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Excite extra comm

AGENT-ONLY online wholesaler Excite Holidays has launched a new "AP100+" Advance Purchase feature, under which agents earn an extra 1% commission on applicable product which is confirmed and paid for in full at least 100 days before the service is used.

Applicable products include hotels, apartments, activities, sightseeing and transfers - more info at exciteholidays.com.

Industry urges PMC review

A **PRODUCTIVITY** commission report covering trans-Tasman cooperation has urged that the govt's controversial Passenger Movement Charge be reconfigured as a "genuine cost recovery mechanism for border services" - rather than a tax which will this year over-collect by \$560 million.

A Senate Estimates committee hearing today has raised concerns about the PMC, after the report highlighted its "potentially disproportionate impact" on trans-Tasman travel.

TTF Australia, which worked together with other groups including AFTA, ATEC and Flight Centre to successfully block the indexing of the PMC in this year's budget (**TD** 20 Jun), is maintaining its rage, today suggesting that the

tax should be halved for visitors from New Zealand and other short-haul markets.

TTF ceo John Lee said the PMC had been acknowledged as an inequitable barrier to travel, particularly from NZ which is Australia's top source market.

He said TTF estimates that the PMC currently reduces inbound visitor spending by \$814m a year, and "applying it in a more equitable fashion would result in significant benefits to the broader Australian economy".

DNSW boost Nth Asia

JENNIFER Tung has been named as the new North Asia regional director for Destination NSW as part of an increased investment in enticing tourist arrival numbers from the region.

DNSW ceo Sandra Chipchase said of the first new appointment "With the support of the NSW Government we are now able to expand our resources and activities in this key region".

Tung will be based in Hong Kong. More appointments on **page 8**.

Nine pages of news

Travel Daily today has nine pages of news and photos, plus full pages from: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Travel Trade Recruitment
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South African Tourism lauds SAA/QF renewal

THE local head of South Africa's tourism authority has welcomed a 2-year extension of the Qantas/South African Airways codeshare alliance, saying it will provide certainty for future planning.

South African Tourism's gm Australasia Lalie Ngozi told **TD** the govt draft approval of the pact on non-stop flights from Sydney and Perth to Johannesburg (**TD** 17 Sep) will "definitely go a long way."

"Getting the extension allows us to pause and continue to plan for the next two years, which is comforting and gives us some stability," Ngozi said last night.

"From an SAT perspective, it does provide relief that we have stability for this amount of time."

She added that so long as there continues to be flights from both Australian gateways to South Africa, along with non-direct services by other carriers, "then we are still in an OK place."

More on SAT on **page four**.

QF starts to unwind BA JSA

QANTAS has issued a new commercial policy governing the cessation of codeshare services with British Airways on flights between Hong Kong and London.

The move is associated with the termination of the long-running Joint Services Agreement between British Airways and Qantas, which will be superseded by the proposed QF/Emirates alliance from 31 Mar 2013.

According to an update from QF today, travel agents will start to see the changes appear on their GDS schedule change queues from today, with affected flight numbers including QF3525/3526 and QF3527/3528.

Customer bookings impacted by the codeshare closure will be progressively updated, with clients given an alternate option for their travel between Australia and London.

Options available also include rerouting or rebooking travel

without fee, and intra UK/Europe via London passengers who will have misconnections due to reaccommodation may rebook onto alternate oneworld marketed and operated direct flights to/from London.

Qantas said it would continue to work closely with British Airways, with bilateral codeshare services continuing to operate from Singapore and Bangkok to London Heathrow.

"We are currently working on our wider Asia offering and look forward to sharing further details on this in due course," QF added.

The oneworld airline alliance would also remain a key part of QF's offering, with Qantas confirming it would continue its codeshare partnership with LAN on flights to South America as well as the South African Airways codeshare to South Africa.

"Our Joint Business Agreement with American Airlines will continue to provide customers with coordination of flight schedules and a variety of connection options between Australia/NZ and the US," QF said.

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\$1m G guarantee system price-tag

G ADVENTURES decision to guarantee its entire range of 15,000 tours has cost the firm \$1 million to put systems in place. Founder Bruce Poon Tip told **TD** the 100% Guarantee Departures policy being adopted from 01 Jan 2013 (**TD** 27 Sep), aims to remove "hesitation and stress" clients may have when booking a tour. At the moment, G Adventure guarantees 80% of its trips, with

the remaining evaluated if they will operate at 60-days prior to the departure date. He said G Adventures has spent two-years gathering data and info to predict booking patterns, with the \$1m investment showing just "how important it is to us." Poon Tip acknowledged the stress involved for both clients & agents when a trip was forced to be cancelled, along with the added expense, and by locking-in its departures enables pax to take advantage of cheaper airfares. He said the latest policy builds on other initiatives & catchphrase of '24/7 Service - When You're Ready, We're Ready'; 'Lifetime Deposits - Go Now, Go Later' and now '100% Guaranteed Departures - Book Now, You're Going'.



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MH confirms PER-BKI

MALAYSIA Airlines has today confirmed the relaunch of a once weekly service between Perth & Kota Kinabalu, effective 10 Dec, as flagged by **TD** last week. The service was pulled due to a rationalisation program on 31 Jan.

