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Travel Daily

First with the news

Monday 21st May 2012

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SUSAN EICHORN
EXECUTIVE SEARCH

Mirvac deal very close

ACCOR is believed to be in the final stages of sealing its takeover of the Mirvac hotel portfolio.

It's understood the move will see the overnight rebranding of a key Sydney CBD hotel, with details set to be announced this week.

NTIA finalists announced

THE industry has been waiting with bated breath for this moment - the announcement of the official finalists in the 2012 National Travel Industry Awards.

The finalists are exclusively listed on **page seven** of today's **TD** and have been selected after an audit of more than 3000 votes in the various categories.

The voting has selected the winners in half of the 30 categories, while the other 15 finalists will present to a judging

panel during a two week period early next month, at which the final winners will be selected.

That means that the panel will evaluate almost 70 presentations, which is a "monumental effort," according to AFTA marketing mgr, Melinda Brown.

"The quality of the companies and individuals who reach the finalist stage is always high, and this year's field of contenders is no different," she said.

What is different in 2012 is a new video presentation aiming to give finalists tips when they appear before the judges.

Produced in partnership with NTIA Gold MC sponsor Sabre Pacific, the video features James Tobin and runs through five key points which finalists should consider, based on feedback from the judging panel last year.

"The finalists get one opportunity to present themselves or their company in the best light possible and impress the judges, so these tips will help them to do that," Brown said.

See the video at afta.com.au.

Gurrie leaves the zoo

TRAVELZOO Australia/Southeast Asia md Brad Gurrie has left the company, recently resigning to take the role of ceo at Melbourne-based listed publishing business Commstrat where he commences next week.

details
extra attention on
our mid-sized ships

UU-oh, not again!

REUNION-BASED Air Austral has decided that its on-again, off-again flights to Sydney and New Caledonia are off again.

The carrier announced it was pulling out of Australia last Dec, with the final flight scheduled for 20 Mar - only for this decision to be later reversed (**TD 07 Feb**) and the 777-200LR flights now operating twice weekly.

In this latest move, exclusively foreshadowed by **TD** on Thu, UU will suspend the route from 16 Aug as part of the carrier's latest restructure to lift profitability.

UU will also drop Nantes, Lyon, Bordeaux, Toulouse and Marseille.

Air Mauritius today confirmed discussions with UU about how it can continue serving Aussie travellers, telling **TD** "the principle of a cooperation between the two airlines has been agreed."

Six pages of news

Travel Daily today has six pages of news & photos, a list of the AFTA NTIA 2012 finalists plus full pages from: (**click**)

- AA Appointments
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NOU Cultures

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CDU guest speakers

CRUISE Down Under gm Jill Abel has announced the speakers for the 2012 Conference in Hobart, being held from 29 to 31 Aug.

The line-up of int'l speakers incl Christopher Allen, Royal Caribbean/Celebrity Cruises; Capt Nikolaos Antalis, RCI & Azamara Club; Jennifer Vandekreeke, director Carnival Cruise Lines and Shirley Henderson, Carnival UK.

Registrations & program details at bit.ly/CDUC2012.

Tiger Airways Aus \$61m loss

TIGER Airways is optimistic the Australian arm of its operation will turn a profit once the budget carrier is permitted full use of its fleet of 10 locally based aircraft in Sep, *The Australian* reports.

On Fri, Tiger chief Chin Yau Seng revealed the Aussie operation had posted a \$577m (AU\$61m)

operating loss for the FY, weighing significantly on Tiger's Group loss of \$5104.3m (AU\$82m) for 11/12.

Tiger is slowly increasing its operations after being grounded for six weeks by CASA, and from Jul will return to 64 sectors daily and open its Sydney base.

Chin said an 11th aircraft will also prop up Tiger's operation.

He also indicated that Tiger's joint venture with Indonesian carrier Mandala Airlines - which relaunched in Apr - may herald Australian links (**TD** 31 Jan).

Smaller APT groups

APT is scaling back its maximum passenger numbers on Canada & Alaska journeys from a high of 52 guests to 40, with the launch of its Smaller Group Journeys.

Marketing mgr Debra Fox says the change creates a "significant sense of more personal space".

Other new products featuring in APT's 128-page 2013 Canada & Alaska brochure include the 114-pax *Caledonia Sky* in Alaska for Platinum trips and a nine-day private air cruising tour of the US West Coast, with highlights including Yosemite NP, Alcatraz and the Grand Canyon.

