

## New TripCase website!

- ✓ Keep your travellers informed with free mobile flight alerts
- ✓ Stay in touch with your travellers through message stream
- ✓ Itinerary automatically imported from Sabre Red



Contact Sabre Pacific today for access



# Travel Daily

## First with the news

Friday 1st February 2013

## HE IS!

Are you keeping up to 100% of your up-front commissions? At Travel Partners you can.

Ph: 1300 559 527



TRAVEL PARTNERS

EXCELLENCE IN TRAVEL

Email: 100pct@travelpartners.com.au

## ILC recruits for ceo

**THE** Indigenous Land Corporation, which has an extensive portfolio of property assets including the \$300m Voyages Ayers Rock Resort, is seeking a new chief executive.

The ILC operates 15 businesses which deliver education, training and work opportunities for Indigenous people, with the new ceo tasked with "accelerating the commercial and social success" of existing ventures.

## oneworld gains SE Asia hub

**MALAYSIA** Airlines' entry into the oneworld airline family today will pave the way for inbound tourism to the country, says the carrier's ceo Ahmad Jauhari Yahya.

Yesterday, Malaysia Airlines was officially welcomed into oneworld during a day of festivities in the Malay capital, Kuala Lumpur.

Joining as oneworld's 12th full member airline, MAS becomes the only Malaysian-based carrier to enter any of the three major airline alliances, and adds 16 new destinations & one new country - Brunei - to the group's network.

A brand new oneworld Visit Malaysia Pass has been activated today, offering discounted flights on MH's domestic network when sold in conjunction with any of the other 11 group members.

oneworld ceo Bruce Ashby told *Travel Daily* in Kuala Lumpur that establishing a gateway in South East Asia was highly important for the alliance as it expands.

Ashby said Malaysia Airlines has "a great reputation for quality,

service and hospitality, along with a very attractive route network.

"Kuala Lumpur is geographically well placed between existing member hubs," he added.

"We have Hong Kong covered through Cathay & Sydney covered through Qantas, but we have been lacking a presence in this area - one of the fastest growing aviation markets in the world."

Ashby said the pass was likely to "spur" tourism through Malaysia, a remark echoed by the MH chief.

Yahya said joining oneworld will be of great benefit to Malaysia's "crucial" tourism industry.

The Visit Malaysia Pass would provide "a perfect opportunity for people to travel beyond the skyscrapers of KL" to some of Malaysia's popular beaches, jungles, spas and golf courses.

"Connecting our network with those of oneworld partners will make it easier for people to travel to Malaysia."

Yahya said joining oneworld was a "landmark event" and represents the "start of a new era" for Malaysia Airlines.

"It's a new and exciting time of great opportunity, with improved product and service that we could not have done on our own."

MAS's integration into the team took around 20 months, and was sponsored by Qantas Airways.

More Malaysia Airlines/oneworld coverage on **pages 3 and 4**.

### 7 pages of TD gold

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

- AA Appointments jobs
- LAN Airlines positions

## Win an Abu Dhabi trip

**ABU DHABI** Tourism is the sponsor of this month's new *Travel Daily* competition, in which one lucky reader will win a trip for two to Abu Dhabi.

Enter by answering the daily questions, which will also be posted onto our website.

We'll be announcing the overall winner of a trip to Singapore in Jan's Park Hotel comp next week.

See **page seven** for the first Abu Dhabi question.

viva! holidays  
viva life!

Click here to discover the real South Island!

100% PURE NEW ZEALAND



For more information visit [www.qhv.com.au/agents](http://www.qhv.com.au/agents)

## EK daily to Adelaide

**EMIRATES** has today lifted frequencies on its new Adelaide-Dubai route to daily, rising from four per week "on the back of exceptional demand".

The increase comes just three months after the route's launch, with EK vp Australasia, Barry Brown saying there had been an overwhelming response, with economy completely full on most inbound and outbound flights.

SA premier Jay Weatherill also hailed the move, saying the state was now a "one-stop destination" for visitors from around the world.

SEE THE HAWAIIAN ISLANDS

Honolulu  
O'ahu  
from just

\$1055\*

\* per person return ex Sydney including taxes

+ 'Add an Island' for just \$5 per person return choose from Maui, Kauai or Hawaii The Big Island

Valid for low season travel between 01 FEB 13 - 31 MAR 13 and 01 NOV 13 - 30 NOV 13

THE HAWAIIAN ISLANDS

HAWAIIAN AIRLINES

Click here for more information

## Travel Temps in London

- Corporate travel temp roles in the UK
- Flexible assignments
- Travel discounts available
- Galileo, Sabre or Amadeus, Top \$\$

Contact: Kristi Gomm  
02 9278 5100  
kristi@inplacerecruitment.com.au



# Travel Daily

First with the news

Friday 1st February 2013

## Give me a break!



New Caledonia is less than 3 hours away -  
the perfect short break.



CLICK HERE

## GBTA is a sellout

**THE** Global Business Travel Association has announced that its upcoming inaugural Government Travel Symposium has now sold out.

The symposium will offer five dedicated education sessions created for government travel managers, with GBTA Chair, Chris Telfer from the Australian Federal Police, saying that the event recognises that managing private sector travel is "quite different from our corporate counterparts".

The fact that it's been sold out "clearly shows that an event of this kind has been required for this market," Telfer said.

The GBTA symposium will take place on Tue 05 Mar, and GBTA said those wanting to go on a waitlist can call 02 9456 4470.

## Joyce tips EK German influx

**QANTAS** ceo Alan Joyce is predicting the key Australian inbound German tourism market will grow strongly under the proposed alliance with Emirates.

