

**empowered**  
with James Tobin

This month we look at creating sustainable & responsible travel for all



**Watch video now** 

# Travel Daily

First with the news

Thursday 8th March 2012

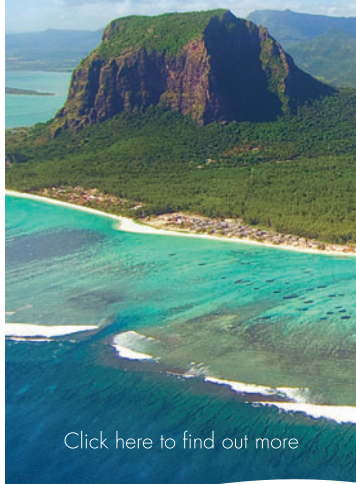
**TMS** ASIA-PACIFIC

**DO YOU NEED A TEMP?**

CONTACT THE TMS TEMP MGR SHARON ON 02 9231 6444

**CLICK HERE TO GET STARTED**

Clear blue water with a splash of Africa, Europe and Asia



[Click here to find out more](#)



## Intrepid to testify for Gap

**INTREPID** Travel head Darrell Wade is believed to be set to testify in a Canadian court in the long-running case brought by clothing brand The Gap which alleges trade mark infringements by Intrepid's rival G Adventures.

Until Oct last year G Adventures had traded as GAP Adventures for 21 years, changing its name (**TD** 28 Sep) to end a five year lawsuit with the clothing juggernaut.

A citation to Justice Russel Zinn on Canadian public records shows in Dec G Adventures appealed the *Thrice Amended Statement of Claim*, that called for the banning of the 'GAP' name to be extended to online "retail store" services, such as travel bookings.

G Adventures' lawyers argued that proposed amendments were "overboard and extends beyond rights of The Gap", which Zinn subsequently dismissed.

In the latest twist in the saga, G Adventures ceo Bruce Poon Tip confirmed that lawyers for Gap clothing had filed legal papers with them on Thu, and said that the PEAK Adventure travel group

JV between Intrepid and TUI Travel is cited in the documents.

Poon Tip told **TD** that he understands from the papers that Wade has made himself available to testify on behalf of The Gap against the Canadian travel firm.

Court documents reveal that on 24 Feb The Gap Inc motioned to introduce new evidence to appeal the decision.

Poon Tip said that The Gap Inc. was threatening the tourism industry with measures aimed at blocking travel businesses using the phrase.

He referred to the move as "short-sighted", saying it was a high threat to the 'gap year' travel segment and will be a "significant blow" for other travel companies, including Flight Centre Ltd which acquired UK-based social networking site gapyear.com in Oct 2010.

"It says more about how they do business than us.

"G Adventures will continue to look to beat our competitors with product and customer service," Poon Tip told **Travel Daily**.

## Rail Plus appointment

**RAIL** Plus has named Kieran Healy as Reservations Supervisor.

Healy, who has been with the company since 2008, will now be in charge of 21 staff, while Luke Williams has taken his previous position of Senior Great Train Journeys Consultant.

More industry appointments on [page six](#) of today's **TD**.

## Seven pages of news

**TD** today has seven pages of news, plus full pages: ([click](#))

- TMS Asia Pacific jobs
- AA Appointments jobs
- Club Med

Visit **SABAH** Malaysian Borneo



Contact : [sabahinfo@bigpond.com](mailto:sabahinfo@bigpond.com)  
[www.sabahtourism.com](http://www.sabahtourism.com)

**Travelport Rooms and More & Hamilton Island**  
It all adds up to a great experience

[Click here](#) for your chance to win your dream holiday on Hamilton Island



 **Travelport Rooms and More™**

**Lounge around on Qantas Holidays before you fly to Thailand**

Receive a double pass to the Qantas Lounge<sup>^</sup> when you book a Thailand Qantas Holidays air and accommodation package (excluding Jetstar)

Sale 3-31 March 2012.  
Travel 3 March – 30 June 2012

^ Conditions apply.



 **Holidays** [qantasholidays.com.au/agents](http://qantasholidays.com.au/agents)



 **TEMPO HOLIDAYS PRICE GUARANTEE**

Tempo Holidays' prices have always been competitive, but they're about to get even better thanks to our new price-beat guarantee\*

**CLICK HERE** for more info or call **1300 362 844**



\*Conditions apply. Tempo Holidays Pty Ltd ABN 51007331213, VIC License 31341, NSW License 2TA08293

**inPlace**  
RECRUITMENT

Call 1300 inPlace  
or (02) 9278 5100

**Relief Corporate Consultant**

- ▶ Multi skilled role, global destinations
- ▶ Never have 2 days that are the same!
- ▶ Sydney CBD - with Sabre & Tramada
- ▶ Generous salary + great benefits

[click here for details](#)

Contact: [ben@inplacerecruitment.com.au](mailto:ben@inplacerecruitment.com.au)

# Travel Daily

First with the news

Thursday 8th March 2012

**SUN ISLAND TOURS**  
Your Mediterranean and Middle Eastern  
Travel Experts

[Click here!](#)

**WHAT DOES "KALIMERA" MEAN?**

## Orion drops Orion II

**ORION** Expedition cruises has released details of its 2013 itineraries, including the shock announcement that its second vessel, *Orion II*, will be returned to its owners later this year.

Founder Sarina Bratton said Orion had not been satisfied with some performance aspects of the vessel, adding that she hoped to make an announcement regarding another vessel soon.

More in today's *Cruise Weekly*.