Tour numbers are capped at 30, operating from May to Sep.

See page 5 for more brochures.

787 down under again


QANTAS & Jetstar will show-off the Boeing 787 *Dreamliner* later this week, with Boeing confirming the final leg of its 'Dream Tour' will include visits to Sydney and Darwin as well as Auckland, Tashkent and Casablanca.

The special 787 test flight jet is configured with both Business and Economy class seating and showcases lots of features including large dimmable windows, dynamic LED lighting and huge overhead bins.

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Lunnon to retire

HOSPITALITY industry stalwart Bob Lunnon has announced his retirement from Starwood in the coming months, after an extensive career culminating in his current role as director of global leisure sales Asia Pacific.

He's a former Sydney Skäl president, and his retirement will be celebrated at the club's next luncheon on Wed 13 Jun at the Four Points Sydney Hotel - info on sydneyskal@bigpond.com.

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Travel Daily

First with the news

Monday 21st May 2012



Travel Daily on location in New York

Today's issue of TD is coming to you from New York, USA courtesy of the Globus Family.

THE first day of our tour started with a half day New York city tour, taking in many of the famous sights with plenty of photo opportunities, with an optional add-on cruise on the Hudson River to see the Statue of Liberty and Manhattan from the water.

For those wanting to visit the 9/11 Memorial, tickets need to be booked online in advance.

Visitors are given a time slot when they can enter the memorial; this allows for control for numbers so visitors can appreciate the site without massive crowds.

For something a bit different visitors can soak up the New York atmosphere by taking a walk along the High Line - a disused elevated train line which has been converted into a garden walkway.

It's above 11th Ave between 12th and 30th streets - check out the pics at traveldaily.com.au/photos.

TravelManagers targets small agents

HOME-based agency group TravelManagers has reacted swiftly to the TCF revelation of the state of the industry (TD Fri), with chairman Barry Mayo saying the company offers the "solution for struggling bricks and mortar agencies".

A report on the most recent Travel Compensation Fund board meeting revealed that last year there were 228 unprofitable agencies, and also confirmed that audits are no longer required for agents turning over under \$1m.

Mayo said that operating a traditional small agency incurs costs which make it "untenable" for those turning over less than a million dollars a year.

"With no costs associated with either owning or renting premises, TravelManagers offers a logical solution," Mayo added.

He said that many of the small

agencies are operated by good owner/consultants, but the stress of overheads holds them back.

"In fact I strongly believe that TravelManagers could offer a more profitable way of operating their existing businesses for any travel agencies with turnover of \$3 million or less," Mayo said.

TravelManagers last week confirmed that it now has more than 350 members across Australia, supported by five state based BDMs in Brisbane, Perth, Melbourne and Sydney.

Radisson giveaway

CARLSON Hotel Rezidor Group has announced a Radisson Big Night Giveaway, offering 50,000 bonus Gold Points (enough for a free stay) to the first 100,000 people who register online at RadissonBigNightGiveaway.com and stay at least one night at any Radisson or Radisson Blu hotel before 15 Jul.

Gogo goes satellite

US in-flight internet provider Gogo has announced a new deal with satellite equipment provider AeroSat to extend its current US groundstation-based system.

Many US carriers offer in-flight wi-fi together with Gogo, but it's presently limited to flights over the US mainland.

Under the new deal, commercial carriers will be offered a new 'Ku-satellite' solution which will offer "connectivity services that extend beyond the United States, including transoceanic routes".

Gogo also plans to offer Inmarsat's Global Xpress Ka-satellite service when it launches.

Window Seat

GLOBUS Family marketing manager Christian Schweitzer is certainly enjoying his time in the USA as he escorts a group (including TD) on a Cosmos north-east US tour.

Agents on the trip have each been given a specially created Globus "I Heart NY (and booking groups)" badge, and can win a Myer voucher for the best pic featuring the badge - and they will all be online at

facebook.com/traveldaily.

Christian assures us he can't



win the comp - but he's clearly having a go anyway!

LEFT: He gets a pizza the New York action.



RIGHT: A visit to Yankee stadium really capped off the New York part of the tour.



ABOVE: Knot enjoying himself at all!

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Training legends honoured

AFTA Education and Training director Rick Myatt was among around 300 distinguished guests at a special lunch hosted by Tourism Training Australia at NSW Parliament House last week, with attendees including tourism, hospitality and events industry representatives as well as national and state tourism bodies.

The event aimed to acknowledge outstanding contributions to the industry, with key speaker Rod McGeoch, director of Destination NSW.

