the South Pacific's most successful airlines".

Pflieger flagged a global search to fill the role, with Sharan continuing to act as a commercial advisor "so that the company can continue to benefit from his well-respected sales and marketing insights and understanding".

Virgin Aust incentive

CONSOLIDATED Travel and Virgin Australia are promoting daily prizes of DJ's vouchers for every return ticket to Los Angeles, as part of a sales incentive which expires this weekend.

For details, see the **last page**.

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Accor exec reshuffle

ACCOR has announced changes in its regional management as it continues the integration of its newly acquired Mirvac portfolio.

Regional gm NSW and ACT, Garth Simmons, will relocate to NZ for a new posting as Vice President, New Zealand and Fiji.

He'll replace former VP Paul Richardson, who will move to Shanghai to take on the role of Chief Operating Officer for China.

Previous regional gm Vic/Tas/SA Scott Boyes will take responsibility for NSW and ACT, while Adrian Williams will move from his role in charge of WA/NT to take the position vacated by Boyes.

Matthew Young, previously with IHG, will become gm WA/NT, with Chief Operating Officer Simon McGrath saying the changes "recognise the input of our key staff and put the best available people into the best roles".

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Travel Daily

First with the news

Tuesday 26th June 2012



Get high in NSW

NEW England High Country in regional NSW has launched a \$100,000 'Experience the Highs' marketing campaign to promote tourism in the Armidale, Guyra, Uralla and Walcha regions, in partnership with Destination NSW.



TCF to review agent fees

THE Travel Compensation Fund has flagged a review of the charges it applies to participating agents, hinting that some fees may be reduced in light of its current sound financial position.

According to a summary of a TCF board meeting held two weeks ago and released yesterday, the directors have "decided to review the policy relating to the level of current TCF fees and contributions levied on participants".

The board noted that such a review had not been done for some time "and would be done against the background of the current TCF financial position".

The review will include "the circumstances in which remission and refund of fees and contributions is made," the document states.

At the 13 Jun meeting the board noted that TCF reserves as at 31 May were \$31.6 million, with all expenses below budget except for legal costs due to pending hearings on some "substantial ongoing legal recovery actions".

A higher operating surplus was attributed to increased income from contributions, higher receipts from fees and penalties, legal recoveries, higher interest income from investments, and lower levels of claims paid.

The TCF currently holds \$76.8 million in guarantees from a total of 758 agencies - down from 777

in 2011 and 840 in 2010.

There are currently 3059 head office and 1693 branch locations participating in the TCF, down from 3076/1690 a year ago.

The board was also updated on the 2012 field audit program, which has seen 145 audits undertaken in Sydney, Adelaide, Melbourne and Brisbane focusing on agents who do not operate trust accounts in accordance with TCF requirements.

"The results were in line with previous years, but there has been some increase in the number of agents required to provide the TCF with additional security," directors were told.

The industry is slightly more profitable this year based on 2011 Annual Financial Review data which is now virtually complete, with more than 80% of agents recording a profit, versus 77% in 2010.

The TCF also noted that the number and value of claims paid is down for collapses in 2012 compared to previous years.

Smith suspects confess

THE two suspects arrested for the murder of Australian travel agent Michelle Smith in Phuket last week (**TD** Thu) have been taken into custody, reportedly confessing the crime to police.

Smith was killed when a bag-snatching attempt went wrong.

BESydney appoints

BUSINESS Events Sydney has announced that Kristian Nicholls will take on the new role of General Manager Business Development, as part of the business tourism organisation's ongoing restructure (**TD** 24 May).

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CTM launches real-time tools

LISTED TMC Corporate Travel Management has released a new 'Business Intelligence' suite, with two real-time reporting tools for its corporate clients.

The first, dubbed 'u-control', offers a visual representation of customer KPIs and data online at any time, encompassing air, car hire and hotel bookings.

'u-control' also allows clients to see how changes in their booking behaviour could influence their costs in the future.

A more granular analysis of travel programs is provided by the other product, 'u-explore' which enables searching for data relating to air, car and hotel spend across a wide range of variants such as city pairs, fare types, departments, cost centres, spend volumes and booking times.

'u-explore' also allows the data to be exported as Excel or other file formats to be easily shared.

CTM md Jamie Pherous said the

suite was "the perfect example of CTM's commitment to listening to our clients and providing tailored solutions that they need".

CTM clients will have "industry-leading levels of access to their data and the ability to interactively analyse the performance and capabilities of their travel programs like never before," Pherous said.