## Walshe turnover lifts 9%

**REPRESENTATION** specialist The Walshe Group turned over more than NZ\$4 million during the six months to 31 Dec, with a \$361,000 (9%) increase coming mainly from its Australian operations.

The company, which is part of NZ-listed Southern Travel Holdings, saw a negative impact on NZ revenues during the Rugby World Cup, but revenue lifted from both existing and new accounts taken on in Australia over the last 12 months.

However profitability from the outbound operations declined as the company absorbs the start-up costs of some of its new clients.

Southern Travel reported an overall NZ\$247,000 after tax net profit for the period, compared to a loss of NZ\$79,000 for the previous corresponding period.

Ongoing restructuring in the inbound division saw the company boost its market share and also shift some of its business

from the beleaguered Japan market to alternatives including Korea, France and several visiting parliamentary teams during the Rugby World Cup.

CEO Jacqui Walshe said the result was above expectations but the second half was likely to prove "more challenging".

## EY to operate Virgin Australia 777s to KUL

**ETIHAD** Airways ceo James Hogan last night announced a new arrangement with partner Virgin Australia, under which VA's 777 long-haul aircraft will fly between Abu Dhabi and Kuala Lumpur rather than remaining on the ground in Abu Dhabi between flights to and from Sydney.

Currently Virgin flies three times per week to the UAE capital, and the move will improve utilisation of the aircraft - more from Etihad on **page six** of today's *TD*.

## Cicada Lodge project

**INDIGENOUS** Business Australia and Nitmiluk Tours are to begin construction of a new high-end property in the NT's Nitmiluk National Park this month.

Cicada Lodge will feature 18 luxury suites, positioned on the banks of the Katherine River, and operate year-round.

When opened early next year, it will be aimed at "discerning, world travellers" seeking authentic Indigenous experiences.

**Adventure World**

**ROADSHOW**

**MARCH**

- 13 - Sydney
- 14 - Melbourne
- 19 - Brisbane
- 20 - Adelaide
- 21 - Perth

**OVER \$40,000.00**  
WORTH OF PRIZES  
ATTEND TO WIN

**CLICK HERE TO REGISTER**

**Travel Counsellors**  
are changing the travel industry...

**Michelle Kelly**

“Knowing you've got the latest technology gives you an edge.”

[Click here](#) to find out more

We're made up of people like you. **Are you coming with us?**

[www.areyoucomingwithus.com](http://www.areyoucomingwithus.com)

travel counsellors

**Royal Caribbean INTERNATIONAL**

WELCOME TO AUSTRALIA'S

**Flagship SALE** Hurry, ends soon!

**Last chance!**

**Book by 10 March\* and receive**

**US \$100 onboard credit\***

**Half price deposits\***

\*Click here for more

**GREAT DEALS FOR THE GREAT WALL**

**TRAVEL INDOCHINA**  
Share the Experience

**CLICK HERE FOR CHINA DEALS**



**Siem Reap Special**  
from \$1062\*  
2 p.p. twin share

- Return economy airfares with taxes
- 4 nights accommodation
- Daily breakfast

with one FREE stopover at Saigon or Hanoi

Hurry! Book now.  
1300 309 117  
www.vnholidays.com.au

**VN Holidays**  
Vietnam, Cambodia & Laos specialist



**Travel Daily**  
First with the news  
Thursday 8th March 2012



**BREAKAWAY**  
International Travel Industry Club

**NEW!! Mixed Class Short Sale to London with Hong Kong Airlines Sales to 15 Mar 12.**

From \$1,299\* pp return plus taxes.  
\*Conditions Apply. Taxes approx. \$890\* - \$899\* pp.

**CLICK HERE for further details**

## Singapore set for stimulation

THE Singapore Tourism Board has today launched another concerted onslaught on the Australian leisure tourism dollar, with a major cinema campaign aiming to change Aussie perceptions of the city-state.

The "very significant investment" includes commercials debuting on screens in Sydney, Melbourne and Perth, under the theme 'Get Lost and Find the Real Singapore'.

They'll be followed up by an extensive digital, PR and social media campaign over the coming months, and other cinema ads.

STB director Sandra Leong told **TD** the promotion was the result of detailed market research which found that many Australian perceptions of the city-state were "out of date and clichéd."

"There is also generally a low level of awareness of Singapore as a leisure destination, with many Australians still viewing it as merely a stopover hub," she said.

Leong said the humorous country-specific campaign aims to get travellers to think of Singapore as part of their holiday journey, going beyond a half-day transit to include a two or three-day visit, "going beyond just the airport."

The first burst of ads will run for two months initially, before a second round later in the year.

This month's **TD** competition (see page 7) is also linked with the campaign, and the new commercial is now featuring on **Travel Daily TV** - to view click on the logo or see [traveldaily.com.au/videos](http://traveldaily.com.au/videos).



## Club Med Asia deals

**CLUB** Med has extended its offer of savings of up to 50% at Asia properties, including Bali, Phuket, Cherating Beach and Bintan Island, until 01 Apr.

Details at [clubmedta.com.au](http://clubmedta.com.au).

## Tempo price beat

**TEMPO** Holidays says its new 'price beat guarantee' (**TD** yesterday) on its range of packaged itineraries and hotels has been introduced in response to an increased level of competition in the FIT market.

Nigel Loveday, Tempo Holidays Corporate Director, told **TD**: "The market has become very price sensitive and this policy is to ensure that we respond to this trend."

A specialist in FIT hotels and packaged itineraries, Tempo says it's one of the first wholesalers to introduce such a guarantee based on competitors' brochure product.

Tempo Holidays wants the price beat guarantee to be meaningful and the turnaround prompt.