Myatt was one of the recipients of the "National Training Legend 2012 Award," and is pictured above receiving his special certificate from NSW Minister for Fair Trading, Anthony Robert.



Winter Tahiti escapes

SAVINGS of up to \$900/couple are being offered on Tahiti Travel Connections' Time Out in Tahiti & Mesmerised by Moorea deals, if booked by 31 May - 1300 858 305.

TAA pro George St plan

SYDNEY hoteliers on George St including the Four Seasons, Hilton, Rydges World Square, the Marquee Hotel, Great Southern Hotel and Mantra are backing plans to convert the city's main road into a pedestrian thoroughfare.

Tourism Accom Assoc. (NSW) director Carol Giuseppi said on Fri shutting down George St to traffic and adding a light-rail link service would make it easier for tourists to navigate between Circular Quay, to Central and Chinatown.

PAL 777s to Australia

PHILIPPINE Airlines will operate its B777 aircraft on services from both Sydney and Melbourne to Manila, commencing 30 Jun.

Katherine renamed

THE NT town of Katherine is to be renamed "Tom Curtain" for 24 hours today, named after the winner of Tourism NTs recent "Great NT Hat Yak" competition.

NT Tourism Minister Malarndirri McCarthy joined the towns mayor and councillors at the towns southern entrance to unveil the new name for the day.

The competition was launched in Oct last year, with the prize including a VIP tour of the Territory and a digital camera.

Panorama prang

AVALON Waterways has confirmed minor damage was incurred to the wheelhouse of its *Panorama* European river cruise ship when it hit the underside of a bridge on the Main-Danube canal last week.

No injuries were reported, and a spokesperson said the impact was "so light that most passengers didn't feel it," with the ship's schedule unaffected.

AFL Rd 8 Winner

CONGRATULATIONS
Ayten Koletelioglu
from *Coral Seas*

Ayten is the top point scorer for Round 8 of *Travel Daily's* AFL industry footy tipping competition, and has won a Cocktail Cruise for two people, courtesy of **Captain Cook Cruises**.



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** & **Iririki Island Resort & Spa**



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Tasty treats at Sydney's T2

AIRPORTS aren't usually places where you can find fine wining and dining, but that's all changed at Sydney Airport.

Three new stylish eateries have just opened in the domestic T2 terminal and they're all serving up a veritable smorgasboard of delights that are bound to have travellers arriving very early for their flights.

Brasserie Bread, Bistro Twenty 20 and Toby's Estate are to be found airside and on Thu they put their offerings to a taste test at a gourmet luncheon that had mouths watering, incl **TD's**.

In Bistro 2020, you can tuck into hearty all-day breakfast dishes such as classic eggs benedict, or wagyu beef burgers, chilli & garlic prawn linguine with rocket, beef & burgundy pie with mash, peas & gravy, or salt & pepper squid.

Bistro favourites include pizzas,



chicken Caesar salad, beer battered fish & chips, or sirloin steak sandwich.

"It's all high-quality, affordable up-market pub dining & informal drinks experience in a comfortable & contemporary space," said Blake Jackson, head chef and F&B manager (pictured above).

"We also chill into the cocktail hour by teaming a tasty sharing plate of antipasto, trio of dips or a farmhouse cheese platter with a wide selection of beers on tap, or cellar-aged wines & spirits."

Flyers can also get their fill of lovingly handcrafted breads, pastries & cakes at Brasserie Bread, which supplies a range of its award-winning artisan breads to more than 400 top restaurants, while at Toby's Estate, interstate travellers can start their journey with an exceptional coffee.

CZ ups Prem bag limit

CHINA Southern Airlines is altering its free baggage allowance for students travelling from China or Southeast Asia to Australia/NZ in Economy or Premium Economy class to 40kgs, effective 22 May.

Student ID is required when checking-in for flights.

Italy shaken by quake

A 6.0 magnitude earthquake struck the northern region of Italy yesterday, causing the collapse of scores of buildings and the deaths of at least five people.

The tremor occurred near the town of Bologna and was felt in Ferrara, Verona and Mantua.

Ethiad/Safi codeshare

ETIHAD Airways codeshare with Afghan carrier Safi Airways on its four times weekly flights between Kabul and Abu Dhabi commenced on Fri - its 34th codeshare partner.