US-NZ charter flights

THE NZ govt has informed US regulators it will grant approval for carriers from America to operate seventh freedom passenger charter flights to New Zealand, in accordance with its Multilateral Agreement on the Liberalization of Int'l Air Transportation.

NZ Ministry of Transport mgr aviation & security Glen-Marie Burns said the deal would be made "on the understanding that the United States would grant similar rights to air carriers of NZ."

Hawaii hotel prices up

HOTEL rates in Hawaii are returning to pre-Global Financial Crisis levels, according to one of Hawaii's largest accom providers.

"We are seeing an uptick in rates this year, but due to the huge discounting of 2008 & 2009, we are still well below 2007 levels," Outrigger Enterprises Group executive vice president, hospitality services told **TD**.

"Hawaii continues to be a great value destination, and with the strength of the Australian currency, cheaper than ever," he added.

Tourism Fiji seeks ceo

TOURISM Fiji has renewed its search for a new chief executive officer following the departure late last year of Josefa Tuamoto.

The acting ceo role at TF has been held by Michael Neade since Tuamoto's departure.

TF is also seeking a director of global marketing, responsible for driving the Fiji brand worldwide.



Window Seat

HERE is an example of insult being added to further insult.

A London tourist, on returning to his vehicle, which had broken down near to the UK Houses of Parliament and Westminster Abbey, found anti-terrorist officers had smashed the windows and blown it up!

Nima Hosseini Razi's Ford Mondeo had broken down near the two historical sites and he had left it with a note saying "This car is broke. Please do not fine me," before heading off for a spot of sightseeing while he waited for roadside assistance to assist in restarting the car.

Further insult was added to the humiliation when parking inspectors promptly issued the man with a parking fine for stopping the car in a dangerous position.

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IATA plans new GDS standards

THE International Air Transport Association has foreshadowed the release of a new distribution technology standard which will replace the current "clunky 1970s GDS model".

Speaking at the SITA Airline IT Summit in Brussels last week, IATA director-general Tony Tyler said the "New Distribution Capability" (NDC) standards would be presented at the World Passenger Symposium in Oct.

The changes "are about creating alternatives to both GDS and direct distribution," he said, with the aim of bringing the "best of both channels" together.

"Currently, airline websites are the only alternative to the standardised format of the GDS screen," he said, with the move aiming to enable airlines to better differentiate their products.

Tyler cited the example of widely differing business classes, which can vary from simply a seat at the front of the plane on some short-haul flights right through to lie-flat mini-suites on others.

"But the only way to compete

now is on price," he said, due to the limits of current distribution technology standards.

"The GDS is holding us back... the decades-old GDS model is too clunky to adapt to fare unbundling," Tyler said, adding that he expects travel agents and the BSP to "continue to play a major role in distribution".

Toowoomba-SYD link

QUEENSLAND regional carrier Skytrans is reporting strong forward bookings for its soon to launch Toowoomba-Sydney service, debuting on 02 Jul.

The Darling Downs direct link to Sydney has secured bookings through to Feb 2013 so far, with sales exceeding 700 seats sold.

"While we have been carefully conservative with our forecasting, it is pleasing to see the community embrace this service," managing director Simon Wild said.

Skytrans Dash-8 flights will run Mon to Fri with a double daily service on Wed targeted at business travellers.

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Emirates strums up business



EMIRATES took to the streets of Sydney's CBD last Thu to inform the public of its launch of new services to Barcelona, Spain and Lisbon, Portugal, debuting in Jul. NSW Manager Tim Harrowell

joined nine Spanish Guitarists to relay the message in the busy pedestrian precinct of Pitt St Mall, entertaining crowds for 2 hours.

Harrowell is **pictured** centre with the musical maestros.

Pegasus/6 Senses deal

US-BASED firm Pegasus Capital Advisors has been revealed as the company behind the acquisition of Six Senses Resorts & Spas' management contracts.

The new brand name which the Six Senses branded properties will adopt is yet to be announced.

CCIA NSW new ceo

FORMER Tourism NSW exec Lyndel Gray has been appointed as ceo of the Caravan & Camping Industry Association's New South Wales chapter, effective mid-Jul.

Gray played an integral role in the transition of Tourism NSW to Destination NSW.

Now also to Gatwick

More options between Australasia and London

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Kumuka Andean deal

KUMUKA Worldwide is offering a 25% discount on the 22 Sep departure of its 42-day Andean Experience tour to Peru, Bolivia, Argentina & Chile, which is now priced at \$4,140ppts.

