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Monday 22nd July 2013

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TAANZ to host awards

THE Travel Agents Association of New Zealand will next year host its own National Travel Industry Awards ceremony, extending this year's inaugural NZ NTIA categories (TD 04 Jul) into a full-blown event.

NTIA a sensational success

THE National Travel Industry Awards on Saturday night took the event to the next level, with 1200 attendees gathering to honour the industry's best.

A fabulous red-carpet arrival courtesy of Avis set the scene for the event, with paparazzi snapping the glamorous arrivals before guests gathered for pre-event drinks in a specially set-up Qantas First Class lounge.

The Hordern Pavilion in Sydney, a new venue for the event this year, was decked out with an amazing set which included a gigantic mirror-ball, while the 120 tables in the room were spectacularly lit with red Qantas aircraft tail centrepieces.

The biggest ever NTIA also featured other surprises, including an appearance by pop star Jessica Mauboy who wowed the crowd with an amazing performance.

AFTA ceo Jayson Westbury said the awards were a testament to the "growing strength of the Australian travel industry."

"Tonight, the best of the best

were recognised for all their hard work in a very competitive, yet dynamic industry and it is incredibly rewarding to see.

"Their efforts serve as strong reminders that the Australian travel industry is powering forward as travel professionals continuously adapt and innovate with the changing landscape".

Winners were selected from an exceptionally strong field of finalists, with Qantas winning Best Domestic Airline and Emirates taking out Best International Airline - On-line.

Flight Centre won the Best Travel Agency Group award for the second year running, while other winners included Trafalgar for Best Tour Operator International and Qantas Holidays/Viva! Holidays for Best Domestic Wholesaler.

APT had a huge night, taking out the awards for both Best Cruise Operator - International Based Operation and Best Domestic Tour Operator.

Infinity Holidays took out Best International Wholesaler and Royal Caribbean was a first-time winner of the Best Cruise Operator - Australian based operation category.

And the top travel consultant was the one and only Jenny Cooper from Queanbeyan City Travel & Cruise.

See p9 for pics, with the full list of winners on the last page.

CI boosts Sydney

CHINA Airlines is ramping up flight frequencies between Taipei and Sydney over the Southern summer from four to six weekly.

According to travel agent GDS displays, the capacity boost takes effect from 28 Nov thru to 28 Feb.

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What a stellar issue!

Travel Daily today has ten pages of news & photos including a full page of pics from last Sat's NTIA, plus full pages from: (click)

- AA Appointments
- Travel Trade Recruitment
- NTIA award winners

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NTIA video highlights

TRAVEL Daily TV has produced a video showcasing some of the great moments from last Saturday's National Travel Industry Awards.



The video can now be viewed by clicking on the logo above or at www.traveldaily.com.au/videos.

Individual category winners can also order a customised version of the video highlighting their success - to enquire contact Christie-Lee or Lisa on advertising@traveldaily.com.au.

Carnival Vista vessel

CARNIVAL Cruise Lines execs have revealed the firm's next ship will be named *Carnival Vista*.

The 4,000-pax vessel will debut in 2016 and share a number of similarities to *Carnival Breeze*.

Hello World, this is JTG

JETSET Travelworld Limited this morning revealed its long-anticipated brand makeover (**TD** breaking news), with the debut of a new consumer-facing 'helloworld' brand set for a rollout later this year.

CEO Rob Gurney told **Travel Daily** that the move follows extensive consultation and testing, with the overwhelming conclusion that "the best option is to unite under a single banner".

He said that well over 95% of feedback from individual agency owners as well as franchise councils was that this move was the best strategic outcome.

An extensive program of meetings is now planned over the next 4-6 weeks to discuss the move with franchisees, with Gurney stressing that "nobody is being forced into this".

However he anticipates a high take-up rate from agents once

they see the full picture and the results of consumer research.

A new commercial offer is also part of the new arrangement, with key pillars including "transparency, simplicity and immediacy" Gurney said - while a new alliance with Orbitz to expand the helloworld online offering would also provide a new revenue stream for agents.

Consolidating the group's marketing spend around a single brand would "drive massive value" for members, with the critical mass of the group a key factor, Gurney added.

