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Travel Daily

First with the news

Monday 5th November 2012

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Tempo launches 2013

TEMPO Holidays is making a splash today, with a front full page in *Travel Daily* to promote its 2013 brochure range.

Tempo has increased the instant availability of product, with dynamic pricing, bulk discounts, its exclusive range of European holiday parks and live online chat. Destinations include the UK, Europe, Dubai & Egypt, India & Sri Lanka and Latin America.

More brochures on page 7.

Transparency key for TC

MEMBERS of the Travellers Choice agency group "really get" the importance of working with preferred suppliers, with ceo Christian Hunter telling *TD* he believes that the organisation offers a "compelling value proposition for independents".

Travellers Choice agents gathered last weekend in NSW's Hunter Valley for their annual conference, and the feel of being part of a family was palpable.

Hunter said tools introduced to highlight sales targets had seen good results both for the group and for agents, who "get it financially as they physically see the financial rewards flow."

"That's the great benefit of being part of an organisation in

which members are the only shareholders and where the level of transparency is unrivalled".

Last year Travellers Choice distributed over \$700,000 in trading rebates and dividends to members - more than in 2008/09 and 09/10, and although it was down on 11/12 that year saw an exceptional result due to the group hitting some key targets.

As well as presentations from Hunter, AFTA and ICCA there was an entertaining and relevant talk from marketing whiz Dan Gregory (who described himself as "the fat guy from the *Gruen Transfer*") - and then it was the members' turn, as key agents shared the secrets of their success and how they make the most of the resources offered by the group.

More from the Travellers Choice conference on pages 2, 3 and 4.

Territory on sale

TERRITORY Discoveries is offering NT packages to Uluru, Alice Springs or Darwin from just \$599 per person - for details see the last page of *TD* today.

EK Melbourne Cup

TRAVEL Daily will be reporting live tomorrow from the Emirates Marquee at Melbourne's Flemington Racecourse.

In attendance alongside the glitterati and celebrities will be a number of lucky travel agents who won places at the event in the recent EK incentive.

Follow @travel_daily on Twitter and see facebook.com/traveldaily for updates throughout the day, with a full report in Wed's issue.

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Nine pages of news

Travel Daily today has nine pages of news & photos, a front full page for **Tempo Holidays**, a photo page for **Sabre Pacific** plus full pages:

- AA Appointments
- Travel Trade Recruitment
- Territory Discoveries

MEGA FAMIL



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Monday 5th November 2012

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All JTG shares released

JETSET Travelworld Limited executives who hold shares under the 'Europe Voyager Escrow Deed' have had restrictions on their stakes lifted.

According to a stock exchange announcement this morning, all of the 8,434,034 shares on escrow have now been released.

Executives holding shares under the arrangements include Mike Thompson, Russell Carstensen, Col Hughes and David Rivers.

Protect yourself, says AFTA

AFTA ceo Jayson Westbury says travel agents need to protect themselves against supplier collapse, with one option being paying suppliers via credit card.

Speaking at last weekend's Travellers Choice conference in the Hunter Valley, Westbury said discussions in Canberra have shown "no appetite for change" in the current laws which allow consumers to claim chargebacks for services not supplied in the event of a supplier failure.

However agents can turn this to their advantage, he suggested, citing the example of one wholesaler who had paid Air Australia using credit cards and was therefore able to claim back outstanding amounts when the airline failed earlier this year.

Westbury also gave the Travellers Choice delegates an overview of AFTA's proposals for the Travel Industry Transition Plan, including an initial \$3 million tranche from the TCF reserves to fund the creation of an industry accreditation scheme.

A further \$6 million would be devoted to a massive marketing

campaign to educate consumers about the benefits of booking via an accredited agent.

MEANWHILE Westbury also controversially said that one reason the TCF had survived in Australia was because of the dominance of Flight Centre.

"We have a major ASX-listed company who is never going to claim on the TCF, but funds it substantially," he said, citing the large numbers of FC office openings which incur TCF fees.

New ceo for AKL

AUCKLAND Airport today announced the internal appointment of Adrian Littlewood as its new chief executive officer.

Littlewood is currently AKL's general manager of retail and commercial, and will take up the new role effective next Mon.

AKL chair Joan Withers said the appointment followed a local and international search which had attracted "a significant number of high calibre applicants".

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Walshe appointment

THE Walshe Group has been appointed as general sales agent for Air Seychelles in Hong Kong and South China.

The move, effective 01 Nov, will see the Walshe Group take responsibility for all commercial activities in the territory including sales, marketing and reservations.

Air Seychelles - which is 40% owned by Etihad and headed up by former EY Australia chief Cramer Ball - will commence flights to Hong Kong next Feb, operating via Abu Dhabi.



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FC adds Australia to myTime

FLIGHT Centre has added "four hand-picked hotels in Australia" to its global myTime offering, which features exclusive inclusions for FC clients when they book particular properties. The move was foreshadowed at the Flight Centre results announcement (**TD** 28 Sep), expanding existing partnerships with about 130 properties across the Caribbean, Asia and the South Pacific.

