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Breakfree for Bali

MANTRA Group has announced its second property in Bali will debut in early Oct, with the Sing Ken Ken Boutique Hotel to be rebadged BreakFree Sing Ken Ken.

The 3.5-star 80-room property opened late last year and is part of Mantra's focus on Indonesia.





Emirates to Taipei

EMIRATES is set to debut flights to Taiwan, with GDSs showing six weekly three class Boeing 777-300ER services between Dubai and Taipei Taouyuan airport.

The new flights will commence effective 10 Feb 2014, with reservations now open.



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SINGAPORE AIRLINES

Flight Centre profit surge

FLIGHT Centre's full year pretax profit of \$349.2 million (*TD* breaking news) is up 20% on the previous year, with net profit after tax also up 23% to \$246.1m.

CEO Graham Turner said the result included record results from businesses in Australia, the UK, the US, Singapore and greater China, while figures improved in NZ, South Africa and India.

Results were down in Canada and Dubai compared to last year, but overall sales increased in both leisure and corporate travel, as well as on and off-line operations.

"Key result drivers for 2012/13 included business growth, margin improvement, productivity improvements and diversity". Australia continued to be the key driver of the result, but FC's international businesses contributed almost \$75m.

Turner said the Australian leisure business performed strongly, particularly in the second half of the year to "more than offset slightly softer domestic corporate travel results".

The local corporate business saw record turnover of \$2b, but results were below expectations, with "more aggressive BDM and sales network growth plans...to fast-track TTV growth".

More from FC on page four.

Another great issue

Travel Daily today has eight pages of news + full pages from: • AA Appointments

• inPlace Recruitment jobs





FACT OF THE DAY: TUE, 27 AUG

Singapore Airlines & Virgin Australia Round the World and Circle Pacific Competition

SQ/VA RTW fares include Singapore Airlines flights across the Atlantic to New York, Houston and Sao Paulo

Take note of today's fact and answer this Friday's Question of the Week for your chance to WIN. Prizes include Business Class Round the World tickets and more! <u>Click here for more information</u>.





India & the Subcontinent and Asia

Find out more at **bunniktours.com.au**

BunnikTours

Wotif's Brice retires WOTIF.COM has announced

the retirement of non-executive director and co-founder Andrew Brice, effective 30 Aug.

Group chairman Dick McIlwain said the online travel company accepted Brice's decision while wishing him well in retirement.

"Having just turned 70, he feels it's time to step back from his involvement on the Board.

"On behalf of the Board and all the staff we want to acknowledge Andrew's contribution to the formation of the Company, its growth and success as well as his personal involvement in developing the people & culture of the Wotif Group," McIlwain commented late yesterday.

FURTHER, Wotif.com's Board also announced it has appointed chief executive officer Scott Blume as its new managing director, effective 02 Sep 2013.

Blume replaced former ceo and md Robbie Cooke, who resigned from the dual role 11 months ago. **ROYAL** Caribbean Cruise Lines ceo Gavin Smith has welcomed an announcement by PM Kevin Rudd today about planning for the relocation of Navy operations from Sydney's Garden Island to Queensland.

"RCCL have long argued that in order to attract more cruise ships to the Australian tourism

Win movie tickets

THE Italian State Tourist Board is today offering **TD** readers the opportunity to win one of five double passes to *The Best Offer*, a new movie from acclaimed Italian director Giuseppe Tornatore and featuring Australian actor Geoffrey Rush.

To win, be one of the first five readers to answer this question: For which movie did Giuseppe

Tornatore win an Oscar? Email your answers asap to italycomp@traveldaily.com.au. industry, and to capitalise on the benefits the cruise industry brings to the local economy and tourism, Sydney needs another dedicated cruise berth east of the Harbour Bridge," Smith said.

First with the news

Tuesday 27th August 2013

RCCL urges Sydney berths

"We operate the biggest and most modern ships in the Australian market," he added none of which will fit under the Harbour Bridge.

Smith said that in order to continue to grow, the cruise industry needs "berthing certainty" such as that provided in Hong Kong, Singapore and Shanghai, all of which offer brand new dedicated cruise terminals.

"More and more cruise ships are visiting these ports as a consequence," he said, adding that Sydney must "respond to this competition within our region".

Cover-More renewal

COVER-MORE Travel Insurance has announced a five year renewal of its underwriting partnership with Great Lakes, part of global insurance giant Munich Re.

The move comes as speculation mounts about a possible deal involving Cover-More, which was purchased by venture capital firm Crescent Capital Partners in 2009.

