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**Travel Daily**  
First with the news

Thursday 12th December 2013

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**THL exec changes**

**TOURISM** Holdings Limited has named Mark Davis as the firm's new chief financial officer, replacing Ian Lewington who is resigning effective 28 Feb 2014. Lewington has been with THL for 15 years, making a "significant contribution" to the company, said ceo Geoff Webster. Elsewhere, Nicole Edgerton has resigned as gm strategic projects with her role not being replaced. More appointments on **page 4**.

**Jetstar MEL/Tokyo direct**

**THE** Victoria Tourism Industry Council chief Dianne Smith says the state is ready to capitalise on increased visitation from Japan after Jetstar yesterday confirmed it would reintroduce the first nonstop flights between Melbourne & Tokyo in five years. Jetstar Australia/NZ ceo David Hall commented the route, slated to start on 29 Apr, was one of the "most unserved international

markets in Australia." Hall said Jetstar booking trends show many Victorian customers are making their way to the Japanese capital via other ports. The route will be serviced on a four weekly basis using Airbus A330 aircraft, with the LCC adding it expects to operate an all 787 Dreamliner long-haul fleet by the end of 2015.

MEL-NRT schedules and fares will be revealed in coming weeks. In order to free up aircraft for the route, JQ is suspending its under-performing thrice weekly nonstop Gold Coast-Osaka route from 08 May. He said suspending the route was part of JQ's response to the current state of the Australian aviation market & a realignment of JQ's international network.

**MEANWHILE**, Jetstar will take delivery of its second Dreamliner aircraft in coming days.

**Odyssey in Australia**

**THE** 450-guest *Seabourn Odyssey* has sailed into Australian waters, making its first port of call in Darwin earlier this morning. Odyssey's summer season in Australia/New Zealand includes 22 calls at 11 Australian cities.

**New SQ lounge concept debut**

**SINGAPORE** Airlines has soft opened its brand new SilverKris lounge with Sydney Airport chosen as the global launch location for the concept which will now progressively roll out across the SQ network (**TD** 24 Aug 2012). The lounge features a range of enhancements including an expanded dining area, new privacy pods, a bar and a separate "gallery" area adjacent to the entrance with its own dedicated tea and coffee facilities. The facility continues to have separate facilities for First Class/Suites passengers, with a full unveiling and launch expected in the next few days. It's part of an investment project worth more than

\$20 million which aims to "improve the pre and post travel experience of customers across the Singapore Airlines network," the carrier said last year. The spacious new SilverKris Sydney lounge features touches such as USB chargers integrated into all power points, a fresh clean look and attentive staff. **Travel Daily** has exclusive photos of the new SilverKris lounge at [facebook.com/traveldaily](http://facebook.com/traveldaily).

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## Floating Sydney venue

**DOCKSIDE** Group has gained approval to open a new water-based venue at Darling Harbour mid-next year, pitching it as a “unique” alternative while the Sydney Convention & Exhibition Centre is being redeveloped.

The anchored floating pontoon - to be called Dockside Pavilion - will cater for groups of up to 2,000 standing or 1,440 seated.

MD Christopher Drivas said the new function space will be “an important component in ensuring Darling Harbour is a dynamic and desirable precinct to visit during the redevelopment period.”

Dockside Pavilion aims to lure conferences, business events, charity gala events, festivals and public events to the new venue.

## Endorsement key to sale

**AGENTS** that can prove their value at the enquiry stage in the booking process are over 50% more likely to hook a client from the get-go, new research by Travel Indochina has confirmed.

Managing director Paul Hole told *Travel Daily* that while the firm’s study of 1,000 “qualified” group travellers reinforces the importance of the travel agent, he was surprised by the rate at which first impressions count.

Travel Indochina’s six-month study set out to uncover ways to speak to and influence travellers before reaching a position to enquire about price, Hole said.

The aim of which was to have customers walk into a travel

agent’s office qualified and armed with a TI brochure in hand.

Of those surveyed, 70% of potential group or small-group travellers said they would use a travel agent during the enquiry stage, and a significant amount of those would continue to engage with consultants who made a “qualified recommendation.”

