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Travel Daily

First with the news

Thursday 10th January 2013

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Hayes to AAT Kings

FORMER Tourism Queensland chief Anthony Hayes has been announced as the new Global Managing Director for The Travel Corporation's tour operating division, AAT Kings.

Hayes led TQ for five years, and possesses more than 20 years experience within the industry, including senior roles at Qantas.

TTC ceo Australia John Weeks said he was delighted to welcome Hayes to the role following an "extensive search."

"With his impressive leadership skills & extensive global marketing expertise, Anthony clearly demonstrated great credentials for this position," Weeks said.

Hayes, who said he was "thrilled" to be appointed to the new role, will take leadership of AAT Kings brands, which include Inspiring Journeys, Aussie Adventures and Darwin Day Tours.

"I am looking forward to playing a positive role in AAT's aggressive plans for growth in the years ahead," Hayes commented.

"This is going to be the best job in the world," he quipped.

For more of the latest Industry Appointments see **page nine**.

Qantas SIN lounge changes

QANTAS has outlined to the trade further details of plans to revamp its Singapore Airport lounge which sees the closure of the QF First Lounge (**TD 14 Sep**).

Construction began on the new facility for Qantas' VIP passengers in Singapore this week.

Over the next three months, Qantas First customers & Qantas Platinum One Frequent Flyers will be offered entry into the facility of tentatively approved alliance partner, Emirates - the Emirates

Lounge at Changi Airport.

QF Platinum Frequent Flyers will be granted access to the current Qantas & British Airways Business Lounge, while QF Business pax and Qantas Gold Frequent Flyers will be afforded entry to the SATS Premier Lounge.

At the same time, Qantas Club & Jetstar Business Max customers will be able to utilise Changi's Rainforest Lounge.

Each of the alternative Lounges are located at the Level 3 Departure Transit Area.

QF says ground teams will be on hand to assist pax over the period.

Hutton to emcee ICCA

THE International Cruise Council Australasia's Cruise Industry Awards next month is to be hosted by Australia media personality Deborah Hutton.

ICCA gm Brett Jardine said the former model had sailed on a number of cruises, making her an ideal emcee for the industry's gala night, on Sat 09 Feb.

Tickets for 2012 Cruise Industry Awards, being held at the Hilton Sydney, are still available.

For further information on the event see www.cruising.org.au.

Nine pages of news

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- Travel Trade Recruitment

QF/EK submissions

SUBMISSIONS in relation to the application by Qantas & Emirates for the interim authorisation of the carriers' Proposed Conduct are being sought by the ACCC by close of business today.

In late Dec, the proposed QF/EK alliance won a conditional green light for their venture for 5 years.

QF/EK are seeking interim authorisation to enable them to "be able to commence certain aspects" of the tie-up, including setting and selling fares for travel on the combined network.

Velocity changeover

VIRGIN Australia's Velocity loyalty scheme last night became the first division of the group to begin the transition to the Sabre booking and check-in system.

Access to the Velocity Frequent Flyer website and a range of usual services are offline until 13 Jan.

VA itself will begin the move to SabreSonic CSS this weekend.

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Hayman hitch promo

HAYMAN on the Great Barrier Reef is courting couples to get engaged on the island during Feb, offering lovers the opportunity to return for a free venue, celebrant and planner for their wedding.

Whatsmore, newly engaged couples will receive a Vera Wang gift certificate of \$1,000 to put towards a bridal gown.

Hayman is promoting the 'Month of Love' with a three-night package, including a three-course Twilight Dining experience, priced from \$1,455ppts - 1800 075 0175.

Tas seeks trade confidence

TASMANIA's Tourism Minister has reiterated most of the state remains "open to visitors" after last week's fires, at the same time detailing a recovery plan.

"Tourism is a significant economic driver for many regional communities, and it's essential we work to support operators during this difficult time," said Minister Scott Bacon yesterday.

On Tue, Tourism Tasmania ceo John Fitzgerald said the firm was working in partnership with the

Government, the TICT & RTOs to keep visitors and local operators aware of the fire situation.

Bacon said the Tas Govt was now working on introducing a range of recovery measures in response to the bushfires, including a short-term campaign (**TD** yesterday) to "stimulate further demand."

Local and interstate marketing campaigns are planned to inform people "they should continue with their travel plans."

"These campaigns will also encourage the return of visitors to affected areas, build tourism industry confidence & encourage community inclusion," he added.

MEANWHILE, Qantas has extended its Tasmania waiver for flights to Hobart, Launceston and Devonport, for travel up to 16 Jan.

CZ Adelaide charters

CHINA Southern will offer two roundtrip nonstop Guangzhou-Adelaide charter services over the Chinese New Year period.

CZ will fly 777 aircraft from the Chinese gateway to the South Australian capital on 07 & 14 Feb.

Nov IATA figures up

INTERNATIONAL air passenger figures for Nov released overnight by IATA show a 4.6% year-on-year upswing in worldwide patronage.

Overall passenger capacity increased 3.2%, pushing up load factors by one percentage point to 77.3% compared to Nov 2011.

The Asia-Pacific region reported the strongest growth of the six regions regulated by IATA, posting a 6.2% jump in demand against a small capacity increase of 2.5%, despite increased competition among carriers in the region.

As a result, load factors for APAC jumped 2.6% to 75.7%.

Cunard price promise

BESPOKE cruise line Cunard has rolled out a new scheme to reward early bird bookers if the price of their cruise drops before they sail.

The Cunard Price Promise will see pax reimbursed any price gap in "excellent advantages", such as onboard spending credit, free upgrades, free parking or terminal transfers.