A report by merchant bank JP Morgan says it believes Crescent is "likely to consider a path to monetisation in the next 6-12 months," with Cover-More now having a 45.7% share of all travel insurance written in Australia. Xiamen locks in 787s

NDSTAR CRUISES

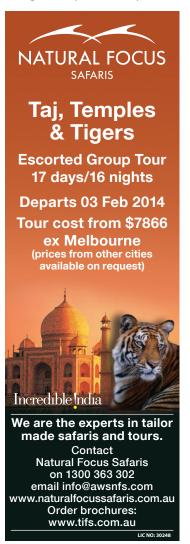
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EXPERIENCE THE THRILL OF

MONACO'S GRAND PRIX.

CHINA'S Xiamen Airlines has firmed up its order for six 787-8 *Dreamliner* aircraft with Boeing, valued at list prices of US\$1.3b.

Routes to Australia, Europe and North America are earmarked for Xiamen's 787s, once they start taking delivery from next year.







WIN a trip to New Zealand

Every New Zealand and South Pacific booking made between 25 August & 30 September 2013 is an entry to enjoy 5 days exploring some of the best New Zealand holiday experiences. There are 10* to be won.

*Trip is taken as a seat on a Famil in 2014. Must be a Travel Agent at time of travel to be eligible.



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Regional tourism appeal wanes

ALBATROSS Tours

NEW research has shown a drop in the desire to holiday in regional parts of Australia over the past two years by Aussies.

Roy Morgan Research's latest Holiday Tracking Survey indicates there has been a 5% dip (from 73% to 68) since Jun 2008 to Jun this year in the number of people considering taking a vacation in a regional part of the nation.

Domestic holidays as a whole have taken a backwards step over



the past five years, falling from highs of 77% in 2008 to 74% now, the survey found.

"Drilling down, it becomes apparent that the problem lies with the appeal of regional areas rather than capital cities," said Roy Morgan Research Int'l Director of Tourism, Travel and Leisure, Jane Ianniello.

The appeal of capital cities has remained flat at 45% over the five year period.

"Melbourne, Sydney, Hobart and Canberra have all shown an increase over the past five years in the percentages who would like to take a holiday there, and Adelaide and Brisbane have held their own.

"Cities on the eastern seaboard have been able to capitalise on the growing short-break market by offering a variety of shopping, dining, nightlife, cultural attractions and special events," Ianniello concluded.

VroomVroomVroom gambles on the US

AUSTRALIAN entrepreneurial brothers Richard and David Eastes, with partner Peter Thornton, have introduced their car rental comparison platform VroomVroomVroom to the US.

The move follows David's recent relocation to Las Vegas, Nevada which helped the firm fast track growth from its established presence in Australia, NZ, Canada and the United Kingdom.

A tailored US site has been rolled out at VroomVroomVroom.com.

Browsers can search the site for car rental options through the the likes of Alamo, Avis, Budget, Hertz, Dollar, Thrifty, Enterprise, Advantage, Fox, National & more.

"I am very excited to bring American travellers the same car rental booking convenience that our clients have come to appreciate from our company," Eastes said, adding that the firm is "looking forward to expanding globally in the future."



Senior Leisure Travel Consultant Lindfield, Sydney

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world, has years of experience and loves looking after sophisticated travellers.



Click here for more details on our website or email claudia@maryrossitravel.com



Rail Plus recruits

WHOLESALER Rail Plus has promoted Nadine Leveque to its sales and marketing coordinator, following 18-months experience in the firm's reservation team.

Her rail experience also includes a previous role at Rail Tickets.

Tigerair people's poll

TIGERAIR is calling on Aussies to cast a vote for which destinations they would like to see go on sale next week via its Facebook page.

The top five destinations chosen in the 'people's choice' promo will go on sale on Wed 04 Sep.

Voting runs through to 01 Sep facebook.com/tigerairaustralia.



JAPAN Airlines has announced a makeover of the product on its flights to Hawaii, including new celebrity chef-inspired in-flight meal options, retimed meal services, expanded options for kids' entertainment - and special "make-up" seats.

According to a statement issued by JAL yesterday, "special place is available for ladies' make-up in the flight departing from Japan," with the four seats in the rear of the economy cabin available for female pax to do some personal grooming.

Innovations for the Tokyo-Honolulu services also include original music performed by Hawaii-based "famous ukulele artist" Jake Shimabukuro, which will be played during the "boarding and getting off period" of the flights.





