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Friday 28th September 2012

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JESSICA TSOLAKIS
 RECRUITMENT ASSOCIATE

ISSN 1834-3058

NF flights on track

AIR Vanuatu has confirmed its return flights to Port Vila from Sydney and Melbourne have returned to normal schedules today after a minor on-ground incident in Vanuatu on Monday caused delays up until last night.

WA regional tourism focus

TOURISM Western Australia will next week launch a campaign to promote Perth's "energy and vibrancy" to lure more interstate and international travellers.

A new city branding for the WA capital comes the same day as Minister for Tourism Kim Hames revealed \$7.9m in funding would be used to help boost tourism to regional parts of the state over the next four years.

WA Regional Development Minister Brendon Grylls said the regional campaign would help stymie a fall in domestic leisure tourism after data showed a 10.7% drop in interstate holidaymakers over the past three years.

"The domestic visitor market is the lifeblood of WA's tourism industry," Hames said today, with 3,500 small tourism businesses to benefit directly from the support.

Funds will be injected into a "dynamic" 1001 Extraordinary Experiences campaign, two new major brand commercials and a lift in co-operative marketing.

"These initiatives will greatly assist WA to compete with other Australian States and Territories," Hames said.

The aim of the new Perth brand

campaign is to "drive a reappraisal of Perth as a holiday destination," incorporating the WA gateway's natural beauty and climate.

Its target market is audiences in Sydney and Melbourne, with ads featuring taglines such as "We enjoy more hours of sunshine than pretty much anywhere."

The Perth brand will be pushed in a cinema film, digitally, social marketing and other methods.

Tourism WA's core int'l markets will use the brand in digital and print activities and trade projects.

Travel Daily TV is hosting the new Perth brand commercial - click on the logo to view or go to www.traveldaily.com.au/videos.



Today's issue of TD

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

- AA Appointments jobs

The next issue of **TD** will be published on Tue 02 Oct, due to the upcoming long weekend in NSW, ACT, SA, Qld and WA.

SCENIC TOURS

EUROPE RIVER CRUISING 2013 EARLYBIRDS



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Harbour Rocks MGallery

SYDNEY's Harbour Rocks Hotel has become the latest property to operate under Accor's MGallery Collection, joining the portfolio as its fourth Australian-based hotel.

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Virgin gets en pointe

VIRGIN Australia has formed a partnership with the Queensland Ballet, one of three professional full-time ballet organisations performing regularly in Australia.

Under the partnership, VA will become the official airline partner of the company from next year, providing air transport to staff and performers enabling further reach of its training & community access programs - including a significant Qld regional tour.

The partnership complements Virgin's recently sealed artistic alliance with the Australian Chamber Orchestra (**TD** 23 Aug).



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QF Italy extension

QANTAS has been granted an extension by the International Air Services Commission to address criteria of the Ministers Policy Statement, in support of its application on the Italy route.

Both Qantas & Virgin Australia are vying for allocation of the 600 weekly seats on offer to Italy (**TD 12 Sep**), with the deadline for submissions elapsing last week.

But, the IASC yesterday gave QF a green light for extra time, taking into account its planned alliance with Dubai-based Emirates, "given the complexity" of the tie-up.

The IASC said: "Qantas recently announced a proposed global aviation partnership with Emirates and said that this will be relevant to its application for renewal, as it is proposed that the partnership include destinations in Italy."

QF now has until COB 05 Oct to state its case on the Italy route.

FC downplays dollar effect

FLIGHT Centre ceo Graham Turner says it is unlikely that any decline in the strong Australian dollar will lead directly to a boost in domestic tourism.

Writing in the FC annual report released this morning, Turner revealed a number of insights into both the domestic and international market, with the company continuing to expect demand for outbound travel from Australia to remain healthy.

"But the rate of year-on-year growth in departures will inevitably slow at some point in the future," he said.

On the domestic front, he downplayed suggestions by some commentators which link the weak local market with the high A\$.

"First, US exchange rates are irrelevant for most Australians travelling overseas, as only a

handful of destinations are designated in US dollars.

"Secondly, our experience shows that travellers typically respond to exchange rate shifts by downgrading their arrangements, rather than shifting away from particular destinations," Turner said.

He added that it's unrealistic to assume that a traveller will automatically shift to a domestic destination due to a change in exchange rates - in fact they're more likely to holiday at better value overseas destinations such as Bali, Fiji or Thailand "which are highly affordable and perennial favourites for Australian travellers".

NTIA pride for FC

FLIGHT Centre's annual report repeatedly refers to the very strong showing the company had at the National Travel Industry Awards this year.