Cunard says the scheme ensures customers their price remains competitive right up to departure.

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Applications close Wednesday 16 January 2013



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Sales & Marketing Coordinator

Air Mauritius, an international airline, operating out of its base in Mauritius has an exciting and challenging position at its office in Melbourne.

A detailed job description is available on the Air Mauritius website <http://www.airmauritius.com/vacancies.htm>

An application form can be downloaded at <http://www.airmauritius.com/aboutus/mkexternalvacancy.pdf>



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SYD to reach capacity by 2025: report

IN THE latest episode of the saga that is whether or not Sydney needs a second major airport, a new report from the CBA's Infrastructure division suggests Sydney Airport will "become constrained soon after 2025".

The report said that Sydney's main aviation hub will by 2025 require a new runway, terminal or a second site in order to meet expected increases in demand.

A scoping study, commissioned last Jul by Federal Transport Minister Anthony Albanese into the viability of Wilton in Sydney's south-west as a potential site for a secondary Sydney Airport is due to release its findings this month.

Foreign carrier capacity up

QANTAS Airways and Virgin Australia have had their slices of international scheduled traffic eroded by low-cost carriers and mid-/long-haul overseas airlines, latest government data reveals.

According to the Bureau of Infrastructure, Transport and Regional Economics' International Airline Activity report, traffic spiked 4% year-on-year to 2.57 million passengers in Oct 2012.

Total seats available rose 2.4% and seat utilisation improved 1.2 percentage points to 78.0%.

While Qantas has continued to maintain its stranglehold on flights to/from Australia during Oct - accounting for 17.3% of all

air capacity - its share of the market is down 0.2 percentage points on 12 months earlier.

Virgin Australia too witnessed a fall in its passenger carriage by 0.2 percentage points, to 8.7% - based on the equivalent combined Pacific Blue and V Australia traffic of last year.

Qantas' low-cost sister Jetstar was the biggest beneficiary in terms of new passenger traffic, picking up an extra 0.4 points, and in the process overtaking Air New Zealand to gain a firm place in the Top 5 international carriers.

Singapore Airlines' share of pax carriage elevated 0.3 points (to 9.2%) while Emirates' share increased 0.2 points (to 8.3%).

However, short-haul int'l carrier Air New Zealand had its share of traffic drop 0.9% points, whereas no-frills carrier AirAsia X had its slice ramp up by about 40%.

The Qantas Group (Qantas, Jetstar and Jetstar Asia) had its share of total passenger carriage trimmed by 0.2 points, to 26.0%.

Overall, the share of passenger traffic on Australian designated airlines (QF, VA and JQ) dropped 0.6 points to 32.5%.

Celebrity NY promo

CELEBRITY Cruises has launched a New Year sale - running until 27 Jan - across its entire range of 450 sailings worldwide during 2013.

The "biggest ever Earlybird Sale" options include double upgrade to Balcony on Aus/NZ and South Pacific voyages, US\$300 onboard credits & beverage deals on Europe cruises or free Classic Beverage Packages on all other itineraries.



Window Seat

MOVE over Ben Southall...if this isn't the best job in the world, you're not looking hard enough.

Tour operator First Choice is seeking a "Slide Tester" to try out and rate all of the new waterslides in its All-Inclusive parks from Majorca to Egypt.

Remuneration is set at £10k for a six-month contract, with responsibilities including having to ride the slides and flumes and rate them on the "biggest splash" and "adrenalin" factors.

Applications close in Feb and require candidates to submit a 30-second video detailing why they would be best for the role.

Five successful applicants will be chosen and whisked off to a water park in April to battle it out for the position in a number of tasks to determine a winner.

Apply at www.bit.ly/jobslide.

A BRITISH family are literally spitting chips and fighting with UK travel company Thomas Cook after finding their booked hotel in Tunisia was in the middle of a rubbish dump.

The family, who paid £4000 for the trip, says the property was surrounded by rubble, broken toilets, cracked furniture & had excrement floating in the pool.

Thomas Cook initially offered £35 compensation in the form of a voucher for a future trip, before later increasing their offer to a refund of a £288 fee to move hotels and a goodwill gesture payment of £500.

The dirty hotel is now listed as "closed for refurbishment".



TICKET OFFICER (TEMPORARY) SINGAPORE AIRLINES SYDNEY

Singapore Airlines Limited is seeking to appoint a Ticket Officer, on a temporary basis, in its Sydney Ticket Office.

TERMS OF EMPLOYMENT:
This is a non-shiftwork, temporary Full-time position.

HOURS OF DUTY:
38 hours per week Monday to Friday.

JOB SPECIFICATIONS:
Service all aspects of fares, ticketing, refunds, agency quotes and passenger enquiries with an emphasis on customer service.

QUALIFICATIONS:
Experienced in GDS, Auto-ticketing, fares and ticketing, a polite and pleasant personality with a strong service attitude, a keen attention to detail, the ability to work well as part of a team, and completion of Fares & Ticketing II.

SALARY:
Range from: \$41,619 p.a. to \$52,178 p.a. subject to experience.

APPLICATIONS:
Written applications to be forwarded to:
Leanne Rose, Ticket Office Supervisor - Sydney
Via E-mail: Leanne_Rose@singaporeair.com.sg

Applications close 5pm, Monday, 14 January 2013. Only suitable applicants will be accorded an interview.



