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# Travel Daily

First with the news

Thursday 29th March 2012

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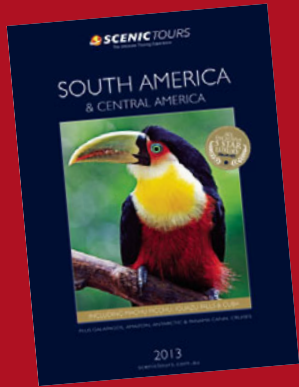
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## Air Pacific 'business as usual'

FIJIAN flag carrier Air Pacific insists there is no change to its operations after the Fijian govt unilaterally outlawed what it says was the "effective control" of FJ by Qantas (**TD** breaking news).

Qantas owns 46% of the airline, but according to the self-appointed Bainimarama govt, QF has "supermajority and veto rights over significant areas of the company," including key appointments, the budget, new air routes, employee incentive schemes and "numerous other key areas of oversight, control and decision making."

The new Fijian aviation decree issued this week orders that all air carriers registered in Fiji must be under the "substantial ownership and effective control" of Fijian citizens.

In a formal statement the govt also complained that despite QF's "veto power" over Air Pacific's operations and business decisions it also competes directly via its Sydney-Nadi Jetstar flights.

However QF denied many of the claims made by the Fijian government, with a spokesperson

telling **TD** "Qantas does not have veto power over Air Pacific's operational decisions, nor do we have effective control over the airline. We are a minority shareholder".

Air Pacific downplayed the impact of the move, describing it as a "shareholder matter".

An FJ spokesperson told **TD** "our board, our business partners and our great team of professionals continue to work together to revitalise, modernise and ensure the future success of our airline".

### NTIA nominations

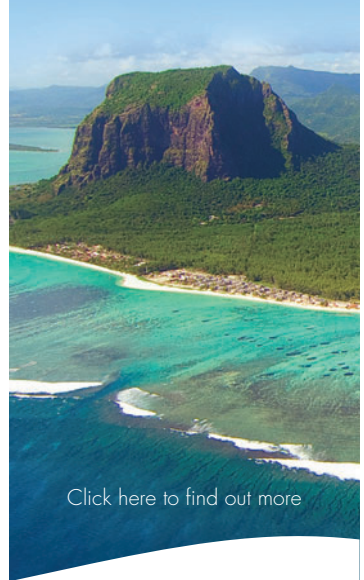
**TODAY'S TD** includes an updated list of National Travel Industry Awards nominees, as a reminder to lodge your votes online at [www.afta.com.au](http://www.afta.com.au).

### Seven pages of news

**Travel Daily** today has seven pages of news and photos, a front full page for Visit Britain plus full pages from: (**click**)

- NTIA nominations
- TMS Asia Pacific jobs
- AA Appointments jobs

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# Travel Daily

First with the news

Thursday 29th March 2012

**THINGS TO DO IN ATHENS?**

Click here



**Travel Daily**  
on location in  
**Las Vegas**

Today's issue of TD is coming to you from the USA, where 100 lucky travel agents are being hosted on the Travel Corporation Mega Famil.

**CREATIVE** Holidays has now taken over arrangements on the famil, after the three Insight, Trafalgar and Contiki groups arrived in Las Vegas yesterday from their separate road trips.

Participants are staying in a range of properties, and were last night welcomed at a cocktail function at the brand new Cosmopolitan Hotel on the strip.

They were then thrilled by a Cirque du Soleil performance of Mystere at Treasure Island Resort, and hardier souls partied into the night at the Moon and Playboy nightspots at The Palm.

Tonight the famil wraps up with a closing party - **more on p6.**

## Garden Island knock-back

**CARNIVAL** Australia has blasted the latest govt review on Sydney Harbour's long term cruise ship access, after an Independent Review released today concluded that greater cooperation between cruise and navy operations at Garden Island "are essentially incompatible."

Minister for Defence Stephen Smith said the Hawke Review had determined a provision of guaranteed shared access to existing berths at the site "cannot be achieved without adversely impacting on naval operations."

The review suggested one short-term option was a 'dolphin' berth at the O'seas Passenger Terminal, and a similar "more permanent" dolphin berth close to the shoreline at Athol Bay.

Carnival Australia has been lobbying for some time for the govt to permit greater access to Garden Island to accommodate the overload of ships during the

peak cruise season.

It labelled the outcome as "a disappointment for Sydney and for Australian tourism" and "set a course for further reviews and delays", denying certainty to international cruise operators.

"Leadership at the highest levels of government is essential or Australia risks putting a brake on the standout success of the tourism sector in a difficult economic environment," Carnival Australia ceo Ann Sherry said.

Sherry said the dolphin mooring wasn't a viable solution.

See [bit.ly/hawkereview](http://bit.ly/hawkereview) for more.

## Air NZ drops Beijing

**AIR** New Zealand will suspend its twice weekly services from Auckland to Beijing, effective 30 Jun, following a review of services operating to China.

The review will see Air NZ put a greater focus on its Shanghai hub, supported by a new fifth weekly service (from 04 Jul), with the carrier planning to move to a daily operation by early next year.

Air NZ group gm International Airline, Christopher Luxon said the airline still sees Beijing as an "important and growing market" but will rely on the Shanghai-Beijing services of Star Alliance partner, Air China, to transport its clients to the Chinese capital.