Agents who “palmed off a pile of brochures” expecting a client to research tours themselves would “evaporate to other channels,” Hole told *TD* this morning.

He said the report found the potential client would then go direct, online or drift away to another purchase altogether.

“What we found is of that 70% if the travel agent doesn’t demonstrate that they have relationships with specialists and can make a recommendation, then the chances of that 70% staying with the travel agent right through until the end of booking is massively increased.

“It wasn’t surprising to us that travel agents remain very important in the process, but what was surprising was the gap between how many more travellers will consider a travel agent so early in the process,” Hole commented.

“Travel agents should bring us into the conversation to help demonstrate why they should be booking with us,” he added.

The study results gave Travel Indochina the information that was needed to better serve travel agent partners through its ‘Asia Guru’ platform (*TD* 13 Nov), with the small group specialist’s points of difference highlighted, rather than product and destination.

## CX increase BNE to 14

**THREE** new weekly nonstop services between Hong Kong and Brisbane will boost Cathay Pacific Airways’ ops to the Queensland capital to daily, effective 30 Mar, travel agent GDS displays show.

The increase pushes CX’s flights into Brisbane to 14 weekly, complementing the existing daily services to Hong Kong via Cairns.



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## Feeling festive at Swissotel



**LAST** night Swissotel Sydney hosted key industry partners at an exclusive cocktail reception before treating them to a special

preview performance of *The Lion King* musical, which officially opens to the public tonight.

**Pictured** in front of the hotel's giant Christmas tree are, from left: Ross Buchanan, Director of Sales & Marketing; Lauren Kekwick, marketing & communications manager; and new general manager Christian Hirt, who took up his appointment a couple of months ago after his former role as gm of Swissotel Istanbul.

## Aus Farmers out

**THE** Australian Farmers Travel Service (ABN: 14 000 267 916), located in Mudgee, NSW has been voluntarily terminated from the Travel Compensation Fund after ceasing to operate as a travel agent, effective 11 Dec.

## Amtrak reservations

**RAIL** Plus says its "business as usual" for bookings made on Amtrak services after the US rail firm removed its product from the Euronet global reservation systems used by GSAs.

National sales & marketing mgr Greg McCallum reiterated Rail Plus is committed to providing "an unrivalled range of int'l rail product" and is working with Amtrak to deliver a streamlined solution to connect with retail travel partners in 2014.

"While a live connection offering 24/7 availability is not presently available, agents can still easily and efficiently book journeys across North America using Rail Plus' traditional service channels," McCallum commented.

## Qantas UAD online

**UNACCOMPANIED** Minor Declaration forms for travel on Qantas domestic & QantasLink regional flights are now available online at [www.bit.ly/QFuadform](http://www.bit.ly/QFuadform).

The form must be completed prior to the customer's arrival at the airport and agents must still add the UMR details in the GDS.



## Window Seat

**ANYONE** with a spare \$152 million lying around can pick up a bargain, with a Spanish airport that has barely been used being put up for sale this week.

The Ciudad Real Central Airport is situated approx 235kms south of Madrid and was opened in 2008, but the operators went bankrupt after insufficient air traffic could be sourced.

A little thing called the global financial crisis didn't help either.

As a result, the tag of "Ghost Airport" was unwittingly bestowed on the unused facility.

**CHOCOLATE** lovers rejoice - the world's largest candy wall of M&M's has opened in Las Vegas.

Twenty-two different varieties and 11 flavours feature in the wall, which is 18-metres wide & comprises 162 tubes of M&Ms.

To celebrate the opening, a three-dimensional chalk rendering of the chocolate wall has been created in front of the store at the Strip's south end.

## EDINBURGH SCOTLAND

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Edinburgh>Doha	QR028	14:45 23:40	Edinburgh>Doha	QR028	14:45 23:40
Doha>Melbourne	QR904	00:55 21:25	Doha>Perth	QR902	01:50 17:55

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## Four China Fairmonts

**FAIRMONT** Hotels & Resorts has opened its newest Chinese hotel in Nanjing - a 359-room property on the upper floors of the 62-storey Jin Ao Tower.

