

### **Cooke leaving Wotif**

WOTIF has today confirmed the resignation of ceo & md Robbie Cooke after 7 years leading the online firm (TD breaking news). He's expected to leave Wotif by the end of this year.

### **Register for FUNDI**

**SOUTH** African Tourism is encouraging agents to sign-up for its FUNDI specialist program "to have the power to negotiate in their favour" - details on page 11.





### TQ restructure continues

**TOURISM** Queensland chairman Stephen Gregg has outlined plans for a "fresh direction" for the state's tourism authority as part of cost saving initiatives required by the Queensland Government.

In a letter sent out to partners via email this morning, Gregg said imperatives to achieve a doubling of the state's visitor expenditure to \$30 billion by 2020 would cost "several roles" within TQ.

Positions on the chopping block covered all levels of the business, including the Executive Director International & Executive Director Business Planning & Performance.

In Aug, ceo Anthony Hayes also suddenly departed Tourism Qld.

Over the next two months TQ will focus "on a new partnership model with regional tourism organisations, major partners and industry as a whole," Gregg said.

"If we are to achieve our 2020 growth targets we will all need to work smarter & more cooperatively, & these are the first crucial steps in this endeavour," he added.

Gregg was unable to comment on the future direction of Tourism Queensland at this stage, but said

day-to-day activities will continue under the guidance of acting ceo Leanne Coddington and "a core leadership team."

Interim changes see Exec Director of Marketing Steve Roberts take over int'l operations; Director of Inbound, Ross Gregory manage Eastern Hemisphere markets; and Director of Int'l Operations Andrew Sinclair responsible for Western Hemisphere markets.

Other areas remain largely unchanged at this stage, he said.

### QT Sydney launch

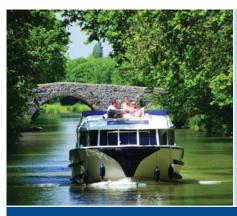
THE 200-room QT Sydney opened yesterday in downtown Sydney, becoming the newest member of boutique hotelier Design Hotels.

Lead-in rates are priced from \$420 - www.qtsydney.com.au.

### Eight pages of news

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- South African Tourism





No Experience Required. No Licence Needed.

2013 Brochure Out Now!

CALL 1800 118 940 OR VISIT www.leboat.com.au









**SALE ON NOW!** 

celebritycruises.com.au Celebrity









art your salary search Tuesday 18th September 2012



### **NEXT business hotel debut**

**THE** SilverNeedle Group has confirmed Australia as the launch market for a new 4-star hotel brand dubbed NEXT that's geared towards business travellers.

As revealed last year by the firm, NEXT Hotels would be the Singapore-based company's next strategy after buying Australia's Constellation Hotels (*TD* 29 Nov).

The first NEXT location will be in Brisbane after completing the \$57m acquistion of the 150-room Chifley at Lennons late yesterday a hotel Constellation/SilverNeedle has managed for 15 years.

Located in Queen Street Mall, the property will be rebranded as NEXT Hotel Brisbane.

Previously owned by Abacus Group, SilverNeedle ceo Iqbal Jumabhoy told *TD* acquiring the Brisbane hotelwas a combination of circumstance and wanting to develop its presence where it has its largest established base.

"We know the location, we know the city and so it made sense for us to make this as the first one," Jumabhoy said.

Jumabhoy described NEXT as "a concept that's been designed by

business travellers for business travellers", with a brand promise of 'making your time count.'

NEXT will strive to make business travel more productive, offering a plethora of services to lift efficiency, such as in-room work spaces, and fast check-in, wi-fi technology & food service.

The Lennons buy will see a \$37m refurbishment and a doubling of room count to about 300 - made by converting 10 lower floors of vacated office space into rooms.

He said the whole development would be completed by 2014 in time for the G20 Summit.

The project has received "very good cooperation" from Brisbane Council and is "very much in keeping with the development aspirations of Brisbane as a city.

"I think Brisbane is a strong market that needs better quality hotels and I'm hopeful that the market will welcome this new initiative," Jumabhoy said.

Expansion of the brand here will include major metros, but the second NEXT Hotel would likely be elsewhere in Asia Pacific, possibly Chiang Mai in Thailand.







### Thanks for Voting us Best Airline in Africa for 10 Years Running.

Thanks to you, we have been voted Best Airline in Africa for 10 years running.

With over 25 destinations in Africa, SAA is not only taking you more places more often, we've also been voted Best Airline in Africa for 10 consecutive years at the Skytrax Awards. This, coupled with the coveted Best Staff Service in Africa Award is a result of 19 million passengers voting for the airline that best exceeded their expectations. So we'd like to thank you for voting for SAA. The more we win, the more we strive to serve you.