The new Australian myTime hotels include the Pacific International and the Paradise Palms Resort in Cairns, as well as the Sheraton Mirage in Port Douglas and the Parkroyal Darling Harbour in Sydney.

Flight Centre said that simply by booking with FC, pax become members of the "exclusive club" and enjoy features which typically include a welcome drink on arrival, a gift including discount vouchers and "potential late check-out".

Other benefits are associated with particular properties, with the Paradise Palms offering a free one day family pass to its Adventure Playground for those staying in a two bedroom apartment.

The Pacific International has complimentary wi-fi and dining discounts for myTime guests, with gm Paul Kamsler saying being part of the initiative "is a distinctive endorsement of value, recognition and trust in our product".

Kamsler said being in myTime was also a way of acknowledging "a great partner in Flight Centre".

Tiger festive boost

TIGER Airways has announced a small number of supplementary flights from Melbourne to Sydney and Adelaide to cater for extra festive season demand, with additional ADL services on 22, 26 and 27 Dec and more Sydney flights on 01 and 02 Jan 2013.

NHH Indian Ocean

NEW Horizons Holidays has grouped its product in Mauritius, the Seychelles and the Maldives into its first Indian Ocean brochure targeted at couples, nature lovers, honeymooners & families.

It's the first time New Horizons has brochured the Seychelles, with hotels including the Hilton Seychelles Northholme Resort or Spa & Le Meridien Fisherman's Cove - more brochures on **pg 7**.

TMS closes in Asia

TMS Asia-Pacific, the travel recruitment specialist founded by Phil Hoffmann and Gary Marshall, has shut down its operations in Asia which at one stage had a presence in Bangkok, Dubai, Hong Kong, Shanghai and Singapore.

The company continues to operate in Australia, and recently appointed Helene Taylor as its new local gm (**TD** 04 Oct).

Hoffmann sold down his shareholding earlier this year to Mark Rizzuto (**TD** 08 Feb), and according to a report in *TTG Asia* last month the company's former Singapore-based ceo Andrew Chan, who started his career as a travel agent in Australia, left TMS "amicably" and is establishing his own Asia-based recruitment operation called ACI HR Solutions.

ACI currently has offices in Singapore and Hong Kong, and the report says some staff affected by the TMS closure in Asia have been brought on board including Thomas Lim, formerly gm of the Singapore office.



Window Seat

THERE'S no doubting the creativity of Aussie travel agents, and last weekend's Travellers Choice conference in the Hunter Valley drew attention to a couple of very clever examples.

Speaking at the conference launch, ceo Christian Hunter highlighted the local marketing activities of one member.

A unique partnership with a local accounting firm saw an agency flyer included in the envelope with every tax refund cheque, congratulating the recipient on their tax refund and "at the same time offering to relieve them of it in exchange for a holiday!".

AND another example of how Travellers Choice agents will go the extra mile to get the sale was Michelle Barker from Jayes Travel, who's pictured below with Insight's David Farrar.

Michelle confided to **TD** that the lenses in her spectacles are actually clear, and she just wears them when talking to clients because "they make me look smarter".

Ironically, she actually used to wear glasses but doesn't even need them any more after having corrective laser surgery.



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Eurostar Champagne Campaign!

To celebrate the Eurostar earlybird fares, Rail Plus are offering a FREE Champagne voucher* when you book a Eurostar between London and Paris and a Hop On Hop Off Bus in each city.

Sale ends 29 Nov 2012 or while stocks last.
 Click here for more details.






www.railplus.com.au

Gold TC agents off to South America



ABOVE: This group of top performing Travellers Choice agencies will enjoy a famil to South America next year courtesy of Qantas Airways and Adventure World, after receiving the 'Gold Choice' awards for supporting the group's preferred suppliers.

The winners were announced during the TC conference on Sat night at the Wyndham Estate vineyard in NSW's Hunter Valley.

The top performing agencies included Bay Travel & Cruise, Vic; City Beach Travel & Cruise, Tour

de Force Travel and Stodarts Travel & Cruise from WA; Qld's Discover Travel & Cruise and Ucango Travel & Cruise Centre; Jamison Travel and Maria Slater Travel of the ACT; and NSW's Queanbeyan City Travel and Cruise and Jayes Travel.

Silver winners will head to Thailand as guests of Thai Airways and Creative Holidays, while Bronze Choice Award winners will explore the Red Centre and The Ghan with Great Southern Rail, AAT Kings and Inspiring Journeys.

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Naviti fire action plan

THE Naviti Resort Fiji is advising of alternative accommodation options for guests following last week's fire which gutted the main building of the resort (**TD Mon**).

Via it's Facebook site, the Coral Coast property confirmed fire damage to its main bar, two restaurants, and the centre court's shops, spa and kids club.

"Fortunately, large parts of the resort are not touched: the swimming pool, the pool bar and grill, the Chinese restaurant, the gymnasium, the golf course and a majority of our bedrooms are all operational," the hotel said.