THAI TEMPTATIONS

Book/Ticket THAI by 28 Feb '13 & earn a share of the **\$22,000** Apple Gift Voucher Prize Pool.

to enter visit www.thaiairways.com.au/temptations

AGENTS INCENTIVE

Thursday 10th Jan 2013

Travzy racing for tag

TRAVEL search engine Travzy will sponsor Aaron Zerefos in what's billed as the "Ultimate Australian Endurance Race" - the 2013 Bathurst 12 Hour Race at Mt. Panorama Circuit.

The race is tipped to lure about 25,000 spectators, and will be televised and streamed globally.

The Sydney-based firm is calling on the industry to come up with a tagline to promote the need for travel agents and suppliers, with the winning tag to be printed on Zerefos' Porsche, along with the Travzy logo (pictured below).



It's hoped the concept will allow for positive exposure for the Australian travel industry on a global scale, Travzy says.

The winning entrant will receive a signed and framed photo of the Travzy 997 GT3 from Bathurst.

Trade partners can submit their entries to info@travzy.com.

QF allow AA seat buy

PREFERRED seats for travel on American Airlines codeshare services have been released for sale on Qantas tickets, according to an update this morning on the QF industry website.

The seats are standard legroom seats located near the front of the cabin, include selected aisle and window seats and are priced from US\$4 per flight depending on the length of the sector, the type of aircraft and the location of the seat within the cabin.

Pre-selection of seats on AA services are available until the standard check-in cut-off time of the airport at which the journey is originating.

Selection of Preferred Seats are available at no cost to Executive Platinum, Platinum and Gold members of American Airlines' AAdvantage Frequent Flyer Program as well as Emerald, Ruby and Sapphire oneworld elite customers and travelling companions on the same PNR.

Economy travellers booked in "Y" or "B" class on the AA sector as well as AAirpass customers are also exempt from the seat levy.

The Preferred Seat purchase plan is separate to the Main Cabin Extra seating option introduced by American Airlines last year (**TD 02 Mar**).

Worst over at Kings Canyon

EMERGENCY services have conducted preliminary assessments of the damage to popular Kings Canyon Resort in the Red Centre following this week's bushfires in the area (**TD yesterday**).

This photo (see right), was taken late yesterday afternoon, showing limited structural damage & little more than smoke damage, while all staff and guests were safely evacuated to Alice Springs.

At this stage, no timetable has been set for the reopening of the resort until a full assessment has been conducted, although roads surrounding the resort remain



closed from public access.

For more information on the progress, phone 1300 233 432.

Best 2012 ad for SATC

TRAVEL featured highly in the Top Ten television commercials of 2012 as judged by Australian advertising publication AdNews.

Tourism Australia's "There's Nothing like Australia" campaign featured in the Top Ten, alongside the South Australian Tourism Commission's "Let Yourself Go" pitch and Virgin Australia's "The Romance is Back" promotion.

Aurora office moving

AURORA Expeditions will begin operating from a new office from Mon, located at Suite 212, 35 Buckingham Street, Surry Hills NSW, 2010, with phone number and email addressed unchanged.

This weekend
Virgin Australia
will have a new
reservation system.

Virgin Australia is transitioning to the SabreSonic CSS reservation system over 12 and 13 January 2013. With this new system, Virgin Australia will become a fully ticketed airline with a single designator - VA.

There will be some important changes for you as a travel agent and for your customers. To find out what you need to know, [click here](#).

now you're flying





AAT Kings has this morning announced the appointment of former Tourism Queensland ceo Anthony Hayes as its new global managing director (see **page one**).

Hayes replaces the recently departed Tammy Marshall, who took up a position as Senior Vice President with Carnival Australia, and is **pictured** above centre with

AAT Kings chairman David Hosking and ceo of The Travel Corporation Australia John Weeks ahead of starting his new role from 11 Feb.

DFAT warn on drinks

CASES of drink poisoning in Bali and Lombok have forced DFAT to issue a warning on the subject.

The Smartraveller website is citing incidences of tourists and locals dying or falling seriously ill after local spirits were laced with harmful substances incl methanol.

QR seek a slice of OK

QATAR Airways ceo Akbar Al Baker has said his carrier is looking to buy a minority stake in Czech Airlines (OK), although he says no formal talks have commenced.

Wholesaler VA advice

CREATIVE Holidays and Viva! Holidays have both issued industry alerts advising of the upcoming migration by Virgin Australia to the Sabre Sonic CSS Res system, set to occur this weekend.

Both wholesalers have requested that all unpaid short-haul and international Virgin bookings currently in its systems receive payment and are ticketed prior to 3pm and 5pm AEST respectively by this Fri 11 Jan.

Viva has added bookings still unticketed by the deadline will be cancelled, with rebooking possibly resulting in fare increases.

WA regional funding

THE West Australian Govt is reminding event organisers in the state that applications for the 2013/14 round of Eventscorp's Regional Events Schemes (RES) will close on 04 Feb.

Acting Tourism Minister John Day said a total funding of \$750,000 was available for sports, culinary, arts and cultural events that attract visitors and promote a regional town.

Event holders can apply for between \$5,000 and \$50,000 for activities being held from 01 Jul 2013 and 30 Jun 2014.

For more info on the RES visit www.bit.ly/WAresfunds.

Thursday 10th Jan 2013

HK Ocean Park Hotel

A NEW 495-room property is to be built in front of Hong Kong's Ocean Park tourist attraction as part of a transformation of the park into an international resort destination.

Submissions are currently being invited by developers, with the resort currently scheduled for a completion date during 2016.

"We are now ready to transform Ocean Park into a premier international resort destination and further fulfill our role as a major pillar of Hong Kong's tourism industry," Ocean Park chairman Dr Allan Zemen said.

