



THIS IS GREAT

BRITAIN

One big year. One great airline. Another great sale.

Economy from **\$1507**
Premium Economy from **\$3063**
Upper Class from **\$7048**
Book by 30 May.

Refer to your GDS.
Become a Britain expert at Britagent.com

You're invited

BRITAIN BY
virgin atlantic

Terms and conditions apply.

What's involved in a successful GDS migration?



Watch video now



Travel Daily

First with the news

Tuesday 22nd May 2012

TRAVEL TECHNOLOGY, CUSTOMER SERVICE



• NORTH SYDNEY
• \$55K + SUPER

▶ [CLICK HERE TO GET STARTED](#)

CONTACT AINSLIE HUNT ON 02 9231 6444
OR EMAIL AINSIE@TMSAP.COM



QUALITY RECRUITMENT FOR THE TRAVEL & HOSPITALITY INDUSTRIES IN ASIA PACIFIC

ISSN 1834-3058

KEITH PROWSE
SPORT & ENTERTAINMENT TRAVEL

Singapore Grand Prix 2012
Packages Available



21-24
Sept

Phone: 1300 730 023
www.keithprowse.com.au

QANTAS Holidays



Ask about the chance for your clients to **FLY FREE**[^]

Contact Qantas Holidays on

13 27 87



[^]For full **FLY FREE** terms & conditions visit

www.qantasholidays.com.au/agents

Gurney to depart Qantas

QANTAS has today announced the shock exit of commercial chief Rob Gurney, under a major restructure of the carrier which will see its domestic and international businesses split into separate operations, each with its own ceo (*TD* breaking news).

CEO Alan Joyce wished him well, saying that due to the changes Gurney "has decided that it is appropriate to leave the Group".

The new structure, which will be implemented over the coming months, will see current Qantas Frequent Flyer chief Simon Hickey become ceo Qantas International, while the domestic business will be headed up by Lyell Strambi.

In another shock move, the change will also see the

departure of Jetstar ceo Bruce Buchanan - but he will have a six month transition period and then will consult to the group for 18 months thereafter.

More on the restructure on **p2**.

State of Origin comp

TRAVEL Daily readers can once again enjoy the thrills of "state against state, mate against mate" with this year's exclusive State of Origin tipping competition.

Two nights at the luxury Pullman Hotel at Sydney's Olympic Park are up for grabs to the reader who most accurately answers a series of questions across the three game series.

Game 1 kicks off tomorrow night, and the first questions are:

1. Which team will win the 2012 State of Origin series?
2. What do you predict the score will be for game 1 tomorrow?
3. In what minute of Game 1 do you predict the first try will be scored?

Get your answers in by 6.30pm Wed 23 May by email to soocomp@traveldaily.com.au.

Seven pages of news

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- Travel Trade Recruitment

WIN THE TRIP OF A LIFETIME TO

antarctica

VALUED AT OVER \$80,000

ORION
EXPEDITION CRUISES

[CLICK HERE for more details](#)

VS Great Britain fares

VIRGIN Atlantic is reminding the trade today of its range of special 'Great' Britain fares (**see cover wrap**), with Economy fares priced from \$1,507, Premium Economy from \$3,063 and Upper Class from \$7,048.

The discounted options include taxes and are available to London, Edinburgh or Manchester, when ticketed before 30 May 2012, for travel over various dates between now and Mar 2013.

WIN

your very own
Mini Bar Fridge

PLUS

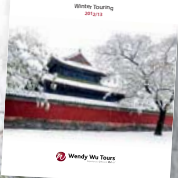
An all-inclusive
catered event at
your store!

[CLICK HERE TO ENTER](#)



SCENIC TOURS
The Ultimate Touring Experience

china



China's winter wonderland

2012/13 Touring Brochure out now!

Brochures currently being distributed by TIFS



Just say 'Wu'

1300 727 998

www.wendywutours.com.au

inPlace
RECRUITMENT

Call 1300 inPlace
or (02) 9278 5100

Marketing Executive - Sydney

- ▶ Unique Asian destinations
- ▶ Online marketing & sales support
- ▶ InDesign & Photoshop skills ess.
- ▶ Salary from \$50K + super

click here for details

Contact: ben@inplacerecruitment.com.au

Travel Daily

First with the news

Tuesday 22nd May 2012

SUN ISLAND TOURS
Your Mediterranean
Middle Eastern
and African

What does *Paradise* look like?

Click here

QF maintenance move

QANTAS yesterday announced the outcome of its review into heavy maintenance (**TD** breaking news) revealing that it will shut down the heavy maintenance operation at Melbourne Tullamarine airport.

The carrier said that 500 jobs would be lost, with staff to be offered redeployment or relocation assistance to the heavy maintenance base in Brisbane.

The move will save Qantas as much as \$100m per year, but one-off costs associated with the restructure will be about \$50m.

QF ceo Alan Joyce said that without making the savings in its heavy maintenance operations the carrier wasn't taking advantage of its newer, more efficient aircraft and new technology which reduces costs.

He said the Qantas heavy maintenance cost base was 30% higher than its competitors.

Radical restructure for QF

TODAY'S announcement of separate domestic and int'l Qantas businesses potentially opens the domestic operations up to more foreign investment.