Several of the reports from various business leaders within Flight Centre mention the various honours achieved including Best Travel Agency Group - Retail for Flight Centre; Corporate Traveller winning the Best Travel Agency Corporate - Multi Location; FCM Travel Solutions winning Best National TMC; and Infinity Holidays winning the Best Wholesaler - International award.

More FC marketing

FLIGHT Centre marketing chief Colin Bowman has highlighted a range of initiatives undertaken by the company in the last year including the continued expansion of its travel expo and event program, the growth of FCM's Travel Club Getaways program and the continued expansion of database marketing programs which boast 3.5m subscribers globally.

During the year Flight Centre also introduced new enquiry management systems to improve response times, Bowman said.

Government Account Manager

Canberra based.

Virgin Australia is again changing the face of the Australian aviation landscape. This is a unique opportunity to play an integral role in shaping the evolution of this iconic brand, and to become part of a dynamic company that genuinely believes and demonstrates our people are our greatest asset.

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Your proven experience in managing Government clients and accounts and your ability to think creatively outside the square will ensure your success in this role. Airline or Corporate Travel Agency experience will be highly regarded.

To apply, please visit careers.virginaustralia.com

Applications close Monday 01 October 2012.



MyTime to grow

FLIGHT Centre is continuing to grow its 'MyTime' program which works in conjunction with particular properties to offer exclusive benefits such as on-site upgrades, arrival and departure gifts, transfers and exclusive tours.

Launched just 18 months ago, the program now has 123 resort and ground operator partners across the globe including in the Caribbean, Fiji, Mauritius, Hawaii, Singapore, Thailand and Vanuatu.

It recently expanded in mainland USA with partners in Las Vegas and Florida, and further planned growth will see the addition of Australia, Vietnam and the Cook Islands shortly.

The company is also looking at further vertical integration, in relation to ground handling or destination services.

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New Zealand flags border changes

THE NZ Ministry for Primary Industries has released the outcome of a review which sets out a "pathway of improvements to New Zealand's border services".

A number of opportunities to speed the flow of passengers and goods across the border were identified, which will be further developed over the next five years.

These include the possibility of conducting joint customs and biosecurity inspections for cargo,

as well as "potentially questioning Australian and New Zealand air passengers about customs, immigration and biosecurity matters at the same point in their journey through an airport".

Technology initiatives include the development of a Joint Border Management System between customs and quarantine agencies, which will provide better information to manage border risks.

For importers and exporters the outcome will be a "single on-line window" for them to comply with border requirements.

There's also an Immigration Global Management System under development, which also aims to contribute to the faster facilitation of passengers across the border.

Auckland Airport welcomed the report, with spokesperson Judy Nicholl saying that "the ease and quality of the visitor experience at the border can play a significant role in travellers' overall impressions of New Zealand, and can play a part in driving economic growth by encouraging repeat visits".

Big Breakaway spa

NORWEGIAN Cruise Line has revealed details of the spa on board its upcoming *Norwegian Breakaway*, which will encompass two decks including a large "thermal suite" with heated lounges, a vitality pool, sauna, solarium and steam room, along with the first ever "salt room" on board a cruise ship.

The salt room will offer a range of therapies targeting skin and respiratory conditions, as well as strengthening the immune system and promoting better sleep, according to the line.

The spa will offer 22 treatment rooms along with a full-service hair salon and barber shop.

Kangaroo Is. uptick

THE South Australia Tourism Commission has reported a 127% jump in visits to the Kangaroo Is. microsite at southaustralia.com following the Feb launch of the 'Let Yourself Go' campaign, featuring Kangaroo Island.

Since the launch of the promo along with SATC's 'Best Backyard' campaign, there's been a 25% spike in people recommending an SA holiday to friends & relatives.

Window Seat

AN in-flight fight this week caused the diversion of a United Airlines domestic US service - but unusually this time the tiff was between two of the plane's flight attendants.

Apparently one of them had accidentally brushed past the other, and the incident escalated into what the pilot termed a "possible assault".

When the plane landed police investigated, but decided "no blows were exchanged and no assault had taken place".

A HOLE in one on these golf courses would be a miracle.

Cheapflights.com.au has put together a list of the Top 10 Most Hazardous Golf Courses located around the world, and the list makes for enthralling reading for any golf aficionado.

Take Prison View Golf Course in Louisiana, USA, where the name literally says it all.

For \$10, players can access the 9-hole layout, on the grounds of the largest maximum security prison in the US - but only after a 48-hour wait while a thorough background check is completed.

Other courses on the list include a single par-3 hole built in the demilitarised zone between North & South Korea; an Indonesian course at the base of an active volcano that last erupted less than two years ago; a course in the Arctic circle that can be played in -50 degree temperatures; and a course next to South Africa's predator-filled Kruger Park game reserve.