Accor's Olympic gold

ACCOR properties in London recorded 100% occupancies during the recent Olympic and Paralympic games, with the hotelier saying it "benefited highly" from the global sporting spectacles. Third quarter results released overnight showed a strong performance, with the figures boosted by €23m in exchange rate gains due mostly to the strong Australian dollar. The London results were somewhat dampened by the closure of several major convention centres before and after the games period. Accor said that business outside of Europe "remained robust" with Asia-Pacific revenues up 4.1% in the 'upscale and midscale' segment, and up 2.3% in Economy Hotels.

Latin America grew strongly, with a particularly sharp increase in average room rates in Brazil due to rising demand. Third quarter revenue rose 1.3% to €1.49 billion, with Accor confirming previous guidance of full year earnings expected to be between €510m and €530m.



THERE'S an old saying that says "Don't bite the hand that feeds" - well in this case, it WAS the hand that fed, and it has now come back to bite HIM. A Florida tour guide has had his hand bitten off and swallowed by an alligator, with the guide now being charged under Florida law for illegally feeding the reptile. Wallace Weatherholt was conducting a tour of the Florida everglades and was holding a fish over the side of the boat to try and attract alligators, but gave his guests a bit of extra value for their money when a 3-metre 'gator' leapt out of the water unexpectedly, took the guide's fish...and his hand. For the "crime", Weatherholt could be fined up to US\$500 or given a possible jail sentence.

COINCIDING with the 30th anniversary of the release of Steven Spielberg's classic film "E.T. The Extra Terrestrial", the iconic alien is set to be immortalised in wax courtesy of Madame Tussauds Sydney. Interestingly, the actual dummy used in the making of the film was made out of chicken wire and playdough. The finished sculpture will be unveiled at Madame Tussauds Sydney showroom on 22 Oct and will be one of six showrooms worldwide to house the character.



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South Africa - not just safaris



A CROWD of 300 travel agents and industry personnel attended the Sydney leg of South African Tourism's trade roadshow last night, held at the Australian Technology Park in Eveleigh.

The showcase is mid-way through a five city tour, having already visited Auckland and Brisbane, and now gearing up for tonight's Melbourne event & culminating in Perth early next week.

This year, 14 SA suppliers and 12 wholesalers are taking part in the 'invitation-only' show.

Wholesalers include Adventure World, African Travel Specialists, African Wildlife Safaris, the Africa Safari Co., This is Africa, Wildlife Tours, Intrepid Travel, Swagman Tours and Bench International.

Attending guests were given an insight into a new South African Tourism Facebook 'Bucket List' app preparing to debut in Nov.

SAT general manager Australasia Lalie Ngozi told **TD** the app lets users browse from a collection of over 50 'bucket list' experiences globally, and then provides details

of those 'ticked' list items which can be done in South Africa, directing users to trade partners and possible packages.

Ngozi said South Africa is well renowned as a safari destination, "giving the country a competitive advantage, but there is so much more we can offer."

She said the app offers SAT with an opportunity to show-off a range of other experiences in SA, such as self-drives, surfing holidays and food & wine vacations, enticing people to see more of the nation and boost the average length of stay in South Africa by Aussies - currently five to seven nights.

The platform will provide an "overdose" of information, with the ultimate goal to have visitors stay longer, explore and spend more in South Africa, she said.

Some of the suppliers and reps at the Sydney show are **pictured** here with South African Tourism's Lalie Ngozi, gm Australasia, Rob Gurr, trade relations manager and Deborah Binder, marketing and communications manager.

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Creative expands flight options

CREATIVE Holidays has revamped its i-CREATE online booking system, with a major enhancement allowing the comparison of flights from Qantas, Virgin Australia and Jetstar on a single screen.

The move also gives consultants the ability to combine airfares between carriers.

On domestic bookings, if the 'Carrier Code' box is left blank, i-CREATE will search for flights across all three airlines.

The move will also see a significant expansion of Qantas fare types, with Red e-Deal, Flexi Saver and Business Class fares on offer with live availability.

A range of refinements are also possible, including the ability to narrow search by carrier, trip

duration, fare type, number of stops and flight times.

The new QF airfares are also available via the 'Create a booking' process on i-CREATE.

Agents are warned to be aware that when combining airlines the most restrictive fare TTL will apply on the booking, and full payment of the airfare, taxes and land deposit requirements will be required when booking.

Vic backs QF Dubai

QANTAS Airways has received the backing of the Victorian Govt for its requested allocation of 14 frequencies per week on the UAE route to Dubai.

Victoria Minister for Tourism & Major Events Louise Asher told the IASC the govt supports the move, in line with its backing of the proposed alliance between Qantas and Emirates.

Canada Aug figures

THE Canadian Tourism Comm. has reported further rises in Australian visitors arrivals in Aug, with data released today showing a 7.67% year-on-year spike to close to 30,000 visits, while year-to-date stats are now up 4.4%

CTC figures in yesterday's **TD** were in error from Jul, not Aug.