## EVA to Star Alliance

**TAIWANESE** carrier EVA Air has this afternoon been accepted by the Chief Executive Board of Star Alliance as a future member airline, to be mentored during the process by Air China.

## QF Mackay Lounge

**QANTAS** yesterday launched its new flagship Regional Lounge in Mackay, Queensland, featuring an expanded lounge space, seating for 91 guests, and signature artwork representing the area.

The opening coincides with the introduction of new QantasLink Boeing 717 services ex Brisbane which began this week.

The lounge is open to Platinum and Gold Qantas Frequent Flyers and Qantas Club members.

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**Mon 16th April SYDNEY**  
The Arthouse Hotel, 275 Pitt Street

**Tues 17th April BRISBANE**  
Tempo at Rugby Quay, 123 Eagle Street

**Wed 18th April MELBOURNE**  
CQ Functions, 113 Queen Street

**Thurs 19th April CANBERRA**  
The Boat House by the Lake, Grevillea Park, Barton

6pm to 8pm

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## ATEC Symposium full steam ahead

THE Australian Tourism Export Council says it's ironing out a number of issues surrounding speculation its annual Symposium would not be held this year, and is close to issuing the program of events for the conference.

Problems concerning the venue appear to have resolved and the event will proceed in May on the Sunshine Coast as planned, md Felicia Mariani said yesterday.

Among the activities slated to be held at the event will be a series of Masterclasses, as well as smaller group sessions to provide attendees with more hands-on &

in-depth learning opportunities.

Feedback from previous events has resulted in the return of the popular Market Stream sessions.

A highlight of the event will be the 40th anniversary celebration of ATEC's involvement with the tourism export industry.

### T-QUAL partnership

**TOURISM** Minister Martin Ferguson has spoken in support of new tourism partnerships forged with the support of Govt grants under the T-QUAL scheme.

The pact is the first formed between the Yugambeh Museum, Language and Heritage Research Centre in Qld and four of the region's tourism operators in the Jaran Dance Troupe, Kalwun Dreaming Tours, International Park Tours and Dreamworld.

Under the plan, a joint effort of \$176,000 from the Museum and an \$88,000 govt grant will aim to help identify and develop new tourism opportunities, with an ultimate goal of tripling the Aboriginal tourism spend in the region from \$3m to \$10m over the next three years.

## Intrepid Gorilla pledge

**INTREPID** Travel says it will absorb the US\$250 price increase in gorilla permits enforced by the Rwandan govt (**TD** 30 Jan) for bookings in 2012, a promise it believes is a first for the trade.

From 01 Jun, individual gorilla permits will rise to US\$750.

Bookings made before 31 May for travel this year will also get a 10% tour discount.

"This is one small way we thank our passengers," Intrepid Travel md Geoff Manchester said.

The adventure tour operator has 129 departures spread over seven tours visiting the gorillas from Jun to the end of 2012.

## Celebrity back in 2013

**CELEBRITY** Cruises has said its *Celebrity Solstice* and *Celebrity Millennium* will both cruise in Australian waters for their second consecutive season in 2013-14.

"Together the two ships will offer Australians a 'modern luxury' style of cruising which is quite distinct from anything else based in this region," said Adam Armstrong, Celebrity spokesman.

## Air India on again?

**FAIRFAX** Media has refueled talks about a possible launch of Air India (AI) services to either Sydney or Melbourne using 787 *Dreamliner* aircraft from as early as Oct this year (**TD** 23 Dec).

A report in *The Sydney Morning Herald* today indicates NSW premier Barry O'Farrell has held talks with AI, Jet Airways and civil aviation authorities to entice air links between India and Sydney.

AI's plans of flying to Australia were exclusively revealed by **TD** three years ago (**TD** 21 Jun 2010).



## Window Seat

**TRAVEL** Corporation Mega Famil participants enjoying Las Vegas have been wowed by the sheer size of the destination.

Staggering Las Vegas facts related to one of the groups yesterday include that it would take an amazing 288 years for one person to spend one night in every hotel room in the city.

There are almost 200,000 poker machines here, and there are more prawns consumed in Las Vegas each day than in the entire remainder of the USA.

24,000km of neon tubing light up the Las Vegas strip, and the price of land on the strip is a stunning \$27m per hectare.


**ARKANSAS'** National Airport in Little Rock will be renamed after the state's most successful governor - former US president Bill Clinton, along with his wife and current US Secretary of State Hillary Clinton.

It's probably a safe bet there will not be a Monica Lewinsky terminal at the airport.

**A RANGE** of new activities are available on specialist family-friendly Tanzanian safaris, sold through The Africa Safari Co., although some may or may not prove popular with kids...or their parents.


Among the options for kids is a new 'Pooh Walk', which sounds exciting enough, but no, the kids aren't looking for small bears that enjoy the taste of honey.

The aim of the walks are to show kids how to identify different animals by droppings.



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## Intrepid Egyptian escapade



**ABOVE:** This group of agents were treated to the ancient sights and cultural delights of Egypt on this exciting famil trip hosted by Intrepid and Emirates.

Viewing the iconic Pyramids, cruising the Nile and sourcing bargains in the local souqs were all part and parcel of the excursion, which was topped off with an authentic dining experience with Nubian locals.