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Snow conditions

WELCOME to *TD*'s regular snow conditions update, providing info on the latest snow falls, depths and lifts in operation across key Australia and New Zealand ski-fields.

Here's the latest snow reports:

- Falls Creek - 113cm / 13 lifts
- Perisher - 168cm / 12 lifts
- Thredbo - 206cm / 10 lifts
- Charlotte Pass - closed
- Mt Hotham - 120cm / 7 lifts
- Mt Buller - 41cm / 6 lifts
- Coronet Peak - 55cm / 7 lifts
- The Remarkables - 70cm / 6 lifts
- Mt Hutt - 210cm / 3 lifts

Mexican JW Marriott

MARRIOTT International has announced plans for a new 300 room JW Marriott Hotel in Cabo San Lucas, Mexico in 2015.

It will be part of the Puerto Los Cabos master planned community which also features luxurious private residences and an 18-hole golf course designed by Greg Norman and Jack Nicklaus.

Early Pow Wow rego

THE US Travel Association has opened registrations for next year's Pow Wow trade event two months earlier than usual.

The 45th International Pow Wow will take place 08-12 Jun 2013 in Las Vegas, with more than 1200 international and domestic delegates expected to participate.

For more information on registrations see www.ipw.com.

Hotel fees surge

IT'S not just airlines making money out of ancillaries.

A New York University study has found that hotels across the USA are set to collect a record \$1.95 billion in fees and surcharges this year, for items such as internet access, early departures, phone calls and business centre costs.

USA Today said the figure is up 3.5% on last year, with a key offender being the so-called 'resort fees' which are charged by many properties to gain access to the gymnasium and internet.

Airservices seeks firies

AIRSERVICES Australia is advertising for people to join its "national elite" Aviation Rescue and Fire Fighting Service.

Applications close 13 Oct; see www.airservicesaustralia.com.

Stanbury swaps NZ for FJ

AIR New Zealand last night gave a fond Kiwi farewell to its Head of Corporate & Alliances, Andrew Stanbury who is leaving the airline to become General



Manager - Australia of Air Pacific.

Cam Wallace, Air NZ's gm Australia got together Star Alliance partners, travel management companies, and airline staff for the bash on the carrier's rooftop Sydney offices, and said while he was a very valued employee, he was disappointed and sad to lose Stanbury.

"But, it's a great career opportunity for him and we wish him well," Wallace said.

Kelly Millier, the Kiwi carrier's Marketing Manager brought the house down when she read out a special poem she had written that began..."When Andrew started with us in 2004, he quickly became an airline whore."

Speaking exclusively to *TD*, Stanbury said he was excited at

the challenges ahead.

"There's tons of positive changes in the wings at Air Pacific, soon to become Fiji Airways.

"We have a new name, new livery and new aircraft on the way with the replacement of Air Pacific's B747 with A330 aircraft."

"In addition, the airline has had a remarkable turnaround and is back in profitability, and with Fiji hugely popular with Australian holidaymakers, I'm joining at exactly the right time."

KE to cut Auckland

KOREAN Airways will reduce its five weekly Auckland flights to four per week in the upcoming Northern Summer season from 31 Mar, according to agent GDS.

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HWT Erina upgrade sets sail



FRESH from a significant expansion, Harvey World Travel's outlet at Erina on the NSW Central Coast was recently reopened to great fanfare and celebration.

Staff were running around like

the proverbial headless chooks answering enquiries from curious public who were lured to the new store with European earlybird airfares and top value deals on land tours, cruises and more.

Meanwhile, other staff were busy manning the BBQ, dishing up a sausage sizzle for attendees.

Also in attendance was local radio station SEA FM, who set up an outside broadcast booth to be part of the festivities.

Interestingly, travel queries were not limited to within Planet Earth, with curiosity getting the better of many wanting to know about the Virgin Galactic experience.

HWT Erina is one of the few officially appointed Australian agents for the out-of-this-world trip into the final frontier.

Pictured above at the official opening is store owner Maxeine McKeon, who has had a busy week after winning Travel Daily's Cosmos celebrity competition, with Holland America Line NSW BDM Anthony Cooper.

IHG Canada Academy

INTERCONTINENTAL Hotels Group has established the first IHG Academy in Canada.

The scheme at Cape Breton University in Sydney, Nova Scotia, combines work experience at IHG hotels with study under the uni's Bachelor of Hospitality Tourism Management degree program.

Sowry to leave NZ

AIR New Zealand gm of operations, Glen Sowry, is set to leave the carrier after being appointed as the ceo of the NZ government's Housing New Zealand authority.