## Carnival Aus kinda Christmas



**ANN** Sherry and the brands of Carnival Australia held their annual Christmas party for the travel media in Sydney last night at a trendy bar at Circular Quay and it just so happened that one of their ships, the huge *Diamond Princess* was also docked there to serve as a fitting backdrop.

"From now until the end of the cruise season in Apr, 35 different ships, most of them ours, will come in and out of Sydney, offering passengers an amazing holiday experience," said Sherry.

"Next year, we'll see *Carnival Legend* arrive, and watch out for 'the 3 Queens' in Mar and some exciting new destinations we're working on, such as Kangaroo Island which we want to make it easy for our pax to get to and affordable as well," the ceo said.

**Pictured** at the event from left are Aniela Richards, marketing manager Holland America Line & Seabourn; Jennifer Vandekreeke, vice president, Australia Carnival Cruise Lines; Ann Sherry AO, ceo Carnival Australia; Stuart Allison,

vice president, Australia Princess Cruises and Tammy Marshall, senior vice president P&O Cruises.

## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry, send us an email at [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

Bringing many years industry experience to her new role, **Independent Travel Group/Express Ticketing** has recruited **Christine Field** to the role of Business Development Manager for the Vic/Tas regions.

Formerly of Travelscene American Express, **Rachael Power** has joined the team at **Contiki Holidays** as the operator's Industry Marketing Manager.

**Carnival Australia** has welcomed **Jayne Andrews** to the role of Marketing Director, focusing on promoting *Carnival Legend's* arrival to Australia.

**Monique Ponfoort** and **Steve McLaughlin** have been hired as Vice President Australasia and Director of Sales Australasia respectively to drive the start-up of **Compagnie du Ponant** into the Australasian market.

**Helloworld Ltd** has recruited **Gillian Hayward** to the role of Business Development Executive for the NSW/ACT markets.

The **CVFR Travel Group** is expanding its sales team, naming two key appointments. The group has promoted **Arthur Vicario** to the role of National Sales Manager, additionally announcing **Gordon Tanner** has joined the team as Business Development Manager for NSW/Qld.

## Rapid Italian rail rise

**SALES** of Italian rail passes and point-to-point tickets have been forecasted to grow up to 10% in the Australian market next year, International Rail managing director Jonathan Hume believes.

Hume said the length of booking window, multiple pricing levels on Trenitalia services and e-ticketing along with high service standards and investments being made in Italian rail infrastructure was also leading to strong feedback levels.

## Excite Hols winners

**AGENT-ONLY** travel wholesaler Excite Holidays has named the three winners in its 'craziest travel request' competition as Hayley Nicholas, STA Travel, Georgie Rowney, Stodarts Travel & Cruise and Emily Todorovski from itravel.

View their entries online at [facebook.com/exciteholidays](http://facebook.com/exciteholidays).

## Seashells app launch

**WESTERN** Australian hotelier Seashells Hospitality Group has rolled out a new smartphone and tablet app for its collection of properties in Broome, Mandurah, Scarborough and Yallingup.

Users can sign-up for the latest deals and book directly.

## AA \$60K "taxes" error

**AMERICAN** Airlines reservation agents defining carrier-imposed surcharges as "taxes" to pax has cost the carrier US\$60,000.

The US Dept of Transportation said an investigation found AA staff had mistakenly deemed a "significant portion" of extras, such as fuel surcharges, were collectively described as government enforced taxes during 2012 and 2013.

Extra training has been provided to AA's agents, the DOT said.

## QF Prem fares revised

**NEW** Qantas International Fares in Business and First Class have been released to North America, South America, New Caledonia, Africa, Japan, Hong Kong, China, Indonesia, Philippines and India.

Details at the QF Industry site - see [www.qantas.com.au/agents](http://www.qantas.com.au/agents).

## WIN TICKETS TO THE OPERA

This week *Travel Daily* and **Opera Australia** is giving away two A Reserve double passes to *The Magic Flute* at Sydney Opera House, valued at \$450-490.

*The Magic Flute* is a bright, colourful production featuring larger-than-life puppetry and suitable for all the family and all cultures.

This opera features designs by Julie Taymor (Disney's *The Lion King*).