More from JTG on **page three**.

AI commonrates India

AIR India's new airfares from Australia will be common-rated to cover 11 major cities in the country, the carrier's Melbourne manager Madhu Mathen said.

Return seats from Melbourne and Sydney to Delhi are priced from \$899 all-inclusive, with onward connections, if required, to Mumbai, Chennai, Bangalore, Kolkata, Hyderabad, Ahmedabad, Amritsar, Kochi, Thiruvannantpuram, Kozikode and Chandigarh.

Crown proceeding

CROWN Limited has accepted the NSW Govt's conditions on its "unsolicited proposal" for its six-star Crown Sydney Hotel Resort project at Barangaroo South, moving the proposal to Stage 3.

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Costa convictions

AN ITALIAN court has convicted five crew members of the ill-fated *Costa Concordia* of manslaughter, as the trial for the captain of the ship, Francesco Schettino was pushed back until Sep.

The charged crew received sentences of less than three years for their part in maneuvering the vessel off its planned path and into danger which ultimately lead to it capsizing.

Thirty-two people aboard the ship were killed in the incident in Jan 2012 off the coast of Italy.

Concordia's crisis coordinator & hotel director received sentences of 2 years & 10 months and 2 years & 6 months respectively.

Two bridge officers and a helmsman (blamed for steering the ship in the wrong direction) received sentences under 2 years.

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First with the news

Monday 22nd July 2013



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Digital offering for helloworld

JTG ceo Rob Gurney says a key factor behind a new agreement with Orbitz to power a website for the new helloworld brand is the ability to roll it out quickly.

"Speed to market is essential," he said, with the new pact set to offer a "highly complementary" offering to the strength of the group's retail network.

"In my experience it's best to go with a proven technology

vendor," he told **TD** this morning.

JTG and Orbitz have agreed on key commercial terms for a long-term strategic partnership, providing "robust desktop booking functionality as well as industry-leading mobile capabilities," Gurney said.

He confirmed that there will be a "benefit passed back" to franchisees and members from bookings transacted online, giving them an income stream they are not currently participating in.

Gurney said the Orbitz deal would allow helloworld to "participate in one of the fastest growing segments of the travel sector in a way that has not previously been accessible".

Supplier support

KEY suppliers have strongly backed the new JTG model, with ceo Rob Gurney saying it offers "greater economic alignment" between all stakeholders.

Supporting statements have been issued by Qantas, Carnival and The Travel Corporation.

Customer charter

THE new JTG offering will include a Customer Charter and Customer Protection Policy.

Still in draft form, ceo Rob Gurney said that the move would reflect the "different environment going forward," particularly as the Travel Industry Transition Plan is implemented.

He said the exact mechanics of how the scheme will operate are still being finalised, but the move will ensure that consumers can have confidence in the group's new brand.

Three retail models

EXISTING and new JTG franchisees and members will be able to work under a choice of three retail models: fully branded, Associate or Affiliate.

The new brand will launch to consumers towards the end of this year, with the majority of the group's transformation forecast to be complete within 18 months.

Agents choosing to adopt the helloworld brand will be extensively supported with training and marketing campaigns.



Window Seat

SATURDAY night's NTIA included some great moments, including a comment from Jenny Cooper of Queanbeyan City Travel and Cruise, named as Best Travel Consultant.

Cooper issued a heartfelt thanks to her team and particularly her husband Jim, who works with her in the business.

"Jim's the best," she said, but then somewhat defused the compliment by adding "but I'm better!"

AND Cruise Weekly's very own Louise Goldsbury entertained the crowd when she was accepting the award for Best Travel Writer.

Single lady Louise said that host Andrew Daddo had told winners to thank their spouses, "but I don't have one, so for all you good looking men out in the audience, buy me a drink at the after party".

SHELLEY Leven from Corporate Travel Management won the award for Best Travel Agency Manager - Corporate, with the win coinciding with a decade at the company for her.

"We're currently celebrating the Festival of Shelley," she said, "and this is definitely the highlight".

CTM also regained the Best National Travel Management Company crown this year, but ceo Jamie Pherous wasn't there to accept - apparently because he didn't want to jinx the win by attending.