South African Airways. Bringing the World to Africa and taking Africa to the World.

Visit flysaa.com/Skytrax to find out more.





flvsaa.com.au





Tuesday 18th September 2012



Immediate Confirmation of the Silversea itineraries - Fully inclusive luxury cruising

Vista Suite from \$1,850\* per person
\*Conditions Apply.

**CLICK HERE for further details** 

### **Temporary Sydney Expo centre**

THE NSW government is set to call tenders for the creation of a temporary exhibition centre, with up to 25,000 square metres of space on offer during the redevelopment of the Darling Harbour precinct.

The interim project will be built at Glebe Island - currently used as a cargo ship facility - and include 15,000 square metres in a "high quality, fully serviced, air conditioned pavilion".



JOIN TODAY AT
WWW.EXPEDIA.COM.AU/
TRAVELAGENTS
TELEPHONE
1800 726 618
EMAIL
EXPEDIA-AU@DISCOVER

NSW Tourism Minister George Souris said the 'Glebe Island Expo' would help "boost the burgeoning exhibition industry, which generates more than \$100 million into the NSW economy each year".

Public transport improvements will be part of the project, with a ferry service likely, and the Glebe Island facility part of a "Sydneywide solution" which will keep the events industry going during the three year construction period of the new Sydney International Convention, Exhibition and Entertainment Precinct (SICEEP) from late 2013.

More information in tomorrow's **Business Events News**.

### TG names new chief

**THAI** Airways has named former chairman of majority state-owned broadcaster MCOT, Sorajak Kasemsuvan as its new president.

The carrier's former president, Piyasvasti Amranand was removed from his post by the TG board back in May (*TD* 23 May).

Kasemsuvan will assume his new position from next month.

### Rail Plus adds Italo

**RAIL** Plus is now offering live bookings on the new Italian private high-speed rail company owned by Ferrari (*TD* 24 Apr).

The Italo network operates 300km/h services between Milan and Naples via Bologna, Florence and Rome, as well as a non-stop Milan-Rome journey which extends through to Salerno.

Three classes of services are available: Smart, Prima and Club and the trains offer free wi-fi.

Fares are available up to 50 days before travel - railplus.com.au.

### AA shedding its crew

MORE than 1400 cabin crew from bankrupt carrier American Airlines have signed up to receive a \$40,000 voluntary redundancy package and walk away from the carrier.

The offering comes as the airline explores all possible options in how to emerge from Chapter 11 financial restrictions, including discussions over a possible merger with rival carrier US Airways.

As a result of the large number of voluntary resignations, AA says it will no longer need to make any additional cuts to crew numbers.



### Window Seat

FORGET Tourism Australia's marketing campaigns - a protest group in Adelaide has put Australia in the spotlight around the world by staging a beach toilet sit-in.

The self-styled 'Coalition of the Constipated' saw the group of 12 men, dressed in black suits and bowler hats, each carry their own dunny down to the sand, drop their trousers and take a comfortable seat (below).

Apparently they were trying to draw attention to the lack of public toilets at Adelaide's Henley Beach.



**LAMB** is definitely on the menu for travellers at the world's busiest airport, where officials are testing a herd of sheep as a way of keeping weeds under control.

Atlanta International Airport apparently has about 3000 acres of "raw land" which it must maintain, keeping vegetation down so it doesn't grow into habitat for birds or other wildlife which could affect planes.

Atlanta's move follows an initiative at Chicago O'Hare, which recently advertised a position for a goat herder to look after some goats which would operate on "hard to mow" areas of the airport.



### 'Magnifico' Spain & Portugal

A 19 day tour with 2,3 and 4 night stops in Granada, Seville, Évora, Lisbon, Porto and Salamanca staying in authentic hotels, Pousadas, and Palaces. Visit Bom Jesus in Braga, walk across the chasm of Ronda and cruise along the Alto Duoro.

Click here for details



ATG0491



THEWORLD.COM.AU



Book a qualifying 2013 Rocky Mountaineer holiday package **before September 30, 2012** and receive up to \$1,500 per couple in **added value!** Apply your Early Booking Bonus credit towards exciting activities, spectacular tours, extra hotel nights and even more options to enhance your holiday. **VISIT ROCKYMOUNTAINEER.COM** 

\*Some conditions apply.

ROCKY MOUNTAINEER



### SilverNeedle reviews

HOTEL brands under the former Constellation Hotels Group may be set for consolidation, with new owner SilverNeedle Hospitality confirming a "renovation of the brands" is currently underway.

SilverNeedle ce Iqbal Jumabhoy told *TD* yesterday in Sydney the 'renovation' could "possibly" lead to an integration of brands.