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Tuesday 27th August 2013

Brunei's unexpected treasures



ABOVE: A delegation from Brunei is this week showcasing the destination's attractions to the travel industry in Sydney and Melbourne, with the roadshow kicking off at a function in Sydney yesterday.

More than 100 travel agents attended an event at the Grace Hotel, with participants including five Brunei-based inbound tour operators, three hoteliers and a dive operator, as well as Singapore Airlines which offers easy connections to Brunei.

Tomorrow night an event in Melbourne will also take place at the Grand Hyatt, with keen interest from Victorian agents due to Royal Brunei's direct flights from Melbourne to Bandar Seri Bagawan and onwards to London Heathrow.

Ross Tutin, who manages the Brunei Tourism account on behalf of The Walshe Group, told **TD** that Brunei last year welcomed about 10,000 Australian visitors, and he's targeting a 10% increase. Royal Brunei is also set to make an impact on the Australian market when it takes delivery of its new Boeing 787 *Dreamliner* aircraft early next year.

Bl's first 787s are expected to be deployed from Brunei to London, but once the third and fourth aircraft arrive the new planes will also operate to Melbourne, potentially providing an all-787 Kangaroo Route option.

Brunei Tourism is hoping to boost its strong stopover market into longer stays, with the destination offering a wide array of leisure options including golf, nature-based activities and spectacular diving.

Pictured above are Mohd Asulhamhaidi B. Mohd Ashrane, Project Supervisor; Hij Nur Fariza Munyati Haji Abd Aji, Tourism Officer Markeitng & Promotion; Mariani Haji Sabtu, Acting Director of Tourism Development Department; Ross Tutin, Brunei Tourism Account Manager Australia; and Faten Salwati Mahmud Shahrani, Project Officer.



Waters-Ryan winner

MELANIE Waters-Ryan, who heads up Flight Centre's Australian business, doubled her total salary package this year to more than \$2.24 million after a strong contribution from her participation in the FC 'Business Ownership Scheme' (BOS).

As with other senior executives including ceo Graham Turner, Rob Flint and Andrew Flannery, her base salary was \$175,000 but all the managers received bonuses in excess of \$500,000 as well as the BOS contribution.

CEO Graham Turner's total package was worth \$883,304 but he will also receive about \$14m from FC's final dividend payment of 91c per share.

Red Label Fares

FLIGHT Centre says its new 'Red Label Fares' (*TD* 12 Jul) are part of an overall strategy which will see the company continue to bring exclusive products to market.

The fares are negotiated with airline partners, with FC promising to refund the price difference if a customer finds a cheaper advertised fare within 30 days of paying in full.

Minimal A\$ effect

THE weaker Australian dollar is unlikely to significantly affect its business or fundamentally change Australian travel habits, Flight Centre has predicted.

Solid sales growth from FC's Discover the America' travel expos this month show the US is still popular despite the lower A\$.

Consultant chat

FLIGHT Centre will add its new 'Consultant Chat' feature to the Escape Travel, Quickbeds and Flight Centre websites in 2013/14, after the successful introduction of the feature on the local Student Flights platform.

Consultant Chat allows web customers to select a human contact for advice or help, and will evolve into a 'Perfect Match' system which will proactively pair customers with consultants who have recent first-hand experience of the customer's chosen destination'.

It's part of FC's move to a 'blended travel' model which will ultimately be a fully integrated offering allowing customers to seamlessly switch between sales channels.

Travel Manager - Events

BI WORLDWIDE is a leading global marketing services agency. We are seeking an experienced Travel Manager to join our Events team in Sydney.

If you have a strong high-end leisure background, possess a passion for delivering great customer service and want to work with corporate groups we want to hear from you! Groups experience is favourable but not essential.

BI WORLDWIDE deliver events for Fortune 500 companies with events delivered Australia-wide and internationally. The primary focus of our events business is in the delivery of highly creative Incentive Travel Reward programs, Corporate Conferences & Meetings and Product Launch Events.

For a full job-description, or to submit your resume, please email

nicole.white@au.biworldwide.com Applications close Friday 6 September.







Tuesday 27th August 2013

Accor top hotel site

ACCOR says it is well ahead of its competitors in terms of online presence after Accorhotels.com was recognised as the highest ranking hotel group website in the nation, according to Experian Hitwise data (*TD* 20 Aug).

The hotel juggernaut has reported an 88% year-on-year growth in total website visits, skyrocketing from 125,300 clicks per week to well over 260,000.