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Lifeline for ex-Lonely Planet-eers

INTREPID Travel has offered staff made redundant at fellow Melbourne-based travel company Lonely Planet an opportunity to join its expanding team of 300.

About 100 Lonely Planet editor, writer and cartographer roles (or half its Victorian crew) are set to be cut or relocated as part of "changes" to the firm, *The Guardian* reported late last week.

Staff cuts have also extended to London and North America.

US owner NC2 Media - who bought Lonely Planet from BBC Worldwide this year - said "as a result of these changes, a number of positions at our offices around the world have the potential to be affected and we are in consultation with individuals whose roles may be impacted."

This morning, Intrepid expressed its sadness for staff laid off, at the same time throwing a potential lifeline.

"Intrepid is exploring

employment opportunities for writers, photographers and content creators...for a new project it has just begun working on," the adventure firm said.

Co-founder Darrell Wade said Intrepid empathised with the team and "extend our support."

Wade said an upcoming content-based project would require more staff.

"We'd love the opportunity to take in some of the skilled staff that Lonely Planet is unfortunately letting go," he said.

Ex-Lonely Planet staff are urged to register interest in Intrepid Travel jobs by contacting Alessia Angelica on (03) 8601 4401.

GBTA Aus/NZ head

THE Global Business Travel Association (GBTA) has appointed Concur Australia managing director Matthew Goss to the GBTA AUS/NZ Advisory Board.

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Scenic Tours setting smiles



ABOVE: Last month's winner of **TD's** exclusive Jun comp to win a Scenic Tours Europe River Cruise, Vicky Atkins from Wings Away Travel, received her amazing prize last week from Scenic's bdm for Victoria, Craig Farrell (**pictured**).

Courtesy of Scenic and Swiss Airlines, Vicky will soon enjoy a Jewels of Europe cruise for two.

Antarctic specialist

THE South American Travel Centre has launched a dedicated Antarctica division called the Antarctica Travel Centre.

The company specialises in Luxury, Expedition, Fly-Cruise & Affordable experiences - more at antarcticatravelcentre.com.au.

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WORLD TRAVEL SKYTRAX AWARDS 2013

IMPORTANT INFORMATION: ˆProduct may vary between flights. Qantas Points not earned on Classic Awards. You must be a Qantas Frequent Flyer member, program terms and conditions apply. Qantas Airways Limited ABN 16 009 661 901.

Monday 22nd July 2013

Ecotourism dreaming

THE number of Australians who desire to take a total ecotourism experience for their next holiday hasn't waned from 20% in more than a decade, new Roy Morgan Research has revealed.

According to the survey released on Fri, there is a massive gap between "wishing and doing", with the dream for a nature based experience becoming a reality for just one in a hundred.

Though there have been ebbs & lows in interest for an ecotourism holiday experience between May 2001 and May 2013, the spikes/lulls have only been around 1%.

Int'l Director of Tourism, Travel & Leisure Jane Ianniello said the lucrative niche market has "huge potential" for the Aussie tourism industry, spending more on a daily basis than average tourists.

She said eco-tourists are likely to visit remote destinations in the Northern Territory, Tasmania, Western Australia, Tropical North Queensland, the USA and Asia.

ATDW talks up widget

THE head of the Australia Tourism Data Warehouse (ATDW) says the newly launched Booking Widget for SME Businesses (**TD Fri**) has been designed to readily capitalise on website visitation by potential customers.

Launched on Fri by the Federal Government, the free widget has been created to aid tourism businesses to covert product interest into a booking.

"It is important to encourage and improve the booking and transactional capacity of tourism operators and ultimately help them to grow their businesses," ATDW ceo Liz Ward said today.

"The Booking Widget is not a replacement for commercially available booking and payment systems, but offers a first step solution to help operators overcome their hesitation to invest in booking technologies by providing a basic, entry-level tool that is easy to install and use," Ward commented.



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Hyatt gets into all-inclusive

HYATT Hotels Corporation is to invest in a new all-inclusive brand under a partnership with Playa Hotels & Resorts.

Hyatt will plough US\$325 million into the venture which sees it acquire a 20% stake in Playa.