**Pictured** above at one of the ancient stone marvels, from left,

are: Kylie Hancock, FC Redcliffe; Todd Rackley, FC Nundah; Sarah Allen, HWT Langwarrin; Tom Hosemans, Intrepid My Adventure Hawthorn; Jo Rickard, The World @ Braeside Travel; David McMahan, Intrepid BDM for Vic/Tas; Olivia Curtis, Intrepid My Adventure Prahran; Kate Smith, FC Carousel; Jimmy Douglas, Intrepid My Adventure Perth; Deena White, Jetset Ballarat and Craig Deuchar from Intrepid My Adventure Brisbane.

### Travel Consultants

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## Virgin expands SQ codeshare

**VIRGIN** Australia's alliance with Singapore Airlines is stepping up a notch this month, as it expands beyond the country-state to points in Asia, South Africa & the UK.

Effective today, Virgin pax can book and travel on SQ codeshare flights from Sydney, Melbourne, Perth, Darwin and Adelaide to Singapore and onwards to Beijing and Shanghai in China.

Next up are South African cities Cape Town and Johannesburg, with flights available to book

tomorrow, for travel from 13 Apr.

VA passengers from Perth can also fly to London, via Singapore, under the latest phase of the airline alliance.

Virgin will further broaden its Singapore Airlines codesharing to other international destinations in India, Malaysia, Japan, Thailand and Indonesia in coming months.

VA Group Executive of Alliances Merren McArthur said the range of new destinations were "all key markets for Australian business and leisure travellers."

McArthur said that Virgin Australia was also working with SQ on "new initiatives to benefit our guests."

### LAN Dreamliner plan

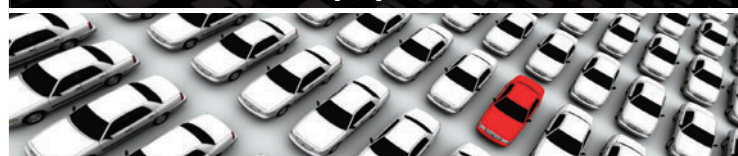
**LAN** Airlines has revealed its Boeing 787 *Dreamliner* aircraft will be configured with 247 seats - 30 in Premium Business Class and 217 in Economy Class.

LAN's first two (of 32) 787s are expected to enter service late this year and fly between its Santiago and Buenos Aires hubs to Lima, Los Angeles, Madrid & Frankfurt.

### Oman Air Hols rep

**DISCOVER** the World Marketing has been appointed as sales and marketing representative for Oman Air Holidays in Austria, France, Germany & Switzerland.

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# Industry Appointments



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**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).

**Ross Appleton** has been assigned to the role of Regional Sales Manager ACT at **QBT**. He will be responsible for the strategic management of QBT's whole of Australian Government business.

**Travel Indochina** is pleased to announce the appointment of a new Western Australia BDM, **Debbie Evans**. She moves to Australia from the UK where she worked with large accounts such as easyJet, British Airways and Monarch Airlines.

**Crowne Plaza** has appointed **Steven Greenwood** to take on the newly created role of area general manager - NSW and ACT Regional. He will assume responsibility for the operations of four IHG regional properties, including **Crowne Plaza Canberra**, **Crowne Plaza Hunter Valley**, **Crowne Plaza Newcastle** and **Crowne Plaza Terrigal**.

**Alila Hotels & Resorts** have appointed **Vikram Singh** as Regional Director of India, in addition to duties as general manager of **Alila Diwa Goa**. **Pranav Patel** has assumed general manager duties for **Alila Bangalore**.

**Barathan Pasupathi** has been named as the new chief executive officer by the board of **Jetstar Asia**. He brings 16 years experience in senior roles including three years as Jetstar Asia's first chief financial officer.

**GTI Tourism** has been appointed by the **Lord Howe Island Tourism Association** and **Wild Bush Luxury** following the resignation of **Kerry Lorimer**, who was the director at **Splash Communications**. Lorimer has resigned to pursue personal interests and is winding up the business at the end of this month.

## TCF reinstatement

**THE** Travel Compensation Fund has today announced the reinstatement of Ballina Travel Value (ABN: 45 767 415 697) for participation into the fund.

The agent was temporarily terminated this week for non-payment of fees (**TD Tue**).

## DXB pax numbers up

**PASSENGER** numbers through Dubai Int'l Airport surged by 19% in Feb, compared year-on-year.

The facility exceeded the 4.5m passenger mark for the second consecutive month, handling 4,561,147 passengers, following the 4.8m record set last month.

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

**Applicants must have the right to live and work in Australia. Please send your detailed CV to [employment@au.qatarairways.com](mailto:employment@au.qatarairways.com) by 11 Apr 2012. Only those candidates that have made the shortlist will be advised.**



World's 5-star airline. [qatarairways.com](http://qatarairways.com)

Thursday 29th Mar 2012



Travel Daily  
First with the news

## Kingfisher teetering

**AILING** Indian carrier Kingfisher Airlines has moved to operate under a "holding plan", put in place pending recapitalisation, resulting in "skeletal staff" represented at several stations.

**MEANWHILE**, IT has appointed three independent directors on to its board to comply with Indian company law, following the resignation last week of Anil Kumar-Ganguly (**TD 20 Mar**).

## US gogo roll out

**US AIRWAYS** will further deploy the Gogo wi-fi inflight service throughout its mainline fleet in the US, with Airbus A319s, A320s and A321s to be fitted with the technology this year.

It will also retrofit Gogo to its fleet of Embraer 190s, and the E170s and E175s of sister carrier US Airways Express.