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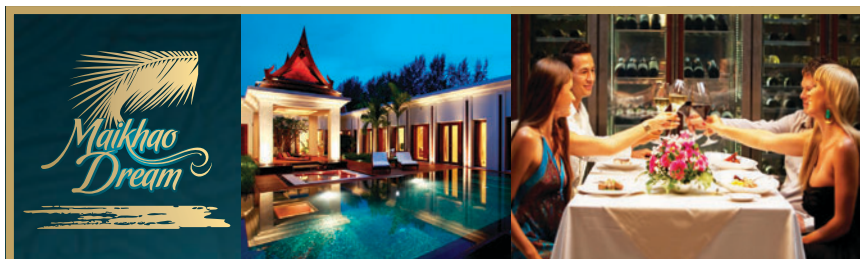
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Etihad Garuda alliance

ETIHAD is set to announce another major airline alliance later today, this time with Indonesian flag carrier Garuda.

According to GDS displays, the move will see Garuda's current Jakarta-Dubai-Amsterdam route operate instead via Abu Dhabi.

Under the "worldwide strategic cooperation deal" the GA code will be placed on Etihad flights to 28 destinations including London Heathrow, Manchester, Frankfurt, Milan, Munich, New York, Paris, Johannesburg, Chicago, Toronto Athens, Kuala Lumpur and Dublin.

Sportsnets V8 pact

V8 SUPERCARS has signed a partnership agreement with Sportsnet to design a suite of travel, tour and ticket packages for the debut race of the series in Texas, scheduled for May 2013.

The companys escorted tour will include Qantas flights to Austin, five-nights with brekkie, race tickets and a Texan welcome function starting from \$4,355ppts.

Tiger Sydney-Mackay

TIGER Airways has confirmed the launch of non-stop flights between Sydney and Mackay (**TD** breaking news), with up to five weekly flights from 17 Dec.

Mackay Airport gm Rob Porter welcomed the announcement, which follows the recent news of TT's direct Melbourne services to the Queensland holiday hub.

He said the airport had carried out "lengthy negotiations and they have also listened to the people of Mackay".

Up to 20 new jobs will be created in Mackay as a result.

A&K Signature saving

ABERCROMBIE & Kent has a 5% discount on a range of its 2013 Signature Journeys when booked before the end of this year.

Options include the 12-day Land of the Pharoahs or the 14-day Splendours of Rajasthan which are now priced from \$5,790ppts or \$4,800ppts respectively.

St Moritz stay pay

ACCOR's Hotel St. Moritz, a Hotel of the MGallery Collection, in Queenstown, NZ is offering a Stay 3/Pay 2 accommodation deal priced from NZ\$199 per night.

Subject to availability, the offer runs from now until 31 Mar 2013.

TSAX awards show in Tinseltown



HOLLYWOOD awards season started a couple of months early (or finished many months late, depending on how you look at it), as Travelscene American Express held its Gala finale dinner at its Owners Managers Conference in Los Angeles' trendy Santa Monica earlier this week.

The theme of the evening was "The Golden Age of Hollywood" which saw attendees don their classic gowns and pin-stripes to look their 1920's best.

Awards given out on the night didn't come in the form of gold statuettes named Oscar, but saw

Tom Goldman from Goldman Travel, recently bestowed with AFTA life membership, also receive the special CEO Award.

Travelscene's Manager of the Year award was taken out by Pete Williams from Phil Hoffmann Travel, while the winner of Best Picture (actually Office of the Year) was Travelscene Nowra from the NSW South Coast.

Travelscene American Express general manager David Padman is **pictured** above with Julie Preston, Travelscene Nowra; Mike Thompson, TSAX ceo and Leonie Clay, Travelscene Nowra.

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Emirates flights to Adelaide commence 4 times weekly, becoming daily from 1st February 2013. For more information contact your Emirates' Sale Representative or the Emirates' Contact Centre on 1300 880 599. Flight times relate to Summer Schedule only.

Plenty of sun and Hawaii fun



HAWAII'S Ala Moana shopping centre never knew what hit it. This group of Qld and NSW agents hit up the sunny shores of Maui and Oahu on a recent famil trip hosted by Creative Holidays and flown by Hawaiian Airlines. HA is ramping up its promotions in Australia's Sunshine state ahead of the debut of direct flights between Honolulu and Brisbane from next month.

Highlights included an authentic Hawaiian luau, Maui's nightlife in Lahaina and visits to Oahu's famous Diamond Head, Halona Blowhole and Koko Head Crater. Not to mention the shopping, with ample time provided to wander Kalakaua Avenue as well as the aforementioned Ala Moana.

Pictured above from left is Lousie Mitton, Escape Travel Mackay; Stacey Mitchell, Escape Travel Indooroopilly; Melinda Thorne, Creative Holidays; Emily Giles, Tewantin Travel; Vanessa Saville, Escape Travel Caloundra; Kay Russell, HA; Sarah Browning, HWT Clayfield; Anamaria Slatinec, Creative Holidays; Mark Richards, Creative Holidays and Karen Spencer from Go Tours.

New leading KL hotel

LEADING Hotels of the World has added The Majestic Hotel Kuala Lumpur to its luxury hotel portfolio, making it the first property in the Malaysian capital to form part of the collection.

GF to drop Nairobi

GULF Air is set to suspend its current six times per week service between Bahrain and Nairobi, with the final flight on the route to operate on 12 Nov.