Guests arriving between now & 31 Dec 2012 may be tranferred upon arrival to the Naviti's sister property, the Warwick Fiji Resort & Spa, depending on availability.

Guests who remain at the Naviti will be provided an FJ\$200 credit per room per stay for food and beverages at either resort, or tours and spa treatments.

A decision on stays beyond 31 Dec will be announced soon.

VTIC laud eVisa entry

VICTORIA Tourism Industry Council chief Dianne Smith has praised the govt's plan to roll out online visa applications to all int'l visitors (**TD Thu**), heralding the initiative as "exciting".

Smith said it was exciting for the state "as we focus on expanding our int'l reach, particularly to our Asian neighbours."

The VTIC boss questioned the timing of the announcement, after the Federal govt's decision to boost Working Holiday Visa taxes by 25% (**TD 23 Oct**).

1m QFFF agent promo

QANTAS is giving travel agents a chance to score 1 million Qantas Frequent Flyer points when ticketing an int'l flight this week.

To enter, agents need to record the applicable OSI when booking & ticketing eligible adult or child (081) ticket, between 03-09 Nov with at least one QF flight number for travel until 18 Sep 2013.

More at www.bit.ly/1mQFFF.

A new Quest for Brisbane

Quest Breakfast Creek opens 19 November



Located next to the iconic Breakfast Creek hotel, Quest Breakfast Creek offers one, two and three bedroom apartments and studios, perfect for the corporate traveller.

Book now – grand opening special rates available for a limited time only.

Search "QG" on the GDS

Visit questbreakfastcreek.com.au



NZ Hobbit clip a hit

AIR New Zealand's latest safety video featuring characters from *The Hobbit (TD Thu)* has seen more than 6m hits on YouTube since its launch.

Qantas FF offers simulator

HERE'S the perfect Christmas gift for that person who is impossible to buy for.

Qantas Frequent Flyer will from next week allow members to redeem points for a 'Qantas Flight Simulator Experience'.

A one hour session in a 747 simulator with a QF instructor for two people can be redeemed for 115,000 points, available for Australian citizens aged over 12.

The experience also includes a tour of the Qantas Flight Training facility, but customers will have to be quick - spaces are very limited with just 48 two hour sessions available from Dec-Mar.

"This is a really unique option for people to use their frequent flyer points," said Qantas Loyalty chief executive, Lesley Grant.

"We're in a position to provide access to this multi million dollar simulator for our members, and it's a good example of some of the exclusive benefits that the Qantas Frequent Flyer program offers beyond actual flights".

She said Qantas was expecting the offer to snapped up quickly, with the scheme looking at opportunities to extend the offer depending on availability.

Grant said QFFF had seen a 16% year-on-year jump in redemptions over the last three months, "which shows our members are highly engaged and like the different options to use their points".

A video promoting the simulator experience is online at traveldaily.com.au/videos.



New AIME pre-tours

HOSTED buyers attending AIME next year are being offered a range of new pre-touring trips showcasing regional Victoria's business events facilities on the Great Ocean Road, Wangaratta, Mildura, and Daylesford and the Macedon Ranges.

For info see this week's **Business Events News**; subscribe at businesseventsnews.com.au.

Finnair's colourful partnership



LAST Fri Finnair officially launched its new global partnership with iconic Finnish design house Marimekko.

Marimekko, famous for its clothes, textiles and homewares, will supply funky modern tableware and in-flight bedding for Finnair's fleet - while one of the AY A340s has also been repainted in livery featuring the famous Marimekko Unikko poppy.

As well as adding a design dimension to the in-flight service, a key part of the move is sustainability, with the tableware reducing weight by 10-20%.

The partnership is particularly timely for Finnair's Australian

operations, because Marimekko last week also officially opened its first store in Sydney and is also expanding into Melbourne, ensuring strong visibility.

A special video has been created to showcase the creative partnership, which can be viewed by clicking the logo at right or on our website at traveldaily.com.au/videos.



Pictured above at the Sydney launch on Fri are, from left: Paivi Lonka, Marimekko sales director; Tiina Aluhuhta-Kasko, Marimekko marketing director; and Finnair country manager for Australia, New Zealand and New Caledonia, Geoff Stone.

JQ Asia famil winners

CONGRATULATIONS to the following agents who have won a place on Jetstar's Experience Asia incentive to Kuala Lumpur and Phuket later this month.

The famil also includes trialling JQ's Business Class product.

And the lucky winners are: Daniel Johnson, Snowscene; Paul Rogers, Flight Centre Tweed City; Zoe Byrne, FCM Travel Solutions; Paula Wilson, Harvey World Travel Albany and Taryn Blair, Flight Centre Wanneroo.

More Virgin pax in Sep

INTERNATIONAL and domestic passenger numbers for Virgin Australia increased 5.5% & 3.2% respectively in Sep compared to the corresponding time in 2011.

According to stats released by today, Virgin carried 1.664m pax network wide during the month, including 10,000 more pax on int'l services, to 221,528.

Revenue passenger kilometres spiked 5% domestically, while yields for the division were in line with last year, Virgin said.