## Finnish hotel records

**HELSINKI** hotels set an all-time record in 2011 for the number of room nights booked for the year.

A total of 3,364,000 overnight stays were recorded - an increase of 6.5% by foreign visitors - taking growth for the year to 5.5%.

**ABOVE:** Destination NSW hosted this group of Sunlover Holidays agents, treating them to some of the top sights of Sydney over a three-day famil.

The group enjoyed a Captain Cook Cruises dinner voyage on Sydney Harbour, as well as a surfing lesson at Bondi Beach.

**Pictured** on the western-arch of the BridgeClimb from left are: David Chou, Experience Tours Australia; with Sunlover Holidays' Emily Dalton, domestic travel consultant; Matthew Nutt, senior group consultant; Lana Larkins, domestic travel consultant; Paz Murillo, domestic marketing executive; Helen Tavner-Corner, domestic creative coordinator and Joanna Broome, FIT inbound reservations consultant.

## Final shot at Mauritius

**TIME** is running out for agents to get their entries into the draw to win a 6-night holiday at a Beachcomber resort in Mauritius as part of their 60th anniversary.

To enter, simply book and deposit before Sat 31 Mar for travel anytime after this date to be eligible to win the major prize.

The winner will be announced next week - call 1800 624 268.

## Travel Consultants

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In return, you will be rewarded with a competitive, performance based salary, global career opportunities and a range of fantastic benefits!

<http://applynow.com.au/jobF148737>

# The Travel Corporation getting Creative

**CREATIVE** Holidays is now in charge of the arrangements for the Travel Corporation Mega Famil, after the participants converged on Las Vegas yesterday.

The wholesaler also handled the itinerary for the start of the trip, where the agents spent two nights enjoying Anaheim, including Disneyland.

Creative gm Andrew Yell told **TD** the combined mega-famil concept will help agents see how easy it is to add Creative FIT content at the start or end of a holiday package, even when it includes a guided holiday or coach touring product.

A gala cocktail party last night was followed by a Cirque du Soleil performance, and today the many bleary-eyed agents are taking part in a Las Vegas-themed "scavenger hunt" as well as doing lots of power shopping in the lead-up to the big gala finale party tonight.

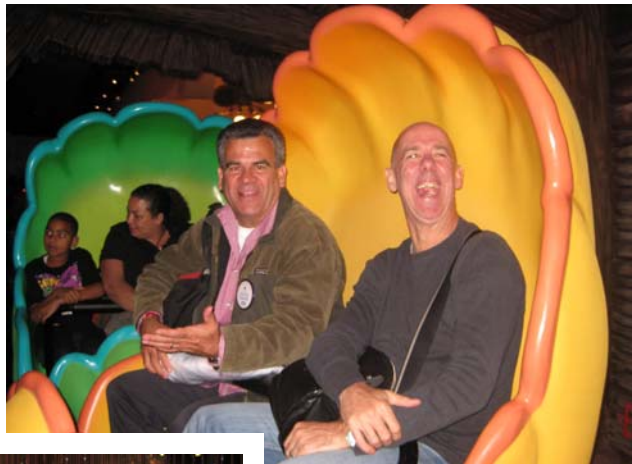
More pics at [facebook.com/traveldaily](http://facebook.com/traveldaily).



**ABOVE:** Karla Pruiti from HWT Booragoon enjoys an extremely creative flaming marshmallow cocktail at the Cosmopolitan.

**RIGHT:** These shy guys really need to come out of their shell - David Farrer from Insight Vacations with Rick Walker of Virgin Australia, in Disney's *The Little Mermaid* ride.

**BELOW:** The Creative Holidays team: Andrew Sims, James Sitters, Yvette Ranger and Andrew Yell.



**ABOVE:** Insight Vacations global head John Boulding was a surprise attendee at last night's cocktail party, and is pictured with two keen karaoke performers, Mark "Captain" Corey from Flight Centre Groups Adelaide and Tony "Tenille" Murray of Wodonga Travel.



**ABOVE:** Cassie Bridge of Flight Centre Lynbrook with Lisa Coronica from FC Newton.



**LEFT:** Jade Spicer, Phil Hoffmann Travel; Richard Norris, Flight Centre West End; Rachael Hall, Flight Centre Brisbane; and Lachy White, Flight Centre Mornington.

**BELOW:** Trafalgar's Conrad McCall and Rachael Harding, relaxing after their fabulous famil.



**LEFT:** All glammed up for a great Las Vegas experience are Lisa McDonald, Travelscene Shellharbour with Sharon Jones of Jetset Ipswich.



**LEFT:** Sydney-based Las Vegas Convention and Visitors Bureau rep, Melanie Mayer, is pictured with Insight's Lisa Kirwan.

## Vic ski season is go for 2012



### Win a luxury cruise

**DISCOVER** The World Marketing are running a competition in conjunction with the launches of their 2012/13 Discover Cruising brochure and Variety Cruises mega-yacht *Variety Voyager*, by giving agents the chance to win a seven-night cruise of their choice to the French or Italian Rivières. More details at [bit.ly/vvcruise](http://bit.ly/vvcruise).

### easyJet to Iceland

**EASYJET** has inaugurated flights to Iceland this week - the 30th country serviced by the carrier - with a new thrice weekly year round service between London Luton and Keflavik Int'l Airport.

**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)

### NHH UK & Europe

**NEW** Horizons Holidays has today launched the hard copy of its inaugural UK & Europe program, (**TD** 19 Mar) with brochures being sent to agents this month.