TUI buys in Brazil

EUROPEAN travel giant TUI Travel PLC has purchased MalaPronta.com, one of Brazil's major domestic accommodation online travel agents.

Malapronta offers 1200 properties in 200 Brazilian destinations, with the addition complementing TUI's online accommodation operations in Europe (laterooms.com) and Asia (AsiaRooms.com).

The Brazilian firm will become part of TUI's Accommodation & Destinations division, which includes Hotelbeds, Intercruises and Pacific World.

Cyprus cruise crisis

A **COSTA** cruise ship calling in southern Cyprus last weekend caused major drama after handing out 'welcome to Turkey' flyers to passengers.

Cyprus was invaded by Turkey in 1974 and remains a divided island with deep-seated resentment among the community.

Costa Atlantica was visiting the port of Limassol in the non-occupied part of Cyprus, and officials refused to attend a welcome event because they were so angry about the error.

The ship's captain apologised for the incorrect reference, saying that it was a "misprint".

Manager, Corporate Sales Strategy

Sydney based.

A unique opportunity exists for a Manager, Corporate Sales Strategy to join our Sales Group. Your focus will be on designing and driving the strategic sales plans in regards to new and existing business for Virgin Australia. You will hold full accountability for the delivery of revenue targets and management of the cost of sale in line with the business plan through key distribution channels. You will be expected to set ambitious sales revenue targets and achieve all. This is a high profile and challenging leadership role which will provide the successful individual with a real opportunity to deliver outstanding sales results.

To be successful in this role, you will need to have extensive Senior Management experience within the sales industry including in depth knowledge and experience of commercial contracts, from tender writing and negotiations to contract management. You will have significant experience in strategically managing a number of accounts. This combined with previous experience in managing budgets, devising sales strategies and driving results through strong leadership and creative thinking to make effective business decisions is essential.

Aviation experience and relevant tertiary qualifications will be highly regarded.

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Applications close 02 October 2012.





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Cas & Jonesy winner

CONGRATS to Kathy Granger from Burnie Travel Centre in Tas who was the winner of Wed's Cas & Jonesy comp and has won their latest DVD, *Crossing the Ice*.

Business as usual for Anzac tours

TWO wholesalers operating tours to the Gallipoli Peninsula coinciding with the Anzac Day Centenary in 2015 say it will be business as usual until they are directed otherwise by authorities.

Tempo Holidays general manager Greg Osbourne told **TD** the company had anticipated the possibility it may need to modify its offerings more than a year ago.

"There's a broad expectation that up to 50,000 people plus may turn up to Anzac Cove in 2015, and there's a reality that the cove can't take 50,000," Osbourne said.

Anzac Cove has an estimated capacity of approx 20,000 people.

Federal Veterans Affairs Minister Warren Snowdon has indicated a ballot may need to be held as the fairest method of determining who will be permitted to attend aside (**TD** yest.) from dignitaries and armed forces personnel.

"On both of the pilgrimages, we will be on the peninsula on Anzac Day, so the question is, where will we be when the sun comes up".

"The experience of the peninsula is already guaranteed," he added.

Sun Island Tours has advised **TD** it is delaying issuance of Anzac Day 2015 itineraries at present.

GM John Polyviou said the company is holding large allocation at some of "the best hotels in Istanbul and Canakkale", [but] the Australian and Turkish Governments are still unaware as to how they will conduct the ceremonies and the events leading up and following on from Anzac Day.

The company said that rather than producing a program in order to receive deposits and guarantee numbers, it would rather protect its clients by offering them something guaranteed.

Antarctica group buy

GROUPON Getaways says it's the first group buy website to release a travel deal to the frozen continent of Antarctica.

Teaming up with Adventure Associates, up to 20% discount is being offered on a seven-night land only expedition inclusive of a cruise to the Antarctic Peninsula.

The deal is available for sale to 10 Oct - see www.bit.ly/brrcold.

Drive a new Peugeot

DRIVEAWAY Holidays has extended its tax-free pricing until 21 Dec for 2012 collections of the new Peugeot 208, which is added to its inventory from Oct.

Through its Peugeot Open Europe program, travellers can explore up to 40 European countries on rentals between 12 and 175 days from \$53 per day.

Jetstar CHC confident

JETSTAR is putting its weight behind efforts to promote tourism back to Christchurch through a number of promotional initiatives alongside the city's "Christchurch Reimagined" campaign.

The carrier has added more than 130,000 seats annually to its domestic NZ network into CHC and launching sale fares between Australian ports and Christchurch starting from \$119 SYD to CHC one way, on sale until 30 Sep for travel between 24 Oct - 05 Dec.