Brochures of the Week

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



Travel Projects - Latin America 2012/13

The new brochure features easy-to-follow layouts of the multi-country and off the beaten track tours. There is something for everyone, whether your passion is wildlife, archaeological sites, cultural activities or a combination of all. Combined, the new features will assist in making your trip to Latin America memorable.



Freestyle Holidays - Australia + New Zealand 2012/13

Stuck for ideas when selling Australia & New Zealand? Freestyle's newly released brochure contains a host of fabulous holiday ideas and experiences for your clients. Holidays are segmented by experiences, including: Family & Friends, Unforgettable Experiences, Nature Escapes, By the Sea, Pure Luxury, Food & Wine, City Escapes, Health & Wellbeing and Cool Cruising.



Intrepid Travel - Worldwide Comfort Journeys 2012

31 trips in 30 countries globally are available in Intrepid Travel's new Worldwide Comfort Journeys brochure. New trip options are available in the USA and South America's picturesque Galapagos Islands as well as top selling itineraries in Peru, Vietnam, Cambodia and Cuba. Highlighted trips include the 8 day Classic Borneo, priced from \$1725pp.



World Expeditions - South America 2012/13

The South America brochure for World Expeditions also includes Central America, covering destinations across the continent including Peru, Bolivia, Chile, Argentina, Patagonia, Colombia, Cuba, Nicaragua and Panama. The USA, including Alaska is also featured in what is the 4th brochure in the range, following Australia & NZ, Polar regions, Africa & the Middle East.

Super Rugby Rd13 Winner

CONGRATULATIONS

Lee Wilson

from World Travel Group

Lee is the top point scorer for Round 13 of *Travel Daily's* Super 15 Rugby industry footy tipping competition, and has won a complimentary pass for two people to Madame Tussauds Sydney, courtesy of **Merlin Entertainments Group**.



Major Prize Sponsors

1st Prize: 3-night holiday to New Zealand, courtesy of **Emirates & Novotel Hotels**



Qantas to offer gate upgrades

QANTAS has confirmed a change to its systems which will enable it to offer "at-the-gate" upgrades on international flights.

The move is effective today, and will target top-tier frequent flyers according to Qantas Frequent Flyer ceo Simon Hickey, who told *The Australian*: "Now as you put your ticket in at the gate they will

say you have been upgraded."

Hickey also said there were plans to roll out the same system on domestic routes in the future.

He said that while premium seats were often available due to missed connections and no-shows, until now it had not been possible to easily allocate them to other passengers.

"When we haven't upgraded someone and they've been through the cabin and seen all these empty seats, they have rightly asked 'Why'?" Hickey added.

Tempo bulk buying

TEMPO Holidays has launched a new Bulk Buy & Save initiative for tours, cruises, accom, sightseeing, car-hire and transfers, providing greater discounts for the more Tempo products purchased.

The offer applies to new land bookings valued at \$2,000+.

CEO Steve Reynolds says agent commission is safe-guarded and is paid on the gross amount of the sale, meaning "it's win-win for both agents and the consumer."

RCI slimming Europe

ROYAL Caribbean International is reducing the number of ships operating in Europe from 12 to nine for the 2013 season.

Across the trimmed fleet, the firm will operate 276 voyages, visiting 88 ports over 58 voyages.

Costly delays for BER

FIRE regulation concerns are among reasons from officials over delays to the opening of the new Brandenburg Airport (BER) in Berlin, with sources saying it now won't open until Mar 2013.

MEANWHILE, Lufthansa says it plans to seek compensation for unforeseen costs incurred due to the delayed opening of BER.

400 QF MEL jobs to go

QANTAS is expected to confirm today that 400 engineering jobs at Melbourne Tullamarine Airport are to be scrapped or relocated, as part of the airlines wide ranging consolidation of its heavy maintenance operation (**TD 16 Feb**), *The Australian* reports.

IATA GHA Council tick

THE International Air Transport Assoc. has endorsed the creation of the Ground Handling Council, set up to address aspects of load control, airside safety, ground support equipment and ground handling processes & procedures.



ABOVE: This group of agents on a Cosmos famil (**see p3**) visited Yankee Stadium in New York on the weekend at the start of their eight day tour of New York, Niagara Falls and Washington DC.

The New York Yankees beat the Cincinnati Reds 4-0, and the group had a great time soaking up the ball game atmosphere, with hot dogs, fries and gyros all washed down with some 'Bud' or Millers.

If the Yankees are playing at home it's well worth a visit - tickets and of course supporters gear can be purchased from the 'Yankee Clubhouse' in Times Square, Manhattan.