### Busabout to Greece

**BUSABOUT** has responded to demand for tours in Greece, announcing a new two-day Greek Odyssey journey, beginning in Jun. The overnight trip will depart from Athens, visiting towns such as Delphi, Meteora & the seaside town Kamena Voural.

### Emirates bonus miles

**EMIRATES'** loyalty program Skywards is offering passengers travelling to Europe in May up to 39,000 bonus 'Miles' per airfare - enough to redeem for three tickets between Australia and NZ. More info at [skywards.com](http://skywards.com).

### Empowering industry

**GOULBURN** River Valley Tourism is inviting local tourism firms to a one-day Empowering Industry seminar, being held on 01 May. The event aims at encouraging and developing local operators in spotting consumer trends and more - details at [bit.ly/glbpower](http://bit.ly/glbpower).

### APT's Nguyen menus

**APT** has released a second edition of its Vietnam brochure, with enhancements including two Signature Banquet Dinners from celebrity chef and Vietnam Ambassador, Luke Nguyen, now included in a range of packages. Nguyen's two land/cruise dates this year have both sold out.

**ABOVE:** Tourism Victoria marked the beginning of the 2012 ski season at a lavish event with the inbound travel trade in Sydney and the Gold Coast this week, also attended by reps from Mt Hotham, Falls Creek and Mt Buller ski resorts.

Attendees were briefed on updates to international packages available at each resort this year. **Pictured** above is Lindsay Goding of Tourism Victoria with representatives from Equity Travel, Grandcity Travel & Tours and Travelworld Australia.

### Gecko's fundraising

**GECKO'S** Adventures has raised \$4,500 in support for The School of St Jude in Tanzania at a recent fundraising event, with the figure matched dollar for dollar by a private benefactor.

The \$9,000 will be used to help St Jude's in their fight against poverty through education.

### DriveAway reminder

**DRIVEAWAY** Hols is reminding agents they have just two days left to take advantage of earlybird deals on car hire and Europe leasing, when booked by 31 Mar.

## LAST DAYS TO ENTER TO 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 fares 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.21: True or False? Resorts World Sentosa! Homed to the region's first Hollywood movie theme park, Universal Studios Singapore is where the world's first Transformers the ride can be found**

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

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# AFTA National Travel Industry Awards

## 2012 Nominees



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

- Concorde Agency Network
- Escape Travel
- Flight Centre Limited
- Harvey World Travel
- Jetset Travelworld Network
- Select Travel Group
- Travellers Choice
- Travelscene American Express

### Category 2: Best Travel Agency Retail – Single Location

- Alpha Travel Pty Ltd
- Bayview Travel
- Bicton Travel
- Concierge Traveller
- Cruiseabout Mosman
- Flying Colours Travel
- Globenet Travel
- Harvey World Travel Caloundra
- Harvey World Travel Elizabeth
- Harvey World Travel Eltham
- Harvey World Travel Garden City
- Harvey World Travel Lane Cove
- Harvey World Travel Surrey Hills
- Harvey World Travel Winston Hills
- Holidays of Australia
- Jetset Travel Liverpool
- Jetset Travel Spring Hill
- Kyrenia Travel
- Modica Travel Services
- Mobile Travel Agents (MTA)
- Seniors Holiday Travel (All Your Travel Pty Ltd)
- The Adventure Traveller
- The Cruise Centre Kotara (Cruise Travel Centre)
- Travel 2000
- Travel by Wyndham
- Travel Concepts (The Cruise Centre)
- Travelscene at Laze Away
- TravelView
- Travelworld Carindale
- Travelworld Kununurra
- Vina World Travel
- Wow! Travel

### Category 3: Best Travel Agency Retail – Multi Location

- Andrew Jones Travel
- Australian Holiday Centre
- Concierge Traveller
- Create Travel
- Diploma World Travel
- Fairflights Pty Ltd
- Harvey World Travel Burderim/Maroochydhore/Kawana
- Harvey World Travel Mackay/Mt Pleasant
- Harvey World Travel Maitland/Rutherford
- Harvey World Travel Warwick/Stanthorpe
- Hunter Travel Group
- Mary Rossi Travel
- Maverick Travel
- Phil Hoffmann Travel
- RACQ Travel
- Travel Associates
- TravelManagers Australia Pty Ltd

- Travel Masters
- Travel Shmoo Pty Ltd

### Category 4: Best Travel Agency Corporate – Single Location

- Airport Travel
- Anywhere Travel
- ASI Corporate Travel
- Concierge Business Travel
- DBT Corporate
- Egencia
- Ellendale Travel
- Goldman Travel Corporation
- Maxims Travel
- Pulse Travel
- Spencer Travel
- The Departure Lounge
- Your Holidays Pty Ltd

### Category 5: Best Travel Agency Corporate – Multi Location

- Corporate Traveller
- Gilpin Travel
- Globetrotter Corporate Travel
- Platinum Travel Corporation
- Show Group Enterprise
- The Travel Authority
- World Travel Professionals

### Category 6: Best National Travel Management Company

- American Express Business Travel
- Corporate Travel Management
- FCm Travel Solutions
- HRG Australia
- QBT
- Voyager

### Category 7: Best Business Events Travel Agency

- Australian Business & Conference Travel
- Axis Events Group
- Cievents
- ETM
- Impact Events
- Showgroup Enterprise
- The Events Authority
- World Travel Professionals Conference Team