"I don't want to speak prematurely as the process is currently underway, but it could involve some consolidation where there is some overlap - we may need to look at that," he said.

Brands adopted in Australia late last year by SilverNeedle included Chifley, Grand Chifley, Country Comfort, Australis & Sundowner.

"We're looking at each of those brands and seeing how best to review & create different strategies for all of them," Jumabhoy said.

#### **CTM AGM date**

LISTED travel entity Corporate Travel Management will hold its Annual General Meeting in Brisbane at 11am on 19 Oct

### Flights boost for AFL

VIRGIN Australia & Qantas have added three & two extra services respectively for this weekend's AFL Final Series.

Options include a new ADL/MEL and SYD/MEL flight with Virgin Australia and an extra ADL/MEL flight with QF on Sat 22 Sep.

Both carriers have added an extra MEL/ADL service for Sun 23 Sep.

### **ME** touring option

**A NEW** Australian tour company, dubbed Gypsian Boutique Tours, specialising in the Middle East region, has opened for business.

The operation is the brainchild of Susan, Libby and Candace Walker, will operate small group tours capped at 12 people to Egypt, Jordan, Morocco, Turkey and southern Spain and has an initial range of four itineraries.

See www.gypsiantours.com.au.

### **New Sunny Coast site**

**SUNSHINE** Coast Destination Ltd has today launched its new website, which boasts innovative features showcasing the array of attractions and holiday options available in the area.

The new look platform also includes a booking engine, trip planner, newsletters, interactive map, blogs and social media links.

See visitsunshinecoast.com.au.

### China to get 2nd Med

**CLUB** Med late yesterday said it will open its second all-inclusive resort in China next year.

To be located on the banks of the Li River between Guilin and Yangshuo in the country's south, the resort will feature a mixture of historical and modern Chinese influences in its look.

The resort will be known as the Club Med Guilin and will consist of 329 rooms, three restaurants, three bars and three swimming options including a child-free "zen" pool, a main pool and an indoor pool.

Reservations for Club Med Guilin will be open from 01 Nov for travel from 01 May next year, and will complement the existing Club Med resort in the north-eastern Chinese city of Yabuli.

### LH plots LCC model

**LUFTHANSA** will this week present plans to its supervisory board detailing the proposed startup of a new European low-cost carrier of its own, according to a report by *WirtschaftsWoche*.

MEANWHILE, unnamed sources close to the situation have said the recent LH cabin crew strikes could have cost the airline up to €100 million, if lost revenue as a result of disgruntled passengers booking elsewhere is factored in.



## **CONGRATULATIONS**Guy Dundas from *Travel*

Paily is leading our NRL
Footy Tipping
Competition, but
according to the rules,
isn't allowed to win - so
Ozlem Tuncay, from
Tramada Systems and
Jan Alexander, from
Travelscene Belrose, are
fighting it out for the #1
position. They are neck
and neck with equal
scores of 265!

### **Major Prize Sponsors**

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





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







Conditions apply see www.emiratesincentive.com. Open to Aust residents aged 18+ who are employed full time at any licenced travel agency nationally and can travel to attend the prize on the nominated dates, excluding wholesalers, online agents, consolidators, and AMEX. Starts 9am AEST on 10/9/12. Ends 5:30pm AEDST on 21/10/12. LTPS/12/7577, VIC 12/2086, ACT TP12/3268, SA T12/1603.



### **Evergreen guarantees**

**EVERGREEN** Tours says pax can book 2013 European coach tours and river cruises with confidence with 95% of departures now guaranteed to operate.

General manager Angus Crichton says agents and clients can have "total security" knowing their bookings for 2013 are firm, and also avoiding the hassle for agents of "reworking a booking."

### SQ pax numbers surge

**SINGAPORE** Airlines has reported a 6.5% y-on-y spike in passengers carried in Aug, to 1.48 million.

Load factors for South West Pacific fell 1.3% to 73.6% as capacity outstripped demand.

### Royal Begonia luxury

**STARWOOD** Hotels & Resorts Worldwide has unveiled its first China-based resort to its Luxury Collection portfolio.

The Royal Begonia, A Luxury Collection Resort features 142 rooms and 18 villas and is located in Sanya on Hainan Island.

### Taiwan spend time in Sydney town

TIME for Taiwan was the theme for Taiwan Tourism's two-day workshops starting in Sydney today and in Melbourne on Thu.

A 30-strong delegation from the Asian nation is spearheading

the workshops, where they will update agents and industry figures with all the latest developments taking place, which this year has so far attracted in excess of more than 400,000 Australian visitors.