SINGAPORE AIRLINES



TICKET OFFICER PERMANENT PART-TIME

Singapore Airlines Limited has a vacancy for a Ticket Officer Part-Time in its Ticket Office, located at Perth International Airport.

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Service all aspects of fares, ticketing, refunds, agency quotes and passenger enquiries with an emphasis on customer service.

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SALARY:

Range from: \$32,854 p.a. to \$41,200 p.a.

APPLICATIONS:

Written applications to be forwarded to:

Manager Western Australia
Singapore Airlines Limited,
Level 1, 178 St. George's Terrace
Perth, WA 6000

or via email: Info_Per@singaporeair.com.sg

Applications close 5pm, Monday 12 November 2012. Only suitable applicants will be accorded an interview.

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CZ rubs shoulders PM



CHINA Southern Airlines has become a principal sponsor of Australia's annual Ethic Business Awards, set up to reward the top indigenous and ethic business leaders from around the nation.

Winners in the 24th annual awards held in Sydney last Thu received return Business Class flights for two from Australia to London, Paris or Amsterdam on CZ's 'Canton Route' from Regional gm Henry He, shown at the event with guest of honour, Prime Minister Julia Gillard (right).

Pictured above from left are Xuejun He, CTS Australia; Henry He; Opposition Leader Tony

Abbott, Simon Ko, Sing Tao Newspapers; & Hu Xiaolan, Deputy Consul General, Consulate-General Peoples Republic of China Sydney.



New VW Hertz cars

HERTZ Australia has introduced the Volkswagen 90tsi Trendline & 118tsi Comfortline Golf hatchback and diesel 125tdi Passat Highline sedan to its inventory at select mainland locations.

The Golfs will be available at Sydney, Melbourne, Brisbane and Perth airports, with the Passat initially offered from Melbourne Airport and downtown depots.

Cover-More appoints

TRAVEL insurer Cover-More has appointed emergency medicine specialist Professor Steve Rashford as Chief Medical Officer.

He'll be responsible for leading Cover-More's emergency medical assistance division in Australia, New Zealand, China & Malaysia.

Cairo terrorist alert

EGYPT'S Ministry of Interior has reported members of a terrorist group had plotted terrorist attacks against multiple targets in the country's capital.

DFAT is continuing to advise travellers to exercise a 'high degree of caution' due to an ongoing threat of terrorist attacks throughout Egypt, including Cairo and in the Sinai Peninsula - more at www.smarttraveller.gov.au.

Austria comp winner

ACADEMY Travel's Grace Mather has been named as the winner of **TD's** Oct month long Austria competition.

Grace has won a spectacular trip for two to Austria, including Economy class flights to Vienna, six-nights accom with brekkie, Eurail Select Pass and sightseeing, paired with her itinerary of choice (as below), courtesy of Austrian Airlines and the Austria National Tourist Office.

Her winning entry was:
"Austria makes my unique dreams come true; the highest views (Nordkettenbahnen), best winter food (Hellbrunn's Advent) and an excuse to get nude (Burgenland Therme)!"
The three unique experiences I chose (with great difficulty!) were: Take a ride to new heights in Innsbruck, Hellbrunn's Advent - The magic of Christmas, Burgenland Therme (spa)."

SIA profits tumble

SINGAPORE Airlines Group has cited the continuing European economic crisis for the softening of global business confidence, and "volatile jet fuel prices" after announcing its net profit for the First Half of 2012/13 fell 30%, or SGD\$71 million year-on-year, to SGD\$168 million.

Operating profit increased 6% (\$8m) to \$142, as revenue rose 4% (\$294m) to \$7.5b on the back of 8% growth in pax carriage.

Second Quarter operating profit slumped 43% to \$53m, to \$70m.

Monday 5th Nov 2012

Qantas/British Airways Euro famil kicks off

THE Qantas/British Airways Joint Services Agreement may be ending in Mar, but six lucky travel agents flew out of Sydney to Europe on Fri night on the first leg of a famil to experience both airlines first hand.

The agents took off on a Qantas A380 for Singapore where they changed to a BA flight to London Heathrow, then connected to another BA service to Frankfurt.

They'll spend two nights in the German city as guests of Hilton Hotels and the German Tourist Office before flying to Hong Kong on BA and QF back to Sydney.

"It's still business as usual with British Airways & our relationship with them will continue even after Mar, code sharing ex SIN to London and many other routes," said Maria Pantazis, QF Business Manager/NSW Industry Sales.

"It's an opportunity to showcase our network to London and Frankfurt and to highlight the synergy between the two carriers; both offer a premium oneworld product and Qantas will still be flying daily to Frankfurt offering Business, Premium and Economy Class until next Oct," Pantazis added.

More on the fam in **TD** this week.



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Jordan.mcnamara@bcdtravel.com.au.

Applications close 12 November 2012.

To read more about this role, visit <http://express.bcdtravel.com.au/>

Mauritius Aus reps

AVIAREPS Oceania based in Sydney has been announced as public relations representative for the Mauritius Tourism Promotion Authority.