### Category 8: Best Travel Consultant – Retail

- Alicia Wilson, Phil Hoffmann Travel - Stirling, SA
- Amy Jackson, Low & James Travel Associates, NSW
- Anne Hannigan, Harvey World Travel Stanthorpe, QLD
- Anthony Russell, Harvey World Travel Buderim, QLD
- Brittany Mortimer, Jervis Bay Travel, NSW
- Claudia Silk, Travel Counsellors, VIC
- Danielle Ong, Vina World Travel, NSW
- Darren Baker, Harvey World Travel Portland, VIC
- Debbie Ashes, Harvey World Travel Lane Cove, NSW
- Deborah Ortado, Travel Phase, NSW
- Hilary Weir, Harvey World Travel Garden City, QLD

- James Jang, Harvey World Travel South Yarra, VIC
- Kelly Spinks, Jetset Travel Albany, WA
- Khaled El-Moustafa, iissa Travel, VIC
- Laura Powell, Phil Hoffmann Travel - Semaphore, SA
- Lauren Grdusiak, Flight Centre Nepean, NSW
- Lauren Mansell, Australian Holiday Centre, VIC
- Louise Dann, Cruise Travel Centre Kotara, NSW
- Lucinda Metcalfe, Maria Slater Travel, ACT
- Melanie Wilson, Flight Centre Beecroft, NSW
- Michael Condon, Breakaway Travelclub, NSW
- Myra Doyle, Australian Holiday Centre Melbourne, VIC
- Paul Rickard, Harvey World Travel Caloundra, QLD
- Sandra Cosic, King William Travel, SA
- Sophie Brooks, Harvey World Travel Lane Cove, NSW
- Sophie Fitzgerald, Flight Centre Mt Hawthorn, WA
- Tania Verscharen, Armadale Travel, VIC
- Tiiu Marmont, Flight Centre Rouse Hill, NSW
- Trish White, Whitestar Travel, NSW
- Uschi Howard, The Travel Authority Northern Beaches, NSW

### Category 9: Best Travel Consultant – Corporate

- Amy Spink, Corporate Travel Management, NSW
- Anna Chen Chow, Corporate Travel Management, NSW
- Anthony Browning, Executive Edge, VIC
- Ben Cochrane, World Travel Professionals, QLD
- Daryl Dickson, Globetrotter Corporate Travel, WA
- Karen Birch, World Travel Professionals, QLD
- Kathleen Nicholson, TTFN, WA
- Katrina Cook, Corporate Travel Management, QLD
- Laura Weatherstone, Corporate Traveller Canberra, ACT
- Morten Friis, Corporate Traveller, NSW
- Rebecca Normand, Show Group Enterprise, VIC
- Ric Pattaro, TravelManagers, NSW
- Richard French, Platinum Travel Corporation, VIC
- Robert Elias, Gilpin Travel Management, NSW
- Sharn Parker, The Travel Authority, NSW
- Simone King, Goldman Travel Corporation, NSW
- Trevor Stevens, Phil Hoffmann Travel - Glenelg, SA

### Category 10: Rookie of the Year – Agent

- Angela Melotti, Flight Centre Macquarie, NSW
- Ben Wilson, Flight Centre Martin Place, NSW

- Jacky Sands, City Centre Travel, SA
- Karla Pruiti, Harvey World Travel Booragoon, WA
- Lyana Nguyen, Concierge Business Travel, NSW
- Masina Unasa, Breakaway Travelclub, NSW
- Nellie Haines, TravelView, NSW
- Rebecca Scaffidi, World Travel Professionals, WA
- Renee Cipollone, Show Group Enterprise, NSW
- Tim van Reede, Fair Flights, NSW
- Tina Grey, Flight Centre Currumbundi, QLD

### Category 11: Best Domestic Airline

- Qantas Airways Limited
- Virgin Australia

### Category 12: Best International Airline – On-Line

- Air Austral
- Air New Zealand
- Cathay Pacific
- Emirates
- Etihad Airways
- Garuda Indonesia
- Korean Air
- Malaysia Airlines
- Qantas Airways Limited
- Qatar Airways
- Singapore Airlines
- South African Airways
- Thai Airways
- Virgin Australia

### Category 13: Best International Airline – Off-Line

- Air France
- Finnair
- Lufthansa German Airlines
- Olympic Air
- Swiss International Airlines
- Turkish Airlines
- US Airways

### Category 14: Best Cruise Operator – Australian Based Operation

- Captain Cook Cruises
- Classic International Cruises
- Mike Ball Dive Expeditions
- North Star Cruises
- Orion Expeditions
- P&O Cruises Australia
- Princess Cruises
- Royal Caribbean Cruise Line

# AFTA National Travel Industry Awards

## 2012 Nominees



### Category 15: Best Cruise Operator – International Based Operation

- APT
- Captain Cook Cruises Fiji
- Carnival Cruises
- Celebrity Cruises
- Holland America Line
- Hurtigruten
- Oceania Cruises
- P&O Cruises World Cruising
- Regent Seven Seas Cruises
- Royal Caribbean Cruise Line
- Seabourn
- Silversea Cruises
- Uniworld Boutique River Cruises

### Category 16: Best Tour Operator – Domestic

- AAT Kings
- APT
- East Kimberley Tours
- Fraser Island Adventure Tours
- Inspiring Journeys
- Sealink Travel Group
- Topdeck