WIN A CLINIQUE TRAVEL PACK



Every day this week **TD** is giving one lucky reader the chance to win a Clinique Travel Pack (Ladies or Men's), valued at \$70, courtesy of **Travel Trade Recruitment** - the recruitment specialists for the travel industry.

For your chance to win, send in the most creative response in 25 words or less to the question below to TTRcomp@traveldaily.com.au

As a Travel Agent, tell us how you capture your clients' attention when selling a tropical destination.

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Congratulations to yesterday's lucky winner **Aniela Richards**, from **Holland America Line!**



INTERNATIONAL RETAIL SALES CONSULTANT (Cairns based)

Air Niugini, the national airline of Papua New Guinea is looking for an experienced retail travel consultant (full time) to join our team in Cairns.

The successful candidate will have a strong background in retail sales in either an airline or travel agency and be fully conversant with CRS systems and international travel bookings. Strong organisational skills and an ability to be adaptable and work under pressure are a must. Applicants must also display a high degree of professional customer service and be willing to multi skill in other functions.

KEY REQUIREMENTS:

- At least three (3) years experience in either airline or retail travel sales.
- Fully conversant with CRS systems.
- Excellent communication skills, well organised and be a team player.
- Travel qualifications highly desirable
- Ability to work under pressure whilst maintaining a professional manner
- Knowledge of PNG a distinct advantage

If you fit these requirements we would very much like to meet you. Please forward your application with detailed resume to: mgrpxbne@bigpond.com

ATT: Charles Morley, Regional Manager Australia - Air Niugini no later than Wednesday 10 October 2012. Only short listed applicants will be contacted.

GREAT SOUTHERN RAIL Travel Centre Team Leader

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Travel Centre Team Leader, Great Southern Rail

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Our Adelaide based Travel Centre is looking for a self motivated & sales driven Team Leader, to lead, mentor, coach and develop a team of Travel Agents. While fostering a positive and friendly team environment the Team Leader will be responsible for maximising the Travel Centre service levels and productivity.

If you are a results driven and sales focused person with 3 to 5 years team leader experience we want to hear from you! Your demonstrated mentoring, coaching and interpersonal skills as well as your highly developed organisation and problem solving skills make you a perfect fit for this exciting role. A diploma in Frontline Management or Customer Contact would be highly regarded.

Closing date: Friday, 5 Oct 2012

Please forward a cover letter and resume in confidence to: salesrecruitment@gsr.com.au



REX tops poll again

REGIONAL Express has been rated Best Domestic Airline for customer satisfaction for the 2nd consecutive month, pipping both Virgin Australia and Qantas.

According to the latest poll by Roy Morgan Research, REX's satisfaction score for Aug was 86%, but down percentage points on Jul.

Singapore Airlines was rated as top International Airline with 91% and Crowne Plaza as best Hotel and Resort with 90% in Aug.

GC Wild constrictor

WET'n'WILD Water World on the Gold Coast has opened a new "Constrictor" waterslide - only the 2nd of its kind in the world.

Scenic earlybird ends

SCENIC Tours says its earlybird offering for Europe River Cruising has "driven sales" for 2013, with the majority of bookings made during the initial launch phase.

GM of sales & marketing Michelle Black said the earlybird deals represent the best offers.

"They are so popular because they are the very best deals we offer, so guests are booking with confidence," Black added.

Scenic's earlybird deals to Europe end on Sun 30 Sep.

MEANWHILE, Scenic has also released a fly-free offer on its 22-day Magnificent Canadian Rockies and Alaskan Cruise itinerary for bookings made by 19 Oct.

The itinerary is priced from \$11,145ppts and is inclusive of airfare and taxes, accom, activities and most meals, and includes an exclusive early entry to the 130m Capilano Suspension Bridge attraction in Vancouver, 70m above over the Capilano River.



Travel Specials

TRAVEL INDUSTRY CLUB



Travel, for travel people

THIS week's *Travel Specials* is brought to you by **Travel Industry Club**. If your firm has released a travel special you'd like to make the industry aware of send the details to specials@traveldaily.com.au.

Tropical paradise is only a short flight away, with the **Travel Industry Club** this week teaming up with **Aircalin** to offer a return fare to Noumea from SYD or BNE from \$160 plus taxes. To book, phone TIC on (02) 9700 8711.

The exotic waters of Asia await, and can be explored with **Zegramm Expeditions** enjoying the intimacy only a small-ship cruise can deliver. Savings of \$500 per person are available on either of two 18-day itineraries in Circumnavigation of Sumatra or Bay of Bengal & The Andaman Sea, sailing on the *Clipper Odyssey*. To book, phone 1300 650 481.