New PER taxi ranks

PERTH Airport has introduced a new taxi rank at the International Terminal to improve the customer experience, doubling the number of existing pick-up bays to eight.

Launched yesterday, the new rank uses technology & marshals to ensure a smooth flow of taxis and passenger facilitation, and offers a customer call point to request taxis at non-peak periods.

It's expected to cater for 1 in 4 inbound int'l passengers that use taxis to reach their destination, and is connected to the terminal via a covered walkway.

A second new taxi rank for Perth's Domestic Terminals is on track to open by the end of 2012.

Look who's talking at Amex



AMERICAN Express Business Travel held its annual Pacesetters Conference in Maui last week, attended by over 600 of the group's top performing agents and senior executive teams.

Now in its 38th year, this year's event was held over three-days at the Grand Wailea Resort featured a keynote address from Qantas Ambassador and movie mega-star John Travolta - as part of Qantas'

Platinum Sponsorship of the conference.

Pictured with Travolta from left are: Julie Bottner, executive vp/general manager global service delivery network, American Express Business Travel; Karen Tsolakis, head of industry & corporate sales, Qantas and Mike Qualatone, senior vp/gm global supplier relations, American Express Business Travel.

Tick Tour thru Victoria

VICTORIAN tourism products such as the Melbourne Aquarium, Domaine Chandon vineyard in the Yarra Valley, the Melbourne Cricket Ground & National Sports Museum, & the InterContinental Melbourne The Rialto, were some of the highlights of the latest stage of the T-QUAL Tick Tour.

The extended tour has seen celebrity chef and 'Friend of Australia' Matt Moran sample a range of government 'approved for quality' tourism products, in a bid to lure more companies to gain T-QUAL accreditation.



CONGRATULATIONS

Peta Bereczky

from *Scenic Tours*

Peta is the top point scorer for Round 16 of *Travel Daily's* NRL industry footy tipping competition and has won a complimentary pass to Wildlife Sydney, courtesy of Merlin Entertainments Group.



Major Prize Sponsors

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



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu



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Interested candidates please contact Rainbow Luk at rainbow.luk@travelport.com or email to recruit.apac@travelport.com

(Personal data collected will be treated in strict confidence and only be used for recruitment related purposes)

Horizons incentive

NEW Horizons Holidays has launched a Big Booking Bonus incentive for agents, offering a \$100 Coles Myer gift card for bookings made between now and 31 Aug valued at \$5,000 plus.

There's also a bathrobe for the weekly top seller and the chance to earn a spot on a NHH famil.



WIN WITH QANTAS HOLIDAYS

This week **Travel Daily** is giving 2 lucky readers the chance to win some amazing prizes.

The first prize includes 2 night's accommodation at the Novotel Sydney on Darling Harbour and 2 tickets to The Chronicles of Narnia: The Exhibitions at the Powerhouse Museum, Sydney.

The second prize includes 2 night's accommodation at the Ibis Darling Harbour and 2 tickets to The Chronicles of Narnia: The Exhibitions at the Powerhouse Museum, Sydney.

For your chance to win one of the prizes, email your answer to the below question by Friday to: narniacomp@traveldaily.com.au Two most creative responses will win - to be announced in **Travel Daily** next week.

In 25 words or less what was your favourite scene in any of The Chronicles of Narnia movies (name the movie) and why?

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LHR goes mixed mode

LONDON Heathrow officials will next month implement a "mixed mode" runway utilisation method to ease ongoing congestion concerns at Europe's busiest hub.

The concept involves operating takeoffs and landings on runways simultaneously, effectively doubling up the use of air strips, which could create sufficient capacity for a further 120,000 aircraft movements each year.

Set to come into effect from 01 Jul, the plan is considered the "silver bullet" solution and will put into question the need for a third runway - a move trumpeted for years by airline heads - or an entirely new facility in the Thames Estuary - long heralded by UK politicians.

The plan has been well received by some airline heads, with Virgin Atlantic chief Steve Ridgway saying "Mixed mode...would allow a more efficient use of the existing, overstretched runways at Heathrow".

LHR can currently handle up to 44 departures and 43 arrivals each hour per runway, while nearby Gatwick operates at 54 movements per hour on its single runway - the busiest in the world.

Costa bookings spike

CARNIVAL Corporation has reported a 25% year-on-year rise in booking volumes for the Costa Cruises brand over the last seven weeks, showing a bounce back in confidence for the line since the *Costa Concordia* incident last Jan.

"We are pleased to see the resurgence in consumer demand for Costa, which is testament to the brand's long-standing reputation for quality, built over many decades," said Carnival Corporation chairman and ceo Micky Arison.