Speaking with *Travel Daily* in Kuala Lumpur last night, Joyce said Qantas' withdrawal from Frankfurt using its own aircraft in Oct would be reinvigorated under the EK joint venture.

Emirates currently operates to four German hubs - Frankfurt, Munich, Dusseldorf & Hamburg - all of which Qantas will be able to codeshare to/from Dubai, should its planned partnership receive final regulatory authorisation.

The alliance "expands us into parts of Germany that we've never been before."

"Our sales force are really, really excited to be going back in and start selling these points as one-stop into Australia," he said.

"Having one stop is going to give us a huge presence in the German market which we were struggling with having our own service just into Frankfurt - out of London - with very little connectivity," Joyce admitted.

## Skywards Platinum?

**EMIRATES'** Skywards frequent flyer scheme is likely to see the introduction of a new top tier to line up with QF's Platinum level, Qantas ceo Alan Joyce confirmed to *Travel Daily* yesterday.

The expansion comes as the prospective partners look to further align their product offering under their partnership.

QF last year announced the adoption of EK's chauffeur service for First and Business class pax.

"Emirates didn't have a 4th tier - we have a Platinum level, above Gold, Silver and Bronze - and now they are looking at the launch of a new top tier, so our alignment of product is moving one step further," Joyce told *TD*.

Skywards currently offers EK passengers three tiers of status - Blue, Silver and Gold.

"Now we've got an amazing network through Emirates that will make a massive difference for the German market."

Joyce told *TD* that Qantas was "looking at putting as much traffic as we can onto the joint venture."

The Qantas chief also confirmed to *Travel Daily* the Australian flag-carrier had no intention, at this stage, to transfer its highly-valued slots at Frankfurt to Emirates, as the Dubai-based carrier offers four daily services to the city.

"Emirates has enough flights into Frankfurt, some at about the same time, so there's no benefit of that in the alliance between the two of us," he said.

## California on Aus TV

**HOLLYWOOD** screen legends Betty White and Rob Lowe will be front and centre on a new state promotional campaign, launching this weekend by Visit California.

The state's array of diverse attractions will feature in a series of commercials, coupled with a variety of tailored travel specials released by Qantas Airways, which is partnering the campaign.

*Travel Daily TV* has obtained an advance copy of one of the ads, which is available to view now by clicking the logo.



## Hurtigruten celebrates their 120<sup>th</sup> Anniversary in 2013

To celebrate this great milestone, Hurtigruten is offering special Anniversary Celebration Fares on select Norway Classic Voyages - saving up to \$2,925 per couple\*!

PLUS, book any Classic Norway Voyage departing between 01 Apr & 30 Sep 2013 and receive a bonus Shipboard Credit of NOK1200 per cabin

Save up to  
**\$2,925 per couple\***  
plus bonus  
shipboard credit\*

HURRY!!  
book by  
14 February  
2013!

Discover the World Cruising



Contact Discover the World Cruising  
your Hurtigruten Specialist 1800 OCEANS (1800 623 267)  
retailres@discovertheworld.com.au | discovertheworldcruising.com.au

\*Anniversary Celebration Fares valid on select Norway Classic voyages, subject to availability and may be withdrawn without notice. Saving of up to \$2,925 per couple based on full fare Classic Round Voyage departure 01 Aug 13 in outside cabin grade J/L. \*Bonus Shipboard Credit is valid for any Classic Norway Voyage departing between 01 Apr & 30 Sep 2013 when booked by 31 Jan 2013. Travel Agent Lic. 2TA06929 (Discover the World Marketing Travel trading as Discover the World Cruising)

Revolutionary!  
Issue  
EH/AP  
tickets!  
with  
CVFR-Quickticket  
\*\*\*\*\*  
Save thousands  
with EH / AP on  
Lufthansa  
SWISS  
FINNAIR

Contact your local sales manager for more details at...  
CVFR TRAVEL GROUP  
Your Travel Business Partner  
1300 244 777 | sales@cvfr.com.au



We have the affiliations  
to ensure your success.

Ditch your desk job and  
go mobile with MTA.

Call us 1300 682 000  
join.mtatravel.com.au

MTA mobile travel agents VIRTUOSO TRAVELSCOPE

## QR likely to jump UL

**ONEWORLD** members-elect, Sri Lankan Airlines & Qatar Airways, are vying to become the alliance's next full partner, but neither are insisting its a race to be the 13th.

Sri Lankan Airlines director/ceo Kapila Chandrasena told **Travel Daily** yesterday in Kuala Lumpur the carrier was on track for admission into **oneworld** by late-2013 or Jan/Feb next year.

UL was invited to join **oneworld** in Jun 2012, while Qatar Airways confirmed its plan to align with the airline network last Oct.

Chandrasena said the airline was yet to move to a suitable reservation system, recently signing a contract for the switch.

Questioned if QR may jump UL on the **oneworld** admission list, Chandrasena said: "Not really."

"I think most probably it is easier for Qatar [Airways] as they are on a system that is **oneworld** ready, so most probably they will join before us," he revealed to **Travel Daily** exclusively.

A QR spokesperson told **TD** the Doha-based carrier was working on a 12-18 month goal for its **oneworld** entry, meaning it could become the next full member later this year, or by Mar 2014, by which time it will be flying from Doha's new Hamad Int'l Airport.

## MAS now one of the family



**MALAYSIA** Airlines celebrated the "latest landmark" in its 65 year history yesterday, becoming the **oneworld** airline alliance's 12th full member (see **page 1**).