The group will initially consist of 13 resorts accounting for 5,800 rooms in Latin American and Caribbean countries on an exclusive basis through 2018.

Six Playa properties in the collection will enter franchise agreements with Hyatt.

Global head, real estate and capital strategy for Hyatt, Stephen Haggerty said over the past two decades the all-inclusive segment "has grown rapidly," adding the deal provides opportunity for "future global growth."

"This transaction will position us to introduce Hyatt's authentic hospitality to a new guest base, while offering great new resort options in sought-after

destinations to our existing guests," Haggerty said on Fri.

The Hyatt-branded all-inclusive resorts will debut in Mexico later this year after renovations to two existing resorts.

Four other Hyatt properties in Jamaica, Mexico and the Dominican Republic will join the portfolio in 2014 and 2015.

TripAdvisor appoints

TRIPADVISOR has announced the appointment of Anne Bologna as Vice President, Brand Strategy to lead the "world's largest travel site's" TV and offline advertising.

Copa adds PTY/TPA

COPA Airlines will add Tampa to its destination network effective 16 Dec, becoming its 9th US city and 66 global gateway.

The four-times weekly service from Panama will operate using Boeing 737-700 aircraft.



Hello Tomorrow Emirates

Hit Stockholm daily from September

Flight Schedule

Days	Flight No.	Depart Stockholm	Arrive Dubai
Daily	EK158	13:55	22:25

Days	Flight No.	Depart Dubai	Arrive Stockholm
Daily	EK157	07:15	12:00

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'Airline of the Year 2013' Skytrax World Airline Awards ♦ 35 one-stop European destinations*

*Airmiles quoted ex Perth, inclusive of taxes and surcharges correct as of 16th July 2013 and subject to currency fluctuation. Offer ends 26th August 2013. For travel: 3rd September 2013 - 31st March 2014. Airfares shown are for travel in low season, higher fares are also available. Blackout period between 6th December - 23rd December 2013. Seats subject to availability. For more information contact your Emirates' Sale Representative or the Emirates' Contact Centre on 1300 880 599. *Emirates will be launching one-stop flights to Kiev from 16th January, 2014.

Decent snow at last

WHAT a difference a weekend makes, with Australian ski fields rejoicing after massive fresh snow dumps since last Fri.

Falls Creek in the Victorian Highlands received a behemoth 71cms while across the border to the north, more than 50cms of powder was reported at Thredbo.

As lift operations have more than doubled in some locations since Fri, below is **TD's** ski snapshot.

Snow conditions

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

Here's the latest snow reports:

- Falls Creek - 70cm / 11 lifts
- Ht Hotham - 51cm / 7 lifts
- Mt Buller - 31cm / 9 lifts
- Perisher - 30.7cm / 39 lifts
- Thredbo - 30.7cm / 11 lifts
- Charlotte Pass - 30.7cm / 9 lifts
- Selwyn Snowfield - 29cm / 7 lifts

Kenya prize winners

THE Kenya Tourism Board's local rep says it has been "absolutely thrilled" with the response from agents wanting to learn more about the destination, with nearly 1000 participants attending.

Megan Carre from Harvey World Travel Hornsby was the lucky winner of the grand prize of an exciting trip for two to Kenya, supplied by Bench International.

Andy Webber from Discovery Travel, Deborah Nicholson from HWT Brisbane, Eleni Vailas from RACT Travelworld Hobart, Kim Salter from TravelManagers and Ian Pearson from Travelscene Eltham each won an Apple iPad as a consolation prize.

Aviareps ran the workshop in conjunction with Yourworkshops as well as through key retail chain intranet training platforms.

Vale Bruce Peters

THE industry is mourning the death of veteran Bruce Peters who passed away on Fri.

Peters accrued 50 years in the airline industry, serving 25 years with BOAC and Qantas in the UK and Australia, joining World Aviation Systems in 1992 where he earned the title, the 'Grandfather of World Aviation'.
Funeral details to be advised.

Scenic getting away to India



KICKING off the weekend with an intimate after-work drinks event, Scenic Tours played host to a selection of key agents and partners to a special preview of some upcoming TV appearances.