AirAsia move to DMK

AIRASIA has confirmed it will transfer the entirety of its Thailand operations to the smaller and less congested Don Mueang Airport in Bangkok, effective 01 Oct.



inPlace annual conference

ABOVE: inPlace Recruitment recently returned from its annual conference on Hamilton Island, which managing director Sandra Chiles referred to as the "ideal location for business planning with a mix of island bliss."

While on Hamilton Island, the team bonded during an Amazing Race team building exercise.

Pictured from left are Ben Carnegie, Kristi Gomm, Marlene Lane, Kelly Wellsmore, Dana Peric and Sandra Chiles.

Cruising white label

ECRUISING'S wholesale operation cruiseagents.travel has signed an agreement with Travelscene member Viatour Travel Group to provide its recently launched Travelit.com.au website with cruise product.

Travelit debuted this month as an online travel store offering a range of product including gourmet tours to Tuscany, Italian walking tours, airfares, hotels and car hire as well as fully inclusive cruise products around the world.

The Viatour deal follows the recent launch of Cruiseagents' new partnership program for agents which gives them access to exclusive cruise packages, a white label website and an API or XML connection.

Sydney-based Viatour specialises in the Italian market.

Air Astana BKK boost

KAZAKHSTAN'S Air Astana is set to add a sixth weekly service between Bangkok and Almaty, according to agent GDS displays.

The additional flight, which is not yet open for reservation, is scheduled to debut effective from 28 Oct this year.

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VS marketing director

VIRGIN Atlantic has appointed Simon Lloyd as its new marketing director, starting 10 Jul.

Lloyd will report to VS chief commercial officer Julie Southern.

Soaking up the Whitsundays



THIS group of top-selling agents from Travelworld Hunter Travel Group were treated to a famil in the sunny Whitsundays not too long ago.

Spending two nights on Hamilton Island and two on Hayman, the group enjoyed breakfast with

some local koalas, snorkelling off an uninhabited island, plenty of great food and time by the pool.

With plenty of sunshine beaming down, the group, **pictured** above from left are Allirra Franks, TW Green Hills; Brett Dann, TW Hunter; Adam Joseph, Qantas Holidays; Elizabeth Sternbeck, TW Green Hills; Belinda Carrall, TW Hunter; Mark Green, TW Charlestown Square; Lisa Tjandi, TW Hunter; Kim Anderson, TW Garden City Kotara and Nicole Adams, TW Belmont.

Beverly Hills htl reno

THE Dorchester Collection has confirmed details of the upgrade of the Beverly Hills Hotel.

Between now and 2015, the restoration project will include the refit of the hotel's lobby first, to be completed by Jul, followed by refits to its hotel rooms and suites, and Polo Lounge.

All enhancements "are designed to add luxury and a feeling of modernity to the guest experience while keeping a chic residential feel," the group said.

SAA adds ABJ & BZV

SOUTH African Airways plans to add twice weekly extensions between Johannesburg & Abidjan, Ivory Coast (via Accra, Ghana) from 17 Aug, as well as a new twice weekly service between Johannesburg and Brazzaville - the capital of the Republic of Congo - effective 13 Sep.



AFTA UPDATE

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

IN A refreshing approach to Tourism policy making, I have been delighted to take part in the DestinationQ conference in Cairns over the past couple of days. This Queensland Government conference has brought together over 300 tourism operators, government representatives, industry representatives, government Ministers and staff to achieve some real outcomes and direction for how Queensland should develop tourism as an industry, but also to get real, deliverable outcomes for all concerned.

Having been a facilitator of one of the working groups, it gave me a direct insight into the program and how the conference organisers put such a complex conference together. It is always a good thing when you have taken part in something like this and you feel that the time spent was not wasted. This DestinationQ conference has definitely presented this feeling amongst the majority of the participants. The conference had 10 Queensland cabinet ministers present including the Premier, Deputy Premier, Minister for Tourism and other important Ministers whose portfolio areas impact upon or interface directly with tourism. Further, the QLD Premier has created a Tourism Cabinet Committee which will see the Ministers responsible for Tourism, Events, Small Business, Commonwealth Games, State Development Infrastructure and Planning, Education Training and Employment, Transport and Main Roads, National Parks, Recreation, Sport and Racing all come together in a Cabinet Committee. This demonstrates an incredible commitment to tourism and which leads the country in terms of how as a state government, this new Queensland Government is getting serious about tourism as an industry. It also clearly acknowledges the importance that the Queensland Government places on tourism.