"We have a targeted online strategy focused on market share growth which correlates with Accor's growth in market share in Australia and other markets," said Accor Pacific chief operating officer Simon McGrath.

Accor's web-based bookings are also "booming", McGrath added, with month-on-month revenue from mobile devices surging 36% year to date.

Last year Accor registered over 10 million unique visitors for its mobile applications & websites.

Rudd HSR study vow

THE Rudd Government has pledged an ongoing investment in research for a High Speed Rail line along the eastern seaboard of Australia if re-elected.

"Federal Labor will enact legislation to preserve the 1,748km corridor along which the track will be laid and establish a new authority to oversee the delivery of the project," Deputy PM Anthony Albanese said.

Phase one of the proposed HSR line aims to connect Sydney with Melbourne via Canberra by 2035, while phase two will link Sydney to Brisbane via Newcastle.

"As well as providing the foundation for a low carbon, high productivity economy, this new infrastructure will also better integrate our regional and urban communities. And it will ease congestion on our roads and at our airports," Albanese said. The Govt has allocated \$52m for the HSR Authority initially.

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Overcapacity hurting load factors

DOMESTIC carriers have seen load factors fall by over 2 percent in the past year due to capacity increasing faster than passenger traffic, new Govt data confirms.

The Bureau of Infrastructure, Transport & Regional Economics report on domestic aviation activity for Jun 2013 indicates flights operated with loads of just 75.4%, with 47 of the 57 Regular Public Transport (RPT) routes impacted by the decrease.

There were 4.5 million passengers carried on RPT flights during the month, up 1.7% on the

Scoot one-day sale

BUDGET Singaporean carrier Scoot is offering "unbeatable" low fares from Sydney and the Gold Coast to Singapore in Sep during a 24-hour sale tomorrow.

One-way Economy fares start at \$149 or \$349 in ScootBiz, on sale from noon - www.flyscoot.com. same time last year.

Passenger movements for the year ending Jun 2013 were up 5.7% year-on-year to 57.1 million.

The MEL-SYD city pairs were the busiest for traffic, up 6.3% to 8.2 million passengers over the 12 months, followed by the BNE-SYD and BNE-MEL routes.

Traffic on the Melbourne-Perth route spiked 15% to become the 5th busiest city-pair combo during the year, while Hobart overtook Darwin to become the 9th busiest airport in the country.

New STARS a success

SUNLOVER Holidays says take-up of its recently revamped agent STARS Rewards program has exceeded expectation, with membership now overtaking that of the previous scheme.

Members earn 1 Point per dollar spent on land bookings which can be burnt on 4,000 reward options.

Fly in the face of ordinary to win!

Just visit our website and watch our blockbuster trailer for your chance to win a trip of a lifetime to Hong Kong and Macau.

To enter, visit our dedicated travel agent website vsflyinghub.com Entries close 31 August 2013. Terms and Conditions Apply





JQ supplementary

JETSTAR will operate a one-off extra service between Dunedin-Auckland on 19 Oct after the Bledisloe Cup match for pax unable to find accom in the city.



TWENTY of Darwin's top selling agents of AAT Kings product had a chance to experience what they were selling for themselves, with the tour company recently treating them to a magical sunset & dinner sail on Darwin harbour.

The agents in attendance were winners of a local incentive run by AAT Kings in conjunction with City of Darwin Cruises.

AAT's local team were in attendance to enjoy the evening with the agents, some of whom are **pictured** above sipping champagne in the fading daylight.

Increases in TC Direct

GROWING popularity of the Travellers Choice email marketing solution TC Direct has seen the company roll out a 50% increase in monthly allowances to member agencies for email marketing and promotion, effective immediately.

Under the new allowances, agencies can send up to 3,000 personalised email and news flashes per month, up from the former 2,000, while additional emails past the quota have halved in price to 1.5c each.

Aussies part with cash

AUSTRALIA has ranked second in a global study of which nation spends the highest amount of money on travel, trumped only by holidaymakers from Saudi Arabia.

The result was revealed in the 2013 Global Travel Intentions Study, carried out by Visa, which polled 12,631 travellers from 25 countries, including 500 Aussies.

On average, we spent \$4,265pp on each trip, however Australians were also very "cost-conscious", with 38% of those surveyed saying good value for money was critical in selecting their destination.

The figure was more than twice the Asia-Pacific average and more than \$1,000 over global averages.