Hosted at The Blue Sydney, a Taj Hotel, in the city's swanky suburb of Woolloomooloo, Scenic screened a special highlights clip of three dedicated Scenic themed episodes of Channel 9's *Getaway*.

Starring front and centre, taking viewers on the tour of India was Australian cricketer and superstar in India, Brett Lee, along with former Miss Universe Australia winner, Jesinta Campbell.

Scenic Tours general manager Michelle Black praised the role of *Getaway* and Scenic's association with the long-running series.

"Travel is something Australians love to do and it is a very visual medium, which is where *Getaway* comes in," Black said.

She added that throughout

his cricket career, Brett Lee had travelled to India 60 times, but never visited the iconic Taj Mahal until he went with Scenic Tours.

The first episode in the trilogy went to air over the weekend.

Also making an appearance at the event were a number of local representatives from Australia's newest int'l airline, Air India, who were promoting their recently announced direct flights between Sydney/Melbourne and New Delhi, due to arrive from 30 Aug.

Air India Melbourne manager Madhu Mathen said Australia's newest airline would this week be kick starting a major advertising campaign to market the new direct services to Aussie travellers.

Pictured above from left is Madhu Mathen, Air India; John Walsh, *Getaway* executive producer; Michelle Black, Scenic Tours; Brett Lemish, Scenic Tours; Ravi Bodade, Air India and Alfred Vaz from Air India.

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Emirates is seeking a dedicated and motivated Customer Sales & Service Team Leader for our Brisbane Ticket Office.

The successful candidate must be able to:

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- Coach, develop and motivate a team of agents
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Interested applicants should have:

- Minimum of 5 years' experience in sales/reservations with a major airline or travel agency
- At least 1 year experience in a similar supervisory role
- IATA Certificate I & II or advanced Fares and Ticketing
- Experience in use of Airline CRS or Agency GDS systems
- Proficient in MS Office applications

For further details, and on-line application process, please visit our web site www.emiratesgroupcareers.com. Ref No. CS&ST/CJ/25366

Please note: Telephone and postal applications will not be entertained. Applications close Wednesday 31st July 2013.

Only candidates that meet the minimum requirements will be considered and contacted.



Business Development Manager

Back-Roads Touring is a unique small group touring concept offering fascinating and leisurely regional tours throughout the UK & Europe. We are now seeking to appoint 2 dynamic Business Development Managers, one based in VIC and one in NSW, to join our team.

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We are looking for following proven characteristics:

- Customer relationship management experience
- A proven track record of business development management within the travel industry
- Confident and articulate presenter
- Demonstrable revenue growth in a sales territory
- Self starter with an existing travel industry network
- First hand destination knowledge gained through travelling throughout the UK and Europe

For full details including how to apply

[CLICK HERE](#)

ATAS: when & where to go

THE Australian Federation of Travel Agents has today released further details of its industry consultation workgroups to be held around the country in Aug.

Agency owners and managers are invited to participate in the workshops, where they have the opportunity to discuss the draft criteria for the AFTA Travel Accreditation Scheme (ATAS).

The events will include AFTA general manager - Accreditation, Gary O'Riordan giving a presentation on the progress of the scheme's development and the criteria for participants.

That includes the definition of scheme participants, Code of Conduct adherence, Consumer Protection and Engagement, Business Compliance, Commercial Safeguards (Insolvency Insurance), Training, Complaints Handling and payment of fees.

Ample time has also been devoted to broad discussions and Q&A, O'Riordan said today.

Times, dates and locations are:

- 10am-12pm, 06 Aug, **Adelaide** at Phil Hoffmann Travel Glenelg;
- 12-2pm, 08 Aug **Canberra** at Novotel Canberra;

- 10am-12pm, 12 Aug **Brisbane** at Sofitel Brisbane;

- 10am-12pm, 13 Aug **Gold Coast** at Sofitel Gold Coast Broadbeach;

- 10am-12pm, 20 Aug **Melbourne** at KPMG Melbourne;

- 12-2pm, 21 Aug **Hobart** at KPMG Hobart;

- 11am-1pm, 22 Aug **Sydney** at Sofitel Wentworth Sydney

- 10am-12pm, 27 Aug **Darwin** at Novotel Darwin Atrium, and;

- 10am-12pm, 29 Aug **Perth** at Mercure Perth.