Tourism is one of the four main pillars of the new government's approach to the state. This DestinationQ conference will deliver a list of agreed action items which the Premier will ensure gets done. That is very clear and from the mood of the conference and the attendance of so many tourism operators, government officials and Ministers, I actually believe that these things will happen.

Congratulations to the Department of Tourism in Queensland, Tourism Queensland and the Queensland Government for putting together a conference that is not a talk fest, but a feast of ideas and actions that will bring outcomes for the people of Queensland.



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Canada
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CWT travel stress index

CWT Solutions Group is developing an "innovative travel stress index" to support companies in their duty of care for employee well-being, addressing the stress associated with regular business travel.

An overview of the CWT Travel Stress Index can be viewed on YouTube at bit.ly/CWTstressindex.

Tahiti hearts Tupai

TAHITI'S romantic heart-shaped atoll Tupai has opened to visitors with full wedding packages and daytrips available for the first time for guests staying at any luxury resort in Bora Bora and Tahaa.

Tahiti Travel Connections has a Romantic Escape package incl helicopter flights, a photo shoot & champagne priced at \$1,460pp.

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JAL gets connected

JAPAN Airlines has confirmed the introduction of 'JAL SKY Wi-Fi' in the coming weeks - high speed wireless internet service which will gradually be added to its international flights as it progressively equips aircraft with Panasonic's eXConnect system.

JAL SKY Wi-Fi will enable customers in all cabins to send and receive emails, browse the internet and utilise social media using their own personal electronic devices.

The system will initially be available on flights between Tokyo Narita and New York JFK on alternate days from 15 Jul, and daily from early Aug.

Money

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

\$1AUD = US1.003

ONGOING concerns about the European economy are continuing to weigh on the Australian dollar, but despite this it's still trading close to US parity.

Wholesale rates this morning:

US	\$1.003
UK	£0.643
NZ	\$1.270
Euro	€0.801
Japan	¥79.96
Thailand	฿31.90
China	¥6.38
South Africa	R8.49
Canada	\$1.03
Crude oil	US\$79.09

SIA to boost capacity

SINGAPORE Airlines plans to boost its Australian services to 112 per week by the end of the year, according to regional gm Subhas Menon.

The Sydney Morning Herald today quoted Menon saying that most of SQ's capacity increases worldwide this year will be on routes to Australia and China.

Capacity will increase to Perth, Brisbane and Adelaide while SQ also hopes to "operate as many A380s as we can" to Sydney and Melbourne.

AirAsia offers fly thru to Aussie passengers

MALAYSIAN low-cost carrier AirAsia has simplified travel to a number of destinations from Sydney, Perth, the Gold Coast and Melbourne, via an extension of its 'Fly-Thru' service at Kuala Lumpur International Airport.

The move will enable pax to buy one single ticket from Australian ports to Penang, Langkawi, Kota Kinabalu and Kuching, with bags connecting through to the final destination.

Delta kicks a goal

DELTA Air Lines has signed on as the official airline sponsor of the Chelsea Football Club, giving it exposure to over 1 billion people via TV and website audiences.

Chelsea becomes the fourth major sporting sponsorship by the carrier, joining the New York Yankees, LA Kings and the NFL's Minnesota Vikings.

Back-Roads earlybird

DISCOUNTS of up to 7.5% are available on a new 7-day Back-Roads Touring "Switzerland - Top of Europe itinerary if booked and paid by 31 Jul - call 1300 100 410.

Qantas goes positively Gaga

QANTAS last week hosted some industry "Monsters" to a prime viewing of Lady Gaga's Sydney concert inside the Qantas corporate box at Allphones Arena Olympic Park.

CEO Alan Joyce, who apparently considers himself one of Gaga's Monsters, popped into the facility to say hello and welcome the QF guests incl Flight Centre and Reho Travel.



Qantas ceo Alan Joyce is pictured above with staff from Flight Centre Westfields Sydney 2, from left, Wayne Hickey, Mark Kissas and Tina La, and below, pictured with NSW industry account manager and host, Kylie Chapman.

The staff from Reho Travel, pictured below from back left, Michelle Hemingway, Vaughan Sexton, Susanna DaSilva, Erin Berry, Naomi Stephens, Kirsty Jansen, Kristine Chippendale from Qantas, Maria Vilorio, Allison Wood & Hayley Thomas.



Qantas Olympic comp

AGENTS have only four days remaining to submit entries in Qantas' Olympics competition, in which two people will win a trip to London to attend the Games and the 12 Aug closing ceremony.