Royal Brunei rebrand



Greek hopping deal

TOPDECK is offering a 10% discount on new bookings for its 10-day Greek Island Hopper when paid in full by 28 Dec.

Now priced from \$1,346ppts, the trip starts and finishes in Athens and visits Mykonos, Paros and Santorini - phone 1300 886 332.

WIN A 3-NIGHT STAY AT SALA PHUKET



This week, **Travel Daily** is giving one lucky reader the chance to win a 3-night accommodation package, valued at \$3100, courtesy of **SALA Phuket Resort and Spa**.

The prize includes 3 nights' accommodation for two in a SALA Pool Villa, daily breakfast, complimentary airport transfers and complimentary Patong transfer (round-trip).

For your chance to win this great accommodation package, answer correctly four questions featured in **Travel Daily** from Monday to Thursday this week, plus answer the final question featured on Friday.

Email your answers by COB on Fri to: salaphuket@traveldaily.com.au.

Q.1: What beach is SALA Phuket located on?

Hint! Visit www.salaphuket.com



ABOVE: Brunei-based airline Royal Brunei Airlines has revealed a new aircraft livery and logo (above) in the first step of its rebrand over the next year.

The national carrier's rebranding will also include a new website, uniforms, lounge and ticket office environment, and is expected to be completed by 01 Sep 2013 to coincide with the entry of RBA's first 787 Dreamliner aircraft.

18% off Driveaway

DRIVEAWAY Holidays has cut car rental prices in the UK, France, Italy, Germany, Spain and the Netherlands by as much as 18% for travel between Apr 2013 and Mar 2014.

Earlybird 2013 bookings must be made before 31 Jan - more info at www.driveaway.com.au.

OE Myanmar cruise

ORIENT-Express has confirmed plans to launch a second river cruise operation in Myanmar.

The four-deck *Orcaella* river cruiser will be comprised of 25 Juliette balconies, and operate between Yangon and Bhamo, beginning in Jul 2013.

The firm says the ship's shallow draft will enable it to offer cruises on the remote Chindwin River.

AM/5D US codeshare

AEROMEXICO's regional carrier Aeromexico Connect - formerly Aerolitoral (5D) - is seeking rights to add the 'AM' code on select Mexico-USA services.

Three of the seven routes under the proposed codeshare include Durango-Chicago; Mexico City-San Antonio & Leon-Los Angeles.



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.



Tempo Holidays - Britain & Ireland 2013

Due to popular demand, Tempo Holidays has delivered a second dedicated UK and Ireland guide, choc full of FIT and group touring experiences across the entire continent and Ireland. Existing packages can be tailored to suit the traveller, or built entirely from the ground up based on existing product. Boosted accom offerings, rail passes, adventure tours, canal cruising, self-drive itineraries and castle accommodation are all detailed inside, backed by Tempo's price match guarantee.



Tasmanian Expeditions - 2013

Specialising in the Apple Isle state of Tasmania, the new guide for the Australian, NZ & Sth Pacific markets has recently been released, packed with a range of action and activity holidays across its 20 pages. The company has partnered with Australian Walking Holidays and Adventure South New Zealand to detail the perfect landscapes and hikes around, with different degrees of difficulty and something for all tastes and activity levels. The itineraries allow travellers to tread their own path and see Tasmania.



Bunnik Tours - USA 2013

Many of the major highlights of the United States are covered in this new guide from Bunnik. Four itineraries are offered - two covering the east and two in the west and ranging from 10 to 15 days. From San Francisco's Golden Gate Bridge, the many national parks of the western states, through to the historic landmarks of the north-east and the action of New York City, the range covers a mix of the well-trodden to the more unique attractions, offering opportunities for passengers to discover their own highlight.



Captain Cook Cruises - Fiji Islands 2013

The small ship cruising company has released, for the first time, a stand-alone brochure for the Fiji Islands, in which it offers a variety of different length voyages. Visiting bays and islands big ships can't always get to, the 10-page CC guide details three, four & seven night voyages into over 330 of the Mamanuca and Yasawa region's islands, as well as seven-night expeditions to Northern Fiji, day cruising, wedding, event and function packages, on luxury ships allowing quick access to quaint little beaches and villages.



Bench International - Africa 2013

Bigger than ever, Bench's new guide says it is looking forward to reuniting travellers with Africa & Arabia. New for 2013, the company has introduced a range of escorted itineraries including flights from Australia, led from start to finish by an experienced tour leader. Stays at exclusive properties, while travelling in comfort throughout, the packed brochure comprehensively details the available range, while a new online blog allows travellers to interact and share their experiences both before and following a trip.



Infinity Holidays - Europe Essentials 2013

Europe's range of FIT content is covered in significant details in Infinity's new guide, now on agency shelves. Well trodden paths by Australian travellers through to offerings in the smaller European discoveries, lovingly displayed across 100-pages. New product has been sourced in France, Germany, Italy, Spain and Greece, while a new section, entitled "European Extensions", covers Prague, Dubrovnik, Amsterdam, Copenhagen, Istanbul and elsewhere, enabling guests to stay a bit longer to see a little bit more.