Email Gary directly to register, to gary@afta.com.au.

For those unable to attend the workshop sessions, a webinar will be arranged for a later date.

3b air movements

SCHEDULED airline services carried 2.977 billion passengers throughout 2012, according to the official industry snapshot released late last week by IATA.

According to the World Air Transport Statistics, airlines based in the Asia-Pacific region carried more passengers than any other, at 947.9 million, followed by North America and Europe.

NSW win from United

LAST week's visit to NSW by English football powerhouse Manchester United raked in \$16m in new revenue for the state, according to Destination NSW.

NSW Premier Barry O'Farrell said the last month's worth of major events in the state sold 450,000 tickets and generated \$100m for the state economy.

New CVFR state mgr

ARTHUR Vicario has joined the team at CVFR Travel Group as its new state manager for NSW/QLD, the organisation has announced.

Vicario brings 16 years worth of experience to his new role, having worked with airlines, a major GDS and home-based agent network.

More pax thru BNE

ARRIVAL of direct services from two new carriers in Hawaiian Airlines and Philippine Airlines contributed to an additional 407,000 pax utilising Brisbane Airport in the financial year ending 30 Jun, the facility said.

A further 270 domestic flights were added to the schedule, with BNE posting passenger growth figures of 1.9% for the financial year, down from the 4.3% and 6% reported last week by Sydney and Melbourne respectively.

Ash not feeling blue

CONGRATS to Ashley Shallow of Travelworld Gosford, who was Fri's winner of the *Travel Daily* Blue Man Group mini-comp.

Ashley is now off to see the famous percussion troupe at the Lyric Theatre, Sydney on 11 Aug.

Sun Coast Ecotourism

NOOSA will serve as host city for the 21st Global Eco Asia Pacific Tourism Conference, to take place between 18-20 Nov.

Qld Minister for Tourism Jann Stuckey said she was excited for Queensland to be able to show off its ecotourism credentials to hundreds of worldwide delegates.

The conference will examine the global trends influencing tourism based on CSIRO research.

DFAT consular moved

AUSTRALIAN consular, embassy and passport services for citizens in Romania, Albania and Hungary have been moved to Australian embassies in Athens, Rome & Vienna respectively, DFAT has said.



Business Development Executive Brisbane Sales Office (12-month Maternity Leave Contract)

Cathay Pacific Airways is looking for a highly motivated Business Development Executive to join the Brisbane sales team, responsible for a retail portfolio looking after the north side of Brisbane.

The successful candidate will need to demonstrate the following:

- Ability to identify key incremental revenue opportunities
- Proven ability to achieve sales revenue targets
- Analytical skills that can develop profitable revenue opportunities
- Proven problem solving skills including evaluation, analysis, information gathering, interpretation
- Excellent negotiation, presentation and communication skills
- Requires minimal supervision.

We will offer the successful candidate a competitive salary and company benefits.

If you have the above skills and are confident of achieving complete success, please email your resume to: Howard Field, Business Development Manager, QLD
howard_field@cathaypacific.com

Applications close 31 July 2013

Please note: Only those applicants who are successful in gaining an interview will be notified.



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Liaise with retail agents and overseas operators, and create bookings and quotes to ensure a memorable holiday for clients and much more.

The successful applicant must:

- Have excellent customer service and communication skills
- Have good computer knowledge
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- Experience in the travel industry will be an advantage

Previous knowledge of our regions is not necessary; training will be provided to the successful applicant.

- Salary negotiable
- Sydney City fringe location

To apply simply email your resume to John at
john@sunislandtours.com.au

BNE open AFP centre

THE Australian Federal Police's newest Aviation Operations Centre has been opened at Brisbane Airport as part of the Federal Govt's \$200m plan to boost national air security.

The centre includes an Airport Police Operations Centre, training facilities, interview rooms and an Emergency Operations Centre.

In addition to BNE, new officer and canine facilities have been opened at airports in Adelaide, Sydney, Darwin, Gold Coast, Canberra, with ongoing construction underway at Cairns, Melbourne and Perth Airports.

Where in the world is Phian'oh?