Prices range from \$20 to a whopping \$1500 for premium seats - lots more pics from the famil at facebook.com/traveldaily.

Pictured above back row from left: Alex Smith, Travelscene Echuca; Julie Rogers, Globus Groups BDM; Marlene Lester, Travelabout @ Ryde-Eastwood; Sue Sheridan, O'Shannessy's Quality Tours; Janelle Beucker, Casino Travel Shoppe.

Front row: Stacey Ward, Phil Hoffmann Travel and Julia Humberstone, Our Vacation Centre Gold Coast.

TG looks at offshoot

THAI Airways International is investigating the creation of a new "ultra-low-cost" airline, as a further development of its partnership with budget carrier Nok Air, 49% owned by TG.

TG pres. Piyasvati Amranand also confirmed the Jul launch of a new "mid-range" offshoot called Thai Smile which will initially operate domestic routes in Thailand but plans to expand to short-haul international ports next year.

Minder India connect

SITEMINDER has forged a two-way link with India's MakeMyTrip travel site - the first global channel manager to offer the connection.

MakeMyTrip has more than 3.5 million customers and books 1000 room nights daily.

Space Centre tours

KENNEDY Space Centre is to introduce a number of new tours to previously off-limits operational areas of the NASA Florida facility, with details to be revealed soon.

The news follows the successful launch and subsequent extended season of its new Up-Close Tour to sections of NASA's 525-foot-tall Vehicle Assembly Building.

WIN A HOLIDAY TO HAWAII

May 1st is Lei Day in Hawai'i, a day that honours island culture, the Aloha spirit and the Hawaiian tradition of friendliness. It also marks the start of summer in Hawai'i, the perfect time to visit!

To celebrate the spirit of this Hawaiian holiday, *Travel Daily* is giving one lucky reader and their partner the chance to win a fantastic five-night holiday to Hawai'i courtesy of Hawai'i Tourism, Hawaiian Airlines and Trump International Hotel.

This amazing prize includes two return economy airfares to Honolulu from Sydney with Hawaiian Airlines and five nights accommodation in a Deluxe One Bedroom Suite at Trump International Hotel.

Each day *Travel Daily* will ask a Hawai'i-related question - just read the issue and email us your answer. 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 Hawaii holiday.

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



Q.15: Hawaiian Airlines prides itself on genuine _____?

Hint! Visit www.hawaiianairlines.com.au

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Supplier Updates

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

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

AFTA National Travel Industry Awards

2012 Finalists



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

- Flight Centre Limited
- Harvey World Travel
- Jetset Travelworld Network
- Travellers Choice
- Travelscene American Express

Category 2: Best Travel Agency Retail – Single Location

- Bayview Travel
- Bicton Travel
- Flying Colours Travel
- Harvey World Travel Winston Hills
- MTA Travel

Category 3: Best Travel Agency Retail – Multi Location

- Concierge Traveller
- Harvey World Travel Maitland & Rutherford
- Mary Rossi Travel
- Phil Hoffmann Travel
- TravelManagers Australia Pty Ltd

Category 4: Best Travel Agency Corporate – Single Location

- Airport Travel Centre
- DBT Corporate
- Ellendale Travel
- Goldman Travel Corporation
- Spencer Travel

Category 5: Best Travel Agency Corporate – Multi Location

- Corporate Traveller
- Globetrotter Corporate Travel
- Platinum Travel Corporation
- Show Group Enterprises
- World Travel Professionals

Category 6: Best National Travel Management Company

- Corporate Travel Management
- FCm Travel Solutions
- HRG Australia
- QBT
- Voyager

Category 7: Best Business Events Travel Agency

- Cievants
- ETM
- Showgroup Enterprises
- The Events Authority
- World Travel Professionals Conference Team

Category 8: Best Travel Consultant – Retail

- Kelly Spinks, Jetset Travel Albany, WA
- Laura Powell, Phil Hoffmann Travel - Semaphore, SA
- Sophie Brooks, Harvey World Travel Lane Cove, NSW
- Sophie Fitzgerald, Flight Centre Mt Hawthorn, WA
- Tiiu Marmont, Flight Centre Richmond, NSW

Category 9: Best Travel Consultant – Corporate

- Ben Cochrane, World Travel Professionals, QLD
- Daryl Dickson, Globetrotter Corporate Travel, WA
- Rebecca Normand, Showgroup Enterprises, VIC
- Richard French, Platinum Travel Corporation, VIC
- Simone King, Goldman Travel Corporation, NSW