It will assess competitor quotes based on identical hotels, Loveday said, while package itineraries will be determined on content, duration and standard and may not be identical in itinerary.

"Tempo needs to be able to clearly identify the itinerary is the same or as close as possible in terms of hotel standard and that the itineraries have like inclusions," Loveday added.

## Taste of Syd set back

THE opening night of the Taste of Sydney festival has been pushed back from tonight until tomorrow night due to adverse weather conditions.

Ticket holders for events to tonight's sessions will be able to use them between Fri and Sun.

## JQ kids fly free to NZ

**JETSTAR** is offering a kids fly and stay free holiday deal to Auckland or Queenstown when booking two adults on select dates, booked before 12 Mar.



## Window Seat

**BORED** in Las Vegas? Tired of gambling, shows and glittering nightlife? Why not fire a gun?

Machine Guns Vegas is the latest attraction to open in the celebrated 'City of Sin', located within 1km of the Strip.

With an arsenal ranging from M-16 semi-automatic's to Uzi's to vintage machine guns, the range comes complete with another Las Vegas staple - scantily-clad women.

Also available for patrons wishing to add fantasy to their shooting experience are lifelike targets for patrons to fire at, such as Osama Bin Laden.

**PANAMA** City in Florida has smashed the world record for the largest parade of women in bikinis, with 450 ladies in two-pieces marching to raise money for charity as part of upcoming Spring Break festivities.

The previous record of 357 was held by our own Surfers Paradise and set last Oct.

The 1-mile parade was aimed as a charity fundraiser, and an official Guinness World Records judge was on hand for the official count and to assess the effort was not compromised by one-piece wearers or the infamous tankini.

## TC expands to UAE

**TRAVEL** Counsellors has today announced its expansion into the Middle East under a new joint venture with dnata.

Harvey Lines has been named as the operations head, which will initially focus on Dubai and Abu Dhabi, with the group's first recruit expected to begin in Apr.

Travel Counsellors plans to have around 20 UAE members signed to the group by the end of 2012.

The home-based network already has an established presence in the UK, Ireland, the Netherlands, South Africa, Canada and Australia.



**NT MUSTER 2012**

**AGENT REGISTRATIONS NOW OPEN**

**Register Now >**

**SYDNEY**  
Monday 19 March

**MELBOURNE**  
Tuesday 20 March

**NORTHERN TERRITORY**  
travelnt.com

**Citroën DriveEurope™**

**2012 EARLY BIRDS RELEASED**

Click here to WIN A FREE CITROËN LEASE IN EUROPE

- ➔ Up to 12 Free Days
- ➔ Over 35 Models available
- ➔ 50% off Collection & Return in Europe

Australia's experts in car leasing

[www.globalcars.com.au](http://www.globalcars.com.au)  
Call 1300 789 992

**globalCARS**  
.com.au

## Book with Confidence

We will not disappoint you. As long as there are 7 or more people travelling on your tour departure, we guarantee it will travel! This is Albatross Tours' commitment to you.

[www.albatrosstours.com.au](http://www.albatrosstours.com.au)



COME SHARE OUR LOVE OF EUROPE



## Amadeus speeds up quote to booking process

**AMADEUS** IT Pacific is to roll out a new pre-booking process for travel agents that will enable users of the Amadeus Selling Platform to convert quotes for flights and hotels into bookings in a single transaction.

Dubbed 'Amadeus Offers', the process uses live availability and pricing information which can then be generated into easy-to-read offers that include flight and

hotel segments, pricing and mini-fare rules - however no seat or room inventory is held.

Agents can then email quotes to their clients in a range of formats via Amadeus CheckMyTrip.

Amadeus Offers can save up to 20 quotes to one reloc and when converting bypasses the need to repeat the search process again.

A pilot program involving a mix of small and large agents and corporate clients, incl Voyager Travel Corporation, has been trialling Amadeus Offers since Nov, with feedback indicating it creates time saving of up to 50%, md Sari Vahakoski told **TD**.

"It will help travel agents to dramatically improve operational efficiency and boost revenue - a must have for travel agents in Australia, New Zealand and the Pacific Region," she said.

The full launch of Amadeus Offers will take place in Apr after the four-month trial phase.

## Uniworld extends program to Italy

**UNIWORLD** Boutique River Cruises will begin sailing on the Po River in Italy from next year, operating 32 departures aboard its newly refurbished 134-pax *River Countess*, which is being relocated from the Rhine, Main and Danube to Venice.

GM of Uniworld Australia, John Molinaro revealed details of the new Italy program this morning to **TD**, which features a 13-day land and cruise tour, and a seven-night cruise only package.

Offering roundtrip sailings from Venice, the voyage will highlight Italian art, architecture, music, cuisine, landscapes, culture, religion and political history, and includes sidetrips to 'off-the-beaten-path' towns.

Guests will be offered unique experiences such as visiting the balcony made famous by *Romeo & Juliet* in Verona, the UNESCO World Heritage Site in Ravenna & getting involved in pasta-making

classes in Bologna.

"No one is really servicing the 5-star river cruise market in Italy now, aside from a few smaller operators," Molinaro said.

"We expect the program will go gangbusters with the Australian market, which is always looking for something new."

The seven-night Venice & The Po River itinerary is priced from \$3,199ppts based on an outside French Balcony.

The 13-day Splendours of Italy includes two nights in Florence and three in Rome pre & post cruise, and leads in at \$6,049ppts.

*River Countess* is the final vessel in Uniworld's fleet to receive a refurb as part of a \$100m upgrade.

The Italy product will feature in Uniworld's preview brochure set to be released later this year.