The announcement comes with construction of a new shark exhibit and koala habitat to be opened over the next two years.

InnerSea rebrand

AMERICAN Safari Cruises and sister company InnerSea Discoveries have officially changed their operating name to Un-Cruise Adventures, in a move aimed at bringing the two operations under one umbrella.

Bonus comm on CZ

CHINA Southern Airlines has reaffirmed its commitment to the West Australian market, offering a bonus 5% commission on bookings originating from Perth.

Eligible bookings must be made between 08 Jan - 08 Apr for travel starting from 01 Feb to 30 Apr.

The WA bonus comes ahead of next month's Chinese New Year.

Welcome Warsaw from February

Emirates launches our daily service to Warsaw from 6th February 2013, taking our European network to 33 one-stop destinations. Now your clients can say hello to one of central Europe's most vibrant and surprising cities.

Flight Schedule			
Days Daily	Flight No. EK180	Depart Warsaw 13:50	Arrive Dubai 22:15
Days Daily	Flight No. EK179	Depart Dubai 07:30	Arrive Warsaw 10:45

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Hello Tomorrow

Costumes ahoy by Leedham



SPORTING costumes as creative as what they do for a living, travel, tourism & hospitality technology solution designers Leedham Creative set sail aboard tall ship the *Southern Swan* for its annual Christmas party festivities.

Turning up at Sydney's Luna Park wharf prior to boarding therefore, were pirates, boat boys and sailor girls, with cocktails at The Argyle

concluded with some tunes belted out at Karaoke World.

Following the cruise, the team gathered at Circular Quay West to be **pictured** above with Sydney's Opera House in the background.

Leedham is looking forward to what 2013 may bring, as business growth has seen a new Melbourne office opened and a range of new projects on the drawing boards.

BW Hon Tam opening

BEST Western International has launched the Best Western Premier Hon Tam Resort, the group's newest property off the coast of Vietnam on Hon Tam Island, located near Nha Trang.

MEANWHILE, the group has launched a new online education and resource tool, dubbed 'Travel Agent Advantage' for agents to learn more about the group's 4000-strong holiday offerings.

Tuk Tuk cooking tour

INTERCONTINENTAL Samui Resort executive chef Luke McLeod has launched a personal tour experience for guests to visit local organic markets while riding in a traditional Thai Tuk Tuk.

The half-day tour includes a cooking class using the purchased ingredients back at the resort, includes lunch and is priced from THB3900pp (AUD\$122).

Anantara short breaks

BOUTIQUE hotelier Anantara has released a selection of Short Breaks at its properties in exotic destinations, with prices starting from US\$145 per night based on two nights or more at Anantara Mui Ne in Vietnam.

Short stay specials are also being offered in the Maldives, Thailand, UAE, Indonesia and China.

Packages include a 20% discount on 90 minute massages and in-house dining, and where available, Short Breaks are eligible for room upgrades as well as late check-out until 4pm.

For a list of hotels and deals, go to www.bit.ly/AnantaraSBs.

MEA firms up neos

MIDDLE East Airlines-Air Liban has shored up its Memorandum of Understanding with Airbus to acquire 10 A320neo aircraft.

The MEA deal includes five A321neo and five A320neo jets.

Airbus' 'new engine option' aircraft is expected to enter into service from late 2015.

Ibis beating the heat

HOTEL Ibis in Townsville has released exclusive special "mates rates" for Queenslanders residing no further south than Gladstone starting from \$109 per night.

The rates include breakfast for two and a welcome drink, with guests required to show proof of residency to take up the offer.

Uniworld deal expiry

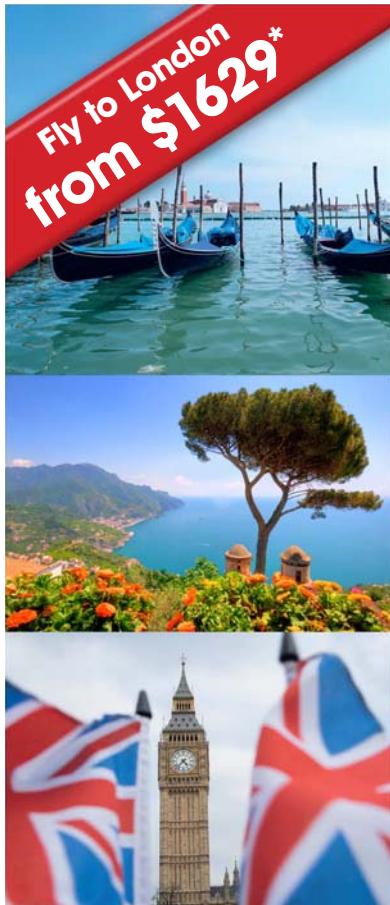
BOUTIQUE river cruise firm Uniworld is reminding the trade of the approaching 15 Jan booking deadline to secure Early Booking Savings of up to \$1500 per couple.

Voyages on offer include Europe, Russia, China, Vietnam and Cambodia, with discounts also available for solo travellers.

Flying double on Tiger

TIGER Airways has released a special offer allowing a second passenger to travel for free on all routes between May-June 2013.

To take advantage of the deal, bookings must be made by this coming Mon 14 Jan, with travel valid every day except Fri and Sun. See www.tigerairways.com.au.



Europe & Britain on Sale

Save up to **12.5%***

- 7.5% with our Early Payment Discounts
- 5% Travel Corporation Past Passenger Discount

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offer ends
28 February

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The Art of Touring in Style

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2012 a safe year to fly

THE Association of Asia Pacific Airlines has reported that 2012 was one of the safest years on record for air travel worldwide.