Category 10: Rookie of the Year – Agent

- Karla Pruiti, Harvey World Travel Booragoon, WA
- Lyana Nguyen, Concierge Business Travel, NSW
- Rebecca Scaffidi, World Travel Professionals, WA
- Renee Cipollone, Showgroup Enterprises, NSW
- Tina Grey, Flight Centre Caloundra, QLD

Category 11: Best Domestic Airline

- Qantas Airways Limited
- Virgin Australia

Category 12: Best International Airline – On-Line

- Emirates
- Etihad Airways
- Qantas Airways Limited
- Singapore Airlines
- Virgin Australia

Category 13: Best International Airline – Off-Line

- Air France
- Finnair
- Lufthansa German Airlines
- Swiss International Airlines
- Turkish Airlines

Category 14: Best Cruise Operator – Australian Based Operation

- Captain Cook Cruises
- Orion Expeditions Cruises
- P&O Cruises Australia
- Princess Cruises
- Royal Caribbean International

Category 15: Best Cruise Operator – International Based Operation

- APT
- P&O Cruises World Cruising
- Royal Caribbean International
- Seabourn
- Silversea Cruises

Category 16: Best Tour Operator – Domestic

- AAT Kings
- APT
- Fraser Island Adventure Tours
- Inspiring Journeys
- Topdeck

Category 17: Best Tour Operator – International

- APT
- G Adventures
- Insight Vacations
- Tauck World Discovery
- Trafalgar

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 Queensland
- Tourism Tropical North Queensland
- Tourism Victoria

Category 20: Best Tourist Office – International

- Abu Dhabi Tourism and Culture Authority
- Tourism Fiji
- Las Vegas Convention & Visitors Authority
- Singapore Tourism Board
- Sultanate of Oman Tourism

Category 21: Best Wholesaler – Australian Product

- Creative Holidays
- Excite Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays
- Sunlover Holidays

Category 22: Best Wholesaler – International product

- Creative Holidays
- Excite Holidays
- Harvey's Choice Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays

Category 23: Best Agency Support Service

- Air Tickets
- Amadeus
- Express Ticketing
- Sabre Pacific
- Travelport

Category 24: Best Sales Executive – Industry Supplier

- Christine Knight, Singapore Airlines, QLD
- Justin La Grange, Malaysia Airlines, WA
- Karina Hill, Express Ticketing, NSW
- Scott Wallace, thl Britz Maui, VIC
- Stephen Farrelly, Insight Vacations, NSW

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
- Emirates Wolgan Valley Resort & Spa
- Hayman
- Saffire Freycinet

Category 27: Best Hotel/Resort Group

- Leading Hotels of the World
- Mantra Group
- Shangri-La Hotels and Resorts
- Spicers Group
- Starwood Hotels & Resorts

Category 28: Best Registered Travel Industry Training Institution

- Canberra Institute of Technology
- TAFE SA Adelaide South Institute
- Tropical North Queensland Institute of TAFE
- Victoria University
- William Angliss Institute

Category 29: Best Travel Writer

- Angela Saurine
- Brian Crisp
- Kris Madden
- Rob McFarland
- Stephen Scourfield

Category 30: Best Travel Agent Technology Innovation

- Name Your Own Price, Air Tickets
- Express Marketing Tools, Express Ticketing
- Sabre Red, Sabre Pacific
- Amadeus Offers, Amadeus
- Travelport Universal Desktop, Travelport



IT'S ALL ABOUT EXPERIENCE AND INTEGRITY – MEET AA EXECUTIVE

GET THE BEST OUT OF THIS OPERATION

**MANAGER PERFORMANCE & PLANNING
SYDNEY – SALARY PACKAGE TO \$120K**

If you're experienced in call centre operations and customer service delivery this new role will provide you with the opportunity to contribute to an evolving business. You'll be experienced in workforce planning, performance metrics, operational efficiencies, and people management. This is your chance to steer operational improvements and work with an experienced team that will lead to ongoing opportunities.

SIT AT THE EXECUTIVE TABLE

**GENERAL MANAGER – GROUP SALES
MELBOURNE – SALARY PACKAGE NEGOTIABLE**

Step into the limelight with this top level role heading up the global sales departments of this successful business. Overseeing global offices you will be able to implement strategies across the business improving bottom line performance and structuring continuity across the brand. Strong industry relations are required along with high level communication skills, business acumen and negotiation skills.