From 2013, Uniworld will offer cruises in Central Europe, France, Spain, Portugal, Egypt, Russia, China, Vietnam and Italy.



### Supplier Updates

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

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

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)



The Ghan holiday packages let your client indulge every sense and every mood. They truly can have it all. World-class views, first-class service, elegance, indulgence and adventure.

**Book now and SAVE up to \$400 per couple for travel between April and June 2012\*.**

### ROCK & RAIL

Adelaide – Alice Springs –  
Uluru or v.v

**\$1798** ADULT | **5 DAYS  
4 NIGHTS**  
PENSIONER CONCESSION: \$1484

### TASTE OF THE TOP END

Adelaide – Alice Springs –  
Darwin or v.v

**\$2513** ADULT | **6 DAYS  
5 NIGHTS**  
PENSIONER CONCESSION: \$1907

### KAKADU SPLENDOUR

Darwin – Alice Springs –  
Adelaide or v.v

**\$2799** ADULT | **6 DAYS  
5 NIGHTS**  
PENSIONER CONCESSION: \$2152

To see our full range of holiday packages or to book, call **13 21 47** or visit [greatsouthernrail.com.au/agents](http://greatsouthernrail.com.au/agents)



WHERE IT ALL COMES TOGETHER

\*Save up to \$400 based on adult fare, Gold Service per person twin share. For bookings 01 January 2012 to 31 March 2012, for travel from 01 April 2012 to 30 June 2012. Fares based on twin share per person, with single supplements applicable. Offer subject to availability at time of booking. Booking, credit card and amendment fees may apply. Hotel surcharges may apply to event period dates. All fares include fuel price surcharge and will be subject to availability at the time of booking. Through or stopover fares not applicable with any holiday package unless otherwise specified. Offer not available in conjunction with the GSR Seniors Concession Travel Card nor any other offer except \$99 – \$299 Motorail offer. Taste of the Top End holiday package based on shoulder season for the month of April only. All fares and timetables are subject to change without notice. All fares quoted in Australian Dollars. Conditions apply. For general terms and conditions of carriage please visit [greatsouthernrail.com.au](http://greatsouthernrail.com.au). Travel Agent License No.TTA164190.

# Going west with CTM



**ABOVE:** This group of cowpokes are pictured during the recent Corporate Travel Management All Stars Conference held on the Queensland Sunshine Coast.

**Pictured** ready for a big night in the saloon are, back row from left Glenn Cusack and Adam Tulich from Sabre Pacific; and Stephen Hope, Virgin Australia national online manager.

Front row: Elsa Chircop and Somer Covacs from Virgin Australia; Matt Cantelo, CTM gm NSW and Jamie Pherous, CTM md and ceo; and Karen Mantle from Virgin Australia.

**MEANWHILE** it's no wonder the

boys from Corporate Travel Management are smiling - figures released by the company this week in a stock exchange statement showed that founder Pherous holds 26.6 million shares which are today worth just over \$57 million.

And Cantelo's 4.63% stake in the company, amounting to 3.4 million shares, isn't too shabby either, worth \$7.3 million.

Other top ten CTM shareholders not pictured include Claire Gray with an \$11m stake; Craig Smith who holds about \$10m worth; and Matt Dalling with shares worth \$7m at today's \$2.15 price.

## Branch Sales Manager - Randwick



The opportunity to love your work. That's the employment creed we live by and that's the type of person we want to attract an application from. Does this sound like you? Read on...

Life as an STA Travel Branch Sales Manager means there is never a dull moment. The responsibility of driving business development, delivering the company vision, and developing a team.

What's in it for you? With a fantastic remuneration scheme, tailored succession planning, leadership and management training and 5 weeks annual leave on the table, you have everything to gain.

Throw into the mix the amazing travel incentives and educationals, annual study grants, fully comprehensive training and a professional yet fun culture that is envied across the travel industry, and you'll agree that opportunities like this don't come along very often.

So if:

- you have previous travel industry experience, (we are talking one year plus)
- you are looking for a change of environment
- your current company's culture and values don't match yours
- you are just longing for that chance to advance

We would love to hear from you. This role not for you but you know of someone who would be perfect? Refer a friend and you will receive \$250 if they are employed.

Please go to [www.statravel.com.au/workforus](http://www.statravel.com.au/workforus) & submit your application.

## PHG joins Room Key

**PREFERRED** Hotel Group has signed on as the first commercial partner supplier of independent luxury hotel inventory for the hotel search engine, Room Key.

Room Key was launched in Jan by Choice Hotels, Hilton, Hyatt, InterContinental, Marriott and Wyndham hotel groups.

## IATA suspends IT

**KINGFISHER** Airlines has been temporarily suspended from the IATA clearing house for non-payment of fees.

The Indian carrier acknowledged the suspension on its website, saying the reason for the missed deadline was due to complications with local tax authorities concerning the payment, a situation it expects to have rectified shortly.

No flights or any guests have been affected by the suspension, Kingfisher says.

## BookingButton mob.

**ONLINE** hotel distributor Siteminder has responded to a boom in mobile hotel bookings, launching a mobile version of their direct reservations engine, TheBookingButton.

The new platform will provide access to the increasingly lucrative mobile booking channel, which is expected to exceed sales figures of \$8 billion by 2013.

Thursday 8th Mar 2012

## DL/AM c'share growth

**DELTA** Air Lines & AeroMexico are seeking to expand their trans border codeshare pact to include Atlanta and Washington DC to Mexico City, New York to Cancun, Sacramento to Guadalajara and Brownsville to Monterrey.