Sabre celebrates with Phil Hoffmann

PHIL Hoffmann Travel has chosen to partner with Sabre Pacific as the company's GDS provider for another 10 years (TD 01 Nov). Sabre said the deal will provide Phil Hoffmann Travel's seven branches across Adelaide with a full, "total travel solution" of Sabre Pacific products, including: Sabre Red Workspace, Sabre Explore, Intelligent Ticketing, Traveller Security, and for the first time, Sabre Online, Sabre Agency Manager, Travel Intelligence and TripCase.

Sabre Pacific and Phil Hoffmann Travel have been partners since PHT's inception 22 years ago, and the companies celebrated their longstanding partnership and the increased support Sabre will provide on the 31 October at the Glenelg Pier Hotel in Adelaide.

Pictured right at the party are Phil Hoffmann, Sabre Pacific ceo Gai Tyrrell; Peter Williams, Phil Hoffmann Travel ceo; and James Quinlan, Sabre Pacific gm marketing and service delivery.



LEFT: A blast from the past - this photo was taken when Phil Hoffmann Travel originally launched in 1990.

BELOW: Some of the Sabre and Phil Hoffmann Travel team.



BELOW: Peter Williams from Phil Hoffmann Travel with Carl Frier from Sabre Pacific.



LEFT: Phil and Alison Hoffmann enjoy the celebration.

RIGHT: Phil Hoffmann speaking to attendees about the relationship between the firms alongside Sabre Pacific ceo Gai Tyrrell.



RIGHT: Phil Hoffmann staff enjoy the Glenelg Pier Hotel celebration.

RIGHT: Phil Hoffmann Travel ceo Peter Williams addresses the crowd.



ABOVE: Phil Hoffmann holding a celebratory statuette presented by Sabre Pacific state manager Dave Burton.



LEFT: Phil Hoffmann Travel project manager Dean Brazier with James Quinlan of Sabre Pacific.

Train hopping through Japan



JAPANESE public transport can now be added to the list of topics these agents are experts in following an action packed family to Japan, escorted by Peregrine.

The group of ten agents visited Tokyo, Kyoto, Nara and Nikko, flying in enhanced comfort with Japan Airlines' Premium Economy class and getting around on the country's fantastic railway system.

While in Japan, the family group had the opportunity to experience hotels utilised by both Peregrine and Geckos, including a stay in a Ryokan, otherwise known as a Japanese Inn, as well as some Karaoke.

Kyoto, Tokyo and the quality food enjoyed were unanimously voted as highlights of the trip.

Local Peregrine leader Hiro said he ensured the group would get to see "a side of Japan they had no idea even existed".

Pictured above at the Kinkaku-ji, or Golden Pavilion in Kyoto, in

the back row from left is Athena Salalidis from Hawthorn Travel and Cruise; Meredith Wilks, JAL; Mat Lewis, Peregrine; Sarah Ballantyne, Travelworld Karratha; Craig Anderson, Flight Centre Hastings; Mariliis Moelder, Flight Centre Claremont; Sara Hermon, Flight Centre Cranbourne and Peter Scott from Jetset Belgrave.

Front row: Krystal McCallum, Gippsland Travel Centre; Mandy Kane, Flight Centre Bayside; Ashleigh Moir, Flight Centre Launceston and Arnah Barbouttis from Flight Centre West Perth.

Free NZ CHC flights

AIR New Zealand has launched a domestic seat-only free airfare offer to Christchurch to boost the recovering city's economy.

The promo sees 1,500 seats to the South Island destination available for only the cost of taxes on select one way flights from 16 domestic ports, between 16 Nov and 02 Dec 2012.

It follows a recent one-cent promo by rival Jetstar across its NZ-domestic operation (**TD** Wed).

UA 787 certification

UNITED Airlines has earned its stripes to launch commercial 787 services after successfully completing the FAA's certification process for the *Dreamliner*.

UA's month-long certification program included 100+ hours of flights to international and domestic destinations.

New Atlantis home

THE Space Shuttle Atlantis has been positioned at its new home at the Kennedy Space Center Visitor Complex in Florida.

Over the next month, Atlantis will be moved inside the Complex where it will be elevated 36 feet, & angled 46 degrees representing the angle as if it were in space.

When completed by Jul, the US\$100m complex will feature over 60 interactive and immersive exhibits about the entire shuttle program.

16% more HKG visitors

HONG Kong Tourism Board has reported a 16.3% year-on-year increase to 35m in visitor arrivals between Jan and Sep 2012.

Numbers from Australia, NZ and the South Pacific slid 0.7% year to date to 548,500.

Overnight visitor arrivals leapt 6.8%, accounting for 17.4m nights.

Monday 5th Nov 2012

Traffic growth slows

THE International Air Transport Assoc. has reported a flattening in the traffic growth trend for air travel between Apr-Aug 2012 compared to the year prior.