### Category 17: Best Tour Operator – International

- APT
- Contiki Holidays
- Globus & Cosmos
- G Adventures
- Insight Vacations
- Intrepid Travel
- Swagman Tours
- Tauck World Discovery
- Topdeck
- Trafalgar
- Travel Indochina
- Venture Holidays
- Wendy Wu Tours

### Category 18: Best Car/Campervan Rental Operator

- Avis
- Europcar
- Hertz Australia
- thl Britz Maui

### Category 19: Best Tourist Office – National

- Destination NSW
- Norfolk Island Tourism
- Tourism NT
- Tourism Queensland
- Tourism Tropical North Queensland
- Tourism Victoria
- Tourism WA

### Category 20: Best Tourist Office – International

- Abu Dhabi Tourism and Culture Authority
- Austrian National Tourist Office
- Canadian Tourism Commission
- Fiji Visitors Bureau T/A Tourism Fiji
- France Tourism Development Agency
- Hong Kong Tourism Board
- Las Vegas Convention & Visitors Authority
- Singapore Tourism Board
- South African Tourism

- Sultanate of Oman Tourism
- Tourism Malaysia
- Tourism New Zealand

### Category 21: Best Wholesaler – Australian Product

- Broome & The Kimberley Holidays
- Creative Holidays
- Excite Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays
- Sunlover Holidays
- The Kimberley Collection

### Category 22: Best Wholesaler – International product

- Above and Beyond Holidays
- Adventure World
- Bench International
- CIT Holidays
- Creative Holidays
- DriveAway Holidays
- Elegant Resorts & Villas
- Excite Holidays
- Expedia (TAAP)
- Fiesta Holidays
- French Travel Connection
- Garuda Orient Holidays
- Harvey's Choice Holidays
- Infinity Holidays
- Pinpoint Travel Group
- Qantas Holidays & Viva! Holidays
- Rail Plus
- Sun Island Tours
- Tempo Holidays
- Wildlife Safari (Australia) Pty. Ltd.
- World Drive Holidays

### Category 23: Best Agency Support Service

- AA Appointments
- Air Tickets
- Amadeus
- Avis Travel Agent Scholarship of Excellence
- Breakaway Travelclub
- C&M Travel Recruitment
- Consolidated Travel
- Cover-More Travel Insurance
- Express Ticketing
- inPlace Recruitment
- QIC & the Qantas Industry Sales Site
- roomsXML
- Sabre Pacific
- TMS Asia Pacific
- Toll Visas Direct
- Tramada Systems
- Travel Industry Mentoring Experience (TIME)
- Travelport (Galileo)

### Category 24: Best Sales Executive – Industry Supplier

- Anastasia Agius, Uniworld Boutique River Cruise Collection, VIC
- Angela Tanis, Thai Airways, NSW
- Anna Powell, Finnair, QLD
- Bradley Ellis, Travel Indochina, NSW
- Brooke McQuilty, Contiki Holidays, QLD
- Christine Knight, Singapore Airlines, QLD
- Chris Le Roux, Globus Cosmos Avalon, NSW
- Christopher Ellis, Air Tickets, NSW

- Diana Adaman, Topdeck, VIC
- Dylan Hearne, Creative Holidays, SA
- Fabricio Leiva, Air Tickets, VIC
- Gary Manuel, Virgin Australia, NSW
- Helen Courias, Club Med, NSW
- Jamie Bunn, Etihad Airways, ACT
- Josephine Corry, Virgin Atlantic, NSW
- Justin La Grange, Malaysia Airlines, WA
- Karina Hill, Express Ticketing, NSW
- Kirsty Blows, Railplus, VIC
- Kristine Chippendale, Qantas Airways, NSW
- Laura Cuthbert, Trafalgar, NSW/ACT
- Lisa Kirwan, Insight Vacations, NSW
- Mara Smith, Insight Vacations, VIC
- Martin Edwards, Bench International, NSW
- Matt Symonds, Rail Plus, NSW
- Matt Wood, Kirra Holidays, NSW
- Melinda Robilliard, Globus, VIC
- Michael Poes, Qantas Airways, VIC
- Nathan Baber, Driveaway Holidays, QLD
- Pauline Walker, Rail Plus, WA
- Peter Lombardi, Contiki Holidays, NSW
- Rebecca Merlino, Pinpoint Travel Group, NSW
- Sabina Ziolkowski, Discover the World Marketing, NSW
- Scott Wallace, Thl Britz Maui, VIC
- Sharon Joseph, Garuda Orient Holidays, WA
- Stephen Farrelly, Insight Vacations, NSW
- Steve Alysandratos, Consolidated Travel, VIC
- Steve Richards, Inspiring Journeys, NSW
- Sue Burgess, Air New Zealand, VIC
- Suzy McPhail, Trafalgar, VIC

### Category 25: Rookie of the Year – Supplier

- Candisse Blaney, New Horizons Holidays, WA
- Aaron Christian, AAT Kings, NSW
- Erin Williams, U Tracks (A Division of World Expeditions), NSW
- Christopher Jones, Excite Holidays, NSW

### Category 26: Best Hotel/Resort – Australian Property

- Cable Beach Club Resort and Spa
- Crown Metropol
- Crown Promenade
- Crowne Plaza Melbourne
- Daydream Island Resort and Spa
- Hayman
- Hilton Melbourne South Wharf
- Hilton Sydney
- Hyatt Hotel Canberra - A Park Hyatt Hotel
- InterContinental Melbourne The Rialto
- Pullman Reef Hotel Casino, Cairns
- Saffire Freycinet
- Shangri-La Hotel Sydney
- Sheraton Mirage Resort Port Douglas
- Sofitel Melbourne on Collins
- Sofitel Sydney
- Swissotel Sydney
- The Darling, Sydney
- The Henry Jones Art Hotel, Hobart
- Wolgan Valley Resort & Spa