For your chance to win, email your answer to the question below by COB on Friday 13th December to:

[opera@traveldaily.com.au](mailto:opera@traveldaily.com.au).

**In 25 words or less tell us why you think *The Magic Flute* is a great family opera**

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## Europe airfare saving

**INSIGHT** Vacations & Trafalgar are offering up to \$600 off airfares to Europe with bookings of 2014 Europe & Britain guided holidays of 15 days or more, before 15 Jan.

## China mega-incentive

**SYDNEY** will welcome another mega-incentive group from China next year after Business Events Sydney secured the Pro-Health China Annual Conference 2014 to visit the city.

The delegation's visit is expected to yield more than \$22.5 million in economic impact for the city & follows the visit in Jul of more than 3,000 delegates as part of the Perfect China Leadership Summit.

## Express data security

**EXPRESS** Ticketing has assured agents they will retain ownership and control of client databases at all times via usage of its Express Desktop cloud-based software.

The new solution, launched this week (**TD** yest), allows agents to more easily market to databases.

Databases will "exclusively remain their property," Express Ticketing ceo Tom Manwaring said at a presentation in Sydney.

## CHC heads to the wild Aus west



**GOVERNMENT** officials, state tourism authorities and key travel industry partners in Perth last week welcomed Air New Zealand services from Christchurch back to the WA capital city.

The first direct service in approx 20 years will now operate twice each week on a seasonal basis until late Apr next year utilising Boeing 767 wide-body aircraft.

A number of Kiwi travel industry representatives travelled to Perth aboard the first resumed service, joining celebrations upon arrival.

Tourism numbers for both cities

among business, leisure and VFR markets are expected to benefit from the new direct link.

**Pictured** above at the launch event from left is Brian Krause, Perth Airport; David Hawkey, Christchurch Canterbury Tourism; Simon Burley, Tourism Western Australia; Hon. Liza Harvey MLA, WA Tourism Minister; Chris Ellison, Honorary consul General for New Zealand and Mathew Findlay from Christchurch Airport.

**MEANWHILE**, Air New Zealand has signed a multi-million dollar agreement with Cover-More for the provision of travel insurance coverage to customers purchasing through online & retail channels.

The partnership went live earlier this month and applies to purchases made in the Australian, New Zealand and UK markets.

Optional policies and ancillaries customised to suit the itinerary will be offered to customers at the point of purchase through the integration of Cover-More's Impulse e-commerce platform.

Air New Zealand is the second carrier partnered by Cover-More following a similar deal signed with Malaysia Airlines last year.

## QR's oneworld arrival



**THE** newest member of the oneworld airline alliance - Qatar Airways - yesterday operated its scheduled Perth service using its aircraft painted in oneworld livery.

The aircraft is **pictured** below sitting at its gate at PER airport.



**Travel Daily's** popular Christmas photo competition is back! **Fraser Suites Perth** want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

At the end of the month, the judges will select the most creative photo and the person who submitted this will win two nights accommodation for two guests at Fraser Suites Perth, including daily breakfast and complimentary Wi-Fi.



**BELOW:** The 2013 Globus family of brands staff Christmas Party celebrated another successful year culminating in a Rock 'n' Roll inspired staff Christmas Party at the legendary Hard Rock Café in Sydney. Music icons from Axl Rose to Lady Gaga all made an appearance on the night with around 100 hundred staff and family taking part in the festive occasion. Pictured here are the marketing team: left to right (back row) Dan, Rebecca, Nigel, Mathias, Christine and Christian. Left to right (front row) Kate, Letitia, Linda and Rebecca.



Email your festive photos (including names of the people pictured) to: [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au).

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**Street address:** 4/41 Rawson St, Epping NSW 2121 Australia  
**P:** 1300 799 220 (+61 2 8007 6760) **F:** 1300 799 221 (+61 2 8007 6769)

**Advertising and Marketing:** Christie-Lee Lachance, Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Part of the Travel Daily group of publications.

**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Assistant Editor:** Matt Lennon  
**Contributors:** Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)



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On behalf of Adriana D'Angelis and the AA Team, we would like to thank all of our clients and candidates for your great support in 2013. We wish you all a wonderful Christmas and a prosperous New Year. We look forward to assisting you in 2014.