## AF cuts Damascus

**AIR** France have suspended all services to Damascus in Syria due to the increasingly fragile security situation in the African nation.

AF operated thrice weekly services to Damascus via Amman and dropped the destination after the closure this week of the French embassy in the capital.

**MEANWHILE**, Air France has also announced that from Apr it will launch flights from Nice and Toulouse to Athens.

## Greek Islands 2-for-1

**GREECE** Med Travel has released a two-for-the-price-of-one deal on selected Variety Cruises through the Greek Islands, offering savings of up to \$3,304.

The offer is valid for bookings made before 13 Apr.

## the aotgroup

### Destination Contracting Manager (BRISBANE)

An amazing opportunity to be responsible for the procurement of product within the QLD portfolio.

#### As Destination Contracting Manager, you will:

- Build relationships with suppliers & tourism organisations
- Negotiate the most appropriate rates for your market
- Be excellent at identifying opportunities that arise
- Work closely with the marketing team for campaign activity
- Enjoy working in an ever changing, fast paced environment

#### As the ideal applicant you will have;

- An understanding of a Contracting role within travel
- The ability to negotiate well
- Well developed communication skills, attention to detail and a deadline driven approach to your work
- Proficiency in Microsoft Excel and Word
- High degree of self management and self motivation
- A sound knowledge of the travel industry

The ability to work both autonomously and in a team, strong excel skills along with high level negotiation & influencing skills, and the ability to travel will see you succeed in this role.

Apply now to: [careers@aot.com.au](mailto:careers@aot.com.au)



# Industry Appointments



For the top travel jobs

[inplacerecruitment.com.au](http://inplacerecruitment.com.au)

**THIS** week's Industry Appointments is brought to you by **inPlace Recruitment**. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Mobile Travel Agents** has welcomed **Jackie Pennock** to the role of Business Development Manager - New South Wales.

**The Africa Safari Co** has promoted long term employee **Leanne Wild** into the position of General Manager.

**Ela Wolski** has been appointed to oversee the development & expansion of Client and Media Agency alliances for Australia and New Zealand for **TripAdvisor**. The sales manager role was announced following the launch of a dedicated display advertising team to be placed in Australia.

**Topdeck Travel** has announced the appointment of **Tim Oberg** as general manager of its Australian and New Zealand divisions. He will be responsible for overseeing the operation of Topdeck's Aust/NZ product range and managing the company's outbound sales to Europe, the Middle East and Africa.

**Tony South** has been welcomed as the inaugural national chair of the **Tourism Accommodation Australia**. The industry heavyweight has spent almost a decade in Singapore at the head of IHG's regional growth in the Asia/Pacific and was the former Sydney based CEO of IHG's Australia/New Zealand/ South Pacific business and has experience with the boards of Tourism NSW and TTF Australia.

**Francis Luzinier** has joined the team at **Novotel Barossa Valley Resort** in the role of Executive Chef at Harrys Restaurant.

## Tech key to success

**TRAVELMANAGERS** has heralded their technological advancements as the key factor enabling their agents to achieve the success reached in 2011.

With enhanced training platforms and disaster recovery systems capable of providing real-time updates to affected pax among the list of recent updates and breakthroughs, the group has said their investment in tech improvements has provided their agents with the tools needed to deliver a personable touch.

Chief executive Joe Araullo says that while the home-based agent group has made great strides in the technological benefits available to its agents, the work is ongoing to ensure they remain at the forefront of service delivery.

"Our technology developments were a massive enabler in providing our personal travel managers with the tools to access the information they need to work efficiently and effectively, while developing their knowledge and confidence and most importantly these tool are all at their fingertips," Araullo said.

## Qantas prize winners

**QANTAS** has selected the winners of their latest promotion run in conjunction with Consolidated Travel.

Congratulations to the 1st prize winners Global International Travel, from Vic; The Departure Lounge, NSW; Aurora Travel, Vic & Trans Global Travel from NSW.

Runners up were Thor Travel from SA; Terrace Travel from Qld; Complete Travel, Vic and Toorak Travel, also from Vic.

## P&O tries NRL at sea

**P&O Cruises** has announced it is catering to footy fans by securing the international broadcast rights for three live NRL games, which will be telecast on the big-screens aboard its ships each weekend during the league season.

## New Tahiti treats

**TAHITI Travel Connection** has released its most in-depth brochure covering the destination - a comprehensive 44-page guide with a greater focus on wedding packages, more day tours and an expanded section on Bora Bora.

## Hyatt Moscow plan

**HYATT** Hotels has revealed plans are in the works with a hotel management affiliate for a 297-room property, slated to open in the Russian capital from 2015.



Thursday 8th Mar 2012



**FIVE** years ago, Etihad Airways started with just three weekly flights to Sydney from Abu Dhabi, a humble beginning with only a handful of staff.

Today EY offers double daily flights ex-SYD and also flies out of Melbourne and Brisbane, employing over 400 staff.

Last night it celebrated its 5<sup>th</sup> anniversary in typical Etihad style entertaining over 400 industry leaders at Sydney's Sofitel Wentworth Hotel where CEO James Hogan said the carrier now operates 40 weekly flights in conjunction with Virgin Australia to the UAE capital, connecting to over 84 destinations worldwide.

He said Etihad has carried 1.7 million pax to Australia over Abu Dhabi and more than 8 million worldwide, and thanks to its partnership with Virgin Australia, has now moved into profitability.

"We've delivered on our mandate which was to create a safe, best-in-class airline, all those boxes we've now ticked off," the EY chief said.