Despite the high spend, travel was extremely high on the agenda for Australians, with 98% of those polled saying they had made a leisure trip in the last two years.

Visa also found travel budgets are set to increase, with travellers saying they expected to pay an additional 9% on their next trip.

Bench comp winner

BENCH International has named Ian from Eltham Travelscene, Julie from Ausglobal Travel Group in SA and Cassie from Jetset North Melbourne in Vic as the winners of Dame Daphne Sheldrick's wildlife tale *An African Story*.



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

\$1AUD = US\$0.90

THE Australian dollar is hovering just above the US9oc mark, with analysts keenly observing the US Federal Reserve for any move to roll back stimulus measures.

However, Flight Centre's results announcement today (see p1, 4) heavily downplays any currency impacts on its business, with outbound travel from Australia more influenced by "flight prices, overall affordability and consumer confidence, specifically job certainty".

FC reiterated that customers typically respond to currency shifts by adjusting spending "at destination", either upgrading or downgrading their plans.

Wholesale rates this morning:

US	\$0.900
UK	£0.578
NZ	\$1.141
Euro	€0.673
Japan	¥88.61
Singapore	\$1.148
China	¥5.331
South Africa	R9.212
Canada	\$0.941
Crude oil	US\$105.92

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Proud winner of AFTA's Best International Airline (Online) - NTIA 2013. *One-stop flights to Stockholm from 4th September, 2013 and Kiev from 16th January, 2014.

WIN TICKETS TO T R \triangle V E L T E C H



This week **Travel Daily** is giving one lucky winner the chance to win a double twoday pass to **TRAVELtech** valued at \$1500.

Get set for TRAVELtech: Reboot, a reinvention of Australia's original travel technology, distribution, e-commerce, digital marketing and web event. It's happening in Sydney on September 12 & 13, one and two-day tickets are available.

For more information on TRAVELtech <u>click here</u>.

For your chance to win, email your answer to the below question by COB on Friday 30th August to: traveltech@traveldaily.com.au.

Describe in 25 words or less what you think will be next big travel trend and why.

The winner will be announced in *Travel Daily* next week.

CX fuel surcharge rise

CATHAY Pacific Airways will raise fuel surcharges on long-haul sectors by US\$4.90 (to US\$115) and US\$2.20 (to US\$27.80) on short-haul sectors from 30 Aug.



Tuesday 27th Aug 2013

Globus on the move

THE Globus family of brands will relocate to a new Sydney HQ this weekend, with the firm's call centre and online booking system going down from 5pm on Fri 30 Aug to 8:30am on Mon 02 Sep.

Effective next week, Globus, Cosmos, Avalon Waterways and Monograms will be operating from Level 5, 309 Kent Street, Sydney NSW 2000, with phone lines remaining unchanged.

KTB psyched about KQ

THE Kenyan Tourist Board has welcomed Qatar Airways' flight frequency boost between Doha and Nairobi, with four new weekly services added from 01 Sep, taking its weekly count to 18.

KTB says the new capacity will help the country reach its arrivals target of three million tourists per year by 2017.

Africa's Finest offer

AFRICAREPS is offering a \$45 discount for industry partners on a new coffee table book that showcases the top Eco Lodges and camps in sub-Saharan Africa. *Africa's Finest* normally retails at \$140 - email Herbie for details at herbie@africareps.com.

👑 Vietnam Airlines

Sales & Marketing Coordinator

Vietnam Airlines is looking for a highly motivated sales professional to join its sales & marketing team. It is a full time position based at its Sydney CBD office.

Primary responsibilities include:

- Sales reporting;
 - Analyzing of market activities and initiatives to enhance the Company's position in the market;
 - Coordination of sales meetings & presentations;
- Coordination of sponsorship/media requests;
 Development of comprehensive database for media M
- Development of comprehensive database for media, VFR agents, tour operators & corporate clients.

The successful candidate will have the following skills and attributes:

- Minimum of 2 years experience in the airline/travel industry with a business development or marketing background.
- Working knowledge of GDS and Sabre in particular;
- Good knowledge and experience in pricing and fare distribution;
- Strong communication and presentation skills.
- The ability to work under pressure, unsupervised and within a team.

To apply please email your resume to vnaustralia@vietnamair.com.au by Monday 2nd September, 2013.



AFTA UPDATE The latest updates from AFTA's Chief Executive, Jayson Westbury

WITH only 11 days till the Federal Election, we are set for many more announcements from both sides and no doubt the travel industry would be abuzz with the latest announcement from the Prime Minister who has indicated he would move the Navy from Garden Island in Sydney to a town in Queensland.