CEO Ahmad Jauhari Yahya said the time was "clearly right to join an airline alliance, and **oneworld** was clearly the right option for us."

"Joining provides more value to customers and for [Malaysia Airlines'] business," Yahya said.

Effective today, the 2 million members of MAS's frequent flyer scheme Enrich will be able to earn & burn Miles when flying on other **oneworld** member carriers' services around the globe, incl those of its sponsor, Qantas.

Yahya said MAS passengers will

be provided with a new travel experience effective immediately, covering "seamless travel, more rewards, more lounge access."

Enrich members will benefit by having access to priority check-in, and priority boarding at airports.

At the same time, 125 million cardholders within the **oneworld** group can now take advantage of Malaysia Airlines' flight options to 60 destinations throughout the world, and its network of lounges.

Financial benefits will also arise for Malaysia Airlines through additional passenger feed.

MAS becomes only **oneworld**'s second member to offer A380 services (along with Qantas), and from today, has rebadged all its signage worldwide to include the **oneworld** logo.

Yahya continued by saying its involvement with **oneworld** was a choice of "great responsibility," & "it will strengthen our competitive position considerably."

"We are determined to punch above our weight," he added.

Qantas chief Alan Joyce said he was "delighted" to have backed Malaysia Airlines during its joining process into **oneworld**, and that it had a "clear vision for the future."

'AJ' Yahya is **pictured** with QF's Alan Joyce & **oneworld** ceo Bruce Ashby, shaking on the done deal.

See **Travel Daily's** exclusive images of Malaysia Airlines induction ceremony and first jet carrying the **oneworld** livery at [www.traveldaily.com.au/photos](http://www.traveldaily.com.au/photos).

## New oneworld service

**ONEWORLD** has rolled out two new "key benefits" for top-tier Emerald cardholders of its airline partners' frequent flyer schemes.

CEO Bruce Ashby last night revealed during Malaysia Airlines' joining ceremony in KL, that effective today Emerald status members will have the ability to use fast-track lanes through airport security gates worldwide.

Further, cardholders will have access to extra checked baggage allowances above the standard limits for whichever cabin class they elect to fly.

The additional baggage limit comes in the form of either an extra piece, or an extra 20kgs-where the weight limit applies.



## Window Seat

**TRAVELLERS** to China note - an entrepreneur there has started selling cans of fresh air to highlight the country's growing air pollution issues.

The product is available in several tongue-in-cheek varieties including 'Tibet', 'Taiwan' and 'Yan'an'.

This week the US embassy in Beijing issued an alert about airborne particles, with its site reporting "very unhealthy" conditions in the Chinese capital.

**ACCORDING** to a new survey by travel search site Skyscanner, more than half of soccer fans will pay more than £100 extra for their ticket if their flight will allow them to watch their favourite team's game inflight.

With Lufthansa and Gulf Air now offering English Premier League in-flight, that spells out a nice little earner for airlines during the football seasons.

Perhaps more interesting is that more females would pay to watch their team in action - possibly because men probably wouldn't travel at all if it meant missing the game.

**cruise1st.com.au**  
second to none

## Start the new year with a change Full time & Part time cruise sale agents required

Cruise 1st is the UK's leading online cruise booking specialist, and now has an office in North Sydney offering Australian travelers a unique cruise holiday booking experience, providing the widest range of cruising options globally with hundreds of cruises worldwide from dozens of cruise lines from which to search. We are currently looking for Full time / Part time Cruise Reservation/Sales Agents to join our office in North Sydney.

As a Cruise Reservation Agent you will be responsible for online bookings, calls and email requests from clients, packaging and selling Cruise Holidays.

If you have exceptional customer service, previous travel sales and/or call centre experience and are looking to work full-time or part-time we look forward in hearing from you. (Immediate start available).

Please forward you CV to [carl.frier@cruise1st.com.au](mailto:carl.frier@cruise1st.com.au)

## Finnair to Europe offers even more choice and flexibility.

Visit us in person at the Flight Centre Expos in Canberra, Sydney, Perth, Melbourne, Brisbane and Adelaide to find out more about our great fares, [www.finnair.com/au](http://www.finnair.com/au)

**FINNAIR**  
DESIGNED FOR YOU



## Travel Daily on location in Malaysia

Today's issue of *TD* is coming to you from Kuala Lumpur, where Malaysia Airlines was yesterday inducted into oneworld.

**MALAYSIA** Airlines has decorated one of its new A330-300s with oneworld livery, which the carrier said will serve as a "massive flying billboard" touting the benefits of the alliance.

Unveiled at Kuala Lumpur International Airport yesterday, the aircraft is today operating its first flight in the new look, as MH129 to Melbourne.

Another two MH aircraft will also carry the special oneworld design, while the other 85 planes in the fleet will from today feature the alliance logo near the main entry door, after a huge overnight branding program to apply decals to every aircraft.

## Tiger shareholder tick

**SHAREHOLDERS** in Tiger Airways have given their approval for the proposed acquisition of a 60% stake in the carrier's local operation by Virgin Australia.

The deal is still subject to an informal ACCC review (*TD* yesterday) as well as approval by other authorities including the Foreign Investment Review Board.

Virgin will pay \$35m for the stake, with a further planned \$62.5m investment by Tiger and Virgin to grow the airline.

## EU delay compo

**A EUROPEAN** court has ruled that airline passengers stranded by severe bad weather or volcanic ash are entitled to claim compensation from the carrier.

The case was part of an appeal against an earlier judgement, with Irish low-cost carrier Ryanair which unsuccessfully argued that the ash cloud should be treated as an "extraordinary event".