LEAD A DYNAMIC TEAM

**OPERATIONS MANAGER
SYDNEY – SALARY PACKAGE OTE \$120K**

If you have managed a large travel operation within a call centre environment and want to work with a leading Brand this new role is available now. Your leadership skills include providing guidance & leadership to teams and driving best practice, achieving revenue targets, managing KPI's and performance levels, and reporting on financial performance. We need the best of the best for this role.

YOUR FOCUS IS ONLINE

**ONLINE CHANNEL MANAGER
BNE, SYD OR MEL BASED – SALARY PACKAGE TO \$95k**

This key role will see you involved in strategies to drive the online division of this business to improve efficiencies in the fulfilment of bookings through the online channel, lowering cost & maximising revenue. Working with national teams, this role requires frequent interstate travel so you need to be flexible and available to travel as required. Experience with online booking tools and strong GDS skills are essential.

TAKE A STEP IN THE RIGHT DIRECTION

**ACCOUNT MANAGER
SYDNEY – SALARY PACKAGE OTE \$90K**

Bring your selling skills and travel industry background to this leading company and stretch your wings out on the road looking after an existing portfolio of clients, ensuring their business is retained and achieving growth targets. This company will support your career development and offer you great leadership & direction. If you have great skills in sales, relationship management and GDS race in for this one.

THE PERFECT PACKAGE

**PRODUCT DEVELOPMENT – ONLINE RATES
BRISBANE / SYDNEY – SALARY PACKAGE OTE \$80k**

Do you have the ability to negotiate and manage dynamic pricing within an online environment? This fascinating new role within a successful travel business is looking for someone from an online background who understands margins and dynamic packaging. You must have strong relationships with key suppliers and have proven contracting experience, being able to leverage the best deals giving you a competitive edge.

THIS ROLE IS WORTH ANALYSING

**BUSINESS ANALYST – CORPORATE TRAVEL
MELBOURNE – SALARY PACKAGE NEGOTIABLE**

This superb company is looking for the best in the business when it comes to using your analytical skills. Working along side the account management team you will be responsible for analysing business activity and providing reports on various components of their corporate accounts while understanding the profitability of those accounts. Your experience in this area of expertise will be well rewarded by this leading company.

DEVELOP THE PRICE THAT'S RIGHT

**PRICING ANALYST
MELBOURNE - SALARY PACKAGE TO \$80K**

This large business requires the skills of a strong pricing analyst who understands the intricate requirements of pricing. You will be focused on developing and maintaining new pricing models for this operators tour programs ensuring all components fit into the final sale price respectful of business turnover and maximizing profit, while maintaining a competitive edge in the market at all times.

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

Anna Veitch
NSW & ACT
Ph: 02 9231 6377

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

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

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



Account Manager - Travel Technology

- ▶ **Innovative Global Company**
- ▶ Sydney CBD, state of the art offices
- ▶ Salary to \$95K inc OTE

The time is now to join one of the world's leaders in Travel Technology. Work with a company that is connected to almost all the major players in every market you can imagine!

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

Corporate Team Manager - Brisbane

- ▶ **Modern offices in Brisbane's CBD**
- ▶ Manage a small team, no more consulting!!
- ▶ Salary from \$60K + super

Working for one of Australia's leading corporate travel companies, you will be using your natural leadership skills to mentor one of the best teams in the country.

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

Corporate Multi-skilled Consultant - Sydney

- ▶ **Salary to \$60K + super negotiable**
- ▶ Work on premier accounts - team based
- ▶ Award winning TMC for the 3rd year!

Join this growing TMC - large enough to attract top clients but still has the 'family' culture. Known for keeping their staff, security and career advancement are just some of the benefits.

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

Worldwide Cruise Consultant - Perth

- ▶ **Do you love selling worldwide cruises?**
- ▶ Online and phone consulting only
- ▶ Salary up to \$42K + super

Work for this well established travel company as part of their busy, dynamic Cruise department. Great offices in Northwest Perth and great product! Suit wholesale or retail background.

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

Multi Skilled Corporate Consultant - Nth Syd

- ▶ **This company offer Reward, Recognition & \$\$\$**
- ▶ Real opportunity for development and progression
- ▶ Salary up to \$65K OTE

Work on large accounts in a fun & social team environment. Ambitious and driven people who want to develop, progress to management and earn top \$\$\$ should apply!