The move is similar to the establishment by rival Virgin Australia of a separate holding company for its international business, which has been seen as opening the way for a potential suitor such as Etihad to take a stake in DJ domestic.

Qantas ceo Alan Joyce said having two separate businesses would "enable a greater focus on the priorities of turning around

the Qantas International business and enhancing the strong Qantas Domestic business, as part of the overall Group strategy".

He said that operationally it will be business as usual for both staff and employees, with the details of the separation worked through in the next few months.

"Relevant stakeholders will be kept informed and consulted as required," Joyce added.

London rates sliding

DESPITE rates at London hotels surging around 93% year-on-year for travel during the upcoming 2012 Olympic Games, new data from Hotels.com suggests accom prices are now deflating.

The online accom site says rates have fallen by nearly \$20 a night since Mar this year.

1st Sofitel female GM

SOFITEL Luxury Hotels today named Amery Burleigh as general manager of the Sofitel Gold Coast Broadbeach - the first female gm for the brand in Australia.

Burleigh replaces Marcus Hanna who is taking up the gm role at the Sofitel Brisbane Central in Jun.

The gm of Sofitel Brisbane Central, Tony Chisholm, will also relocate, heading to Singapore to head up the Sofitel So Singapore.

JTG eWaterways deal

SMALL ship consolidator eWaterways has announced a new partnership with the Jetset Travelworld Group, which will "bring a broad array of worldwide small ship cruising options and booking automation" to JTG agencies including Best Cruises, HWT, Jetset, Travelworld, Concorde Agency Network and Travelscene American Express.

eWaterways Australia/NZ gm Peter Smith said the partnership with JTG "is indicative of how important this once 'esoteric' product is and how it is quickly developing into the mainstream cruising market here in Australia."

He said the move means JTG consultants can search and book online from the eWaterways range of more than 1500 itineraries worldwide, including river cruises, expedition voyages, sailing adventures, hotel barging, yacht journeys and more.

Further details are available by calling 1300 968 980.

STAR ALLIANCE 15 YEARS Hot Deal for 2012

Happy Anniversary!

For 15 days, the Star Alliance network is offering a **15% discount** off Economy class Round the World Fares to mark our **15th Anniversary.**

Refer to your GDS for the discounted fare details and conditions

15th - 29th May 2012

CNS int'l visits drop

OVERSEAS arrivals into Cairns fell 8% year-on-year to just under 48,000 visitors in Apr 2012, but transit passenger numbers spiked 52.3% to 9,760 movements.

Auckland Int'l Airport Limited (which owns Cairns Airport) also reported a 5% drop in the total number of Aussies travelling to Auckland during Apr, to 59,300.

25TH ANNIVERSARY TOUR TO CHINA

Helen Wong's TOUR

14 DAYS FROM **\$2950*** PER PERSON

Book online now www.helenwongstours.com/travel-agents

SINGAPORE AIRLINES

RECEPTIONIST/ADMINISTRATION ASSISTANT
Temporary Position (Brisbane)

An opportunity exists for a motivated individual to join the Singapore Airlines team in the Brisbane City Office.

This is an entry-level position reporting to Manager Queensland.

Term of Employment:
The position is full time, on a temporary basis until end of February 2013.

Key areas of responsibility include:

- Assisting customer queries
- Reception duties
- General administration functions
- Internal support to all departments

To be successful in this role you will require:

- A general understanding of the airline/travel industry and Singapore Airlines product knowledge would be desirable.
- Excellent telephone manner, communication skills, strong service attitude and professional presentation.
- Ability to work as a team player and independently
- PC literacy skills – Knowledge of Microsoft Excel & Word
- Excellent command on English, both verbal and written.

Applications will be treated in strict confidence and should be forwarded to Mr Greg McJarrow, Manager Queensland either by mail to GPO Box 49, Brisbane QLD 4001 or email to info_bne@singaporeair.com.sg.

Applications close Monday the 28th of May 2012.


BREAKAWAY International Travel Industry Club
P&O CRUISES This is how to holiday

Last Minute industry rates on P&O Cruises - Valid for All industry members.
Inside Quad cabin from \$249* pp incl taxes.
*Conditions Apply.

[CLICK HERE for further details](#)

Qantas expands upgrade options

QANTAS says its new “at the gate” upgrade functionality (**TD** yesterday) has been introduced following extensive feedback from Qantas Frequent Flyers who have been frustrated when their Flight Upgrade Award requests using points are denied, yet they see empty seats available when boarding.

“To increase the members’ chances of obtaining an upgrade we have introduced an additional process where an upgrade request can be further processed at the airport prior to departure,” a spokesperson told **TD** yesterday.

She said that members will still continue to receive notification of an upgrade confirmation prior to arriving at the airport, but there is now an additional opportunity

to be advised at check-in.

The carrier began trialling the new system yesterday on selected routes, with the aim of rolling it out across the entire international network by the end of next month.

Fiji advertising partner

TOURISM Fiji has today named New Zealand firm Colenso BBDO as its new global advertising partner, tasked with responsibility of developing a new global brand idea & communications approach for its international markets.

67 companies from around the world applied for the account.

Big Pineapple events

QUEENSLAND’S iconic landmark The Big Pineapple has reopened its Function Centre as part of ongoing improvements at the site.

The Centre can cater for groups of between 50 and 600 people - for info call Sue on 0424 158 024.