## IHG points for cars

**INTERCONTINENTAL** Hotels Group's Priority Club Rewards scheme has launched a new car rental redemption program, entitled Cars Anywhere.

Members will be able to book cars at airport depots worldwide under the scheme.

Cars Anywhere complements IHG's existing Hotels Anywhere and Flights Anywhere programs which allow redemptions on properties around the world (including non-IHG hotels) and more than 400 airlines.

**MEANWHILE**, IHG's Crowne Plaza Hotel in Darwin will next week open the doors to its new concept Club Floor, featuring 22 Club rooms and a Club lounge.

It's being hailed as a first for tourism in the Northern Territory.

## Adagold ph number

**ADAGOLD** Aviation charter bookings (*TD* Wed) can be made by calling 1800 767 747.

## Qld driving tourism

**QUEENSLAND** Tourism Minister Jann Stuckey has launched a new promotional strategy to showcase the state to driving holidaymakers.

The Qld Drive Tourism Strategy, Stuckey aims to benefit the state's regional communities.

"Our regional cities and towns rely heavily on visitation to support their local businesses and this strategy will stimulate the drive tourism market by encouraging visitors to take a driving holiday," Stuckey said.

Nearly 30 different initiatives had been identified based on 98 submissions and suggestions received from the local industry, to be implemented progressively over the next three years.

"We want drive tourists to feel safe & comfortable while exploring our great State, and the strategy addresses real issues such as road infrastructure, accommodation options, and user-friendly information," Stuckey added.

Hello Tomorrow 

# Adelaide to the world daily

Your clients can now fly Emirates from Adelaide to over 125 destinations worldwide. They'll enjoy award-winning cuisine, unrivalled entertainment and a generous luggage allowance onboard one of our latest three-class Boeing 777-300ER aircraft.

Flight Schedule			
Daily	Flight No. EK 441	Depart Adelaide 22:45	Arrive Dubai 05:25
Daily	Flight No. EK 440	Depart Dubai 01:55	Arrive Adelaide 20:45

[emiratesagents.com/au](http://emiratesagents.com/au)

## Tjapukai renovation

**TJAPUKAI** Aboriginal Cultural Park in Cairns will undergo a \$12m redevelopment from Mar, with the park to remain open throughout the project.

The two-month project will include a renovation of the main building, kitchen and restaurant, with new theatres and displays.

Tjapukai chief executive officer Geoff Olsen said the development would help improve the overall visitor experience for all guests.

“Upon completion in May 2013, the Cultural Village will offer a full range of new day and night product with new performances currently being developed by Ozworks Entertainment which has created live shows for theme parks around the world”.

## REWARD!



### Lost & Found in Singapore

This week **Travel Daily** and **Singapore Tourism Board** are giving you the chance to win a mini iPad.

In order to find the best and most memorable Singapore experiences, the trick is to consciously get lost and truly explore Singapore.

Share with us something you found in Singapore and you will be in the running to win.

**I got lost in Singapore and found the following cultural experience: ..... (in 25 words or less)**

Send your entry by COB on Fri to: [stbcomp@traveldaily.com.au](mailto:stbcomp@traveldaily.com.au)



## Travelmarvel preview

**APT** sister brand Travelmarvel has released its 2014 Europe river cruise brochure, with a selection of voyages aboard the company's new *Travelmarvel Jewel* and *Travelmarvel Diamond* vessels.

Three cruise and land programs feature in the preview guide, with earlybird savings of up to \$6,400 per couple available on deals valid for booking prior to 30 Apr.

## Early Antarctica tour

**G ADVENTURES** has opened sales on a brand new pre-season early expedition to Antarctica, scheduled to depart on 17 Oct.

The itinerary visits South Georgia, the Falkland Islands and the Antarctic Peninsula, departing from Buenos Aires.

The tour operator is celebrating the release of this new itinerary by taking 25% off category 3-5 cabins for Australian travellers if booked before 28 Feb, and to book, quote codeword “Falklands 2013” by phone on 1300 796 618.

## Catering to Chinese

**TOURISM** Tropical North Queensland has held two training workshops for local tour guides to gain knowledge of Chinese customs ahead of an expected visitor influx for Chinese New Year.

Approx 93 guides participated in the course, well above expectation.

TTNQ ceo Rob Giaison said the expected extra 20,000 visitors would benefit from specialised training provided to the guides.

“The guides learnt about the history, climate and features of our region so they can provide an informed commentary to their groups,” Giaison said.

## Aussie reputation

**A NEW** survey commissioned by youth tour operator Topdeck has found Aussie travellers consider themselves to be pretty popular and well respected overseas.

The poll of 1300 people aged between 18-39 revealed 67% thought Aussies were laid-back, good natured and friendly, while 18% considered Aussies to be adventurous and well-travelled.

“Australians’ love of travel is a great national characteristic...but it’s clear those old, negative stereotypes just don’t sit with us,” Topdeck director of sales for Asia-Pacific Ben Ittensohn said.

## EK today goes daily from ADL



## ReadyRooms promo

**READYROOMS** has launched a new agent incentive, offering the highest grossing agent a six-night trip to Dubai, flying with Qantas with accom at three properties.

Bookings must be made & paid in full by 31 Mar, with all Dubai bookings being counted twice. See [readyrooms.com/agents](http://readyrooms.com/agents).

## Island cocktail party

**GROUPS** booking a minimum of five rooms for five nights at Fiji’s Plantation Island Resort can enjoy a private cocktail party, valid for bookings until 31 Mar 2013, for travel until 31 Mar 2014.