Passenger travel rose 4.1% in Sep, dropping from the 5.3% rise achieved in Aug.

Capacity spiked 3.1% and load factors were up 0.7 percentage points to 80% compared to 2011.

Globally, IATA said Asia Pacific was "one of the weakest regions" with pax demand up 1.7% y-o-y in Sep, 0.3% down on Aug - the only region to see a slide on 2011.

Middle East carriers achieved the strongest traffic growth, up 13.3%.

GROW A MO AND WIN A CRUISE

Cunard in conjunction with **Travel Daily** is supporting Movember and is urging the industry to take part in the charity event.

The Movember event raises awareness and funds for men's health issues, such as prostate cancer & male depression, by encouraging people to sport a moustache and get sponsored.

Guys can take part as a Mo' Bro by grabbing some colleagues and registering a team and girls can help out as a Mo' Sis and posing with a mo (see the website for more details).

WIN THE MAJOR PRIZE:

Three-night voyage on Queen Mary 2

1. Register your details at <http://au.movember.com/>
2. Email your individual or team name to: mocomp@traveldaily.com.au
3. Grow some impressive facial hair or buy/make a fake mo.
4. Send in photos to feature on the **Travel Daily** website, with the link to your mo' page.

[Click here for more details and Terms & Conditions of the competition](#)



Supplier Updates

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

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

Supplier enquiries for notices: advertising@traveldaily.com.au

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

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JOIN THE LARGEST RECRUITMENT TEAM EXECUTIVE RECRUITMENT CONSULANT SYDNEY – SALARY PACKAGE OTE \$80K+

Sick of dealing with client complaints? Tired of looking after staff? Here's a chance to use your client management skills in a whole new direction! Join the AA Team and enjoy the variety and challenge this role will provide when you place senior managers in their next perfect role

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- interviewing and short-listing candidates
- negotiating job offers,
- confirming placements,
- marketing including placing adverts,
- client account management and business development

WHAT'S IN IT FOR YOU:-

- an excellent salary package plus uncapped commission
 - achievable team bonuses
 - upto 25 days paid holiday leave
 - one on one training and development
 - exciting annual 5 star conferences
- Min 5 years travel exp including supervisory a must for this role!

LIVE THE HIGH LIFE IN ASIA

REGIONAL OPERATIONS MANAGER –ASIA HONG KONG – EXCELLENT SALARY PACKAGE

This rare opportunity with a Global travel provider will see you working on high profile accounts. Your role will be to ensure service consistency, continuous improvement and driving operational projects. You will be a senior operations manager with exceptional people management skills and the ability to question current practices to seek improvement. A great salary with a relocation package is on offer.

RARE OPERATIONS ROLE

OPERATIONS SUPERVISOR SYDNEY –SALARY PACKAGE \$70K

Get in before the new years rush for this great role. Bring your leadership skills to this hands on role. You will be leading a team, ensuring work flow is distributed, training, motivating and mentoring. You will also have the ability to jump in and help out with bookings when necessary. Working with beautiful products and a supportive management team you won't regret this move!

USE YOUR INBOUND SKILLS HERE

INBOUND TEAM LEADER MELBOURNE – EXCELLENT SALARY PACKAGE

Join a successful name and oversee this inbound reservation team with your ability to show the team how it's done. With your ability to drive performance, provide guidance and support you will see the success that comes from doing a great job. This winning role has your name on it today so get moving and you can take a step in the right direction and see why this company is the best there is.

ACCOUNT MANAGEMENT ACROSS THE NATION

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You will have the skills and knowledge to drive solutions for your clients improving expenditure and creating a lasting impression which will retain clients for the future. As a master of building relationships you will know how to develop those key connections and gain their trust in your ability to do the best for them. Be rewarded with a great salary and stable work company that see growth year on year.

OPERATIONS ROLE IN CANBERRA

CORPROATE TRAVEL MANAGER CANBERRA– TOP SALARY \$80K PLUS

You don't find many corporate management roles in Canberra so be quick. Work for this TMC and manage two high profile accounts, lead and motivate your team whilst liaising with the clients to resolve any issues on a daily basis. You will be a strong manager from the travel industry with exceptional presentation and communication skills. Great salary on offer and the chance to work for a sought after corporate travel company.

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Love being on the road with this product in your hand! Agents will welcome you and want to learn more from your fun loving personality. You will enjoy being out and about and know how to put the hard yards in when it counts. Be rewarded here with superb famil trips for you to enjoy and bonus schemes. Everyone loves this brand which is growing bigger & better every year.

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Finding talent within the Australian Travel Industry

Online Senior Travel Consultant

Brisbane - Up to \$50K + Uncapped Comm - Ref 3091

Want to sell near and far, with no two days the same and a fantastic varied product to offer your customers? Prefer a friendly, modern office based travel role? This successful independent travel company wants an experienced Travel Consultant to use their varied knowledge in a travel sales focused role. With repeat and new business, and wide ranging product to satisfy your own client base, this offers a great basic and a lucrative uncapped commission scheme too!