### Category 27: Best Hotel/Resort Group

- Accor
- Club Med
- Four Seasons Hotels
- Hilton Hotels
- Hyatt Hotels and Resorts
- IHG
- Leading Hotels of the World
- Mantra Group
- Marriott International
- Shangri-La Hotels and Resorts
- Spicers Group
- Starwood Hotels

### Category 28: Best Registered Travel Industry Training Institution

- Australian Tourism College & Recruitment Centre
- Australian Pacific Travel & Tourism
- Canberra Institute of Technology (CIT)
- Carrick Institute
- Group Colleges Australia
- TAFE NSW - Sydney Institute, Ultimo College
- TAFE SA Adelaide Institute
- Tropical North Institute of TAFE
- Victoria University
- William Angliss Institute

### Category 29: Best Travel Writer

- Angela Saurine
- Brian Crisp
- Daniel Scott
- Eric J Goldring
- Garry Burns
- Julie Miller
- Kris Madden
- Mark Irving
- Max Llewelyn
- Rob McFarland
- Roderick Eime
- Roger Condon
- Stephen Scourfield

### Category 30: Best Travel Agent Technology Innovation

- Name Your Own Price (NYOP), Air Tickets
- Express Marketing Tools, Express Ticketing
- Just Cruises Website, Just Cruises
- Sabre Red, Sabre Pacific
- Tramada Next Gen, Tramada Systems Australia
- SUDS/Forum/Disaster Recovery Alerts, TravelManagers Australia
- Amadeus "Offers", Amadeus
- Travelport Universal Desktop, Travelport



# AFTA AWARDS 2012

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If you are a highly motivated results orientated sales person with a track record of winning large tenders read on. Working for a dynamic, growing brand you will have the energy and drive to match the business objectives and have the ability to open doors with “C” level executives within Top 500 companies. Your CV must outline your successes and you must be able to articulate your passion for business development.

### BE THE DRIVING FORCE BEHIND THIS BRAND

#### REGIONAL HEAD OF SALES & MARKETING

#### SYDNEY – SALARY PACKAGE OTE \$120K + benefits

This exciting Brand is looking for someone to lead and innovate to grow the business in the Australasian market. To be successful here you'll need proven skills in strategic planning, leading & developing teams, financial acumen, P&L management and market intelligence. The strength of your relationships across the travel trade and your grasp of B2B sales & marketing strategies will lead to continued growth.

### THE STRENGTH OF A GLOBAL BRAND BEHIND YOU

#### KEY ACCOUNT MANAGER

#### SYDNEY – SALARY PACKAGE OTE \$95K

This is a great opportunity for an experienced Account Manager to expand upon their skills and broaden their client base. This international organization has a fantastic structure and holds a prominent place in the travel/airline landscape by providing leading edge technology solutions. You must have experience in managing key accounts, driving strategies for retention & growth, and have a proven track record.

### MAKE A GREAT TEAM EVEN BETTER

#### SALES TEAM MANAGER

#### BRISBANE – SALARY PACKAGE TO \$110k + BONUS

Do you have the ability to gain the best from a sales team? This role needs a strong leader to drive the performance of a team of BDM's focusing on the SME corporate market. Your background will need to involve sourcing and developing relationships and winning new business. You will be a strong communicator with the determination and driven attitude to show this telesales team how to achieve greater results.

### OPERATIONAL WHIZ WANTED TODAY

#### TEAM LEADER – HANDS OFF

#### PERTH – SALARY PACKAGE TO \$75k

Do you know how to drive team performance? Have the ability to iron out the bugs in a team making relevant changes to ensure a team is able to successfully perform at a high level? This fabulous role based in Perth's CBD will see you responsible for a dedicated corporate team working as a complete hands-off leader guiding and developing the team to perform. Previous leadership at this level is required.

### KNOW YOUR AIR PRODUCT?

#### INDUSTRY ACCOUNT MANAGER

#### SYDNEY – SALARY PACKAGE TO \$65K

If you have experience in sales, working on the road and managing relationships with travel agencies, this new role will give you a targeted product to promote and assist agents in selling more of it. You'll need very strong knowledge of air product and fares, and be motivated to drive sales growth to reach targets. Working as part of a small happy team, you'll be given scope for further development & great benefits.

### SMART MOVE FOR A SAVVY ACCOUNT MANAGER

#### CORPORATE ACCOUNT MANAGER

#### SYDNEY & BRISBANE - SALARY PACKAGE TO \$80K

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. Take this opportunity to secure a unique client portfolio and to work with a dynamic travel organization that celebrates success and develops potential.

### GET YOUR WORK/LIFE BALANCE BACK

#### TRAVEL CENTRE MANAGER

#### SYDNEY – SALARY PACKAGE OTE \$70K+

It is possible to manage a successful Retail travel operation and have a work/life balance in a Mon-Fri 38hr week. Join this great Aussie specialist and get your life back! You need previous experience in a Retail Sales position, dealing directly with consumers and growing sales revenues. Being a strong manager you can coach & drive the performance of the team to continually grow the business which will be rewarded.

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