Rex links new routes

REGIONAL Express has unveiled a range of new services linking the towns of Mildura in Victoria and outback NSW town of Broken Hill with each other, as well as Sydney, Melbourne and Adelaide.

The new routes have been created in respective partnerships with Mildura Airport and Broken Hill City Council, set to commence from 09 Jul.

Direct Sydney to Mildura flights will operate on weekdays with an additional flight on Sun, however the return leg will fly only on weekdays.

The new schedule will see Broken Hill receive 17 weekly services to and from all ports.

Rex general manager of network strategy Warrick Lodge said the new services will bring significant benefits to the towns as well as the major cities serviced.

“All of this would not have been possible without the strong partnerships between Rex and the two councils as well as the respective airports,” Lodge said.



THE latest move by struggling European economies to raise funds through egregious taxes is a proposal by the Italian govt to impose a tax on dogs and cats.

The plan was floated last Fri but hastily dropped just a few hours later after a tidal wave of incredulous outrage from the media and the population.

A parliamentary commission had recommended a levy on domestic “animals of affection,” with an opposition spokesman saying “the only thing that’s left to tax are wives and children”.

It’s unfortunate that the European Emissions Trading Scheme and the UK’s gratuitous Air Passenger Duty didn’t prompt such fury when they were instituted - otherwise their anti-tourism impacts might not be felt so widely.

A CREATIVE hotel marketer in California’s Lake Tahoe region is aiming to cash in on the hype surrounding last week’s public float of internet giant Facebook.

Constellation Residences at Northstar is offering a “Celebrate FB IPO in Tahoe” package to investors and employees, many of whom live in nearby San Francisco.

It’s assuming they did well out of the float, priced at US\$549 per night including champagne on arrival and a \$200 spa credit at the adjacent Ritz-Carlton.

But non-investors can also enjoy the deal simply by “liking” the resort on Facebook.

HE can probably afford it.

An Italian man has been stopped in Austria after motorway police clocked him driving his Maserati sports car at 239 kilometres per hour on the outskirts of Vienna.

Officers released him after he paid a €1000 bond on the spot and accepted a court summons.


AIR NEW ZEALAND

Want a chance to **WIN**
1 of 10 spots on a Western Canada Famil to British Columbia & Alberta flying with Air New Zealand?

We can help you:

- Stay one step ahead of the competition
- Brush up on your Canada knowledge
- Sign up today to our **FREE** online training program

Become the newest Canada Specialist!
Complete the training by 06 July for your chance to **WIN!**
<http://csp-au.canada.travel/>


Canada
keep exploring


HAWAII TOURISM
OCEANIA

Tourism Coordinator

Hawai'i Tourism Oceania represents the beautiful Islands of Hawai'i in Australia. We are responsible for Marketing, PR and supporting the Leisure and MICE segments in Australia.

We are looking for a highly motivated individual to support our small, friendly and busy team in Sydney.

The role requires an individual with excellent communication and organisational skills. We are looking for someone who pays attention to detail and enjoys using initiative and multi-tasking.

The role covers a broad range of duties including office administration, answering consumer and trade enquiries, Hawai'i destination training, helping to coordinate events, securing travel itineraries for families, updating and maintaining website content, e-newsletter creation and assisting the team as required.

The successful applicant will possess:

- Tertiary qualification in marketing or travel/tourism
- 1-2 years experience in the travel industry (this is a junior position)
- Presentation skills
- Solid working knowledge of MS Office applications
- A passion for and knowledge of Hawai'i

For the full job description, please email applications@walshegroup.com. Applications close **Friday 25 May 2012**.

Tuesday 22nd May 2012

Today's issue of *TD* is coming to you from Niagara Falls, Canada courtesy of the Globus Family.

NIAGARA Falls is one of the most visited destinations in the world, ever popular not just for the falls but lots of other attractions too.

The falls on both the American and Canadian side are an awesome sight, but what will surprise first timers is the Vegas/ theme park atmosphere just a block away on the Canadian side.

Attractions include casinos, mini golf, 'The Haunted House', indoor water park and much more; plenty to keep the family entertained.

For those who appreciate the outdoor there are golf courses, nature trails and plenty of footpaths to walk and explore.

Cosmos tours stay in the Michaels Inn, just across the street from the Niagara River and within a few blocks of the falls, the Casino and restaurants.

A visit to Niagara would not be complete without a boat ride on the 'Maid of the Mist' where you can experience the thundering columns of water up close.

Another great activity is the 'Journey Behind the Falls' where visitors descend on a lift 150 feet below the ground to a spectacular viewing platform - see pic at **right** and traveldaily.com.au/photos.

ACTE forum tomorrow

THE Association of Corporate Travel Executives will tomorrow hold a half-day Sydney Forum at the Sheraton on the Park.

Commencing at 1.30pm, the event will tackle two key topics: the impact of the Carbon Tax on company travel programs, and how duty of care legislation applies to business travellers.

A cocktail reception will follow from 5.30pm; interested last minute attendees can email akelly@acte.org for special *Travel Daily* pricing.

Hertz NZ mobile wifi

HERTZ New Zealand is claiming a first with the release of a new mobile wi-fi rental service, enabling car rental customers to stay connected during their New Zealand travels.