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

Ben's Top Job African Specialist Reservations



Ben Carnegie

- ▶ Work with life changing destinations
- ▶ Positions in Sydney and Melbourne
- ▶ Salaries from \$45K

You will be working with brands that are the best of the best in African travel experiences. Dealing with unique and high end products, you will be working with a company proven in their expertise, having shown thousands of Australians the wonders of this amazing destination.

Positions are based in the Sydney CBD and South Melbourne. We are seeking people with previous experience in reservations, a real passion for Africa and have personal travel experience.

Destinations include South Africa, Zimbabwe, Kenya, Uganda, Morocco as well as Egypt, Jordan & Oman so Middle Eastern knowledge also an advantage.

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

Team Leader - Online System Support

- ▶ **Sydney CBD based role**
- ▶ Extensive GDS knowledge is essential
- ▶ Salary to \$65K inc OTE

Lead an established customer support team that troubleshoots technical issues for online and home based travel agents. Strong management skills will be required.

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

Leisure Consultant - Perth

- ▶ **Thriving shopping centre location**
- ▶ South Perth location
- ▶ Salary up to \$45K + incentives + super DOE

Join this well established boutique retail agency and be part of a well travelled and busy team that prides itself on their travel knowledge and high service levels.

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



Finding talent within the Australian Travel Industry

Corporate Travel Consultants

Sydney - Packages Up To \$70K - Ref 1546

URGENT OPPORTUNITIES - We have a number of roles across Sydney's CBD & suburbs within leading travel management companies & niche independents. If you are an passionate & experienced travel professional with an international or corporate travel background, then we want to speak with you. Each opportunity offers something unique and different, so you'll be spoilt for choice when deciding which opportunity would be the right career step for you.

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

European Wholesaler

Sydney - \$DOE - Ref 2013

Have you been to Europe's lesser known countries? We are looking for someone who is well travelled, has a mature outlook and a passion for once in a life time experiences. You will sell amazing tours, trips & cruises within this well-established company, and advise your clients on the best of the best in this region. You will also be given some amazing opportunities within the small boutique company and be well rewarded.

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

Travel Consultant

Brisbane - \$40-50K + Super + Incentive - Ref 3422

Take the next step in your travel career with this leading boutique travel agency in the CBD. Utilise your travel industry skills and receive the financial rewards that you deserve. The ideal candidate will have international travel consultancy experience and outstanding customer service skills. You will receive a very competitive salary, fantastic commissions and other industry perks, as well as the chance to work with a leading player in the Brisbane travel market.

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

Multi-skilled Corporate Travel Consultant

Melbourne - \$Competitive - Ref 3014

Experienced Corporate Travel Consultants are needed for an expanding travel management company based in Melbourne CBD. This much loved company are offering a competitive salary, solid training scheme, realistic career progression and a quarterly paid incentives for someone with multi-skilled corporate travel expertise. Call me directly today for a confidential discussion about this role or your next career move.

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

Africa Travel Consultant

Sydney - \$45K - Ref 127

Know the Big 5, Kruger or Serengeti National Parks? Have you experienced Africa's Eastern & Southern regions? This niche travel company seeks a Reservations Consultant to join their small team in the CBD. You will have exceptional first-hand knowledge of the wildlife, scenery, culture and history of Africa, and be able to create someone's dream safari & holiday. An excellent opportunity to use your Sabre CRS skills and provide an exceptional quality of service.

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

Travel Consultant

Sydney - \$50K+ - Ref 2014

Based in the café culture of the inner west, this is fabulous opportunity to be well rewarded. This boutique style company, specialising in top tier services, products & clientele, have a strong reputation for high service, delivery and looking after their client base, you will make your mark and be successful. You be well rewarded with their highly competitive and lucrative bonus structure, along with working within a great team environment.

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

Pricing Analyst

South Melbourne - \$70K - Ref 135

Excel guru's. Yield enthusiasts. Travel professionals. Do you tick all three? Work for this reputable travel company in the South East as a hands-on Pricing Analyst. Your solid experience working on advanced Excel, creating price models and pricing strategies will be a necessity in this role. Work closely with the product department and ensure all global products support the critical business needs. You will have an eye for detail, excellent time management and numeric skills.

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

International Travel Consultant

Perth - \$50K + Super + 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 within a well-known travel company based in Perth, and due to ongoing repeat business and a constant flow of new enquires, they are expanding and in search of a passionate Travel Consultant to join there successful team.

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



Find your ideal travel job at www.TravelTradeJobs.com.au
or download your FREE Travel Trade Jobs App
(Available on Apple & Android Smartphones)