Novotel Twin Waters is offering a "Stay Three Breakfast Free" escape to the Sunshine Coast from \$184 per room per night. Ph 1800 072 277 to book.

Mantra is investing heavily in Queensland, and is celebrating the opening of its new Mantra Rainbow Shores in Rainbow Beach near Fraser Island by releasing an opening special. Stay in a Hotel Lodge from \$128 per night inclusive of continental breakfast, or \$192pn for a 2-bedroom lodge. To book, visit www.mantra.com.au or call 13 15 17.

Three **Royal Caribbean** ships will call Australia home this summer, and the company has released a range of voyages ranging from eight to 14 nights cruising to destinations such as Tasmania, the South Pacific and NZ. Fares for voyages aboard the *Voyager of the Seas*, *Radiance of the Seas* or *Rhapsody of the Seas* start from \$1,055ppts. For more details or to book, visit www.royalcaribbean.com.au.

A&K '13 Subcontinent

ABERCROMBIE and Kent has released its 2013 India, Orient & Europe brochure containing more than 60 itineraries and extensions.

The company has expanded its offerings to include Sri Lanka, introducing the 6-day Taste of Sri Lanka itinerary, alongside a 3-day India "Amritsar Extension" add-on.

Princess Cruise sale

PRINCESS Cruises is launching a week-long sale on 02 Oct for 2013 World Cruise Voyages and a range of itineraries in Asia, the South Pacific & Australia, with savings of up to 50% off fares.

YVR fares from \$1,625

AIR Canada is offering fares from \$1,625 per adult and \$1,380 for children for travel between Sydney and Vancouver, valid for travel until 31 Oct 2012.

MU A33Es to Sydney

CHINA Eastern Airlines will operate brand new Airbus A330 aircraft on its two new flights between Sydney and Shanghai (**TD** 21 Sep) from mid-Dec.

The A33E aircraft are equipped with individual AVOD (audio video on demand) entertainment systems for all pax and lie-flat seats in Business class.

100% PURE OPPORTUNITY

New Zealand is the ultimate destination. Tourism New Zealand's role is to make sure that the world knows it. We do this by developing, implementing and promoting strategies to market New Zealand's tourism industry internationally.

Trade Development Consultant Sydney Based

We have a great opportunity for someone with a passion for people and tourism to join our Australian team in the exciting area of trade marketing.

The ideal person for this role will be able to demonstrate fantastic experience in international marketing and/or business development, coupled with a relevant tertiary qualification. Experience in the tourism industry and knowledge of the Australian market would be a plus too. You will be driven, an excellent verbal and written communicator, a great presenter, have an eye for detail and know not only how to connect with people, but how to keep those people connected. The capability to prioritise, meet deadlines, be flexible and take responsibility for outcomes is also critical for this role.

The key purpose of this position is to implement Tourism New Zealand's trade marketing strategy for the Australian market, to ensure that the travel industry understands the motivations and product requirements of active considerers of a New Zealand holiday.

A full job description can be downloaded from www.tourismnewzealand.com If this role sounds like you, please send your CV, covering letter and application form to tnzhr@tnz.govt.nz by 5pm Friday, 5 October 2012.



'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.

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TC's Brisbane biz achiever

TRAVEL

Counsellors Brisbane-based agent Jamie Cooper has been recognised by his local community for his customer service skills, taking out the top prize in his regional Business Achiever Awards.

Joining the company little more than a year earlier, Cooper was announced as the winner in the category of Specialised Services in the ceremony, spearheaded annually by the local

Quest Community Newspapers. The awards aim to reward local Brisbane businesses for "going the extra mile" and providing superior service to their customers.

Through his hard work and dedication, Cooper has cultivated a customer base in the Brisbane and surrounding areas that repay Cooper's efforts with repeat



patronage and loyal business, supported by the Travel Counsellors office in Melbourne.

TC general manager Deb Duncan expressed her excitement and admiration at Cooper's award, saying the company was "thrilled for Jamie in receiving this accolade, which is down to his hard work, focus and the service he provides to his customers".

Friday 28th Sep 2012

German numbers up

OVERNIGHT stays by Australian visitors to Germany climbed 10.2% in Jul, with a total arrivals figure of 89,017 across the country, new figures from the German National Tourist Office Australia have revealed.

The country is the fourth most popular European destination among Australians, with top cities including Bavaria, Berlin & Hessen.

EY boosts Istanbul

ETIHAD Airways has announced it will increase services between Abu Dhabi and Istanbul to daily from 01 Jan, following progressive increases from four and five flights weekly since the service launched in 2009.