Portable units giving nationwide coverage can now be rented at Hertz international airport locations in Auckland, Wellington, Christchurch and Queenstown.

They're priced from NZ\$12.95+GST per day including 150MB of daily data, and Hertz suggests they will cut global roaming data and call charges.

Slick chicks make a Niagara splash



ABOVE: These spunky ladies are sure to be absolutely thrilled to be making such a fashionable appearance in *Travel Daily*.

They're clad in their ever-so-fashionable yellow gear to keep them dry as they experience Niagara Falls close up during their Cosmos famil of the north-eastern USA yesterday.

Pictured at the "Journey behind the Falls" are, from left: Julie Rogers, Globus Family Groups; Alex Smith, Travelscene Echuca; Marlene Lester, Travelabout @ Ryde-Eastwood; Stacey Ward, Phil Hoffmann Travel; Justine Waddington, A Rendezvous Travel; and Sue Sheridan, O'Shannessy's Quality Tours.

The famil is Globus' inaugural groups educational, which is being staged to capitalise on a strong performance of group sales which have grown by 19% a year on average since 2009.

This has in turn led to expansion within Globus which has assigned two dedicated groups BDMS who will work with agent sacross the country in organising charters and custom tours, as well as booking groups on standard Globus, Cosmos and Avalon Waterways products.

North America has also been a strong performer for the Globus

family, with Cosmos up 40% and Globus up 60% year on year - and because of the demand, the 2013 brochure launch has been brought forward, according to marketing manager Christian Schweitzer who is also travelling with the Groups group.

The 2013 program features new tours, as well as trips based around special events such as the Iditarod dog sledding races in Alaska during Feb, as well as a tour commemorating the 50th anniversary of Martin Luther King's famous 'I have a dream' speech.

The new brochure will also feature added discounts, with 10% off for those who preregister before its release irrespective of travel date, while a 10% discount is also offered to travellers who pay in full 12 months prior to departure.

For lots more pics from the trip as well as participant profiles in "The Cosmos Show" see our facebook.com/traveldaily or traveldaily.com.au/photos.

BELOW: Cosmos hosted dinner for the agents at Niagara's Skylon Tower revolving restaurant, featuring spectacular fall views.

Pictured are Sue Sheridan, Stacey Ward, Julia Humberstone of Our Vacation Centre, and Julie Rogers.



Shouldn't they be drinking cosmo's?

Could this be the Best Job in the World?

Live in the Whitsundays, the Heart of the Great Barrier Reef and live for the Whitsundays as

Chief Executive Officer Tourism Whitsundays and Enterprise Whitsundays.

The merger of our regional tourism organisation, Tourism Whitsundays with our regional economic development organisation, Enterprise Whitsundays initiates an exciting new chapter in the story of Queensland's most beautiful tourism region.

Boasting the Great Barrier Reef, 74 Whitsunday Islands including the nation's premier island resorts, Airlie Beach and the iconic Whitehaven Beach this is a unique tourism destination that competes with the best the world has to offer.

Behind this glittering facade, the towns of Proserpine, Bowen and Collinsville maintain diverse economies based on grazing, sugar and horticulture while riding a wave of investment in the resource and transport sectors ensure the region's future as an economic powerhouse.

This is an opportunity for an outstanding leader to take this organisation and the Whitsundays community into a successful future.

A position description containing selection criteria and contact details for inquiries is available from recruitment@tourismwhitsundays.com.au

Show Grp takes their tablets



SHOW Group Enterprises were the proud winners of a swag of Sony tablet technology prizes, courtesy of a recent Air Tickets incentive, run in conjunction with Japan Airlines.

Pictured above from left are the lucky winners, Ximena Lucero and Lyn Keep from Show Group (part of the Concorde Network agency), receiving their prizes from Susan Atike, Air Tickets.

Emirates flags Qantas codeshare

QANTAS is playing it coy on reports alleging a strengthening of its partnership with Emirates may include expanding to a codeshare alliance, as reported in *The Australian Financial Review*.

According to the report, EK president Tim Clark has suggested a pact with Qantas, beyond its

current interline deal arranged a decade ago, may be on the cards again under the reign of current chief exec. officer, Alan Joyce.

Talks with former Qantas boss Geoff Dixon broke down when the airlines argued which was the senior carrier, Clark said.

A codeshare tie-up with Emirates would enable QF to increase its number of European destinations which would appeal to the local corporate market.

"There are individuals who are running airline businesses who are not so opposed to us," Clark said of Alan Joyce.

A QF spokesperson told **TD**: "While Alan Joyce has expressed respect for Emirates' achievements in developing emerging markets, we do not comment on speculation about alliance options (regardless of the airline)."

New BER open date

THE opening of Brandenburg Airport in Berlin has confirmed to have been pushed back by 10 months by airport officials, from 03 Jun 2012 until 17 May 2013.

The head of Berlin's top tourism group said the rescheduled launch was "surprising and annoying."

Although not expected to affect existing tourism and congress business, VisitBerlin's ceo Burkhard Kieker said the delay could impact decisions by airlines to introduce new flights to BER.

Smiths eye growth

LUXURY hotel travel specialist Mr & Mrs Smith (Asia Pacific) is scoping for further members to add to its Australia portfolio, as its Melbourne office celebrates its third anniversary down under.