At a lunch in Sydney yesterday, group leader Jean Chang, known as THE lady of Taiwan travel said a key part of the mission will be to meet with people actively selling travel and provide them with the tools they need to successfully sell Taiwan to their customers.

At the same time, the events co-incide with the launch of the office's biggest ever outdoor advertising campaign now appearing on buses and trams in Sydney and Melbourne with the "Time for Taiwan" message.

"The key to all this activity is to really underline how serious we



are about this market and what a wonderfully multi-faceted travel option we offer to travelling Australians," Pearl Lee, Marketing rep for the Taiwan Tourism Bureau in Australia told **TD**.

"As more Australians are beginning to slowly discover, Taiwan offers a unique culture, a gourmet food experience, bargain shopping, wonderful natural spas and hot springs, and great value for money," Lee added.

The workshop event at the Sydney Hilton tonight will be capped off by a dinner and a show by a troupe of Taiwanese dancers and performers.

Pictured from left at yesterday's function, are Taiwan Tourist Bureau director Arthur Hsieh; Jean Chang from Golden Foundation Tours Taipei & Sophia Yeh, Taiwan Visitors Association.



**WELCOME** to *Money Talk, TD's*Tue feature on what the
Australian dollar is doing.

### \$1AUD = US1.047

It's funny how the Aussie dollar works sometimes.

Anti-Japan protests have hit the streets of China recently, with demonstrators campaigning against Japanese control of the resource-rich Senkaku Islands in the East China Sea.

The disputes are threatening trade between the two nations, which is worth up to US\$340 billion per year - so much so that Japanese corporations are threatening to close down manufacturing while the disputes remain unresolved.

This has led to investor uncertainty, which has caused the Aussie dollar to tumble over the first days of the trading week. Wholesale rates this morning:

US	\$1.047
UK	£0.644
NZ	\$1.267
Euro	€0.799
Japan	¥82.34
Thailand	ß32.31
China	¥6.61
South Africa	R8.65
Canada	\$1.02
Crude oil	US\$96.96

# Rail holidays with a little something special

Queensland Rail Travel offers a huge range of easily customised holiday packages that always include a little something special with unforgettable onboard experiences, stunning scenery, iconic destinations and great value.



### 1770 Beach Escape

- One-way Economy flight to Brisbane with Virgin Australia
- Return Economy Seat to Miriam Vale onboard the Tilt Train with coach connections to the Town of 1770
- Full day LARC! Paradise Tour including lunch
- Late check out
- Bustard Head Light Station
- Middle Island
- Full breakfast daily at Sandcastles 1770 Motel and Resort

#### **BONUS:**

• Dinner at Bustards Restaurant including transfers from resort

3 nights from only

\$**789**°

per adult ex Sydney

Departing	From
Brisbane	\$675*
Melbourne	\$825*
Adelaide	\$845*

To book call 1800 806 468 or email holidays@qr.com.au queenslandrailtravel.com.au/trade



\*Price is per person twin share based on adult prices and are subject to availability. Queensland Rail Travel reserves the right to make changes without notice. Valid for sale 1 Aug—30 Sep 2012. For travel 1 Oct—31 Dec 2012 unless otherwise specified. Block out periods or peak periods may apply. National Park and Heritage Management charges apply and are payable direct. Dinner at Bustards is set menu and is for one night only. Flight included is one-way ex Sydney, Melbourne or Adelaide to Brisbane based on wholesale economy seat and is non commissionable. Passengers departing Brisbane do not include a flight in the holiday package. Queensland Rail Limited ABN 71 132 181 090 Travel Agent Lic. No.QLD 327 4957

### Goldman's simple world of travel



**GOLDMAN** Travel Corporation recently took time to remind agents, especially those with many years experience, just how much easier working in the industry is today than it once was.

Highlighting some of the many innovations that streamlines its daily operation, company managing director David Goldman described the wonders of applications such as conTgo, Sabre Pacific and Serko to keep travellers informed, safe and to handle all the back office filing.

"Gone are the days of reams of tickets, destination maps and notes, re-printing changing itineraries and harried phone calls in the middle of the night," Goldman told his audience.

"With a tap on the smart device screen the traveller can stay abreast of developing events [such as] sudden volcanic eruptions for example & get back on the road, quickly and calmly."

A variety of Goldman Travel technology partners were on hand to explain in greater detail the ways their respective programs simplified the overall process from enquiry to research, booking and document delivery, through to crisis management, after travel reporting and future follow-up.

David Goldman is **pictured** above at the seminar with David Goldman, Ronni Kahn from Oz Harvest and Kimberly Meyer of Goldman Travel.

### **AS Seattle-San Antonio**

**ALASKA** Airlines has launched daily nonstop flights between Seattle and San Antonio.

San Antonio is AS's fourth port in Texas, joining Dallas-Fort Worth, Houston and Austin.