Azamara late stays

LATER stays in port and more overnight visits are among the highlights of the 2014 Voyages Program released by Azamara Club Cruises, released yesterday.

More than 70 different voyages are available ranging in length from four to 17 nights, the guide offers visits to 240 destinations in 66 countries across four continents operated by twin ships *Azamara Journey* and *Azamara Quest*.

AAPA figures up again

MORE than 18.5 million passengers flew with Asia-Pacific airlines in Aug, a 6.8% increase on the corresponding period in 2011.

Increases in regional travel dictated strong demand, with capacity increases failing to keep up with ticket demand and average load factors rising above 80 percentage points to 80.3%, down slightly from last month's result of 80.6%.

AirAsiaWego partners

TRAVEL aggregator Wego.com has signed a partnership with AirAsiaGo.com, the holiday division of the long-haul low-cost carrier AirAsia.

The pact will see the integration of AirAsiaGo's hotel listings onto Wego's directory of 50 websites.

Technology Update

Today's Technology Update is brought to you by Excite Holidays.

Excite's online User Experience (UX)



Let's face it, with ever evolving technologies, consumer expectations continue to inflate. So, in order for websites to be effective, they must focus on the User Experience (UX) and the User Interface (UI). UI is what interface they're interacting with and the tangible buttons, forms and images. UX is how a user experiences your website and is the intangible feel, flow & simplicity.

Without thoughtful UX, consumers search without direction or reward. The driving factor of how we design websites today has become the experience we want to give the people who will use it. It is about the feeling you want to give your visitors in order to achieve positive responses and perceptions of the site as a whole.

There are several elements that contribute to the user experience including the quality of content, usability, branding, functionality, pricing, reviews, site architecture, and the overall look and feel of the site. George Papaioannou, CEO of Excite Holidays said "Our years of experience working with and observing our agents show that all of these elements need to work together to produce the optimum user experience for our agents". He also noted that since the launch, feedback from agents is distinctly positive with many complimenting the new designs which include soft colours, clear and concise information, the ease of booking processes and new functions including a sophisticated map search. Let's not forget, the majority of travel agents spend considerable time using the internet and browsing websites in order to service their clients, so creating a positive UX is not to be underestimated.

George Papaioannou, CEO,
Excite Holidays

excite
HOLIDAYS



Brand Experience Manager

Tourism Holdings is a leader within the New Zealand and Australian tourism industries. It owns and operates the iconic brands of Britz, Maui, KEA Australia and Mighty campervans and rental cars, Road Bear motorhomes in USA and Kiwi Experience, Feejee Experience, Waitomo Glowworm Caves, Blackwater Rafting and Ruakuri Caves in New Zealand.

The required Brand Experience Manager position will take full responsibility for the Britz & Mighty Australia and New Zealand Campervan and Rental Car brand portfolios.

This full time role is based at our Australian Head Office in Braybrook, Melbourne. Occasional travel to New Zealand and our branch network may be required.

Core elements of the role include the development and implementation of an annual brand marketing plan; budget management; managing & increasing the success of integrated tactical consumer campaigns throughout the year; increasing brand awareness via an online and offline PR strategy; product development; maintaining product update communications both internal and external and ensuring that all communications meet brand guidelines.

Preferred candidates will hold a tertiary qualification in business with a strong focus on marketing and a minimum of 4 years experience in product or brand management. Strong communication skills, both written and verbal are essential plus a good knowledge of the Microsoft suite. Basic knowledge of Adobe programs is also an advantage. Successful candidates will have a very keen eye for detail, be proactive and self-reliant in nature, a strong team player, mature and confident.

Remuneration package is \$85,000 pa (which includes superannuation).

Please email your resume to glenn.marler@thlonline.com

Applications close Monday October 15, 2012.

Fiji on Getaway

TOMORROW night's episode of Channel Nine's travel program Getaway features stories on Fiji, treks in NZ, the NSW Southern Highlands and XXXX Island.

Six week A380 wing work groundings

THE global operating fleet of around 100 A380s will each require about six weeks on the ground for the final fix to the hairline wing crack problem which was first revealed during the investigation into QF's Nancy-Bird Walton engine explosion.

Airbus senior vice president of engineering, Charles Champion, was in Australia last week and said he expected the non-urgent rectification to take place during scheduled heavy maintenance, according to today's *Australian*.

The tiny cracks have appeared in just a few of the more than 2000 rib brackets on the planes,

and temporary fixes have already been applied to affected planes while Airbus worked on a long term solution.

The manufacturer has found that the cracks occurred due to built-in stresses during the assembly of the hybrid carbon composite brackets along with the deformation of the wing due to extended low temperatures at high altitude on long haul flights.