MD Simon Westcott said the group has seen an increasing number of clients seeking advice for all types of travel "whether they're looking for a local weekend getaway or a long overseas holiday," Westcott said.

The group says in 2012 Aussies will spend around \$10m with Mr & Mrs Smith on holidays, and an average of \$1,400 per booking.

Booking numbers per month have spiked 110% year-on-year, with Australia, the US, UK, France and Italy now the top five destinations booked.

Westcott said the Smiths remain focused on building its Australian-based representation - since 2009 the Asia Pacific division has added about 200 properties in Cambodia, Fiji, Laos, New Zealand, Sri Lanka, Philippines and Vietnam.

Tuesday 22nd May 2012

OS to shift operations to low-cost subsidiary

AUSTRIAN Airlines ceo (and former Star Alliance chief) Jaan Albrecht has announced a radical restructuring, which will see its entire fleet transferred to Innsbruck-based Tyrolean Airways.

The move is effective 01 Jul, and changes also include the appointment of former SWISS International Airlines chief operations officer Gaudenz Ambuhl as Tyrolean Airways md.

Around 2100 employees will also shift to Tyrolean, with the move following a breakdown in negotiations with a "works council" of flight staff.

"The Executive Board views this as a measure which will secure the future of Austrian Airlines, as the step will result in automatic salary increases being abolished and a modern collective agreement introduced," according to an OS statement.

The carrier said the transfer of operations would not affect customers or destinations.

CONGRATULATIONS
Todd Chapman
from Qantas

Todd is the top point scorer for Round 11 of *Travel Daily's* NRL industry footy tipping competition and has won two bottles of wine, courtesy of **Compass Car Rental**.



Major Prize Sponsors

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



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



Area Sales Manager (NSW)

- Opportunity to drive new business
- Generous salary package offer



We are looking for an experienced Area Sales Manager with a proven track record of achievement to develop and drive sales across our portfolio of award winning travel services.

The right candidate will be attuned to the needs of the retail leisure market and possess the following:

- Minimum 2 years of business development experience in retail, corporate or wholesale travel
- Excellent written, verbal and presentations skills
- An ability to build and nurture relationships
- Business Acumen with an ability to affect change
- An ability to think outside the square with a drive to succeed
- Salary package to \$65,253 to the right candidate with OTE potential to \$80,000

Backed by an established Sales Department you will receive the resources and support needed in order to succeed.

Qualified candidates should forward a CV and covering letter to **recruitment@globusfamily.com.au** with ASM NSW in the subject line by **Friday 1st of June 2012**.

Please note: Applications will not be accepted via recruitment agencies before the closing date.



AFTA UPDATE

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

BY NOW, many of you that read *Travel Daily* would have been able to watch, or read about the address made in the Federal Parliament yesterday by the member for Dobell on the NSW Central Coast, Craig Thomson MP. It is clear that the consumer media are having trouble believing his story and the details that he is outlined during this address.

Regardless of your political view, I think most people find this entire episode unfortunate and unbecoming of the Australian Parliament.

We have had plenty of controversy in Canberra over the years and many a colourful politician from all sides of politics, but watching the address yesterday, listening to what was said, the claims made and then of course the reaction by those named; it occurred to me that it seemed more like a parliament in another part of the world, not our parliament, the Australian Parliament.

This story will dominate the debate for a few dates yet, I would suggest, as it is very explosive.

While Mr Thomson will get his day in court and rightly so, the fact that so many people have been named, accusations made, reputations questioned and generally behaviour unbecoming of a politician, a solution needs to be found.

If it were not for the knife's edge on which this 43rd Parliament had been formed, I would suggest that this story would have lasted about a day or so. But, given that a Prime Ministership and Government hangs in the balance of the support of this member, this will go on for as long as those with the most to lose can last.

Of course, none of this story puts our minds to the most important matters of business, and that is the Federal Budget that is in the process of being passed in the parliament and not to mention the pending implementation of the carbon tax.

And, the need to build consumer confidence to get people back spending and for the travel industry back travelling.

I fear all of this will not bode well for the next few months, so unless you have absolutely no interest whatsoever in politics best we all just sit back and watch the show as I expect this is a blockbuster mini-series that will last many months.



9th A380 for Lufthansa

GERMAN carrier Lufthansa last week took delivery of its ninth A380 superjumbo from Airbus at a ceremony in Hamburg, while its 10th A380 is due in coming weeks.



Be My Guest in Italy

TRAFALGAR Tours escorted this bunch of agents from the Flight Centre Group to Italy recently, where they sampled the company's "Be My Guest" experience in the Tuscan Hills.

The tour inclusion, exclusive to Trafalgar, saw the group welcomed into the home of a traditional Italian family where they enjoyed meals made in the family kitchen.

It was one of many highlights the group enjoyed, from visiting Rome, Bologna and Florence to dining in Burano and a boat ride on Lago Maggiore.