Hogan said Etihad is in pretty good shape to tackle the opportunities that lie ahead, with huge aircraft orders, including

10 A380 super jumbo's, which he plans to fly to Sydney, and 100 more Airbus and Boeing jets to arrive over the next 10 years.

"We're also looking at how we can strengthen our partnership with Virgin Australia.

"Building on that codeshare, building on that network for our guests is very important," he added.

The recent 30% acquisition of Air Berlin, Europe's 6<sup>th</sup> largest airline that carries 35 million pax a year, offers connectivity to a whole new range of cities.

"Our future plans will see us operate into Lagos, Chengdu, China and Washington DC, offering one-stop for Australian pax. And in 2013 we also move into South America."

**Pictured** above flanked by EY cabin crew, from left are: Lindsay White, regional gm Australasia Etihad; James Hogan, ceo Etihad; His Excellency Ali Alnaimy, UAE Ambassador & Khaled Almehairbi, EY's vp govt & aeropolitical affairs.



**ABOVE:** Kristen Rowlingson & Helen Morassut with Virgin Australia ceo John Borghetti.



**RIGHT:** Chelsey Lloyd-Jones, Ines Manges and Rachel Mossman, from Etihad Airways.

## Hahn's lucky 888th centre

**E-TICKETING** platform Hahn Air recently celebrated the 888th registered user of their online booking portal and first Aussie centre.

Director of global account management Nathalie Weber (right) met with Barbara Kijowski from All Tours and Travel, who received a €100 credit on her UATP Corporate Card along with a certificate of achievement on the milestone.



## Free nights at GHM

**GHM** Hotels is offering a free night's accommodation at any of its seven properties as part of their 20th birthday celebrations. The nights are valid between now and the end of the year, and agents can book by contacting any of GHM's sales offices.

## MH coffee giveaway

**MALAYSIA** Airlines is giving away two Saeco coffee machines, with agents making new bookings ex BNE this month for travel 01 Mar-31 May in the running to win. The prizes will be drawn on 02 Apr, with one entry per economy ticket and two entries per business class ticket. To enter email the MH reloc, passenger name, ticket numbers and booking class to [bn-sales@malaysiaairlines.com](mailto:bn-sales@malaysiaairlines.com). **MEANWHILE**, the Apple iPad agent incentive covered yesterday is open to Vic/Tas agents only.

## AirAsia Asia bargains

**AIRASIA** has released a range of special fares from Sydney to Asia, with seats to Singapore starting from \$289, and Bali from \$309. More info at [www.airasia.com](http://www.airasia.com).

## Aussies trending to ski overseas

**LATEST** Roy Morgan research figures indicate that Australian ski travellers are increasingly preferring international destinations such as Japan & New Zealand over local slopes.

The poll, taken in Dec 2011, found that 49% of Aussies who went skiing or snowboarding for their last holiday chose to go overseas, up from 21% from the same poll taken a decade ago.

Jane Ianniello, the International Director of Tourism & Travel for Roy Morgan Research said that with the strong Aussie dollar, Australian ski destinations are finding it hard to compete with overseas ones.

The latest results are a sharp

increase from the same poll taken in Dec 2010, which returned a result of 34%, indicating that recent years have seen a sharper increase in the trend.

"It is important to understand the demographic, attitudinal and behavioural profile of people who go skiing or snowboarding on holidays and to tailor an appropriate communication message" Ianniello added.

## NYC targeting youth

**A NEW** marketing effort by New York City aims to attract an extra 1-million youth visitors between the age range of 18-29, and a total goal of 55 million tourists over the next three years.

## WIN A HOLIDAY TO SINGAPORE

Throughout March, **Travel Daily** is giving readers the chance to win a fabulous Singapore holiday package for two valued at \$5250, courtesy of Singapore Tourism Board, Singapore Airlines and Resorts World Sentosa.

The prize includes two return economy class airmiles on Singapore Airlines, four nights stay for two people at a Resorts World Sentosa Hotel, two one-day passes to Universal Studios Singapore, two tickets to Voyage De La Vie and tickets to Maritime Experiential Museum and Aquarium.

Every day **Travel Daily** will ask a different Singapore-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Singapore holiday.

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

## Q.6: What is Singapore Airlines first South American destination?

Hint! Visit: [www.singaporeair.com](http://www.singaporeair.com)

Click here for terms & conditions



## Air Canada on strike

**MECHANICS**, baggage and cargo handlers for Air Canada have decided to go on strike from March 12, their union has stated.

It is unclear how long the strike is intended to continue for.

The action comes following a vote by workers against a new 4-year contract, with the group now choosing to return to the negotiating table.

Air Canada says it will work to ensure any inconvenience to its passengers is minimised, with the Government stating it may stop or limit any action if necessary.

## Win a million points

**GLOBUS & Cosmos** are rewarding travel agents who enhance their product knowledge using their online training modules with the chance to win up to one-million Passport to Rewards points.

Every agent who completes an online course from now until 06 Apr and achieves 100% on their first go at the assessment will have a shot at the points haul.

More info at [bit.ly/globrew](http://bit.ly/globrew).

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

PO Box 1010, Epping, NSW 1710  
Phone: 1300 799 220 Fax: 1300 799 221

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Contributors:** Matt Lennon, Chantel Long, Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

Travel Daily Group:

**CRUISE**  
WEEKLY

Travel Daily TV

**Pharmacy**  
DAILY

**Advertising and Marketing:** Christie-Lee Lachance, Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)



# LET TMS LEAD YOU TO SUCCESS!

## INDUSTRY UPDATE



Welcome to our latest update! As you may have noticed, TMS is always promoting our Best Practice accreditation. Being the only travel recruitment company with this award, I

thought I would take this opportunity to explain what this means. All TMS Staff must adhere to strict operating and service standards to both clients and candidates, delivering the highest service levels, integrity and flexibility. Our daily business practices are monitored and assessed annually, very similar to quality assurance, to ensure TMS' commitment to candidate and client care as well as our sound business disciplines.