## Anantara 15% comm.

**ANANTARA** Hotels & Resorts has extended the validity of its special 15% commission offer for bookings made through its new “GA” GDS chain code.

Bookings eligible for the higher commission must be made for stays through until 31 Mar 2013.

**EMIRATES** will today take the next step in its newest Australian port of Adelaide, expanding the operation to a daily direct service to Dubai from today (see p1).

The carrier first landed a scheduled service into the South Australian capital on 01 Nov, with the boost due to strong demand.

**Pictured** above at Adelaide Airport during a recent visit by an EK jet to the facility, from left are Barry Brown, Emirates; Mark Young, Adelaide Airport; Salem Obaidalla, Emirates and Paul Jury from Emirates.

## Cashing in on Aurora

**AURORA** Expeditions is offering a \$250 Visa cash card in addition to regular commission for all pax booked on selected 2013 small-ship Arctic voyage departures.

The incentive is valid for the Spitsbergen Odyssey sailings on 16 Jul and 26 Jul, and on Jewels of the Arctic sailings on 05 Aug and 18 Aug, if booked before 29 Mar. Details at [www.bit.ly/arcticash](http://www.bit.ly/arcticash).

## SALES MANAGER

### Hotelbeds.com - Melbourne based

**Hotelbeds Accommodation & Destination Services** is a leading **B2B provider of incoming travel services to travel trade professionals worldwide, serving over 45,000 hotels & resorts in 130 countries, with more than 1,800 destinations**

#### Main responsibilities:

- Develop business relationships with new and existing tour operators, wholesalers, internal travel portals, in Melbourne, Perth and NZ
- Develop sales strategies and development programs to increase sales
- Travel industry sales experience is essential in this role
- Dynamic, outgoing, with a high degree of customer service and negotiating skills
- Self-motivated, resourceful, highly independent, innovative, creative, and results-oriented.
- Strong computer, Frequent travelling is required, Must possess own transport
- Driven, hardworking, and goal-oriented individual.

Please email your resume to: [c.perrin@hotelbeds.com](mailto:c.perrin@hotelbeds.com)





## 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](mailto:specials@traveldaily.com.au).

Vanuatu's **Iririki Island Resort** has released its industry rates for 2013, with rooms priced from \$168 per room per night through the **Travel Industry Club**. To enjoy luxury at a fraction of the price, call TIC on (02) 9700 8711.

Off the back of this week's relaunch of the Maldives into its 2013 range, Creative Holidays has released an all-inclusive five-night stay at the 3.5-star **Adaaran Hudhuran Fushi Resort**, in a beach villa, return airport transfers and more priced from \$1,250ppts. Valid for sale to 31 Mar, for travel 01 May-31 Jul. For details or to book, phone Creative on 131 222.

**Jumeirah** has released a special industry offer for the **Jumeirah Creekside Hotel** in Dubai, with the resort only six months old. Rooms start from AED350 (AU\$92) per room per night, placing luxury firmly within reach. Valid for stays to 30 Sep 2013, reserve a room by phone on 1800 269 388.

Get away to the Sunshine Coast for a few days before the weather starts to cool, with a Stay 7 Pay 5 deal at the **Grand Mercure Apartments Twin Waters**. Valid for stays during Feb and Mar, at a total price of \$1200 for the seven nights. To make a booking, phone (07) 5450 6129.

For a tropical escape, **Daydream Island Resort** is offering four nights for the price of three in a luxury garden balcony room. Inclusive of brekkie daily, the package is priced at \$449 per room twin share for the whole stay, and to make a reservation, visit [www.daydreamisland.com/escape](http://www.daydreamisland.com/escape).

### Wong's smart codes

**HELEN** Wong's Tours has rolled out its new China brochure, with the new guide featuring a host of quick-response (QR) smart-codes for interaction with passengers.

The codes, when scanned, allow smart-phone users to view a virtual tour in the form of a destination video showcasing the major attractions visited on tour.

Three new group tours are featured in the guide, along with an emphasis on package flexibility.

### Sabre Norwegian deal

**SABRE** Travel Network has signed a new multi-year agreement with Norwegian Air Shuttle, making the airline's fares, schedules and inventory available to Sabre-connected travel agencies worldwide.

It's part of Norwegian's long term growth strategy which includes a concerted push into the North American marketplace.

As well as Europe, the airline flies to New York, Dubai and Bangkok.

## Abercrombie & Kent

### PRODUCT EXECUTIVE

We are seeking a highly motivated Product Executive with a sound knowledge of Latin America. Applicants should have the following attributes, attention to detail, the ability to multi-skill and problem solve, organisational and analytical skills. Key responsibilities include: rate negotiation; creation, pricing & maintenance of content for brochures; brochure production; competitor analysis; staff & agent familiarisations; support for Reservation & Sales teams; staff training. Role would suit someone looking to move into a product role or looking for the next step up from Product Coordinator. Previous experience working for a travel wholesaler will be looked upon favourably.

Please submit your CV by email to Jessica Pattison at [jpattison@abercrombiekent.com.au](mailto:jpattison@abercrombiekent.com.au) by Tuesday 12th February

### Nha Trang to Russia

**VIETNAM** Airlines has launched direct services between Moscow and the seaside beach town of Nha Trang, with the once-weekly service beginning from 05 Apr.

## Global air pax numbers push up

**PASSENGER** demand for air services grew 5.3% for the full calendar year of 2012, according to official data released this morning by the International Air Transport Association (IATA).