The group, **pictured** above in Rome from left is Elliot Mendick from FC Woden; Tina Lacey, FC Whitsundays; Stephanie Hopkins, FC Beaumont St; Stephanie Smith, FC Carindale; Nicolette Spencer, FC Robina South; Ane Beetge, FC Queens Plaza; Taryn Skinner, FC Narellan; Olivia Tomlinson, ET Hornsby; Chris Holiday-Smith, FC Hornsby; Tracey Barrance, FC Port Macquarie; Maria Baivucago, FC Armidale; Nicole Casben, FC Batemans Bay; Lynne Anderson, FC Katoomba; Cassie Frankel, FC

Dee Why; James Cogo, FC Wetherill Park; Kim Hayllar, FC Wagga Wagga; Kristill Lainey, Enterprise Area Leader; Danielle Harvie, FC York St; Nikita Greer, FC Oxenford; Aby Nasir, FC Subiaco West; Kath Jowett, FC Chermide and Christian Coronica from Trafalgar.



Qatar Airways are proud partners of the Melbourne International Jazz Festival taking place from 1st to 10th June 2012.

Email your answers and win two tickets to Grammy Award - winning Patti Austin performance at the Qatar Airways Modern Master series.

4 pairs of tickets to be given away.

What is Qatar Airways Economy Class seat pitch in Boeing 777-200LR?

a) 33 inches b) 31 inches c) 34 inches

When does Qatar Airways commence flights from Perth?

a) 3rd June b) 3rd July c) 13th July

Email: melrsvp@au.qatarairways.com
Closing date for entries 24th May 2012.



MH Enrich down time

MALAYSIA Airlines is advising members of its Enrich loyalty scheme that a system upgrade in Jun will result in a temporary suspension of some services.

The upgrade will limit online, mobile, redemption, purchase and call centre access to Enrich.

The "outage window" will occur between 10pm on 08 Jun and 12pm on 10 Jun 2012.

MAS is advising pax planning to redeem or convert partner points to Enrich Miles to do so ahead of the Enrich upgrade dates.

TCF agency closure

THE Travel Compensation Fund has announced the termination of Olympia World Travel (ABN: 97 058 483 006) in Bayswater North, Vic from participation in the fund due to the closure of the agency.

Crown gets IdeaS

ACCOM pricing and revenue management software IDEAS Revenue Solutions has expanded its customer network in Australia, signing all of the Crown Hotels in Melbourne and Perth, as well as SKYCITY properties in Auckland.

Norfolk flight drama

PASSENGERS flying to Norfolk Island from Brisbane experienced an 8-hour delay on Sat after their Air New Zealand aircraft suffered an engine issue just after take-off.

The NZ A320-200 landed safely in Brisbane 1.5hrs later, with the flight substituted by another aircraft ferried from Auckland.

Sareeraya Aust deal

THAILAND's Sareeraya resort is offering three nights for the price of two for stays until 30 Jun 2012 to the Australian market.

Prices for a Double Sareeraya Suite start at \$316ppts for three nights, which includes brekkie for the first two mornings - call Travel Indochina on 1300 362 777.

AF to cull 5,000 jobs

AIR France ceo Alexander Juniac is expected to announce later this week the termination of 5,000 jobs under an ambitious 'Transform 2015' business plan.

Over the next three years about 800 staff will exit the airline, via voluntary redundancy schemes or unplanned retirements.

Virgin making inroads on OTP

VIRGIN Australia has suggested unscheduled maintenance of its ATR and F100 services are behind a fall in the on-time performance (OTP) of its regional network alliance with Skywest Airlines.

Bureau of Infrastructure, Transport & Regional Economics figures released yesterday show the operation cancelled 31 of 1,146 (2.9%) services last month - the highest percentage of any of the other major carriers and 0.2 percentage points above that of QantasLink.

A Virgin spokesman told *Travel Daily* yesterday that the carrier was however "very pleased to see a consistent trend of improvement in the OPT performance of these new aircraft types."

The statistics confirm that Tiger Airways held onto the best OTP for the 9th consecutive month (**TD** Thu) among major carriers, with departures at 91.5% and arrivals at 90.7%.

Qantas continued to bed-down the second spot for getting flights

out and in on-time, with 86.5% and 85.8%, followed by Virgin Australia on 81.8% and 81.1%.

Virgin said heavy fog on the east coast, particularly in Melbourne, Sydney & Brisbane, had affected it's mainline operation in Apr, but it was continuing to "trend in the right direction [and] we are confident that over the long term this will continue to be the case."

77.7% of Jetstar flights departed and 78.5% arrived on time.

Skywest was also the least likely to have its regular services depart or arrive on time with just 1 in 4 embarking or disembarking as scheduled.

The combined average on time departure performance was 81% - 3 percentage points behind the long term performance of 84% but 1 point ahead of last Apr.

QantasLink cancelled 231 flights (2.5% of services) while Virgin Australia axed 189 (1.7%) and Qantas ditched 132 (1.3%).

The Canberra-Sydney route was most likely to be cancelled at 7.4%.

CZ now speaks Dutch

CHINA Southern Airlines has recruited multilingual Dutch cabin crew, to be based in Amsterdam and operating on its new daily services to and from Guangzhou.

The move follows the addition of Australian-based crew flying between Guangzhou and Sydney.

PromPeru seats going

LIMITED places are available for Chimu Adventures PromPeru's info evening, to be held at Melbourne's Harbour View Kitchen at Docklands from 6:30pm tonight.

To attend, RSVP by email to marketing@chimuadventures.com.

Tuesday 22nd May 2012

Raising the Concordia

COSTA Cruises has released details on the plan to salvage its *Costa Concordia* ship, still partially submerged off Tuscany's coastline.