For those of you who are in the cruise business or have clients that love to cruise, this would present a wonderful opportunity for the Cruise Terminal problems in Sydney to be finally resolved.

On the one hand, that amazing piece of Sydney land (Garden Island) could be turned into a range of uses not least of which would be a brand new world class cruise ship terminal.

Perhaps along with a Banyan Tree Spa, a world class hotel and just what Sydney needs - a few more Hatted restaurants.

Meanwhile, the Navy would be sent sailing on its way to make its home at a North Queensland hamlet instead.

The real concern of course is the economic impact removing the Navy would have on NSW and indeed Sydney.

What the travel and tourism industry and indeed the cruise industry has been advocating for over the past many many years is a sensible plan to co-locate the Navy and the needs of the Cruise industry at Garden Island. In the end, as with most things a sensible, considered, planned and consultative approach would be the best outcome for everyone.

There is no doubt as we go forward more thinking has to go into how the Big Cruise Ships that want to come to Sydney and Australia can be berthed on the eastern side of the Harbour Bridge.

We all know that more and more of the new ships being built will not fit under the bridge and a solution that is permanent and world class is needed.

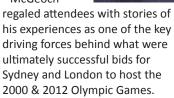
I guess the Government could always take down the bridge - just an idea! This type of announcement is what makes federal elections interesting as it gets everyone thinking about what could or might be.

However, with only 11 days to go it will remain to be seen just if the Prime Minister will be in a position to implement this bold new plan for the Navy.

Pardon the pun, but we had better batten down the hatches as I am not sure just how popular or practical this announcement by the Prime Minister really is.

SKAL welcomes Olympics force

SYDNEY and London Olympic Games powerbroker Rod McGeoch recently acted as the special guest speaker at the Aug networking luncheon of SKAL's Sydney chapter. McGeoch



Another in his long list of professional accomplishments was the securing of the 2011 Rugby Union World Cup event for New Zealand.

Stories and anecdotes from those days included how he was

able to convince the NSW Govt to command all of the traffic lights in Sydney to be green for the official convoy of Olympic decision makers during their assessment of Sydney in the selection process of the early 1990's.

"Aim high, be competitive, drive high performance, only the best will do," McGeogh said.

McGeogh is **pictured** above at the luncheon event with SKAL Sydney president Bob Lunnon.

MH partners hit hole in one



ABOVE: Malaysia Airlines Brisbane held another successful Golf Day for trade partners on 16 Aug, with local travel groups, wholesalers and hoteliers out in force to participate in the event.

The attending players are pictured above following the day.

Onorato MSC ceo

MSC Cruises has announced the appointment of 30-year cruise veteran Gianni Onorato as the line's new chief executive officer, effective 02 Sep 2013.

Onorate was previously the president at Costa Crociere.

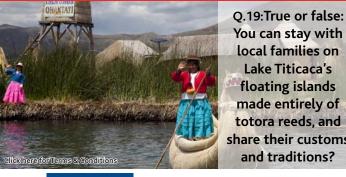
WIN A HOLIDAY TO PERU



Throughout August Travel Daily is giving readers the chance to win a holiday for two people to Peru, courtesy of Aerolineas Argentinas and Peregrine Adventures.

The prize includes two return economy airfares on 6 Aerolineas Argentinas between Sydney and Lima via Buenos Aires and Peregrine Amazon & Inca Heartland tour for two people

Each day Travel Daily will ask a Peru-related question **(** - just read the issue and email us your answer. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this amazing holiday to Peru. Email your answers to: perucomp@traveldaily.com.au.





You can stay with local families on Lake Titicaca's floating islands made entirely of totora reeds, and share their customs and traditions?



QFFF seeking input

QANTAS Frequent Flyer is seeking feedback from members to gauge the airline's service and product domestically and abroad.

The request for input was sent in an email blast to select QFFF members by Head of Airline Loyalty Justin Hyams.

Members are asked a series of questions on how they would rate the airline for its domestic and international offering, and how likely they would be to recommend flying on Qantas.

One question seeks feedback on "areas of importance", asking members to rate on which of seven categories are key when choosing an airline - 1) low priced fares; 2) seat comfort, size and legroom; 3) quality of in-flight service; 4) quality of food and beverages; 5) on time departures & arrivals; 6) shortest connecting time between flights; and 7) most convenient departure and arrival times.