Travellers stranded at SYD over card

WESTERN Sydney travel agency Omega World Travel has made headlines this week after 31 of its clients were stranded at Sydney Airport as they departed on what was hoped as the trip of a lifetime. The group of Catholic pilgrims - many of them elderly and some in wheelchairs - were heading for Rome, having booked their trip through the Ashfield agency - which interestingly claims on its website to be a member of Travelscene Amex and AFTA, despite not being part of either.

According to the *Mt Druitt Standard*, they were told that their Singapore Airlines tickets were invalid when they arrived to check in for the flight.

The travel agent went to the airport to arrange alternative bookings, but these were again refused because she was allegedly using a third party credit card which was against policy.

"As a precaution against fraud, it is a standard requirement that any person booking a flight using another person's credit card must

ensure that the cardholder is present at check-in to validate the transaction," according to SIA.

SQ arranged for a bus to take the group home, with most purchasing new tickets for themselves the next day.

According to *News Limited*, members of the group had been advised to buy the new tickets, with the agency finding out if it could refund the original booking.

TA investment push

TOURISM Australia md Andrew McEvoy has renewed calls for foreign investment in Australia's tourism infrastructure, telling a conference in Singapore yesterday that the country needs 40,000 new beds to handle forecast visitor demand.

He highlighted recent UNWTO figures which showed that while Australia is 42nd in the world for arrivals and 8th in terms of tourism receipts, our spend per visitor is number 1. with strong hospitality investment returns.



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Crowne Plaza Adelaide
16 Hindmarsh Square

MELBOURNE
14 November 2012
Market Place Opens 5.30pm
Evening ends by 9pm
Stamford Plaza
111 Little Collins Street

BRISBANE
15 November 2012
Market Place Opens 5.30pm
Evening ends by 9pm
Hilton Brisbane
190 Elizabeth Street

Thursday 18th Oct 2012

JAL fuel surcharge up

JAPAN Airlines is seeking authorisation to increase its fuel surcharge on all passenger tickets issued between 01 Dec - 31 Jan.

The hike is based on projected fuel prices during the period, and will see the surcharge on sectors between Australia and Japan rise from AU\$254 to AU\$315.

Free wildlife flights

WILDLIFE Safari has released a free SA flights offer from Australia to Nairobi on luxury North Africa signature safaris, for Jan-Sep 2013 departures - ph 1800 998 558.

Partner up to Hawaii

HAWAIIAN Airlines has released a new sales incentive, offering five consultants the chance to win seats for themselves & their partners on the inaugural direct Brisbane to Honolulu service on 28 Nov, with three nights in HNL.

To enter, sell at least five seats between BNE/SYD to HNL or one of its US mainland destinations before 07 Nov and send your PNR, ticket number & agency details to sales@hawaiianair.com.au.

MEANWHILE, Hawaiian Holdings has purchased its first ATR42 twin-turboprop aircraft, with a second due to arrive next month.

The planes will be utilised for the launch of new routes to Lanai & Molokai next year (**TD** 18 Jul).

AND, the carrier has released new fares to HNL & USA starting from \$1056, for sale until 07 Nov.

Welcome to the neighbourhood



ABOVE: This crack team of travel consultants are pictured at Flight Centre's newest outlet, which opened this month in Epping, NSW.

The shop is coincidentally just across the road from the **Travel Daily** headquarters, and we popped in this morning to snap a photo and meet our new neighbours.

Pictured above ready for a busy day greeting clients are, from left: Alan Edwards, manager with consultants Samantha Foster and Steve Bergs.

Tahiti comes to MEL

MELBOURNE travel agents are being urged to experience Tahiti and her islands next week, when the city hosts its first ever French Polynesian Festival.

South Yarra's Como House and Gardens will play host to scores of Tahitians showcasing the destination, including a range of workshops highlighting Tahitian black pearl carving, monoi making and "vanilla bean cuisine".

Next Tue will see an opening night extravaganza at Federation Square with traditional Tahitian performers, while the festival will include a free film night at the Capitol Theatre on Thu.

There will also be a Polynesian dance and fashion shows at Functions on Chapel.

"More and more Australians are showing an interest in travelling to Tahiti and her islands this year, so we hope to see lots of our travel industry friends in Melbourne attending the festival to sample a piece of paradise right on their doorstep," said Tahiti Tourisme Australia director Robert Thompson.

More info on the event at frenchpolynesianfestival.com.au.

Asia urge Aus refocus

AUSTRALIA should focus more on high-yield niche markets rather than the simple pursuit of higher arrival numbers, ecotourism conference convenor Tony Charters has said.

Speaking at the Global Eco Conference, which wrapped up in Cairns yesterday, Charters said Australia had "no hope" of competing with South-East Asian destinations such as Thailand and Bali based on price alone, calling instead for a focus on developing higher-yield tourism attractions.

"Ecotourism provides an opportunity to look at longer lengths-of-stay & higher average spends, which drives up revenue".

He added "We pay our hospitality workers and anyone else involved in tourism per day more than our competition pays their workers per month".

He cited Tasmania and NZ as good examples of destinations that have pushed the benefits of their ecotourism attractions and accom offerings in recent years.

"It has worked for Tasmania, and they have been pushing this consistently for 10 years," he said.

Charters' comments echo that of EcoTourism Australia chief exec Kim Cheatham (**TD** Fri).