The prize includes return Premium Economy flights to London, 4 nights at the Park Plaza Westminster Hotel, breakfast daily, one lunch and one dinner, coach travel to four medal-winning events and the closing ceremony. Visit the QF Industry Sales site.

Shangri-La Sydney sold

HONG Kong based Shangri-La Asia has paid \$352 million to buy outright the Shangri-La Hotel in Sydney's iconic The Rocks district.

The purchase follows the \$415m purchase of three Marriott hotels by a Malaysian investment trust.

virgin atlantic

TICKETING AGENT
(12 MONTHS CONTRACT)

Virgin Atlantic Airways is looking for a dynamic Ticketing Agent to join our customer service team in Alexandria, Sydney. We are recruiting for a full time position.

We are looking for a passionate and enthusiastic person with both reservations and ticketing experience to join our fun and growing team. The position is responsible for phone enquiries, ticketing and sales.

Minimum 2 years travel industry and ticketing experience is a must; as well as the use of both agency and airline GDS models, computer literacy and a customer service background.

Expressions of interest should be put forward by Friday 6th July 2012 to maria.lopez@fly.virgin.com.

If you are not responded to within 2 weeks of applying, please assume you have been unsuccessful.

Corporate Travel Manager

CORPORATE TRAVELLER
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Brisbane CBD

Exciting times are ahead for the Corporate Traveller brand, and we're looking for **Corporate Travel Consultants to join our team in Brisbane as part of Australia's leading corporate travel group.**

You'll enjoy a range of fantastic Flight Centre benefits, including a market leading salary comprising of a base & uncapped commission plus plenty of development opportunities!

If you understand the value of being your client's travel expert by providing exceptional, tailored customer service, then consider Corporate Traveller and take your travel career to new heights!

www.applynow.net.au/jobF149986

BNE is pinteresting

BRISBANE Airport has joined social networking site Pinterest with a view to connecting with aviation enthusiasts and local holidaymakers sharing trip photos.

OE agents training up a storm



PRIOR to the recent Orient Express conference in Bangkok, Thai Airways hosted this group of agents, winners of an incentive, to a behind-the-scenes experience at the TG A340 flight simulator.

The group saw some of the rigorous training exercises THAI pilots are put through to ensure they are capable of professionally handling any possible situation.

Pictured in the simulator, in the back row is Ari Magoutis, Orient Express; Jason Brereton, H.I.S Travel; Angela Tanis, Thai Airways; TG flight simulator captain; Ashwini Sonthalia, Gaura Travel; Phillip Dam, Five Star World Travel.

Front row: Helen Nhieu, Atlas Travel and Andera Thornton from Am Holiday Travel.

New SiteMinder GDS

HOTEL distribution innovator SiteMinder will today launch its anticipated Room Distribution Exchange (RDX) industry platform at the HITEC event in Baltimore.

The new system allows hotel systems and online booking sites to directly communicate without using third-party intermediaries.

SiteMinder md Mike Ford described the new high-tech system launch as a "game-changer".



**Product Manager
VIC - Geelong & surrounds**

We have an exciting opportunity for a Product Manager to join our Flight Centre team, based in Geelong and surrounds.

In this pivotal role, you will be working with the Flight Centre Team Leaders to develop and deliver a global Product Strategy encompassing the physical product, delivery and distribution, marketing, promotion, incentives and training. Approximately 2/3 of your week will be based in the Melbourne Head Office, and 1/3 at our Geelong & surrounds based stores.

Be rewarded with a market leading salary, an unbeatable range of benefits and genuine opportunities to advance your career!

<http://applynow.com.au/JobF149994>

WIN A TRIP TO GREECE

Throughout June, **Travel Daily** is giving one lucky travel consultant reader the chance to win an amazing 7-day escorted "Highlights of Greece" tour, courtesy of **Sun Island Tours** and **Etihad Airways**.

The prize includes two return economy airfares to Athens with Etihad, airport transfers, six nights' accommodation, six breakfasts, three dinners, tours with licensed guide as per itinerary, entrance fees and local taxes.

Every day **Travel Daily** will be featuring a photo of a Sun Island Tours' staff member enjoying a different destination from their brochures. You just have to identify the city or landmark and email us your answer. There will be 20 questions in total, which will also be posted on our website. In the final (20th) day you will be asked a creative question.

At the end of the month the subscriber with the most correct answers and the most creative response to the final question will win.

Photo 17



Where is Paul today?