During the year, only four major accidents occurred on western-built commercial jets, resulting in an average loss rate of one accident in seven million flights.

Sales for the Orient

ORIENT Express will launch an "associate collection of hotels" as part of an expansion of its global property portfolio.

France's Hotel du Palais, located in Biarritz is the first member hotel of the new group, which will be listed under "OE" in GDSs.

UA posts traffic drop

UNITED Airlines has reported a 4% fall in passenger traffic for the month of Dec, in line with a 5.4% fall in capacity, with the holiday season seeing revenues up for the month by 2.5-3.5% year-on-year.



State Sales Manager - NSW/ACT

With a history that dates back to 1927, the APT Group is Australia's premier travel company, operating throughout Australia, New Zealand, Europe, North America, South America, Asia and Africa. At present, the organisation is experiencing a significant and exciting growth phase as it looks to position itself as a truly global tour and cruise operator, and one of the world's leading travel companies.

Applications are invited for the position of State Sales Manager – NSW/ACT. The position is suited to a candidate who has strong leadership skills, has a thorough knowledge of the retail network, and who has a passion for sales as they will be working in a highly competitive sector of the industry and be responsible for sales in NSW and the ACT.

Key Responsibilities:

- Managing, leading and motivating a highly engaged sales team
- Developing sales strategies to target distribution network of travel agents
- Growing sales revenue of all the products in the portfolio
- Representing the company at trade and consumer events
- Managing specific sales and marketing projects as required
- Contributing to a close knit, supportive Sales and Marketing team
- Creating and maintaining relationships with industry and trade partners

Key Competencies:

- A successful track record of achieving sales targets within the travel industry in a sales leadership role
- A strong understanding of the APT retail market in NSW/ACT and overall APT product
- Demonstrated experience in providing professional and credible support to customers
- Excellent relationship management skills
- An analytical and creative approach
- Confidence in presentations and training customers in product features and benefits
- A passion for pursuing excellence in results
- A commitment to the team and a desire to lead others to be successful
- Ability to undertake interstate, intrastate and international travel

If you are a leader and motivator, enthusiastic, enjoy challenges and thrive on achieving sales targets, then this could be the role for you.

To apply, please send a cover letter and resume to employment@aptouring.com.au

Tempo channels a pharaoh



EGYPT'S Pyramids of Giza and the Sphinx were some of many highlights enjoyed by this group of agents from CT Partners.

Flying with Etihad Airways, the group followed in the footsteps of the Pharaohs thousands of years beforehand, enjoying three nights in Cairo before a three night cruise from Aswan to Luxor aboard the *Movenpick Royal Lily*.

The cruise allowed the agents to immerse themselves in sights such as the High Dam, Philae Temple, Luxor and Karnak Temples, Valley of the Kings & Colossi of Memnon.

On the way home, the group enjoyed a two-night stop in Abu Dhabi, taking in the Grand Mosque, a Sundowner Desert Dune experience and a visit to

the ever-impressive Ferrari World.

A day tour to Dubai to take in the Old Souks and the towering Burj Khalifa closed the super trip.

The group, **pictured** above with the Step Pyramid in Sakkara as their backdrop, consisted of Emma Rowan-Kelly, Wentworth Travel; Carol Baker, Etihad; Tina Stamell, New World Travel; Amanda Hillard, Cox and Kings; Toni Pellizzari, MP Travel and Kelly Jenkins, Travelmanagers.



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Canada

2013 Corroboree

PER 05 Feb
SYD 06 Feb
BNE 11 Feb
ADL 12 Feb
MEL 13 Feb

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AIR CANADA

CLICK HERE

<http://trade.canada.travel/corroboree>
registrations close 27 Jan 2013

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Canada
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TripAdvisor influence

PARTNERSHIPS with more than 500 travel companies, including Webjet and Best Western, has resulted in a two-year doubling of TripAdvisor content read on partner websites since 2011, the review site has announced.

The detail comes as TripAdvisor promote its review syndication & partnership opportunities available to travel suppliers to boost levels of online user-generated content.

New EK A380 engines

EMIRATES has replaced nine faulty engines aboard some of its fleet of Airbus A380 superjumbos, EK President Tim Clark has said.

The precautionary move follows an incident last Nov in which an A380 departing Sydney bound for Dubai was forced to make an emergency landing after reporting engine problems.

Virgin Aus union talks ongoing

COLLECTIVE bargaining agreement talks between Virgin Australia management and staff are continuing as issues pertaining to the signing of a new employee statute are ironed out.

In an Australian Services Union update released earlier this week detailing progress of talks already held, the ASU National

Negotiation Team has provided Virgin management representatives with a list of detailed claims staff are seeking to have put into a new agreement.

Such claims include set standards on staff entitlements, rostering, annual leave allocation (including days earned in lieu), breaks and jobshare schemes, paid parental leave & operational system upgrades involving radios and computer equipment.

The document also details a request from staff representatives for an upgrade to higher-quality wheelchairs and specialist

training to better enable staff to assist guests requiring wheelchair assistance, including a special per day allowance.

Virgin Australia management have taken the proposals for consideration, with the next meeting between the two parties set for 30 Jan.

Hotel zone for Yangon

A BOOMING tourism industry in the city of Yangon, Myanmar has seen the country undertake a feasibility study into development of an 81-hectare zone for the construction of a number of new hotel and resort complexes.