"These surveys are a valuable way for us to listen to your feedback and continue to ensure we deliver the highest quality products and customer service," Hyams said in the email.

DPS departure tax up

RENOVATIONS underway at Bali's Ngurah Rai Int'l Airport are expected to be paid for via a proposed increase to the pax service charge levied on tourists.

The Jakarta Globe reports the current RP150,000 (AU\$15) fee could jump by as much as 43%, with an official announcement expected in the next few months.

Springfield area open

UNIVERSAL Studios Orlando has opened the world's first themed area dedicated to long running comedy The Simpsons.

The expansive new area features The Simpsons Ride and is modelled on the series' fictional town of Springfield along with iconic locations including Moe's Tavern and Krusty Burger.

DAILY



Hidden Universe tkts

FIFTY tickets are available to Sydney travel agents for an advance screening of new IMAX documentary Hidden Universe 3D.

Adventure travel firm World Youth Adventures, who recently released a new range of 'alternate Schoolies' trips to destinations such as Nepal, Laos and China are hosting the special screening.

Five finalists in the group's high school video competition will also be screened - to secure tickets, visit www.bit.ly/Imaxtkts.



Jane Thistlethwaite from Harvey World Travel Bankstown

Jane is the top point scorer for Round 24 of *Travel Daily's* NRL industry footy tipping competition, and has won a \$50 Coles/Myer voucher, courtesy of Compass Car Rental.



Major Prize Sponsors

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





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



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NEED A NEW CAREER PAWSPECTIVE? CELEBRATE WITH THESE SUPER OPPORTUNITIES!

TETRIS (pictured)

Pet Hates: Hedge Trimmers & Birds Naughtiest Deed: Stealing socks Favourite Treat: Pig's Ears Favourite Food: Chicken & Carrot Favourite Pastime: Sunbaking Favourite Toy: Plush Dragon

NEW CALLING ALL ASIA EXPERTS WHOLESALE CONSULTANT SYDNEY – SALARY PACKAGE UP TO \$45K

Move away from face to face consulting. Are you passionate about Asia, apply for this great role today. The client is looking for an enthusiastic consultant who is well travelled and passionate about Asia. Great office located in the CBD. Booking fantastic destinations around Asia, no two days will be the same. From Thailand, India and Singapore your imagination can run wild. Do you have 12 months experience in the travel industry and have travelled extensively in Asia? Make the move today.

NEW CENTRE MANAGER ROLE TRAVEL MANAGER

MELBOURNE – SALARY PACKAGE TO \$80K+ (OTE) We have a unique and rare opportunity for the Melbourne market! This well known visitor and information centre is now searching for a motivated manager to join their team. You will be responsible for the day to day running of the centre, the motivation of staff, rosters, targets and also assisting customer when required. This is the perfect opportunity for a current travel manager to step into this rare role. Min 3 years management experience required and a can do attitude! Call us today to register your interest!

NEW ADVENTURE WHOLESALE CONSULTANT WHOLESALE TRAVEL CONSULTANT MELBOURNE – SALARY PACKAGE TO \$50K (OTE)

Are you an experienced travel expert who has travelled to off the beaten track destinations such as South America or Africa? We have an exciting wholesale opportunity that will see you selling adventure destinations to loyal travel agents. This well known wholesaler now requires a new superstar consultant to join their team. You will work Monday – Friday hours only and be paid a high base salary plus be offered exciting famils and incentive trips. This new role could be yours if you have a min 2 years consulting experience.

WANT VARIETY & BEHIND THE SCENES? AMADEUS TEMPORARY CONSULTANT

BRISBANE CBD - Top Hourly Rate Up To \$25/hr So much more than the average temporary assignment! Are you an experienced travel consultant with strong Amadeus ticketing skills? In this top ongoing assignment you will handle Amadeus reservations & ticketing requests, alongside training and support to consultants & team members. You will receive a superb hourly rate \$\$, weekly pay cheque, amazing & unique opportunities behind the scenes. Working Monday to Friday hours with a possible temp to permanent opportunity for the right candidate.

NEW MOVE TO A BOUTIQUE CORPORATE CORPORATE CONSULTANT SYDNEY

SALARY PACKAGE UP TO \$65K

Work for a lovely boutique corporate company based in the CBD. This company prides itself on its outstanding customer service and always going the extra mile for the client. Work in a friendly team and be rewarded with team dinners and weekends away. Looking after a wide range of corporate clients providing top end service and customer service. Do you have 4 years experience in corporate travel, strong GDS and ticketing skills? Apply for this great opportunity today.