#### **Ticket & Reservation Officer**

As one of the fastest growing airlines in the world, this position requires high level of customer service to our call centre and serves our walk-in customer at our Sydney office.

#### Duties include:

- · Dealing with travel agents and customer enquiries.
- Working as part of the professional National Call Centre team on a daily bases.
- Update the existing databases and the status of each customer/prospective customer.

#### Successful candidates will have:

- Minimum of 2-3 years of experience on airline ticketing & reservation.
- Strong communication skills. Fluent English is mandatory, while Mandarin & Cantonese are preferable.
- · Solid understanding on daily ticketing & reservation tasks.
- Intermediate to Advance level on the GDS system, preferably on Amadeus.

Please email a cover letter with resume attached to hr@csair.com.au. Application closed on 10th October 2012. Only the successful applicants will be contacted.



Tuesday 18th Sep 2012

### Astana profit slumps

KAZAKHSTAN carrier Air Astana's president Peter Foster has said the airline faces some "short term financial challenges," after posting a US\$4.95 million first half profit - a big drop from the \$36.9m result for the previous corresponding period.

Speaking at an IATA gathering in Almaty, Foster also downplayed suggestions the carrier would join one of the global airline alliances.

He reiterated that KC offers a "unique network in this part of the world" and that airlines taking equity shareholdings in each other will "trump alliances".

### **Exotissimo into China**

**DESTINATION** management firm Exotissimo Travel has continued on its recent expansion, opening a new office in China.

The new outlet follows the recent office opened in the UK last week (*TD* Wed) and takes the company's overall operation to nineteen offices in eight countries and employing 600 staff.

#### Canberra for beer-fest

**THE** Australian Capital Territory has made the Top 10 list of best locations to celebrate the world's biggest beer festival, Oktoberfest.

According to the *Skyscanner* study, Canberra ranked 10th.

Munich - the heart of the 17day festival - was unsurprisingly the most popular city.

### Delta charges ahead

**DELTA** Air Lines will roll out its popular recharging stations to 12 additional cities in the US and its first international location -its hub at Tokyo Narita Int'l Airport.

Located at airport terminal gates, the 'power stations' offer outlets to enable charging of mobiles devices and laptops.

### **New Sheraton Fuzhou**

**STARWOOD** Hotels & Resorts has announced the opening of the new Sheraton Fuzhou Hotel in China's Fujian province.

A total of 12 new Sheratons are set to open in China by Dec.

#### **Great Ocean Ride**

MOTORCYCLE touring operator Compass Expeditions is expanding its Australian program with a new three-day Australia's Great Ocean Ride, which will see participants travel on a luxury BMW motorbike along the Great Ocean Road.

It departs Melbourne every Tue from Nov-Mar - 1300 887 327.



### Travel Smarter

Brought to you by SureSave.

# Thailand's common scams

Scams are everywhere in Thailand.

You can read about the gem scam, the bird feed scam and the fake litter fine at

SureSave.net.au and download a PDF version for your customers.

But the place where visitors are most likely to get scammed is riding in a tuk tuk. No trip to Thailand is complete without at least one white-knuckle ride, but be warned, it is now almost impossible to use a tuk tuk as regular cheap transport.

It seems every driver is on a scam with dodgy gem and souvenir shops to deliver you to their doors. If the fare is really low the driver is working on getting his 200 Baht fee from the shop. Despite what he says, the shops are not cheap.

If you decide to go ahead, set your destination and make sure your driver takes you there. If you have a feeling that you are being steered down the wrong path, say "yoot tee nee" (Stop bore)

Bargain your fare and make sure the fare is actually set. It's a common trick to negotiate a fare that sounds like another – 14 Baht or 40 Baht – or switch currencies - 40 Baht or 40 dollars. Write down the fare before you take a ride.

If your fare results in a dispute, drivers, especially in resorts such as Patong, can become aggressive. The number for the English-speaking tourist police service is 1155.

S U R E S A Z E



### VTIC use tennis appeal

NANJING in Eastern-China will next month host the first-ever China Australian Open tennis tournament, with the Victoria Tourism Industry Council banking on the event acting to promote the 2013 Australian Open event.

Stakes for the event are high, with two wildcard entries into Melbourne's annual Grand Slam event up for grabs to the winners of the tournament.

VTIC chief exec Dianne Smith praised the event as a wonderful advertisement for Victoria.

"The international exposure the China Australian Open event will bring is massive and will no doubt bring many more Chinese tourists and tennis fans to Victoria".

### WIN A \$100 PREPAID VISA CARD!



This week *TD* has teamed up with inPlace Recruitment to celebrate the launch of their new travel recruitment website, by giving five readers the chance to win a \$100 prepaid Visa card to spend online or in a store of their choice!