The plot of land is to be located in the Dagon Myothit part of the city, with the study following the release of a Jones Lang LaSalle Hotels report estimating the number of high-quality hotels in Myanmar will increase by 37% per year until 2016.

Sydney City Art tour

CITY of Sydney has announced the launch of a new self-guided City Art tour designed for locals.

Developed in partnership with Time Out Sydney, the trail ties-up stunning artworks with small bars and places to eat nearby.

"From Circular Quay to Surry Hills, our streets, laneways, parks & public spaces feature intriguing and often beautiful artworks and installations," Sydney Lord Mayor Clover Moore said.

For a list of the art/bar pairings and to download a map, go to cityofsydney.nsw.gov.au/cityart.

Thursday 10th Jan 2013

EK tweaks BNE times

EMIRATES will proceed with a previously mooted change on its timetable daily Dubai to Brisbane service, via Singapore.

According to GDS displays, from 01 Jun 2013 the service will leave just over three hours earlier, at 2330, instead of the old 0245 departure timeslot.



Airport Services Officer (Part-time) Perth Airport

Cathay Pacific Airways is looking for a highly motivated and experienced Part-time Airport Services Officer to join our Perth Airport team.

Reporting through Airport Supervisors to the Airport Manager, the successful candidate will be responsible for delivering first class customer service to our customers.

To be successful in this role, you would need to demonstrate the following:

- Strong communication skills
- Proven ability to anticipate and solve problems in an effective way
- Demonstrates cultural sensitivity and awareness
- Is a team player and encourages collaboration
- Ability to work efficiently and remain cool under pressure
- Proven experience in customer service/customer contact role, particularly dealing face-to-face with customers
- Travel/hospitality industry experience is an advantage
- Proficient in PC skills, usage and understanding
- Fluent in an Asian language, particularly Mandarin or Cantonese would be an advantage

This position is a part-time position, involving 20 hours per week, on a 7-day rotating roster. The successful candidate will be required to work shifts; early morning shifts, late evening shifts, weekends and public holidays.

An attractive remuneration package will be offered to the successful candidates.

If you have the above skills and are confident of achieving complete success, please send your CV to: Andrea Sampson, Airport Services Manager, CX-Perth - andrea_sampson@cathaypacific.com
Applications close 16 January 2013.

Only those applicants who are selected for an interview will be contacted.



International Tour Administration Coordinator

With a history that dates back to 1927, the APT Group is Australia's premier travel company, operating throughout Australia, New Zealand, Europe, North America, South America, Asia and Africa. At present, the organisation is experiencing a significant and exciting growth phase as it looks to position itself as a truly global tour and cruise operator, and one of the world's leading travel companies.

We are seeking applications for the role of International Tour Administration Coordinator. The International Tour Administration Department is a dynamic area of the APT Business Unit responsible for the pre-departure management, co-ordination, delivery and fulfilment of International travel packages. This role will report to the International Tour Administration Team Leader and is responsible for providing superior tour administration support for international destinations whilst ensuring the delivery of exceptional customer service.

Responsibilities include:

- Working closely with the International Product Teams, Reservations, Operations, Suppliers and other key internal and external customers to ensure our tours operate efficiently
- Monitoring and actioning regular reports including Request, Cancellation, Waitlist and Cabin Number Lost
- Issue daily rooming, miscellaneous and transfers lists in accordance with contractual deadlines
- Monitoring client and supplier payments and processing Resco bookings for reservations over the phone
- Finalisation of all international Cruise and Land requirements including reconfirmation of passenger details and review of requirements
- Assisting with the appointment, confirmation and provision of cruise escorts including sailing schedule, communication with HAL and Princess Cruises and liaisons with the Vancouver office and Europe office
- Facilitating changes and amendments inside standard deadlines
- Assisting Product Coordinators with management of Group Air and Rail
- Assisting with consumer trade shows if required
- Reviewing processes with a view to improve efficiencies

Competencies required:

- Good knowledge of the APT International Product (or the ability to acquire in a timely manner)
- Good understanding of the Odyssey Reservations System
- Solid organisational and administration skills
- High level of computer literacy
- Excellent verbal and written communication skills
- Strong customer service focus
- Ability to problem solve and resolve conflict
- High attention to detail and a flexible approach
- Ability to multi-task and reach deadlines

To apply, please send a cover letter and resume to employment@aptouring.com.au



Industry Appointments

WELCOME to *Industry Appointments*, *Travel Daily's* Thu 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 email appointments@traveldaily.com.au.

Joining the team at **Adventure World** as the wholesaler's new dedicated weddings specialists, **Belinda Hackett & Czarina Tapia** have been tasked with using their extensive knowledge of the South Pacific to boost the range of wedding product available with the wholesaler & tour operator.

Bringing over a decade of experience in the hotel industry and five years with the **Rydges Hotel Group**, **Shannon Craig** has relocated to the Rydges Esplanade Resort in Cairns to take up the position of Resident Manager.

Frédéric Huynh Quan Dat has been hired by **Etihad Airways** as the airline's new General Manager for the Vietnam region. Huynh brings over 13 years experience in the airline industry and will be based in Saigon.

Kathleen Tan has been tasked with heading up **AirAsia Expedia**, the recently-formed joint venture between AirAsia and Expedia. In her new role, Tan will oversee the two brands operations in Southeast Asia as well as India, Japan, Korea, Taiwan and Hong Kong. Promoted into the role formerly held by Tan is **Siegtraud Teh**, who has assumed the reigns as Group Chief Commercial Officer for **AirAsia**.