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Supplier Updates

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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

HI in Western Sydney

HOLIDAY Inn will today open its fourth Sydney property and first in the Western Suburbs with the debut of the brand in Parramatta.

The IHG brand has completed a \$3m refurbishment of the former Clarion Inn, with the 181-room property located a short walk to a Westfield centre & transport.

A special introductory rate of \$100 per room per night has been released for the travel industry - www.holidayinn.com.

WIN A NEW IPOD NANO!



This week **Travel Daily** is giving one lucky reader the chance to win the NEW 16GB iPod Nano, courtesy of **Hahn Air**, a leader in the airline distribution industry.

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Hint! Visit www.hahnair.com



AA losses mounting

AMERICAN Airlines parent company AMR Corp has reported its latest loss, this time to the tune of US\$238m (AU\$230m) for the third quarter of 2012, with the company again blaming reorganisation costs associated with its Chapter 11 bankruptcy.

The latest loss is a jump on the \$162m loss reported for the same time last year, while employee redundancy payments were also cited as reasoning behind the Q3 revenue drop.

Up to 1,400 cabin crew have accepted voluntary redundancy payments of up to \$40,000 each, with the carrier today launching a major recruitment drive to replace the departing workforce.

MEANWHILE, "production delays" have been blamed for an extension to delivery timeframes given for AA to receive its first Boeing 787 *Dreamliner*, according to a filing made overnight.

The carrier has bought 42 of the fuel-efficient jets with an option for a further 58, with delivery originally scheduled from 2014, now pushed back indefinitely.

Nitmiluk upgrades

ENHANCEMENTS to landscaping and amenity blocks are among a raft of improvements scheduled at the Nitmiluk National Park campgrounds in Katherine, NT.

Part of the park will be closed between 01 Dec to 25 Feb while the works are carried out, with \$100,000 worth of upgrade work to be invested in the facility.

Growth plan for Sala

LUXURY Thai hotel chain Sala Resorts and Spas, who currently operate properties in Phuket, Koh Samui and Khao Yai, has unveiled a significant expansion plan which will see it double its property portfolio within three years.

The group plans to add three new resorts in Chiang Mai, Bangkok and Ayutthaya, with the first - the Sala Lanna Chiang Mai - set to open in Dec this year.

Industry Appointments



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THIS week's Industry Appointments column is brought to you by **inPlace Recruitment**. If you have just appointed someone to a new position and would like to update the industry, send us an email at appointments@traveldaily.com.au.

Travelport has made some significant changes to its commercial team, announcing **Damian Hickey** as its new VP of Distribution, Sales and Services for the Asia-Pacific region, reporting to the new Global VP of Distribution, Sales and Service, **Derek Sharp**. Further, **Bryan Conway** has been appointed as Chief Marketing Officer; **Jason Clarke** as VP and Managing Director of Global Sales; **Mark Harris** as VP of Commercial Operations and Deployment; **Simon Nowroz** as VP of Business Development, with **Niklas Andréen** and **Sandra McLeod** continuing to lead and develop the hospitality and advertising business.

Rydges Hotels & Resorts has announced the promotion of **Natalie Dean** as the new Director of Sales for the company's three Cairns properties. Dean will oversee all market sources for the Rydges Tradewinds, Rydges Plaza and Rydges Esplanade Resort.

Expedia's corporate arm **Egencia** has appointed **Kyle Davis** as its new managing director for Australia. Davis will oversee the entire Australian operation and joins following two decades with American Express.

Former Federal Tourism Minister **Fran Bailey** has been elected as the chairperson of the **Yarra Ranges Business & Tourism** organisation.

Tourism Fraser Coast has welcomed **Tas Webber** as its new Membership and Marketing Coordinator. Webber will be responsible for promotion and implementation of marketing strategies for the destination on behalf of the local tourism industry, along with the attraction of new members.

Pinctada Hotels & Resorts has hired **Annie Henry-Kerr** as its business development manager, overseeing its two West Australian properties in Broome and the Pinctada Kimberley Grande resort in Kununurra.

Two new senior appointments have been made at **Siteminder's** London office based on a five-fold increase in online accommodation distribution business this year. The company has welcomed **Erik Munoz** as its new Executive Director - Sales & Marketing for Europe, Middle East & Africa, alongside **Alex Barros**, who will oversee business growth in the Latin America and Southern Europe region.

Singapore Airlines' International Culinary Panel has been boosted further with the addition of Italian chef **Carlo Cracco**, whose dishes will be added to the carrier's Italian & selected European routes from Jan next year.

Tony Howlett has taken up a new role as General Manager Sales and Marketing for **Heritage Hotel Management**, based in its Auckland office. Elsewhere, **Vicki Bretherton** has been appointed as the new General Manager of the **Heritage Hammer Springs** property.

Bringing 25 years of sales and marketing experience in the hospitality industry, **Concept Amenities**, key suppliers to the hotel industry, has named **Margaret O'Driscoll** as its new Director of Sales for Asia-Pacific.

Shelley Okubo has joined **Aqua Hotels & Resorts** as the new Assistant Manager of HR, along with new Office Administrator **Valerie Reyes**.

Lufthansa Early Bird

On sale until 23NOV12
For travel 01FEB13 - 31AUG13
See lufthansaexperts.com
for details

52 destinations

1099\$*

*Gross fare not including fees, taxes and surcharges.