For your chance to win, be the first person to send in the correct answer to the daily question below.

# What will you receive when you refer a friend to inPlace Recruitment?

Email your answer to inPlacecomp@traveldaily.com.au Hint! Visit

www.inplacerecruitment.com.au Congratulations to yesterday's lucky winner **Shelley Poten** from Corporate Traveller!



### Raise glasses to Ruth

CONGRATULATIONS to Ruth Thompson from Harvey World Travel Strathpine who is the latest weekly winner in our South Africa Tourism Board comp, taking home two bottles of South African wine and a snazzy cooler bag.

### EET's new groupie

**EASTERN** Europe Travel/Russian Travel Centre has appointed Christiane Doeur as head of its new dedicated groups division.

Douer is formerly from Tempo and Bentours, and will manage the "unprecedented" number of requests that the wholesaler is receiving for groups.

EET National Sales and Marketing Manager, Mike Tonkin, said he anticipates that within three years groups will account for 50% of the firm's turnover.

He said the public is increasingly coming to understand the financial benefits of travelling as a group and the ability to choose their own tailor-made itinerary.

"And agents need to get away from the idea that a group has to be 20 or 30 passengers - it can be as few as 10 friends who like to do things together," he said.

Tonkin added that groups are a great opportunity for travel agents to use their expertise and experience to combat the internet because of the complexity of organising a special interest group itinerary online.

More info 02 9262 1144.

### Insight/Trafalgar deals

INSIGHT Vacations & Trafalgar are offering fares priced from \$1,549 with Virgin Australia and Etihad to Europe when booking a trip from either firm's 2013 Europe & Britain programs by 30 Nov.

Fares are also available with Singapore Airlines, priced from \$1,659 when booked by 30 Nov, available from Sydney, Brisbane, Melbourne, Adelaide and Perth.

### **HKG reach new highs**

**HONG** Kong International Airport has reported a 3.9% yearon-year increase in passenger movements for the month of Aug.

A total of 5.2 million pax utilised the facility throughout the month, while on-tarmac aircraft movements also increased to a total of 30,470 flights, a jump of 5.2% compared to Aug last year.



### **AFTA UPDATE**

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

**THOSE** of you who read the Business Review Weekly (BRW) would be aware that Bunnik Tours won this year's BRW Private Business Awards - Excellence in Customer Service gong. (*TD* o<sub>3</sub> Sep). This is a most outstanding achievement by Bunnik Tours and of course Dennis and Sacha Bunnik and their team. I say this for a couple of reasons.

Firstly, a travel company won a BRW award. Let's face it, this is big news for them but also for the travel industry as it demonstrates within a serious mainstream publication that a travel company can be taken seriously and win such a prestigious award.

Secondly, it is a real achievement for a South Australian travel company to take away such an award like this. And it was for Excellence in Customer Service. Which if you think about it, is one of the key selling points that travel agents make about themselves and more broadly the industry talks about all the time.

Industry heroes should be named and so I thought it very appropriate to draw the attention of anyone and everyone who reads this column each week to this wonderful win by Bunnik Tours.

They won against such companies as Di Bella Coffee (a major consumer brand), Entity Solutions (a national contractor management service provider) and Hilti Australia (the power tool company). Clearly not the normal competitive set that Bunnik Tours would be up against, but nevertheless a travel company shone through this year in these awards and showed that travel is a serious industry and one which can have people from outside of it recognise and acknowledge it as a service provider and in an excellent way.

The reason for the win draws reference to the above and beyond efforts made by Bunnik Tours at the time of civil unrest in Egypt. So well done to the team at Bunnik Tours for this wonderful win. An example to everyone in the travel industry that with service, you can win awards.



### Spitsbergen increase

**BENTOURS** has lauded the Association of Arctic Expedition Cruise Operators' decision to ramp up its number of guidelines for sites in Spitsbergin from 9 to 21 for next year.

"Both Hurtigruten & Bentours welcome these new guidelines with open arms," the firm said.

### Malay brick building

**LEGOLAND** Malaysia, the first park in Asia themed on the famous toy bricks, has officially opened to massive crowds in the Southern Malaysian region of Johor.

The park recorded an opening day crowd of more than 10,000 people, with the park hoping to lure up to 36m tourists by 2020.

### **QATAR AIRWAYS** RECRUITMENT

#### Strive for Excellence with One of the World's Fastest Growing Airlines!

As one of the World's 5-star airline and fastest growing carriers, Qatar Airways is dedicated to excellence and continuous improvement. We apply this same philosophy towards our people where we provide diverse career focus, continual development and training.