Langham Hotels has named **Sherona Sheng** as the new Hotel Manager for the **Langham Hotel Hong Kong**. Sheng moves into the role from a former posting as VP Communications & Public Relations for the group.

Long-time resident of the Los Angeles area **Ernest Wooden Jr** has been named as the new ceo of the **Los Angeles Tourism & Convention Board**.

Vietnam's **Nam Hai Resort** at Hoi An has welcomed its new General Manager in **Anthony Gill**, who joins the resort in line with its sixth birthday celebrations. Gill has lived in Vietnam since 2007 and joins the property after a two-year stint in a similar role at La Residence Hotel & Spa.

John Knubley has become the latest appointee on the Board of Directors for the **Canadian Tourism Commission**.

Melia Hotels International has brought in **Jorge Colona** as the Regional Director of Group Sales for the group's global property collection.

Based at the Wyndham Corporate Centre on the Gold Coast, **Julian Blanchard** has been recruited to head up a team of 11 people in the Legal and Compliance Dept for **Wyndham Vacation Resorts Asia Pacific**.

2013 Latin WTM regos

REGISTRATIONS for the World Travel Market Latin America 2013 in Sao Paulo, Brazil have opened.

Over 1,000 exhibiting companies from around the globe will be in attendance at this year's three day event, being held 23-25 Apr.

Organisers are predicting more than 7,000 visitors will attend.

The program includes seminars, forums, networking sessions and an international Hosted Buyer Program for 250 senior buyers.

To pre-register for the show go to www.bit.ly/WTMLatin2013.

Another JAL 787 issue

JAPAN Airlines has suffered its second technical fault with one of its Boeing 787 Dreamliner aircraft in the space of two days, with a taxiing jet forced to return to the gate, again at Boston's Logan Airport, with a leaking fuel tank.

MEANWHILE, the US National Transportation Safety Board has commenced an investigation into the fire which sparked in the auxiliary power unit of an empty JAL 787 jet while it was parked at an airport gate following a flight from Tokyo (**TD Tue**).

Swissotel for Goa

SWISSOTEL Hotels & Resorts will welcome the first guests to its brand new deluxe property in the Indian coastal state of Goa from the first quarter of this year.

The 135-room Swissotel Goa is located in the popular tourist beachside town of Calangute in North Goa, about an hour's drive from Goa's International Airport.

Swissote's Indian Subcontinent portfolio of hotels includes the already opened Swissotel Kolkata, while three other properties are under development at the moment in Mumbai, Noida and Bangalore.



Thursday 10th Jan 2013

Extra NZ flight to LAX

AIR New Zealand will operate an additional service between Auckland and Los Angeles from 29 Sep to 20 Oct this year, due to high demand for the route.

The extra 15th flight weekly follows a decision to operate the extra service during the peak US summer season between 06 Jul and 27 Jul 2013 (**TD 03 Oct**).

WIN A HOLIDAY TO SINGAPORE

WIN THIS MONTH'S GRAND PRIZE

- Four nights at **Grand Park City Hall, Singapore**
- Two return economy flights from Sydney to Singapore on **British Airways**
- Airport transfers



GRAND PARK CITY HALL

BRITISH AIRWAYS

Throughout January, *Travel Daily* is giving readers the chance to win an incredible grand prize of a trip for two to Singapore, including flights and accommodation courtesy of **Park Hotel Group** and **British Airways**.

Park Hotel Group is also giving away three weekly prizes of hotel stays in Singapore and Hong Kong.

To win the first weekly prize, simply answer Question 1 (below) by close of business on Friday 11th Jan 2013. The subscriber with the most creative answer will be the weekly winner.

There will be three questions throughout the month. At the end of January the **TD** reader with the most creative responses to **all three** questions will win the grand prize of a holiday for two people to Singapore, flying British Airways.

Q1: In 25 words or less tell us what Chinese Zodiac animal best represents the Park Hotel Hong Kong and why?

WIN THIS WEEK'S PRIZE

- Three nights at **Park Hotel Hong Kong**



PARK HOTEL HONG KONG



Park Hotel Hong Kong



Park Hotel Hong Kong

Send your entries to: parkhotelcomp@traveldaily.com.au

[CLICK HERE](#) for terms & conditions



PARK HOTEL GROUP



BRITISH AIRWAYS

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Sick of dealing with client complaints? Tired of looking after staff? Here's a chance to use your client management skills in a whole new direction! Join the AA Team and enjoy the variety and challenge this role will provide when you place senior managers in their next perfect role

WHAT'S IN YOUR DAY:-

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- confirming placements,
- marketing including placing adverts,
- client account management and business development

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- an excellent salary package plus uncapped commission
 - achievable team bonuses
 - upto 25 days paid holiday leave
 - one on one training and development
 - exciting annual 5 star conferences
- Min 5 years travel exp including supervisory a must for this role!

HIGHLY SOUGHT AFTER ROLE

COMMERCIAL AND SALES PLANNING DIRECTOR SYDNEY – EXECUTIVE SALARY PACKAGE + BENEFITS

This position is critical in the negotiation process. Bring your strong financial and analytical skills to this global supplier. Key responsibilities include contracting solutions for major airlines & making recommendations to increase revenue. Ideally you will come from a strong airline and financial background with exposure to yield, net margins and revenue. Want to know more? Ring now a confidential chat.

THE PINNACLE OF ACCOUNT MANAGEMENT

DIRECTOR OF ACCOUNT MANAGEMENT SYDNEY – EXECUTIVE SALARY PACKAGE

This new senior role is responsible for managing the Account Management team within a leading TMC. You'll have extensive experience in corporate account management and a positive track record of developing strategies for account retention & growth. Your leadership skills will influence the development d performance of your team resulting in improved client satisfaction.