TRAVEL agents around Australia were recently visited by this group of ambassadors for the destination known as Phian'oh?

Heads were being scratched as agents reached for their atlases to locate the region, which is pronounced as "Fee-An-Oh".

It turned out to be a clever marketing campaign launched by P&O Cruises, who had turned

the brand into a destination in itself with the creative word play, with the aim of highlighting that P&O Cruises vessels are like a destination in their own right.

To make the effort even more convincing, the ambassadors had the assistance of Phian'oh Tourism Minister Putmi Phetup (Put Me Feet Up) to complete the illusion.

P&O Cruises senior vp Tammy Marshall said the campaign was a natural extension of the line's "A place called P&O" tag line.

The Phian'oh ambassadors in national dress are pictured above.

Ashes on iPhone app

TOURISM Australia has launched a new iPhone app for the upcoming Ashes Series in Australia, taking place during the upcoming summer of cricket between Australia and England.

The application encourages travellers to make their bookings for the five-test series, beginning in Brisbane in Nov, and contains details on things to do in each city, cricket news, live scoring and an interactive cricket game.

The app can now be downloaded from the Australian app store.

Average CX loads up

INCREASING passengers numbers along with moderate decreases in capacity saw average load factors on Cathay Pacific & Dragonair services climb 2% for the month of Jun to reach 84.9%.

The two carriers posted a 2.9% year-on-year jump in overall passenger totals for the month.

French rail expansion

STRONG patronage of trialled high-speed rail services to provinces in the south of France has resulted in Eurostar exploring options to permanently operate the routes from 2015.

More than 90% of capacity to Avignon, Aix-en-Provence & Lyon was sold in the eight-week trial.

Brochures of the Week

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.

Scenic Tours - China and Japan 2014
For the first time ever, a brand new exclusive brochure dedicated to China & Japan has been released by Scenic Tours, packed with famous sights, architectural wonders and unique experiences. Guests can enjoy many exclusive experiences in many of the major centres in China such as tea ceremonies, interacting with panda cubs and Tai Chi, whilst in Japan, guests will visit Geisha enclaves, explore a Wasabi Farm and witness kimono dying, with many more ancient traditions to indulge in.

G Adventures - Polar Expeditions
The adventure tour operator has launched its newest guide to Antarctica, with many new elements added for the new season. Passengers can learn new photography skills on voyages, with lectures and seminars hosted. Additionally, every polar expedition passenger receives their own parka jacket to keep, with guests also able to enjoy optional extras including camping on the continent and kayaking on the polar waters. Further, the company has extended its West Africa trip by 5 days to end in Marrakech.

Cosmos - United States and Canada 2014
The spectacularly scenic vistas of the US and Canada, as well as Alaska are lovingly spread across the new Cosmos guide, with the new guide featuring more than 30 itineraries. A number of upgrade options are offered on the popular Canadian & Alaskan Masterpiece tour. A newly developed eight-day tour has been launched for the season entitled Cities of the Grand East, which takes pax to Washington DC, Philadelphia, Boston and New York City. New special themed departures have been added for Christmas in New Orleans, the Calgary Stampede, the Elvis Presley memorial and more.

Silversea Cruises - 2013/2014 Asia-Pacific Voyages
Voyages aboard *Silver Shadow* and *Silver Whisper* offer a significant range of itineraries incl Grand Voyages, with one incorporating an extended three-night stay in Myanmar. Dedicated food and wine themed voyages are also offered for cooking and wine enthusiasts. The guide also includes plenty of information on Silversea's majority all-suite accommodations, ship deck plans & onboard features, gourmet meals, butler service, complimentary wines and specially designed menus by Relais & Chateau.

Roles like these don't come up often!



We have several new opportunities available for you to join our global brand:

- Operations Trainer, Sydney, Melbourne or Brisbane
- Implementation Project Supervisor, Sydney
- Corporate Travel Consultant (Implant), Gladstone

To enquire further contact:

Jordan McNamara on 07 30363529

Jordan.McNamara@bcdtravel.com.au



[Click here for more details](#)

Industry kicks up its heels at NTIA 2013

TRAVEL agents and suppliers from across Australia gathered in droves for the 2013 National Travel Industry Awards on Saturday night, with the event a fitting celebration for a year of excellence.