The result was a slight drop on growth figures from the year prior but remained above the 5% twenty-year average.

Emerging markets proved to be the main drivers of growth in both international (+6%) and domestic travel (+4%), with overall average load factors remaining close to record levels at 79.1%.

IATA director general Tony Tyler said the results were encouraging despite bad economic news that dominated much of the year.

"Growth and high aircraft utilisation combined to help

airlines deliver an estimated US\$6.7 billion profit in 2012 despite high fuel prices, but with a net profit margin of just 1.0%, the industry is only just keeping its head above water," Tyler said.

Asia-Pacific carriers posted a 5.2% growth figure, although the result was affected by the 2011 Japanese tsunami.

### Fly private over Aus

**FIVE** different itineraries have been launched for The Captains Choice Tour range for 2013, with all to be operated aboard a privately chartered QantasLink Dash 8 aircraft.

Itineraries vary in duration from 5-14 days, with available options including a Southern Islands tour exploring Flinders & Kangaroo Islands off southern Australia.

Other itineraries offer touring in the mining town of Broken Hill, Cape York and the Bungle Bungle ranges, the Western landscapes between Perth and Broome and gourmet restaurants between Perth and Sydney.

Prices start from \$5,195ppts for the 5-day Western Landscapes.

For more details on itineraries, see [www.captainschoice.com.au](http://www.captainschoice.com.au).

### Seven new Marriotts

**MARRIOTT** International will double its presence in Thailand with the signing of seven new hotel management agreements.

The group will operate two Marriott branded properties in Bangkok, a Marriott Resort & Spa in Phuket, Hua Hin and Pattaya, a JW Marriott, also in Pattaya and a Ritz-Carlton in Bangkok.

## Air Tickets gives away iPhones

**AIR** Tickets recently presented the winners of its iPhone agent incentive with their eagerly anticipated prizes.

The incentive was held in conjunction with China Southern Airlines, and promoted to the trade in *Travel Daily*.



**Pictured** above, being presented with his shiny new iPhone by Susan Atike from Air Tickets is Shamik Shah from World Travel Hub, and **pictured** left is Kenny Xiao from Express Travelink with his prize from Suzanne Ng from Air Tickets.

## CEO departs Finnair

**FINNAIR** chief executive officer Mika Vehviläinen has tendered his resignation from the carrier, effective 28 Feb, to take a ceo position at cargo airline Cargotec.

## New EY Paris lounge

**ETIHAD** Airways has taken the wraps off an US\$8m premium lounge at Charles de Gaulle Airport in Paris.

The lounge incorporates a range of original artworks, à la carte menu, business facilities & family entertainment areas, and will also be open to premium guests of partner carrier Air France-KLM.

Etihad currently operates twice daily services between the French capital and Abu Dhabi.

## AI selling Dreamliners

**AIR** India has placed six of its received Boeing 787 *Dreamliners* and its seventh, which is yet to be delivered, up for sale.

Upon selling the aircraft, which remains grounded by all carriers currently in possession, Air India will lease the aircraft back on a minimum of a 12-year term.

It is unclear what the carrier plans to do with the remaining 20 *Dreamliners* it has on order.

## Toga parties in Adina fashion



**TOGA** Hospitality this week brought out the celebratory cake to mark the recent rebranding of 21 of its properties across Australia over to the Adina name.

The brand consolidation saw 17 Medina hotels renamed as Adina Apartment Hotels (**TD** 25 Jan), while four others became Medina Serviced Apartments.

Group managing director Allan Vidor is **pictured** above carrying out the cake carving duties.

## New boats for Tauck

**TAUCK** will introduce two brand new European river boats into its fleet in Mar and Jun of 2014.

The new additions, which are un-named at present, will bring Tauck's riverboat fleet size to six, and come nearly a decade after the company first debuted a European river cruise product.

Further, Tauck will also launch four new itineraries on the Seine, Rhine and Danube rivers into its upcoming 2014 program.

## Back-office biz boost

**TRAVELPORT** has announced the launch of its new CrossCheck Travel Enterprise v12.2 client management solution into the Australian and New Zealand market.

Product marketing manager Kerrie Walker said the system is designed around the workflow of Aus/NZ travel agencies.

"A key highlight of this latest upgrade to CTE is the way it syncs in with an agency's workflow with useful reminders, tasks and tracking tools, making it invaluable for travel agents".

## Preziosa christening

A **FLASH** mob will form part of official naming ceremonies for new MSC Cruises vessel, the *MSC Preziosa*, with the new ship to be christened by movie legend and company godmother Sophia Loren in Genoa on 23 Mar.

## New Luxe members

**LUXE** Worldwide Hotels has added five new properties to its collection, with the group now representing nearly 200 hotels.

The newest members are located in Madrid and Seville, Spain; Paris, France; Munich, Germany and Dongguan, China.

**Win**  
a luxury trip to Abu Dhabi



**Abu Dhabi Tourism & Culture Authority is giving one lucky Travel Daily reader and their guest the chance to experience the awe-inspiring nature, exhilarating adventure, rich culture and warm Arabian hospitality of Abu Dhabi.**

Your luxurious prize will include: Return Coral Economy Class flights to Abu Dhabi (ex Sydney, Melbourne or Brisbane) with award-winning Etihad Airways, 4 nights' accommodation at the 5\* beachfront Fairmont Bab Al Bahr, an Arabian Adventures City Spectacular Tour, Sundowner Dune Safari and return airport transfers.

For the month of February, simply send the correct answers for our daily questions to [abudhabicomp@traveldaily.com.au](mailto:abudhabicomp@traveldaily.com.au) and this fascinating Arabian holiday for two could be yours.