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

Hint! Go to Sun Island Tours' Facebook page or visit www.sunislandtours.com.au

Click here for more information



11 day rugby package

KEITH Prowse has released a longer, more in-depth itinerary for rugby fans interested in heading to Argentina for the Four Nations tournament featuring Australia, New Zealand, South Africa and host nation Argentina.

The 11-night package tour, led by former Wallaby Chris 'Buddha' Handy starts from \$6,388ppts plus tax, or \$9,195 inclusive of air.

Both packages include tours to numerous attractions, a two-night stay at Iguazu Falls and reserved A-Grade tickets to two matches featuring Australia, NZ & Argentina.

To book, phone 1300 730 023.

Eznis gets its first 737

MONGOLIAN carrier Eznis Airways will soon commence int'l flights utilising its new Boeing 737 aircraft, leased from ILFC, to better service the nation's rapidly growing demand for air travel.

New Swissotel Kazan

MANAGEMENT contracts have been signed on a new Swissotel Hotel in the Russian town of Kazan.

The Swissotel Riviera Tower Kazan, scheduled to open in 2016, will consist of 211 rooms and suites, and will assist the group in establishing itself further in the Eastern European market.

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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Looking for a true work life balance, where you can enjoy every weekend off to do as you please?

Are you a talented travel consultant, who is passionate about the industry and enjoys delivering the highest levels of customer service, but are tired of face to face consulting? Want to work within a fun, supportive team who are goal orientated? Then look no further.

AA Appointments is Australia’s largest national travel recruitment specialist. Celebrating 30 years since our inception, our outstanding success this year has led to the need to grow our Melbourne team. As a recruitment consultant you will enjoy development new business, interviewing and placing candidates and running successful marketing campaigns.

Think you have what it takes? Would like to know more? Simply contact our Managing Director on 02 9231 6377 or send your CV to apply@aaappointments.com.au

**IT DOESN’T GET ANY BETTER THAN THIS!
DOMESTIC CORPORATE CONSULTANT**

MELBOURNE (INNER) – SALARY PACKAGE TO \$45K (DOE)

With the best view in Melbourne this is one office that you will LOVE! Located close to the CBD this boutique office is looking for an experience corporate consultant to focus on their domestic accounts. Using Sabre and Tramadax you will also be responsible for arranging profiles & accounts using the online booking system; Webres. Take control of your files and start earning what you are really worth! Call us today to register!

**CELEBRATE THE EOFY WITH A NEW JOB
RETAIL TRAVEL CONSULTANT**

MELBOURNE (STH EAST) – SALARY PACKAGE TO \$45K +

Located in Melbourne’s Eastern suburbs in a popular shopping centre this boutique retail travel agency is so busy that they need to up their staff! Bring your experience over to this office and know that the bookings are guaranteed. With a generous base salary and an achievable commission structure you will soon see your bank balance soar! Enjoy free parking, a fantastic experienced team and exciting famils!

**FROM THE GALAPAGOS ISLANDS TO RIO
SOUTH AMERICA TRAVEL SPECIALIST**

MELBOURNE (CBD) – SALARY PACKAGE TO \$55K (DOE)

Have you travelled extensively throughout South America and believe this continent to be one of the most exciting in the world? This specialist travel company is seeking a motivated and passionate travel consultant to convey their love of South America to their high end clientele. Working Monday to Friday business hours, you will enjoy your days creating some of the moment exciting travel itineraries to superb destinations.

**GROW YOUR BANK BALANCE
WHOLESALE TRAVEL CONSULTANT**

PERTH (CBD) – SALARY PACKAGE TO \$60K (OTE)

Spend your working days in a fun and energetic office whilst earning one of the highest salaries in wholesale travel. Working for this global company will see you earn an unbelievable salary package whilst offering you job satisfaction and future career advancement opportunities. If you believe you sales skills are superior and would like to take on a new challenge, we want to hear from you today!

**BULA! WATAWIEH! KIA ORANA!
SOUTH PACIFIC TRAVEL SPECIALIST**

BRISBANE CBD – SALARY PACKAGE TO \$47K +

Do you have a passion for all things tropical? Want to focus on niche product? Then look no further! This award winning travel specialist is looking for an experienced & enthusiastic travel consultant to join their vibrant team. Enjoy booking creative South Pacific itineraries whilst providing exceptional customer service. You will earn a generous salary, great incentives and fabulous famils. Minimum 2 years travel industry exp, CRS skills & extensive South Pacific knowledge is essential. Apply today!