### **Airport Services Agents**

Representing the company in providing Qatar Airways renowned 5-star services to customers at the airport terminal, and helping create a stress free environment for customers whilst travelling. Support in ensuring total quality service and adhering to safety policy and security standards of the company.

We require a minimum of 2 year customer service experience in an airline / travel industry/ hospitality organization. IATA or airline Basic Tariff and ticketing knowledge will be an advantage.

Applicants must have the right to live and work in Australia. Please send your detailed CV to employment@au.qatarairways.com by 2 Oct 2012. Only those candidates that have made the shortlist will be advised.

World's 5-star airline. qatarairways.com





### APT free travel expos

INFORMATION sessions covering APT's destination range will take place next month in Perth, Sydney, Melbourne and Brisbane - register at www.aptouring.com.au/expo.

### Air Tickets shows off China



**CHINA** was shown off in all its glory last week, turning on some of its best weather during a recent famil to Shanghai.

The trip was run by Air Tickets in conjunction with seats courtesy of Air China and Nexus Holidays, who provided the accommodation, transport & day tour experiences.

Pictured above enjoying the glorious sunshine is, from left in the back row, Sue Ross from Odyssey Travel; Minh Ma, Wing Sing Travel; Graham Fear, Show Group; Mark Chow, Bestway Travel; Rosemary Green, Merola's Travel Service and Stephen Huang, Honey World Travel.

Front Row: Maggie Wei, Skywings Travel; Anna Mulkearns,



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

Time Fly's Travel; Suzanne Ng, Air Tickets; Lin Jia, Express Travelink and Soul Huang, Nexus Holidays.

### **Study into Heathrow**

LONDON Mayor Boris Johnson has commissioned three companies to conduct studies in their respective areas of expertise into London's Heathrow Airport and its future viability and long-term operational needs.

Johnson expects the various studies will serve as dynamite for his case into the construction of a brand new airport facility in the Thames Estuary, an idea for which he has long been an advocate.

International Airlines Group head Willie Walsh and Virgin Group boss Sir Richard Branson have both lobbied hard for a third runway at LHR, a move that has been consistently rejected by UK Prime Minister David Cameron.

### Likes to the Canucks

FOR the second successive year, Canada has been named as the world's most recommended destination to visit, live and work outside of Australia & NZ in a public perception survey conducted by The Reputation Institute.

During September, South African Tourism, South African Airways & Travel Daily are giving Travel Consultants the chance to win an incredible 7 day holiday for two.

Including: economy airfares to Johannesburg, 2 nights city stay, 4 nights luxury safari lodge, transfers, tours & breakfast daily.

PLUS weekly draws: 2 bottles of South African wine.... Check Travel Daily each week to see if you are the winner!

TO ENTER

Tell us in 25 words or less what is on you Get creative and email your response.

Tell us in 25 words or less what is on your Bucket List in South Africa!

Get creative and email your response to

satcomp@traveldaily.com.au

WIN a trip for two to South Africa

Tick South Africa

off your Bucket List!









### Siteminder RDX pact

**TEXAN** hotel reservations firm Genares has selected Siteminder's Room Distribution Exchange (RDX) Platform to provide twoway connectivity with other hotel booking engines listed on RDX.

The new connection will see Genares' offer its room inventories across hundreds of the world's largest online travel booking platforms as well as gain access to thousands of new booking portals.

#### TA Ad voted favourite

**TOURISM** Australia's recent television advertisement has been voted Australia's favourite at the 2012 Mumbrella Awards, and since its launch, has been viewed online more than 17.5m times.

### Scoot off to Taipei

ls this on your SA Bucket List?

**SINGAPOREAN** low-cost carrier Scoot will today launch services between its Changi hub and its eighth destination in Taipei.

The route will commence as a thrice-weekly operation before increasing to daily from 29 Oct.

### Carnival's future stops

**CARNIVAL** Cruise Lines in the US will end its "future cruises" program whereby passengers on a voyage can buy certificates able to be used on future cruises.

The program is being brought to a halt due to "poor economic performance," the company said.

Existing certificates will still be honoured up to the expiration date printed on the front.

*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 <a href="https://www.traveldaily.com.au">www.traveldaily.com.au</a>.