Working with Italian-American salvage company Titan-Micoperi, the hull will be refloated in one piece to minimise environmental damage, before underwater flora is replanted and the hull towed to a nearby port.

FCm tech showcase

TECHNOLOGY developments and future strategies were the focus at the FCm Travel Solutions conference in Abu Dhabi recently.

Speakers at the summit included Amadeus vp of IT Solutions Bill Lawler and global brand leader Gregory Lording, who mapped out the direction of the company, which now spans 78 countries.

Lao Central lands GDS

AMADEUS has become the first GDS system to add the newly launched Lao Central Airlines, the first independent carrier in Laos, to its distribution network.

The new agreement will allow agents to access and book LF's entire range of domestic & int'l fares, schedules and inventories.

The carrier, based in Vientiane, primarily operates domestically but launched services to Thailand, Singapore and China this month.

Victoria launches myki

VISITORS to Victoria are set to benefit from the launch yesterday of the myki Visitors Pack, aimed at simplifying public transport offerings to short-term tourists.

The pack, available at airports and visitor centres, will include a card pre-loaded with travel credit valid on trams, buses & trains and discount vouchers for attractions.



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

WIN A HOLIDAY TO HAWAII

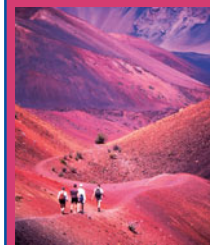
May 1st is Lei Day in Hawai'i, a day that honours island culture, the Aloha spirit and the Hawaiian tradition of friendliness. It also marks the start of summer in Hawai'i, the perfect time to visit!

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 fares 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: hawaiiicomp@traveldaily.com.au



Q.16: Which active (but currently not erupting) volcano on Maui, name means "House of the Sun"?

Hint! Visit www.hawaiiitourism.com.au/traveltrade

Click here for more information



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.

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

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
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au



LET TMS LEAD YOU TO SUCCESS!

QUALITY RECRUITMENT FOR THE TRAVEL AND HOSPITALITY INDUSTRIES IN ASIA PACIFIC

PERMANENT ROLES

SALES MANAGER PERTH	\$90K Base + Super + Bonus CLICK FOR MORE	CUSTOMER CARE ONLINE CONSULTANT BRISBANE	\$50K+ Super CLICK FOR MORE
ONLINE PRODUCT MANAGER BRISBANE	\$80K + Super CLICK FOR MORE	CORPORATE DOMESTIC SYDNEY CBD	\$50k + Super CLICK FOR MORE
COPORATE TRAVEL MANAGER BRISBANE CBD	\$70k + Super CLICK FOR MORE	TRAVEL ALLOTMENT & PRODUCTION SPECIALIST SYDNEY	\$45k + Super CLICK FOR MORE
CORPORATE CONSULTANT SYDNEY	\$60k + Super CLICK FOR MORE	WHOLESALE CONSULTANT SYDNEY	\$45k + Super CLICK FOR MORE
TRAVEL TECHNOLOGY, CUSTOMER SERVICE NORTH SYDNEY	\$55k + Super CLICK FOR MORE	SUPPORT TRAVEL ROLE BRISBANE, INNER SUBURBS	\$45k + Super CLICK FOR MORE
AIRFARE & TICKETING SPECIALIST SYDNEY	\$50k + Super CLICK FOR MORE	ONLINE TRAVEL CONSULTANT BRISBANE CBD	\$40k + Super CLICK FOR MORE

CASUAL ROLES

CASUAL SENIOR TRAVEL CONSULTANT BRISBANE	\$40K + Super CLICK FOR MORE	TEMPING OPPORTUNITIES BRISBANE	up to \$25 - \$30/hr + Super CLICK FOR MORE
HIGH END LEISURE TEMP SYDNEY CBD	up to \$27/hr + Super CLICK FOR MORE	CORPORATE TRAVEL TEMP ACT	up to \$27/hr + Super CLICK FOR MORE

[CLICK HERE TO GET STARTED](#)

TMS... A SUCCESS STORY SINCE 1994

Head Office: Level 10, 109 Pitt Street, Sydney, NSW, 2000

Syd: 02 9231 6444 • Vic/Wa/Sa/Tas Enquires: Syd Office • Qld: 07 3221 9916

nswjobs@tmsap.com www.tmsap.com



**YOUR NEXT JOB IS JUST A
PHONE CALL AWAY! CALL AA**

NSW & ACT – 8/6 O’Connell St, SYDNEY – (02) 9231 6377 – apply@aaappointments.com.au
VIC – 1/167-169 Queen St, MELBOURNE – (03) 9670 2577 – recruit@aaappointments.com.au
QLD & NT – 13/97 Creek St, BRISBANE – (07) 3229 9600 – employment@aaappointments.com.au
WA & SA – (03) 9670 2577 – recruitwa@aaappointments.com.au & recruitsa@aaappointments.com.au
FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

LOVE ASIA? SELL YOUR PASSION

RESERVATIONS CONSULTANT – ASIA SPECIALIST
SYDNEY – SALARY PACKAGE TO \$40K plus bonus

Looking for a chance to specialise in a destination you are really passionate about? If you have travelled to Asia and have excellent destination knowledge of the region, this is the role for you. Working with one of Australia’s most well respected and successful wholesalers you will start on a great salary plus bonus, leave loading, educationals and overseas conferences. If you have a minimum 6 months travel industry experience this could be your dream role. Apply today...