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Key responsibilities will include understanding client needs within the online space and determine what solutions will provide value along with retaining and growing an existing client base. You will build and deliver detailed and high level product demonstrations, train and execute implementation plans and be the primary escalation point to support technical enquiries. You will come from a strong corporate travel management background

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#### SUPPLIER RELATIONS MANAGER SYDNEY – SALARY PACKAGE \$70K++

Are you a hotel wiz, dedicated to exceeding targets and technically savvy? You will be responsible for managing product and ensuring this market leader remains at the top of their game. You will be communicating initiatives along with maintaining relationships. To be successful you will be experienced in supplier relations, competitor analysis with strong contracting and negotiation skills.

### LOVE A GREAT EVENT?

#### SENIOR EVENT MANAGER SYDNEY – SALARY PACKAGE TO \$\$

This organization is committed to delivering the best event management, group travel and incentive programs for clients of all sizes using their experience teamed with creativity and innovation. If you have experience managing a team, managing events, from small corporate meetings through to large international incentives & conferences, come and see that this fantastic. Growing organization can offer you.

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#### CORP TRAVEL PROJECT MANAGER x2 – APAC SYDNEY - SALARY PACKAGES \$100K+

The Operation / Project Manager is responsible for running and delivering operational projects on a global scale with the objective of growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to Executives.



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### Retail Travel Consultant

**Melbourne - \$42-45K + Incentive - Ref 458DB1**

New retail travel position! This well established travel company are looking for their next travel superstar to join their team! If you have two years plus experience as a Travel Consultant, love working with targets and delivering customer service, then read on! This position is working within a dynamic team; no day will be the same! You will be selling worldwide destinations and working with targets and commission. If this sounds like you then apply today!

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

### Wholesale Travel Specialist

**Adelaide - \$32.5-38K + Super + Fams - Ref 0866NC2**

A fantastic chance to join one of the leading travel wholesale specialists in the Adelaide area. We are looking for the perfect Travel Consultant to join this close knit team. You will answer email and phone enquiries relating to a range of bookings for this amazing area, including walking holidays, camper van hire and fly drives. This is a fantastic role if you have excellent personal experience of travelling New Zealand and have a genuine passion for the travel industry.

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

### Luxury Travel Consultant

**Brisbane CBD - \$Competitive - Ref 891/PSH1**

Are you an experienced worldwide Luxury Travel Consultant with extensive cruise product knowledge? My client is expanding their reservations team and are looking for an experienced Travel Consultant with a genuine passion for Cruise to join their team. If you have excellent destination knowledge, a passion for cruise and proven experience smashing set sales targets, then I'd love to hear from you. Excellent package is offered!

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### Travel Consultant

**Canberra - Competitive + OTE - Ref 857SJ2**

Are you a travel industry professional looking for a fresh challenge? This is a dream Travel Consultant role based in Canberra on a full or part time basis. Uncapped earning potential with recognition & rewards for your hard work are offered with this fantastic travel role. You will ideally have international & domestic travel industry experience, be well travelled and have the passion to find the right holiday for your clients. Call me today for a confidential chat!

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

### Senior High End Retail Leisure Consultant

**S. Melbourne - \$Competitive + Incentives - Ref 5920KF1**

Wanting to take ownership of your role with the support of a manager and agency? Bored of fully working on your own? We have the position for you! This growing TMC are offering you the opportunity to work in an established office with your own client base with the added support and ongoing training from an agency with the chance to grow your existing client base. Within your role you will be booking exclusive, high-end travel packages and airfares.

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

### Specialist Reservation Travel Consultant

**Perth - \$40-45K + Super + Bonus - Ref 0887NC5**

This is an awesome opportunity to join some of the leading, award winning wholesalers in the Perth area as a Specialist Reservation Travel Consultant. Have you sold and extensively travelled to Africa or South America or India or Sri Lanka? If so, then we need to speak to you! We have many fantastic roles to start in 2014. These leading, award winning wholesalers are looking for team players with two years front line travel industry experience.

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



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