**Q1. Abu Dhabi is home to over 200 islands some of which are accessible to visitors and offer variety from entertainment to culture and luxury, from untouched beaches and wildlife sanctuaries to championship-standard golf facilities. Name at least two of them.**

Hint - Visit [www.visitabudhabi.ae](http://www.visitabudhabi.ae)

The deadline for all answers is 5:00pm Thursday 28th February, 2013. Full terms & conditions available at [www.traveldaily.com.au](http://www.traveldaily.com.au)

Note: if you missed any questions go to - [www.traveldaily.com.au](http://www.traveldaily.com.au) for the full list.



**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at [www.traveldaily.com.au](http://www.traveldaily.com.au).

PO Box 1010, Epping, NSW 1710  
Phone: 1300 799 220 Fax: 1300 799 221

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

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



**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)



**CALLING ALL  
BRIGHT SPARKS!**

**FOR ALL THE BEST VACANCIES VISIT [www.aaappointments.com](http://www.aaappointments.com)**

NSW & ACT – 8/6 O'Connell St, SYDNEY – (02) 9231 6377 – [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)

VIC – 1/167-169 Queen St, MELBOURNE – (03) 9670 2577 – [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)

QLD & NT – 13/97 Creek St, BRISBANE – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)

WA & SA – (03) 9670 2577 – [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au) & [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au)

### **MOVING TO THE SUNSHINE**

#### **TRAVEL RECRUITMENT CONSULTANT**

#### **BRISBANE – SALARY PACKAGE CIRCA \$60K+**

Love being in the industry but sick of day to day consulting? Looking for that next step in your career? Tired of working weekends and late nights? We can help!

Join the AA Brisbane team and you will enjoy assisting your colleagues find their next perfect job too.

#### **WHAT'S IN YOUR DAY:-**

- interviewing and short-listing candidates
- negotiating job offers,
- confirming placements,
- marketing including placing adverts,
- client account management and business development

#### **WHAT'S IN IT FOR YOU:-**

- An excellent salary package plus uncapped commission
- Achievable team bonuses
- Up to 25 days paid holiday leave
- One on one training and development
- Exciting annual 5 star conferences

#### **WHAT YOU NEED TO SUCCEED**

Min 3 years retail travel experience & a winning attitude.

### **CRUISE INTO A NEW ROLE**

#### **CRUISE CONSULTANT**

#### **SYDNEY – GREAT BASE + COMMISSION**

Do you dream of long summer nights on the seven seas? Do you have a passion for cruising? Our client is looking for 4 experienced and passionate cruise consultants to join their fast growing team. Due to a huge increase in business and demand of their awarding winning product, they are looking to up- staff the team. If you want to be part of this face paced environment selling fantastic cruise packages worldwide, apply for this great opportunity today. Calypso preferred.

### **RETAILERS RECLAIM YOUR WEEKENDS**

#### **GROUP CONSULTANT**

#### **NORTH SYDNEY – SALARY PACKAGE OTE \$60K+**

Are you tired of working in a shop front? Do you want your weekends back? This is a great opportunity to work for a global company that offers a fantastic training program and career progression. You will be responsible for quoting, packaging and booking group tours worldwide, from wedding's to sporting groups to incentive groups there is great variety in this role. Minimum 2 years retail exp.

### **TAKE YOUR PICK IN WHOLESALE**

#### **RESERVATION CONSULTANTS**

#### **MEL & PER (INNER) - SALARY PACKAGE UP TO \$70K OTE/DOE**

We have some hot new roles on offer working in wholesale in both Melbourne & Perth. If you are looking to progress your career and move into wholesale, here is your opportunity!

Working for some of the industry's best, you will be working in a fun team environment and rewarded with amazing famils.

Previous industry experience essential, knowledge of Calypso native preferred. Contact us today to find out more!

### **THE WAY OF THE FUTURE – GO ONLINE**

#### **ONLINE TRAVEL CONSULTANTS**

#### **MELBOURNE (STH EAST) – SALARY PACKAGE DOE**

Technology is changing the way we do things and travel is no exception. We have a fantastic role working with an online company who has just established a new travel division. On the lookout for an experienced consultant with sensational fare knowledge and sabre skills, here is your chance to change your career direction and move into the next generation of online travel bookings! Call AA today!

### **TERRIFIC TOWNSVILLE**

#### **SENIOR RETAIL TRAVEL CONSULTANT**

#### **TOWNSVILLE – TOP PACKAGE ON OFFER**

Here's the chance to join a reputable national travel brand in their sensational Townsville team. You'll love being based in this busy shopping centre where you sell a range of domestic and international leisure packages. Working in a small team you'll enjoy a supportive working environment, strong salary package, uncapped bonuses, top famils and more. All you need in a min 2 year retail travel consulting experience, previous travel management highly desirable

### **GET YOUR CAREER BACK ON TRACK**

#### **WHOLESALE RAIL CONSULTANTS**

#### **BRISBANE CBD – SALARY PACKAGE \$50K OTE**

Is your travel role feeling a little dull? Want the opportunity for progression and movement up the ladder? This is your chance. We are currently looking for an experienced travel consultant to join this leading wholesaler in their rail division. The world will be your oyster with this top role. Great \$\$\$, top travel discounts, supportive management plus plenty of career development and progression opportunities on offer. Call to find out more.





LAN Airlines is the largest air transport company in South America and one of the largest in the world. It operates daily flights between Australia and South America, with one-stop, services from Sydney to Santiago, Chile via Auckland, New Zealand, and with onward connections to over 150 South American destinations.