They'll be replaced with metal fixtures, with a test aircraft equipped with the fix set to fly in Nov for regulatory approval.

New planes with the final fix will be produced from 2014.

HAWAII TOURISM OCEANIA

Account Manager MICE - Sydney

The Walshe Group, appointed representative for Hawaii Tourism Oceania in Australia/NZ, is looking for a committed and energetic individual for our small, busy team, to develop and implement strategies to increase MICE business from Australia to Hawai'i. The role has a sales focus and requires the coordination of all MICE promotional activity and sales materials.

Applicants must possess the following:

- A tertiary qualification in marketing and/or tourism;
- Minimum 3 years experience in a relevant travel industry sector;
- Established relationships with MICE industry;
- Experience with the coordination of trade shows & events
- Experience with CRM reporting an advantage

Salary range \$47,000 - \$50,000.

For a detailed JD, and/or to submit an application, email applications@walshegroup.com no later than Monday 08 October 2012.

THE WALSH GROUP



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TO ENTER

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Get creative and email your response to

>>> satcomp@traveldaily.com.au

Register for the South African Tourism Roadshow
>>> www.etouches.com/SARoadshow



Click here for competition terms and conditions



Rosewood Asia grow

ROSEWOOD Hotels & Resorts will launch its second property in Asia with the scheduled opening of the Rosewood Phuket in 2014.

The company will expand its presence in Asia after its planned debut of its first property, opening in Beijing mid next year.

Rosewood Phuket will be located in Western Phuket and will consist of 87 one- and two-bedroom lagoon and pool villas.

nasair launch on GDS

SAUDI-ARABIAN low-cost carrier nasair has announced it will offer its fares through Galileo and Worldspan following the signing of a multi-year agreement with Traveport.

Counsellors into UAE

HOME-based agent network Travel Counsellors has recruited its first four agents for its UAE operation in Dubai (**TD** 08 Mar), including former Sydneysider, Nada Daibes.

Greek DFAT advice

THE Dept of Foreign Affairs & Trade has updated its travel advisory for Greece, yesterday adding information regarding pax entering the country with travel documents that list the bearer's place of birth - details that are not recognised by Greece.

Some Aussie passport holders have been denied entry to Greece, particularly from the former Yugoslav Republic of Macedonia.

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Want to work in the trendy eastern suburbs? Do you dream of fantastic educationalists? This excellent award winning national retail chain is looking for a talented consultant to join their friendly team. You will be looking after an already established portfolio of clients and will be responsible for bringing on your own client base. Book exciting destinations and wonderful packages. If you have 12 months retail experience apply for this amazing role today.

NEED A CHANGE? WORK BEHIND THE SCENES CUSTOMER SERVICE ROLE

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Wanting to move away from face to face consulting and step into a role working behind the scenes? Here is your chance to get your foot in the door and join one of Australia's fastest growing online companies! Working on a rotating roster, you will be primarily responsible for assisting customer enquiries. All you need is experience using a GDS (Galileo preferred) and fantastic customer service skills! Why wouldn't you move?

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Who said there are no corporate roles on offer in Melbourne?? We have a fantastic opportunity to work for a well respected corporate company. Centrally located, this company is offering you the chance to work in a fun environment and pay you the best salary on the market to do the job you love. To be eligible all you need to have is a minimum 2 years corporate experience. Apply now!

LIKE THE FINNER THINGS IN LIFE? SENIOR TRAVEL CONSULTANT

PERTH (NORTH) - SALARY PACKAGE TO \$65K

A boutique travel agent specialising in high end luxury holidays is looking for a passionate travel consultant to join their team. All you need is a minimum 5 years consulting experience. Here is your chance to use your imagination and create amazing 5 star itineraries that the rest of us can only dream about! Sensational famils on offer and a fabulous salary to match! What are you waiting for? Apply today.

WANT TO WORK WITH 5 STAR PRODUCT? PRODUCT CO-ORDINATOR

MELBOURNE (INNER) – SALARY PACKAGES TO \$45K (DOE)

We have a fantastic opportunity to work for a prestigious and luxury travel company who have created an exciting new role in their product department. Your role will include providing expert product knowledge to agents, building and maintaining relationships with overseas suppliers & keeping product information updated. Don't miss out on this sought after role! Send your CV to AA Appointments today!

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How often do you wish you didn't work during the day so you could get things done like shopping, paying bills, getting a repairman or just having lunch with friends. Here is a job working evenings and weekend where you will still have the joy of working in the travel industry. You'll need min 18 months travel consulting exp and strong GDS skills. Work in a fun team of consultants having your days free to play. Or if you prefer just sleep in every day!

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