As always, I welcome a chat anytime. Call me on (02) 9231 6444.

Sally Matheson,  
General Manager

Look out for the return of the  
**TMS LUCKY DUCK**



COMING SOON....



Download our  
**SALARY SURVEY REPORT TODAY!**

DOWNLOAD AUSTRALIA 2011

DOWNLOAD ASIA 2011

## TOP JOBS OF THE WEEK

Visit [tmsap.com](http://tmsap.com) for many more!

### PERMANENT ROLES

**Retail Travel Consultant** \$45k + Super  
WESTERN SUBURBS [CLICK FOR MORE](#)

**Inside Sales** \$55k + Super + Bonus  
SYDNEY CBD [CLICK FOR MORE](#)

**Account Manager** \$50k + Super  
SYDNEY [CLICK FOR MORE](#)

**Hotel Co-ordinator** \$45k + Super  
SYDNEY CBD [CLICK FOR MORE](#)

**Product Transport Mgr** \$80k + Super  
SYDNEY [CLICK FOR MORE](#)

**Online Consultant** \$50k + Super  
SYDNEY [CLICK FOR MORE](#)

**Corporate Travel Cons** \$50-65k + Super  
SYDNEY EASTERN SUBURBS [CLICK FOR MORE](#)

**Retail Travel Cons** from \$35k + Comms  
PERTH [CLICK FOR MORE](#)

**IT Support Analyst** \$45-55k +  
NORTH SYDNEY [CLICK FOR MORE](#)

**Reservations Cruise Specialist** \$40k + Super  
NORTH SYDNEY [CLICK FOR MORE](#)

### TEMP ROLES

**Multi skilled Corp Travel Cons** \$NEG  
SYDNEY CBD [CLICK FOR MORE](#)

**Groups & Events Travel Coord** \$NEG  
CITY FRINGE [CLICK FOR MORE](#)

**Retail Travel Cons** \$NEG  
SYDNEY CBD [CLICK FOR MORE](#)

**Dom Corp Travel Cons** \$NEG  
EASTERN SUBURBS [CLICK FOR MORE](#)

**Admin & Back Office Assistant** \$NEG  
SYDNEY CBD [CLICK FOR MORE](#)

## MEET THE TEAM



**NAME:** Stacy Balderstone

**ROLE:** Recruitment Executive

**FAVOURITE DESTINATION?** So many places! Asia - for its buzz, its contrasts, its warm and hospitable people, and its delicious and exotic cuisines. Within Australia - Kakadu, for its dramatic landscape, spirit and ancient culture.

**TOP TIP FOR CANDIDATES?** Have your references ready because solid references often mean the difference between a job offer and a rejection. It's important to line up references early in the process. Choose only those people who have had a chance to observe your work first-hand, such as former supervisors or managers.

**TOP TIP FOR EMPLOYERS?** Reward your staff accordingly - you get what you pay for. Be clear about your strategic direction for the future, and then hire the talent to help you achieve it.

**TOP TRAVEL TIP** Try websites like [www.couchsurfing.org](http://www.couchsurfing.org) It's a great resource of information for budget travellers and by becoming a member - you can bypass the typical hotel experience by staying at the home of a local and learning about their culture. You get to meet some amazing people and you get all the insiders tips on the best local restaurants, bars and places to visit.

DON'T WAIT ANOTHER YEAR... **MAKE THE CHANGE NOW!**

@ [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)

☎ 02 9231 6444

🌐 Level 10, 109 Pitt Street

➔ [tmsap.com](http://tmsap.com)





## NEW OPPORTUNITIES FOR TALENTED EXECUTIVES AVAILABLE NOW

### REACHING FOR REGIONAL GOALS?

#### GENERAL MANAGER

SINGAPORE – SALARY PACKAGE OTE \$200K+

Our client is a leading brand with global operations and a clear vision for excellence in client satisfaction and business performance. This outstanding executive opportunity is available now based in Singapore. This position heads up a thriving business that is looking for inspirational leadership and a clear path for future success. You'll have results in financial performance, staff engagement, and business growth.

### PROVE WHY YOU'RE THE BEST FOR THIS TEAM

#### CORPORATE ACCOUNT MANAGER

SYDNEY, BRISBANE & ACT - SALARY PACKAGES \$85K+

Manage a portfolio of clients with the objective of growing revenues, increasing margins and retaining the business. You need a thorough knowledge of corporate travel as well as the professional communication & negotiation skills needed to deal with people at all levels up to Executives. Move to a growing global Brand who celebrates and rewards success and offers long term career development.

### BE PART OF THE GLOBAL SOLUTION

#### TEAM LEADER - TRAVEL AGENTS SUPPORT

SYDNEY – SALARY PACKAGE TO \$75K + SHIFTS

If you're an experienced Team Leader from a Service Management background and with top-notch GDS & online skills this role will offer you great variety and future scope with a global company. If you love the flexibility a 7/day shift roster can give you, and have proven skills in problem solving, staff development, and meeting deadlines this is an exciting change that will use your travel industry skills in a brand new way.