### Product Development Manager

LAN Airlines is seeking an experienced, highly motivated and service orientated Product Development Manager to pro-actively support Commercial teams by developing, implementing and improving airline products. Based in Sydney and reporting to the Senior Manager of Commercial Development and Analysis for Asia Pacific, you will make sure new fares, products and pricing activities are correctly implemented and will monitor industry and competitors activity for new business opportunities.

#### Key Responsibilities:

- Implement and communicate new or changes to products.
- Analyse product competitiveness (airfares, regulations, campaigns, availability, etc).
- Centralize, filter and prioritize enquiries related to technical or regulatory aspects of airfares from the different stakeholders of the Asia Pacific Point of Sales.
- Identify improvement opportunities to increase revenue.
- Prepare weekly and monthly reports to management assuring accuracy and timeliness.
- Successfully engage in multiple initiatives simultaneously.
- Build and maintain effective relationships with internal and external stakeholders.
- Support Commercial Development and Analysis team in ad-hoc studies and analysis.

#### Skills & experience:

- A highly motivated self-starter who possess both leadership and strong organisational skills.
- Excellent verbal and written communication skills
- Ability to interact professionally with a diverse group such as executives, managers, and subject matter experts.
- Knowledge of MS Office suite (mainly Excel and Power Point)
- Experience in the Travel Industry, IATA Fares and Ticketing
- Strong CRS knowledge and experience is a must
- Australian Working Visa required
- Spanish is highly desirable but not necessary
- Availability for overseas travel

### Inside Sales Supervisor

A great opportunity has arisen for a highly motivated, service oriented and experienced full time Inside Sales Supervisor as part of LAN's Servicing team. Based in Sydney, this exciting role offers the opportunity to work as part of a dynamic team in a great company and an ever changing industry supervising the sales and post-sales support activities.

#### Key Responsibilities:

- Supervise the inside sales team assuring quality in the service provided to the trade according to company protocols
- Supervise pending issues from the agencies
- Monitor and manage KPIs of the servicing team
- Develop and deliver reports to management
- Give support and direction to administrative issues (refunds, ADMs, waivers, etc.)
- Look after training and development of the servicing team
- Back up support to group coordinator and other Asia Pacific LAN Offices (including other GSA's)

#### Skills & experience:

- Excellent communication skills
- Strong Interpersonal skills
- Strong knowledge in the use of GDS/CRS (Sabre training will be provided if required)
- Intermediate to Advanced MS Office
- Spanish is desirable (but not necessary)
- Availability for overseas travel
- Substantial previous experience in the role
- Exposure to working within a performance based environment

Industry benefits and the opportunity to work with one of the biggest group of airlines in the world are offered. If you believe you could thrive in this position please send your Resume and Cover letter to [lanaustralia@lan.com](mailto:lanaustralia@lan.com). Applications close 8 February 2013.



LAN Airlines is the largest air transport company in South America and one of the largest in the world. It operates daily flights between Australia and South America, with one-stop, services from Sydney to Santiago, Chile via Auckland, New Zealand, and with onward connections to over 150 South American destinations.

### Group Sales Agent

A great opportunity has arisen for a highly motivated, service oriented and experienced full time Group Sales Agent as part of LAN's team. Based in Sydney, this exciting role offers the opportunity to work as part of a dynamic team in a great company and an ever changing industry conducting the group and individual sales and servicing activities.

#### Key Responsibilities:

- Manage the groups sales process according to the company business model
- Quote, negotiate and sell group fares to Travel agencies and direct customers
- Provide servicing to Travel Agents and direct customers for existing and new bookings
- Perform sales support task and accounting activities
- Develop and deliver reports to management
- Conduct and coordinate the relationship with several areas in the company in different countries
- Capture new business and consolidate, track and monitor existing business
- Back up support to Inside Sales Agents and Supervisor and other Asia Pacific LAN Offices (including other GSA's)

#### Skills & experience:

- Excellent communication skills
- Strong Interpersonal skills
- Strong knowledge in the use of GDS/CRS (Sabre training will be provided if required)
- Intermediate to Advanced MS Office
- Spanish is desirable (but not necessary)
- Availability for overseas travel
- Great knowledge of the business
- Substantial previous experience in the role
- Exposure to working within a performance based environment

### Inside Sales Agent

A great opportunity has arisen for a highly motivated, service oriented and experienced full time Inside Sales Agent as part of LAN's Servicing team. Based in Sydney, this exciting role offers the opportunity to work as part of a dynamic team in a great company and an ever changing industry supporting the sales and post sales activities.

#### Key Responsibilities:

- Assist travel agencies through a call center and email, reaching targets
- Take an active role in supporting autonomous sales
- Deal with administrative issues (such as waivers, refunds, ADMs/ACMs, etc.)
- Be involved and updated on what is happening in the travel industry and the major competitors
- Back up support to group coordinator and other Asia Pacific LAN Offices (including other GSA's)

#### Skills & experience:

- Excellent communication skills
- Strong knowledge in the use of GDS/CRS (Sabre training will be provided if required)
- Intermediate to Advanced MS Office
- Spanish is desirable (but not necessary)
- Availability for overseas travel
- Previous experience in the industry
- Exposure to working within a performance based environment

Industry benefits and the opportunity to work with one of the biggest group of airlines in the world are offered. If you believe you could thrive in this position please send your Resume and Cover letter to [lanaustralia@lan.com](mailto:lanaustralia@lan.com). Applications close 8 February 2013.