Sheraton turns on a Feast



SHERATON on the Park in Sydney last night put on an amazing night of fine food and wine for industry guests at the launch of its new signature eatery, the aptly-named Feast Restaurant.

Previously known as Botanica Brasserie, famed for its all-you-can-eat seafood buffet, the new Feast restaurant completes a \$40 million refurbishment of the landmark 557-room hotel.

The transformation includes a new lounge area, private dining booths and communal tables for up to 250 diners, but it also offers the only al-fresco terrace in the city with views of Hyde Park.

“When the trend is for a-la-carte dining in Sydney, we want to offer the best buffet in Sydney”, said

Sean Hunt, managing director of Sheraton on the Park.

Tucking in, **TD** had to agree with the mind boggling array of cuisine including Whole Baked Marinated Arabic Lamb with middle eastern spices, beef cheek stewed in Stout beer, fresh lobster & crab, and Bouillabaisse fish stew, rounded off with delectable deserts.

The evening buffet costs \$99pp & \$59pp for lunch - kids 50% off.

Feast’s Exec Chef David Wilson is behind the creations after stints at Raffles in Singapore and The Dorchester in London.

Feast has an open plan kitchen with live, interactive cooking and a stone hearth oven as its visual centerpiece.

“We’re also celebrating Sheraton’s 75th anniversary this year, and while we’re the largest luxury hotel group in the world, operating in 100 countries and employing 150,000 people, there are plans for another 100 Sheratons in the near future”, added Hunt.

“The Sheraton Melbourne and the Sheraton New Caledonia will open late next year adding to the impressive list of 1,112 properties worldwide,” he said.

Pictured at the launch from left are: Drew Bowering, Expedia; Sean Hunt md Sheraton on the Park; Jacqueline Anderson, Tourism NT; David Fraser, Four Points Sheraton Darling Harbour & Wayne Nagle, Orbitz Worldwide.

Preferred signs EAST

SUMMIT Hotels & Resorts has added its newest members to the Preferred Hotel Group in EAST, a 369-room property close to PEK International Airport in Beijing.

Travel Daily
First with the news

Thursday 18th Oct 2012

WIN a unique trip for two to Austria

Pick your favourite 3 Unique Experiences, put together your dream itinerary & win your personally designed trip to Austria!

During October, the **Austrian National Tourist Office**, **Austrian Airlines**, **Rail Plus** and **Travel Daily** are giving readers the chance to win a trip of a lifetime to Austria. Browse unique.austria.info for more than 250 “Unique Experiences”, pick your favourite 3 and put together your dream itinerary.

The prize consists of:

- Two Return Economy Air Fares from Australia to Austria (flying Austrian Airlines into Vienna)
- 6 nights accommodation for 2 persons including breakfast
- Eurail Select Pass to travel through Austria linking your chosen experiences
- Sightseeing program associated with your choice of experiences
- **Detailed itinerary depending on your choice of experiences**

For example: [Learn to waltz](#) at Vienna’s best address, dive into a glittering subterranean world in [Swarovski Crystal Worlds](#) near Innsbruck, listen to Haydn’s music at the [Esterhazy Palace](#), or experience the magic of [Christmas in Salzburg](#) – the choice is yours!

Austria. Unique Like You

HOW TO ENTER

Browse unique.austria.info for more than 250 “Unique Experiences”, pick your favourite 3 and tell us in 50 words or less why these make up your dream itinerary. Send your response to ANTOcomp@traveldaily.com.au



Austrian Austrian National Tourist Office **Travel Daily**

EK fare extension

EMIRATES has extended the sale period for special South East Asian fares through until 13 Nov, with one-way flights from Brisbane or Melbourne to Singapore leading in at \$350.

Fares to Kuala Lumpur ex MEL start at \$350, while there’s also a Sydney-Bangkok fare from \$350.

The deals are in T class, and there are also business class offers available.

The prices don’t include airport and departure taxes, and the fares are commissionable at 5%.

See emiratesagents.com/au.

Globus reward points

A CHANCE to win one of three prizes of 250,000 Passport to Rewards points is up for grabs to agents who complete the new training programs on the 2013 Globus & Cosmos European programs, Globus has announced.

Agents who achieve a 100% score on their first attempt at the new Europe e-training module will go into the draw for the haul.

Scores of 80% or higher will be rewarded with 500 PTR points, with the promotion running through until 30 Nov.

www.passporttorewards.com.au.

Galileo mobile solution

TRAVELPORT has announced the Asia-Pacific release of GalileoTerminal, a web-based solution which gives travel agents full access to the Galileo and Apollo GDS platforms online.

The system works on PCs, laptops or tablet devices, and will initially be available to users in Australia, Hong Kong and Singapore from Nov this year, with further regional deployment planned in 2013.

GalileoTerminal works on most browsers and Apple devices, with Android to be added shortly.