For more information, please call Sarah on (02) 9113 7272 or click [APPLY](#)

Travel Consultant

Sydney - Up to \$50K (DOE) + Super + Comm - Ref 254

Are you a highly motivated travel consultant who loves to sell? Would you like to be rewarded for your hard work? Use your already solid travel industry knowledge to sell the world in this high end retail store based in the fantastic CBD! I need consultants with great sales acumen and a passion for travel with the drive to succeed. You must have consulting experience and face to face sales experience within the travel industry...a unique opportunity not to be missed out!!

For more information, please call Lynsey on (02) 9113 7272 or click [APPLY](#)

Senior Corporate Travel Consultant

Melbourne - \$50K DOE + Super + Uncapped - Ref 296

A fantastic opportunity has arisen for an experienced Corporate Travel Consultant to join this busy team in Melbourne's CBD. With this company come training, uncapped earning potential & career opportunities. The ideal consultant will have excellent fares & ticketing skills, solid CRS training and have outstanding customer service skills. If you have a passion for travel, can work to sales targets and ready to kick start your Corporate Travel career, please call me.

For more information, please call Lisa on (02) 9113 7272 or click [APPLY](#)

Senior Travel Consultant

Adelaide - \$40-55K - Ref 297

Various vacancies open across Adelaide, choose your location and work closer to home! Are you a Travel Consultant through and through and would love a new challenge in your career? Are you experienced in the Travel Industry and keen to go that one step further? Do you want a competitive salary, a friendly working environment and great travel products to sell? If you love to talk about travel all day and sell what your passion is than look no further!

For more information, please call Joana on (02) 9113 7272 or click [APPLY](#)

Wholesale Travel Consultant

Sydney - \$DOE + Super + Targets + Famils - Ref 4001

This is an amazing opportunity to work with a leading boutique wholesaler offering outstanding customer service with fantastic tours of a lifetime! We're looking for a passionate person with at least 1-2 years experience, teamed with fantastic definitional knowledge. You will assist both agents and direct clients. This is a Monday to Friday role - claim back your weekends. The ideal candidate would need full work rights for Australia and Mandarin language skills are advantageous.

For more information, please call Natalie on (02) 9113 7272 or click [APPLY](#)

Senior Consultant/ Airline Charter Coordinator

Sydney - Up to \$65K + Super - Ref 226

Seeking a Senior Consultant who would like to work within a role that is a little bit different! Be able to think outside of the box and problem solve on a daily basis whilst providing the highest levels of customer service to valued clientele. Within this role you will be involved in liaising with high end clientele by phone, email or face to face. You will be given the chance to use your well-honed consultative skills to manage international and domestic travel needs.

For more information, please call Lynsey on (02) 9113 7272 or click [APPLY](#)

Retail Travel Consultant - Part Time

S.E. Melbourne - \$45K + Super + Targets - Ref 243

A rare part time opportunity working for a family run & established travel agency in Melbourne's South Eastern Suburbs has arisen. Use your fantastic customer service skills and solid CRS / Ticketing experience in this Travel Consultant position. The successful candidate can expect flexible working days, excellent support and a great working environment. If you have minimum 3 years' experience and are looking for a chance to work flexible hours, please contact me today.

For more information, please call Lisa on (02) 9113 7272 or click [APPLY](#)

Corporate Account Manager

Perth - \$80-90K OTE - Ref 310

Are you an experienced Corporate Account Manager and excited to step it up and work for a leading global company? Do you have a background in Corporate Account Management in the Travel Industry with a minimum of 3-5 years experience and are looking for a new challenge? Would you like to get an exciting salary package of up to 90K OTE and work on existing corporate and VIP accounts as well as establishing new accounts? If this sounds like you click APPLY now.

For more information, please call Joana on (02) 9113 7272 or click [APPLY](#)



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Celebrate the magic of the Red Centre on this short break getaway to Uluru. See the colours of the majestic formation change as the sun rises and sets in the World Heritage listed National Park.

Includes: Return airfares to Uluru from Brisbane, Melbourne, or Sydney, 2 nights 3.5 star accommodation in Uluru with FREE return airport transfers

Booking code: TDC2NT2

Top End Time Out 4 days from \$599*

Experience Darwin's tropical summer. Characterised by balmy weather, and striking skies including brilliant afternoon storms, this is a magnificent time to see the Top End burst into life.

Includes: Return airfares to Darwin from Melbourne, Brisbane, Sydney, Perth, Cairns, or Adelaide, 3 nights 4 star accommodation in Darwin including BONUS night, 1 day Litchfield tour

Booking code: TDT2NT1

Enticing Alice Springs 3 days from \$599*

Be enticed by the delights of Alice Springs, a fun and festive town fringed by desert. Explore the many art galleries and historical museums of this region, and delve into the Indigenous stories of the area.

Includes: Return airfares to Alice Springs from Brisbane, Melbourne, or Sydney, 2 nights 4.5 star accommodation in Alice Springs with FREE breakfast and FREE Wifi, return airport transfers

Booking code: TDC2NT1

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