THE GRASS IS GREENER ON THE OTHERSIDE WHOLESALE AGENTS X 4 PERTH – SALARY PACKAGE TO \$65K (OTE)

Travel consultants in Perth, have you been dreaming about moving into wholesale bliss and away from face to face consulting? Due to company growth this global wholesaler is now searching for 4 new travel consultants to join their wholesale team. You will be responsible for booking worldwide holidays for your repeat and referral agents. With exciting famils on offer and an amazing salary, you won't want to miss this chance. Min 12 months travel industry required. Call us today and say hello to wholesale bliss.

THINKING OF A MOVE TO NEW ZEALAND? CORPORATE TRAVEL CONSULTANTS x 5 AUCKLAND (NZ) – SALARY PACKAGE \$65K NZD + (DOE)

Are you thinking off taking off to NZ? We have a sensational opportunity in Auckland New Zealand for experienced travel consultants. This global TMC has just won a new account and requires 5 new consultants to join their dedicated team. With an exciting rotating roster on offer and one of the highest salaries in New Zealand you would be crazy to pass this up. One of these roles could be yours if you have a minimum 12 months international consulting experience and knowledge of a GDS. Apply now and never look back.

YOUR CHANCE TO STEP INTO MANAGEMENT! TEAM LEADER

TOWNSVILLE – UP TO \$60K SALARY PACKAGE Do you have what it takes to be a travel manager extraordinaire? Then apply now & be recognized for your current achievements and be rewarded for a job well donel Here is your chance to manage your own portfolio, whilst mentoring and developing a team of 3 retail travel consultants. The exciting benefits on offer are an amazing Salary Package, excellent famils, professional & personal development, achievable bonus structure, excellent team environment & you're in charge! Apply Now!

Visit www.aaappointments.com or Email your CV to: NSW & ACT: apply@aaappointments.com.au; VIC, WA & SA: recruit@aaappointments.com.au; QLD: employment@aaappointments.com.au



Connect with us



People. Integrity. Energy.

Love working in travel and looking for a change?

Chat with our team



Domestic Tourist Centre Customer Manager - Melbourne

Unique job opportunity
 Excellent bonus structure
 Salary \$60K + super + bonus

Ben Carnegie

Our client is a major player in the domestic tourism market. Their centre has been operating in excess of a decade & is now seeking an experienced people manager with a background in travel consulting to lead their team of existing consultants.

If you are looking for something different from a managerial role in a retail travel agency but still wanting to utilise your existing skills in a different environment, then this could be the role you've been waiting for. Manage a team of 6 consultants whilst overseeing day to day operations for this busy travel centre.

The successful candidate must be available to start in mid- October for a comprehensive handover with the exisiting centre manager.

Send your application now to be considered!

Call or email Ben Carnegie for more details

Online Travel Cons. Multiple roles- Sydney

- Brand new department
- No more face to face or phones!
- Salary from \$40K + super

If you have strong travel consulting experience and are looking for a new way to meet your clients needs without the face to face interaction, then this role will be perfect!

Call or email Ben Carnegie for more details

twitter: @inplacejobs www.inplacerecruitment.com.au

Customer Relations Consultant - Sydney

- 7 nights on 7 nights off
- Dynamic unique company
- Salary \$46K package

Are you looking for a work life balance? Work half the year in this role! 11pm-8am Mon-Sun then have 7 nights off! Assist online direct passengers from worldwide destinations.

Call or email Kristi Gomm for more details

Graphic Designer/ Web Content Mgt - Sydney

- Utilise your creative flair at work!
- Cruise industry
- Salary \$53K + super

Develop & administer web content, advertising & in-house publications as well as innovative graphic material for both business and consumer markets.

Call or email Kristi Gomm for more details

Online Social Media & Web Mkting - Sydney

- Online social media guru needed!
- Expanding marketing department
- Salary \$55K \$60K + super

This reputable & esteemed brand seeks a skilled Marketing Co-ordinator to maximise brand representation though social media & search engine optimisation on the web.

Call or email Kristi Gomm for more details

Account Manager- Events Agency- Sydney

- Diverse range of programs
- Experts in the Events industry
- Salary dependant on experience

Well-respected events agency specialising in conferences, incentives & corporate hospitality. Lead your team whilst establishing strong relationships with existing clientele.

Call or email Ben Carnegie for more details

Call 02 9278 5100 1300 inPlace (1300 467 522)