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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HOT ROLES OF THE WEEK

Head of Product - Sydney

- ✓ Global travel technology company
- ✓ Take ownership of the company product strategy
- ✓ Manage and prioritise product development and implementation
- ✓ Manage team across Australia
- ✓ Present at board level
- ✓ Work closely with Sales Team

*Please contact Sally Frape on 02 9231 6444
or email sally@tmsap.com*

Business Development Manager - Syd & Mel

- ✓ Above industry standard salary (OTE) 120K-150K
- ✓ Identify new business opportunities
- ✓ Analyse your corporate clients travel policies, provide recommendations for cost saving opportunities & negotiate contracts
- ✓ Growing and unique product range to sell
- ✓ Use your exceptional sales skills to excel

*Please contact Jessica Tsolakis on 02 9231 6444
or email jessica@tmsap.com*

Leisure and Groups Travel Consultant - Sydney

- ✓ Are you tired of face to face consulting?
- ✓ Boutique and modern office, innovative company
- ✓ Monday to Friday hours. Excellent base salary
- ✓ Work for a boutique agency, with an established client base
- ✓ Book small-large leisure, groups and corporate travel

*Please contact Sharon Moss on 02 9231 6444
or email sharon@tmsap.com*

Adventure Travel Coordinator - Brisbane

- ✓ Book \$50,000 itineraries as opposed to \$5000
- ✓ This client is all about the ultimate experience
- ✓ Think 'out of the box' when it comes to travel arrangements
- ✓ This is not for budget backpackers, this is the high end so previous experience essential

*Please contact Lucinda Coorey on 0402 289 769
or email lucinda@tmsap.com*

Int'l Travel Consultant (Cruise) - Sydney

- ✓ Join the booming Cruise Industry with an established cruise company
- ✓ Excellent base salary plus incentives on offer
- ✓ Book and sell cruising packages to the direct public and agents
- ✓ Monday – Friday hours, based in the heart of the CBD

*Please contact Marie Anderson on 02 9231 6444
or email marie@tmsap.com*

Sales Team Leader in 24x7 Operation – Brisbane

- ✓ Full Time role on a rotating roster offering flexibility to your lifestyle
- ✓ \$70,000 package plus car park and shift penalties
- ✓ Opportunity to grow your career
- ✓ Team Leader experience not essential
- ✓ Flexibility & profitability are guaranteed

*Please contact Alex Sleba on 0402 289 769
or email alex@tmsap.com*

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TREAT YOURSELF TO A NEW EXECUTIVE ROLE BEFORE CHRISTMAS!

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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

WHAT'S IN YOUR DAY:-

- 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!

THIS WINNING ROLE IS ALL YOURS NATIONAL SALES MANAGER SYDNEY – EXCELLENT SALARY PACKAGE

Make the move you won't regret! We're looking for a strong sales professional who has experience with national management. You will have extensive relationships across the trade and be known as a highly effective, professional and reliable person with the capabilities to grow a business. If you are ready for an exciting new challenge with a strong brand, this role is for you!

ON THE ROAD & LOVING IT!

INDUSTRY SALES EXECUTIVE (contract) BRISBANE – SALARY PACKAGE TO \$70

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 family trips for you to enjoy and bonus schemes. Everyone loves this brand which is growing bigger every year.

ALL THE BENEFITS OF WORKING INSIDE INSIDE SALES & KEY ACCOUNT MANAGER MELBOURNE - SALARY PACKAGE OTE \$90K+

This role will see you responsible for developing and implementing strategic sales processes to drive business within the wholesale travel sector. Developing relationships with your key client based in Australia and Europe you will know how to develop further sales from this part of the market. Part of this role will see you involved in rate negotiation, competitor analysis and contract performance.

INDUSTRY SALES GURU

ACCOUNT MANAGER SYDNEY – SALARY PACKAGE TO \$80k

Want to move to a company that offers endless career opportunity, a stable and supportive work environment and a great salary to top it off? Our client is a leading travel company who has a vacancy for an account manager to join their team. This has a mix of account management and sales to keep you on your toes. You will ideally have at least 3 years in an on the road role with an established contact base.

5 STAR ALL THE WAY

WHOLESALE RESERVATIONS MANAGER MELBOURNE – SALARY PACKAGE TO \$65K

Do you love travelling to unique and wonderful destinations? This management role can take you on a journey of discovery every day that you will love coming to work. Overseeing this reservations team in an adventure market company you will need to be able to offer solutions to your team and provide training on destinations. Strong knowledge of Africa & South America is a huge bonus. Management exp a must!

WHEN ONLY THE BEST WILL DO

CORPORATE BDM PERTH – SALARY PACKAGE OTE \$120K+

Love the thrill of the chase? Then be rewarded with a for your hard work at this TMC. You'll be joining a giant success story who can offer you what you want. We're looking for the best in the business with strong connections across the Perth market and an ability to open the door and win new business. With your gift of the gab don't settle for second best, this is where you are needed.

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Working in partnership with the Australian Travel Industry

Senior Travel Consultant

Brisbane - \$40-50K + Super + Comm. - Ref 2551A

Calling all Senior Travel Consultants who are looking for a fresh challenge in retail travel! Can you book a wide array of travel products including multi stop and long haul itineraries? This much loved travel agency need a Travel Consultant to join their friendly team. Your hard work will be rewarded with an uncapped commission structure, fantastic perks and benefits and a great team environment.