**AROUND THE WORLD EVERYDAY
INTERNATIONAL WHOLESALE CONSULTANTS
BRISBANE CBD – UP TO \$50K OTE**

Are you an experienced international consultant? Stuck in a rut? Want to work for a dynamic organisation where career progression isn’t just a dream? This is a unique opportunity to join a global company that is experiencing immense growth. Working in this vibrant environment you will enjoy great \$\$, top training and conferences, unique benefits and career progression opportunities. So if you have a passion for international travel and a need to succeed – Apply Today.



Finding talent within the Australian Travel Industry

Senior Corporate Travel Consultant

Sydney - \$50-65K + Super + Incentives - Ref 2032

A highly experienced Senior Corporate Travel Professional is needed by a stable, secure and growing travel management company in Sydney. A fantastic opportunity to step away from repetitive reservations and move into an more exciting and diverse position. This leading TMC will recognise your efforts and hard work with competitive salary, super, company benefits package, incentives and career progression. Don't miss this great opportunity and apply now!

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

International Consultant

Sydney - \$45K+ -Ref 2038

This is a fantastic opportunity to work with an amazing award winning company! Offering outstanding service, you will sell amazing trips for around the world as well as cruises, tours and hotels. The ideal candidate will have amazing fares & ticketing knowledge and go the extra mile provide extra service and customer satisfaction. You will be well rewarded for your efforts with excellent salary, first class fams and other amazing incentives.

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

Multi-Skilled Corporate Consultant

Melbourne - \$Negotiable - Ref 1961

Are you an experienced Corporate Travel Consultant looking for a new challenge with a TMC in Melbourne. This city centre company seeks a talented travel professional to join their dynamic team. You will ideally have 2 years' experience working on Corporate Clients or extensive Retail, you will have solid CRS and excellent customer service skills. Leave those targets behind you and join this reputable corporate company. Salary dependent on experience.

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

Retail Travel Consultant

Melbourne - Up to \$50K + Targets - Ref 122

Can you look after repeat clients & V.I.P's? Are you a mixed Corporate & Leisure Travel Consultant looking for a break? Work for this reputable and growing retail agency in Melbourne, just a stone's throw from the CBD. Use your solid Sabre skills, your excellent worldwide knowledge and book complex high end itineraries. As a Travel Consultant you will book plenty business class fares & holidays for the leisure & corporate market. Be a part of this fun and warm team.

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

Wholesale Consultant

Sydney - \$DOE - Ref 2037

Our client is looking for a well-travelled, experienced consultant to join their amazing team! The ideal candidate will be well travelled, USA and Canada highly desirable, and have past agency experience. You will be amazing at handling your work load and be able to offer destinations from around the world so excellent general knowledge is essential. You will be selling anything from romantic weekends away to amazing once in a life time trips. Full training will be given.

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

Domestic Corporate Travel Consultant

Brisbane - \$Competitive + Super - Ref 5447

With a worldwide presence, this corporate travel company focus on expansion & career progression for its staff and are looking for a travel professional to join them. The Domestic Corporate Travel Consultant will manage a portfolio of clients and service their travel requests whilst maintaining excellent levels of customer service. You will be using CRS and in house systems, and working in a fun and friendly team environment in a CBD location.

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

Business Development Executive

Melbourne - \$Negotiable - Ref 128

Seen Table Top Mountain, Serengeti National Park and the Big 5? Are you an experienced travel professional with excellent relationship building skills? A reputable & rewarding niche African Specialist is looking for someone to get out on the road and encourage sales to Africa & the Indian Ocean. You will participate in trade shows & events, and travel abroad when necessary. Show your enthusiasm & passion for the travel industry as a Business Development Manager now!

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

International Travel Consultant

Perth - \$Excellent + Bonus - Ref 1475

Have you got a previous retail travel background and experience selling worldwide tailor-mades and packages? Are you confident with various travel products and able to offer customers a choice like no other? We have a role with a well-known travel company based in Perth, and due to ongoing repeat business and a constant flow of new enquires their expanding and are in search of a passionate International Travel Consultant to join there successful team.

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



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CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 28 May & 30 June 2012 on 100% VA itineraries ex Australia plated to VA (795) ticket stock on the Consolidated Travel IATA only. Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Virgin Australia reserve the right to alter or cancel the promotion any time. To be in the running for the major prizes you must achieve a minimum 10% growth of your VA sales compared to the same period in 2011, vouchers for this promotion are capped and will be distributed at the completion of the promotion. Airline tickets do not include taxes or surcharges or any booking fees. 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 24 May 2012.