YOUR CHANCE TO EARN THE BIG BUCKS!

CORPORATE TRAVEL CONSULTANT
NORTH SYDNEY – SALARY PACKAGE TO \$70K OTE

Tired of your salary not matching the time and hard work you put into your career? It’s time to move to a company where you will be recognized both financially and with career progression. You will be joining one of the largest global TMC’s working on dedicated client portfolios. Our ideal candidate will have a minimum of 2 years corporate travel experience. Get your career out of neutral and shift it into overdrive – send your CV to AA Appointments today...

WORK FOR A RAPIDLY GROWING GLOBAL AGENCY SENIOR CORPORATE CONSULTANT

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

Want to get your foot in the door with one of the largest growing global companies? Love the idea of casual Friday’s and bonus wage incentives? Our client is looking for super-star corporate consultants to work in their beautiful, bright CBD office. Working Monday – Friday business hours in a dynamic, social and successful team this is an opportunity not to be missed! Don’t delay, call AA Appointments today!

TAKING LUXURY HOLIDAYS TO THE NEXT LEVEL LEISURE CONSULTANT

ADELAIDE – SALARY PACKAGE TO \$56K

When was the last time you were handed big-spender clients on a silver platter? Well here is your chance. If you love the idea of having member based clientele, working Monday – Friday business hours, being in charge of your own client base and having sensational employee benefits and career progression opportunities then you simply must apply for this ‘once in blue moon’ role. Call AA Appointments today!

WORK FOR AN INDUSTRY LEADER

ONLINE CUSTOMER SERVICE CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$49K +

Yearning to get away from office politics? Sick and tired of face to face consulting? Here is your chance to work with a stable and supportive team taking phone and email inquiries in a laid back, call centre environment. To be considered you must be willing to work rotational night shifts once every three weeks and own a reliable car. With an amazing incentive structure on offer this is an opportunity not to be missed!

EXCLUSIVE, ELITE, EXTRAORDINARY

LEISURE CONSULTANT ROLE

MELBOURNE (CBD) – SALARY PACKAGE TO \$50K

MONDAY – FRIDAY BUSINESS HOURS!!! Got your attention? Thought so... Our client is seeking an experienced retail consultant to arrange luxury leisure travel for affiliated members of their exclusive client base. Your role will involve booking lavish holidays for high-end patrons. Kiss repetitive days goodbye for good! Call AA Appointments today to find out more about this unique and exciting role!

NO TWO DAYS ARE EVER THE SAME

RETAIL TRAVEL CONSULTANT

BRISBANE (North) – UP TO \$49K PKG + INCENTIVE

This is your chance to be in charge of your own desk in this amazing retail role located in Brisbane’s Northern suburbs. This busy retail agency is looking for an experienced travel consultant to join their fun team. You will enjoy a very healthy set salary package, access to fantastic families, be able to work closer to home, all whilst being part of a happy and energetic team. All you need is a minimum of 2 years experience and a passion for customer service to apply.

LIGHTENING DOESN’T STRIKE TWICE!

CORPORATE TRAVEL CONSULTANT

BRISBANE CBD – \$60K OTE

Want to get your foot in the door with one of the best travel management companies in the business? This leading agency doesn’t recruit very often so don’t delay. Plenty of benefits are on offer to the lucky consultant – including a fantastic salary package, job security, work/life balance and much, much more! Min exp 12 months Retail/Corporate Travel Exp, strong customer service and attention to detail is essential for this highly sought role - Apply Now!



**TRAVEL TRADE
RECRUITMENT**

WWW.TRAVELTRADEJOBS.COM.AU

OPENING DOORS WITHIN THE AUSTRALIAN TRAVEL INDUSTRY

100'S OF TRAVEL JOBS

Travel Trade Recruitment (Australia) work with many of Australia's leading travel organisations and help recruit for a variety of Permanent, Temporary & Executive job opportunities within all sectors of the travel industry, including corporate travel, wholesale operations, retail travel, and reservations.

REACH YOUR POTENTIAL

We are here to help you find your ideal travel industry job, offer career advice and maximise your potential. We do this by finding out about you and what is important to your career goals and lifestyle aspirations.

TRAVEL TRADE TRAINING

We also offer CRS training courses in the four major systems of Galileo, Sabre, Amadeus, Worldspan, and can advise which course would enhance your career.

Find more details at www.traveltradejobs.com.au

AWARD WINNING SERVICE FOR THE TRAVEL INDUSTRY

Travel Trade Recruitment (Australia) offer an award winning service to clients and job seekers located throughout Australia. We are Allied Members of AFTA (Australian Federation of Travel Agents) , Members of the Institute of Travel & Tourism (IATA) and are staffed by members of the Recruitment & Employment Confederation.

FREE RECRUITMENT SERVICE

Our service to job seekers is completely free and confidentiality is guaranteed - your details will not be passed onto any Client without your prior permission and we are available to speak outside of office hours. For details of our service and the latest travel industry jobs, register online at www.traveltradejobs.com.au



*Speak to our
friendly recruitment
consultants on
(02) 9113 7272*



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