### MINING & RESOURCE SECTOR

#### SENIOR AVIATION BUSINESS DEVELOPMENT MANAGER

OLD BASED – SALARY PACKAGE OTE \$100k - \$120k

Do you possess strong connections across the mining & resource sector including relationships out at mine sites? This leading travel provider is looking to secure a senior BDM in Queensland. You will have full understanding of this market and their operations, the specific aviation requirements for their operations, and the ability to convert new business opportunities in to profitable relationships.

### DRIVE EFFICIENCIES WITH YOUR SKILLS

#### VIP LEISURE MANAGER

MELBOURNE – SALARY PACKAGE TO \$75K

Use your leadership qualities and drive strategies to improve efficiencies in this large team. You will be responsible for overseeing the corporate leisure and VIP team establishing a close knit working relationship within your team members. You will be a strong leader to be able to make relevant changes and implement new processes & strategies to drive increased revenue for this department. You're sure to make a difference.

### USE YOUR GDS SKILLS IN A BRAND NEW WAY

#### QUALITY ASSURANCE ANALYST

SYDNEY – SALARY PACKAGE TO \$80K

This unique new position requires the skills of a senior travel consultant or manager with extensive hands-on experience using travel systems – front & back office – and a highly analytical mind. If you have experience in projects, implementation, analysis of business requirements, or testing new systems this position is a great way to combine your skills. Join a global company with great salaries & benefits.

### YOU'LL BE MARKETING DREAMS

#### MARKETING EXECUTIVE

SYDNEY – SALARY PACKAGE TO \$60K

Marketing a luxury product is a dream job, especially if you're working in a beautiful city office with a fun team of people. This exciting Marketing role is looking for an experienced, qualified and highly motivated person who has executed marketing plans, had experience with media buying and advertising, creating briefs, and analyzing results of campaigns. You'll be rewarded with a great salary package and loads of benefits.

### SYSTEM ADVANCEMENT PROJECT

#### SYSTEMS PROJECT ANALYST

BRISBANE - SALARY PACKAGE \$80K - \$90K

Be involved in the nitty-gritty of this new internal system advancement project. You will need to possess strong travel industry knowledge especially within reservations booking systems. Effective communication, analysis skills and strategic planning will be required along with your ability to run group meetings. Previous involvement in a system change or enhancement within a large business is required for this role.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis  
MANAGING DIRECTOR  
Ph: 02 9231 1299

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

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

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

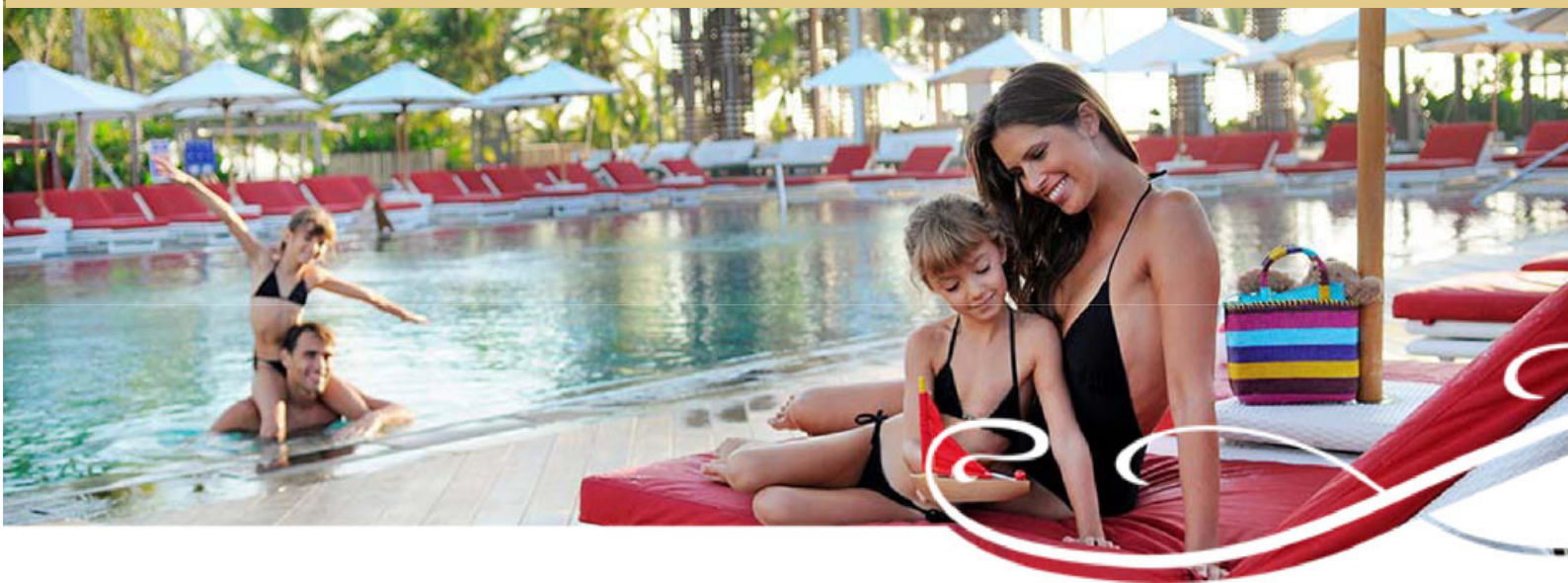
FOR MANY MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE [www.aaappointments.com](http://www.aaappointments.com)

# Club Med

## Save up to 50% at Club Med Asia

Offer extended until 1 April 2012

Visit our dedicated Travel Agent Portal [www.clubmedta.com.au](http://www.clubmedta.com.au)



gourmet cuisine



sports & leisure



relaxation



open bar day & night



child care

Just a taste of all that's included

# Club Med

all inclusive all exclusive all yours