PO Box 1010, Epping, NSW 1710 Phone: 1300 799 220 Fax: 1300 799 221 **Publisher/Managing Editor**: Bruce Piper **Editor**: Guy Dundas

Contributors: Matt Lennon, Chantel Long, Jenny Piper and Barry Matheson Email: info@traveldaily.com.au

Travel Daily Group:

Email: accounts@



Advertising and Marketing: Christie-Lee

Lachance, Lisa Martin and Magda Herdzik

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of

Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper

# LIKE REWARDS? LIKE CORPORATE TRAVEL CONSULTING!



CLICK HERE TO ATTACH YOUR RESUME TO REGISTER FOR MORE DETAILS

## DON'T WAIT ANOTHER YEAR... MAKE THE CHANGE NOW!

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

Syd: 02 9231 6444 • Vic/Wa/Sa/Tas Enquires: Syd Office

Qld: 07 3221 9916













# DOES YOUR CAREER NEED A MAKEOVER?



### FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

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

# UPGRADE YOUR CAREER HIGH-END TRAVEL CONSULTANTS SYDNEY - SALARY PACKAGES TO \$60K +

If you are bored of your current consulting role, look no further and upgrade your career today with AA.

Enjoy dealing with high-end clientele, providing VIP treatment, booking top, 5 star holidays around the world. Enjoy being part of a friendly team in a great working environment.

What's more you will enjoy a top class famils and a top salary package. Treat yourself to the finer things in life and apply today.

# CORPORATE ROLE WITH A TWIST JAPANESE SPEAKING TRAVEL CONSULTANTS MELBOURNE (CBD) - SALARY PACKAGE TO \$42K (DOE)

Calling all Japanese speaking travel consultants! We have your next role covered! This large international travel company is looking for an experienced travel consultant to join their team. Consulting in both Japanese and English you days will be made up of booking exciting travel arrangements for your loyal corporate clients! Located in Melbourne's CBD you will work Monday – Friday hours and be paid a high base salary!

# CHECK OUT THE SALARY ON OFFER WHOLESALE TRAVEL CONSULTANTS PERTH (CBD) - SALARY PACKAGES TO \$75K + (OTE)

Travel consultants in Perth, the wait is over, we have your new wholesale role covered! Move away from face to face consulting and sell worldwide destinations to your loyal travel agents! Working in a fun team environment you will have access to a sensational commission structure that will see you earning in excess of \$60K! With exclusive famils on offer and discounts available you will kick yourself if you miss this role!

# OPPORTUNITY DOESN'T KNOCK TWICE RETAIL TRAVEL CONSULTANT BRISBANE CBD – TOP SALARY PACKAGE ON OFFER

Looking for a new challenge in retail travel? Want to be part of an exciting concept store? Well here's your chance. Located in the CBD this well recognised and respected travel brand is looking for a retail travel consultant to join their innovative agency. You'll handle a range of leisure enquires and sell everything from a domestic getaway to first class airfare and round the world itineraries. A solid salary pkg will be on offer along with bonuses. Be part of something big – apply nowl

# TOP SALARIES & INCENTIVES CORPORATE TRAVEL CONSULTANTS SYDNEY - SALARY PACKAGES TO \$60K

Do you want to work for a well respected corporate travel company? We have some great opportunities to help you find a role that will provide you with challenge and variety. Excellent salary packages along with generous incentives are on offer. Work in beautiful offices in the CBD, in great team environments. If you have outstanding sales ability and great communication skills, we want to hear from you! Many great opportunities await, call us today to find out more.

# SELL THE BIG 5 EVERYDAY! AFRICA WHOLESALE CONSULTANTS MELBOURNE (INNER) – SALARY PACKAGE TO \$55K (DOE)

Are you wasting your Africa knowledge on budget Bali bookings? We have a fantastic new African specialist role that will see you move behind the scenes and allow you to sell your passion everyday. Working Monday – Friday hours you will access to a sensational high base salary and amazing famils! All that's required is a min 12 months exp and personal travel experience to Africa.

# YOUR STEP INTO THE MINING INDUSTRY CORPORATE TRAVEL CONSULTANTS PERTH (CBD) - SALARY PACKAGE TO \$70K (DOE)

This well known mining group is seeking 3 internal corporate travel consultants to service all the domestic and international travel arrangements for their independent companies that operate across the Globel Dealing with the CEO's and senior executives travel, you will be highly skilled in your field.

This unique role requires first class corporate travel consultants with a minimum 2 years corporate travel.

# SAIL THE SEVEN SEAS CRUISE CONSULTANTS x 4 BRISBANE CBD – SALARY PACKAGE TO \$55K + OTE

Set sail in a new direction in the travel industry with these sensational roles. This is your chance to escape the frontline and join a leading wholesaler. Specialising in cruise products you'll enjoy dealing with travel professionals and sell pre and post arrangements as well. Top \$\$ along with free cruises, fabulous training and much more will be on offer for the right candidate. All you need is a min 18 months travel consulting exp with a passion for cruising.

# Tick FUNDI off your Bucket List!

The South African Tourism online training program and become an expert

Click here >>>



Inspiring new ways www.southafrica.net