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

Senior Air Desk and Cruise Consultant

Sydney- \$50-55K + Super + Benefits - Ref 2092-NCR

Combine your skills in this amazing role! Our client is looking for an experienced airfare and cruise consultant who has a genuine passion for the industry. Bring to the table your extensive fares and ticketing experience. Your duties will never be the same; you will be providing updates, training and be the go to person! This is not your average role and will be varied! If you love working in a small team and have excellent customer service skills, please call today!

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

Travel Consultant

E. Melbourne - \$45K + Super + Targets - Ref 282

Have you solid retail travel experience? This reputable travel agency is looking for a Retail Travel Consultant to join their busy team. Located in the eastern suburbs, you will book tailor made groups, tours and cruise travel for walk in clients. Your outstanding customer service skills will be key in this role. The ideal consultant will have solid CRS skills, good fares experience and have excellent worldwide destination knowledge. You can expect a competitive salary plus targets.

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

TextLeisure Travel Consultant

S. Perth - \$46-53K + Super + Incentives - Ref 290JOL

Due to expansion a leading travel company based in Perth is looking for a Leisure Travel Consultant! Are you based in South Perth and experienced in the Travel? Do you want a competitive salary, a friendly working environment and great travel products to sell? This is a varied role, dealing with worldwide products from package to luxury and offering excellent customer service. It is an established company, with a great team atmosphere for the successful Travel Consultant!

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

Reservations Consultant - Ski Specialist

Sydney - \$40-\$50K + Super + Targets - Ref 284

Ski Reservations Consultant needed in Sydney's South. Do you have a passion for all things snow? Would you like to use your knowledge of ski and snow packages to sell what you love? Join this dynamic, expanding company as an experienced Ski Specialist. You will sell ski holidays and packages, build rapport with clients and use your excellent ski knowledge. Work close to home and avoid the city. Generous rewards with nice salary package and targeted bonuses!

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

Reservations Cons. (South Pacific Specialist)

Sydney - \$40k + super + incentives - Ref 277

Join a market leading wholesale company selling the beautiful and romantic South Pacific! A Reservations Consultant with a passion for sales and at least 1 years' experience in the travel industry, is needed for a friendly vibrant team in North Sydney. Use your travel knowledge to maximise bookings and develop good customer relationships selling the lovely South Pacific Islands... painting the picture for clients, from sailing away to Vanuatu to honeymooning in the Cook Islands!

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

Cruise & Travel Consultant

S.E. Melbourne - \$45K + Super + Comm. - Ref 289

Are you a travel expert with outstanding customer service skills? If you have used a CRS system and have excellent worldwide and cruise knowledge, I want to hear from you today! This global travel company located in the South East is looking to expand their small and dynamic team. You will work to team targets and take incoming calls. As a successful candidate you will get the industry perks and an opportunity to progress within this reputable company.

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

Senior Travel Consultant

Adelaide - \$DOE + Commission - Ref 227JOL

Senior Travel Consultant wanted for this busy retail agency in the centre of Adelaide! Your excellent knowledge of worldwide destinations, travel industry experience, along with your sales skills will be key for this Retail Travel Consultant role. In return you can expect a great basic salary, commission and incentives. Rare opportunity to work, Mon-Fri with a fantastic established travel company you can progress your travel career with in the long term!

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

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Join Air Canada's Sales Organization in Australia

This is a unique opportunity to be a part of Air Canada's growing presence in the Australian market place. Starting January 1, 2013 Air Canada is expanding its commercial sales team in Australia and looking for successful and experienced professionals in the following fields

National Corporate Sales Executive (based in SYD)

Demonstrated ability to manage and develop airline corporate business in Australia. Utilizing current industry contacts acquire new corporate business as well as manage current Air Canada corporate customer base. Ability to negotiate contract terms and discount levels, revenue and market share targets.

Pricing Manager (based in SYD)

Proven ability to manage and implement local airline pricing initiatives and preferred supplier fare distribution. Strong analytical skills with the ability to understand and analyze fare sheets, data and competitive activity. Liaise with various Air Canada departments in order to ensure smooth implementation of commercial pricing strategy.

Outside Sales Executives (based in SYD, MEL & BNE)

Maximize sales for Air Canada by generating, developing and maintaining existing industry relationships, while sourcing and developing new business relationships in an assigned territory. Raise Air Canada's profile by planning and organizing sales activities around regular contact with TMC's, travel manager's, wholesalers along with generating corporate sales leads and group business leads

Inside Sales Coordinator

Support Air Canada Sales team with administrative and file related tasks. Advanced knowledge of the dynamics of the travel industry as well as strong knowledge of RES III, Fares and airline industry technical programs is mandatory.

Marketing Coordinator

Implement local marketing initiatives for the advancement of Air Canada's profile in the Australian market place by; implementing tourism related marketing and promotions, strategic online initiatives, social media campaigns and advertising activities. Support sales team through generating market intelligence reports and preparing agency flyers for distribution.

Relevant experience within the context of each role is mandatory. Airline experience or GSA experience is also a strong asset. Please send resume and cover letter with the title "JOIN AIR CANADA" to:

paul.mclean@aircanada.ca

Being part of Air Canada is to become part of an iconic Canadian symbol, recently ranked the best Airline in North America. Let your career take flight by joining our diverse and vibrant team at the leading edge of passenger aviation.

Applications close: Nov. 1, 2012