ARE YOU PASSIONATE ABOUT AUSTRALIA?

SALES/OPERATIONS MANAGER SYDNEY – EXCELLENT SALARY PACKAGE

This newly created role will see you overseeing this inbound sales team. With your ability to drive performance, provide guidance and support you will increase sales and improve procedures and practices within this organization. In busy times you will be creating and selling itineraries with your team. Clientele are very high end so your professionalism is needed at all times, a great opportunity to work with a growing company.

WORK CLOSE TO HOME – EASTERN SUBURBS

CORPORATE TRAVEL TEAM LEADER SYDNEY SALARY PACKAGE TO \$80K

This newly created role will see you leading this established team of domestic and international consultants to greater success. You will be in charge of any client queries, ensure work flow is distributed evenly and is taken care of within set KPI times, daily meetings and training. You will also have the ability to put your consulting hat on when needed. We need someone with at least 5-10 years corporate exp at a TL level.

REACH NEW HEIGHTS AS A BDM

CORPORATE BDM

MEL and SYD – EXCELLENT SALARY PLUS COMMISSION

If you have the passion for sales and love building new relationships your talents will be rewarded here. You'll be joining a leading corporate TMC offering a long term career and the real opportunity of progression. With a leading Brand behind you, you'll be able to take aim at an amazing salary package and work with fantastic unique clients. Apply for this role and watch your future career soar

A RARE FIND

PRODUCT TEAM LEADER BRISBANE CBD – \$65K - \$75K PKG

Here is the rare opportunity to step into a product management role in Brisbane. Leading this team of ten consultants you will be responsible for overseeing the loading of contracts, quality assurance and database maintenance plus be involved in recruitment, staff training and performance management. Enjoy top \$\$, career development and progression, job security plus much more.

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Working in partnership with the Australian Travel Industry

Corporate Travel Consultant

Brisbane - Competitive - Ref 2611

Experienced Corporate Travel Consultants are needed for an expanding travel management Company based in Brisbane CBD. This much loved company have a multi-skilled corporate Travel Consultant vacancy. With a solid training scheme, realistic career progression on offer and monthly paid incentives this is a role that should not be missed. Call me directly today for a confidential discussion on your next career move and let me help find you your dream role.

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

Product Loader - Temporary Role

Sydney - \$Excellent Hourly Rate - Ref 0353

Now is the time to apply to work in this fantastic temporary role and earn some extra cash in time for the Silly Season! If you are looking for a fantastic temp role, Mon-Fri, and have experience in loading for the Calypso system, this is the role for you! This well established and respected company is getting ready for the busy season and needs experienced temp staff. Ideally you would be available now till Christmas with the opportunity to extend into the New Year!

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

Cruise Consultant

Sydney - Generous Salary Package - ref 378

A fantastic opportunity has arisen to join a market leading cruise company as a Cruise Consultant. Are you a seasoned sail-a-way specialist? Have experience selling cruise and air travel!? If you understand these terms; 'boat drill', 'join the Cruise Director on the Lido Deck for the Midnight Buffet' and know how to find your 'Muster Station', this role is for you! This company is constantly growing and look after their staff well with competitive salary packages.

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

Senior Travel Consultant (F/T or P/T)

Melbourne - \$Neg + Super + Targets - Ref 288

Calling all experienced and talented Senior Consultants! Have you worked in leisure, homeworking or corporate travel, have your own client base and are looking for a more flexible role? This may be your lucky day! This client needs someone who is all about the customer. Meet client needs and work on VIP & repeat business. This is a rare opportunity with flexible working conditions based in Melbourne's CBD. Forget the walk-in's and work on clients that make a difference.

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

Travel Consultant

Gold Coast - \$Competitive + OTE - Ref 2055

Are you a travel industry professional looking for a fresh challenge? I have a dream travel consultant position based in beautiful Townsville. Uncapped earning potential and recognition and rewards for your hard work are on offer with this fantastic travel role. You will ideally have international and 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](#)

African Travel Specialist

Sydney - \$DOE + Super+ Incentives + Familis - Ref 0392

A rare opportunity has become available for an amazing African Specialist who has extensively sold and travelled this amazing continent! You will have at least 1 years experience in an agency or wholesaler and would ideally have personal travel experiences of this area. You would offer anything from amazing beach breaks to Mauritius to private game reserves in South Africa. Bring your brilliant destination and product knowledge and be well rewarded!

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

Retail Travel Consultant

E Melbourne - \$45K + Super + Targets - Ref 283

Have you solid retail travel experience? This reputable travel agency is looking for a Retail Travel Consultant to join their busy team. Located in the Eastern Suburbs, you will book tailor made groups, tours and cruise travel for walk in clients. Your outstanding customer service skills will be key in this role. The ideal consultant will have solid CRS skills, good fares experience and have excellent worldwide destination knowledge. You can expect a competitive salary plus targets.

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

Reservations Consultant

Perth CBD - \$DOE + Super - Ref 330

Calling all Reservations Consultants - 2013 is your year! Join this fun team and work Monday to Friday. Located just 5 minutes from Perth CBD, this reputable and expanding company seeks an experienced Reservations Consultant. You will sell worldwide destinations and use your outstanding customer service skills to convert bookings. You will have at least 1 years experience with an Australian travel company and have used a GDS before. Call me today for a confidential chat.

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

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(Available on Apple & Android Smartphones)**