These exclusive pictures were taken during the event, with lots more set to feature all this week in *Travel Daily* and even more online on our website www.traveldaily.com.au and at facebook.com/traveldaily.

RIGHT: Qantas was a major sponsor of the event, with QF domestic ceo Lyell Strambi welcoming attendees and highlighting the airline's long association with the NTIA.

QF also picked up the Best Domestic Airline award, and Strambi is **pictured** with colleagues Steve Limbrick and Karen Tsolakis along with Russell Carstensen from category sponsor Air Tickets.



ABOVE: Susie Potter from The Africa Safari Co was speechless after winning the new Best Niche Wholesaler category, and is pictured celebrating with her team and Lalie Ngozi (left) from category sponsor South African Tourism.



RIGHT: The winner of the Best Travel Agency Manager - Retail category was Michelle Nievaart from Flight Centre Garden City in WA, who's **pictured** with Ann Elliott of Virgin Australia.

LEFT: Guests on the Avis-sponsored red carpet truly felt like celebrities when they were snapped by this crack team of paparazzi.

BELOW: Veronica Rainbird, Julie King and Fiona Stewart celebrate Dubai Tourism's win in the Best Tourist Office - International category.



BELOW: At last! Royal Caribbean Cruise Lines was a first time winner of the Best Cruise Operator - Australian based Operation category, with ceo Gavin Smith accepting the award from Lee Pownall of AA Appointments.



ABOVE: The APT team celebrate winning Best Tour Operator - Domestic and Best Cruise Operator - International Based Operation.



ABOVE: A surprise appearance by Jessica Mauboy really wowed the crowd.

BELOW: Craig Smith from Corporate Travel Management, winner of the Best National Travel Management Company Award with Karen Tsolakis of Qantas.





TOURISM Australia's recent China mega-famil were recently welcomed to Melbourne as part of their down-under experience. The contingent consisted of over 100 influential agents representing 54 Aussie Specialist Program agencies in China, VIP invitees from airlines flying here and several members of Chinese

media documenting the trip. The visit followed the launch of Tourism Victoria's first consumer campaign in China, named "Open Up To More - Melbourne", with the group visiting the state as well as many other iconic Aussie cities and famous landmarks.

While in Vic, the group shopped till they dropped in Melbourne, enjoyed a gala dinner at Crown Melbourne and visited regional areas including Phillip Island and the Mornington Peninsula.

The group are pictured above at Sovereign Hill in Ballarat.

Meditate with C&K

COX & Kings has cut 15% off the price of its Golden Land of Burma itinerary, departing on 02 Nov, 21 Dec this year and 15 Mar, 2014.

The 11-day itinerary allows pax to learn to meditate with a monk, explore monasteries and more, with the three trips priced from \$3,630ppts - ph 1300 836 764.

Replacement for MA

BANKRUPT Hungarian airline Malev could be replaced by a new full-service carrier as early as Sep.

Set to be bankrolled by three Hungarian businessmen and a group of Middle-Eastern investors, Solyom Hungarian Airlines will commence operations, initially with a fleet of six aircraft.

Early expansion plans identified are for the carrier to operate 50 jets by the end of 2017, including 10 wide-body aircraft aimed at offering long-haul flights.

Cycle tour directory

A **NEW** cycling tour directory and search engine offering details of bike tours across the country has been launched.

Cycle Tours Global is a free site which profiles more than 5500 bike tours ranging in length from 90 minutes along Sydney's Manly Beach up to a 132-day Silk Route Ride from Shanghai to Istanbul.

The site was developed by Australian cycling enthusiast Bruce Robertson, who said the site contained tours for cyclists of all skill levels.

See www.cycletoursglobal.com.

PTM's aiming for 500

HOME-BASED agent network TravelManagers is celebrating the signing of its 400th personal travel manager across Australia, setting itself a new target of reaching 500.

"The growth of new recruits has been expediential this year, surpassing all of our expectations," TravelManagers general manager Michael Gazal commented, with referrals contributing to 56.5% of new recruits for 2013.

The group also announced it has recorded an average annual sales growth level of 41% over the last five years.

WIN A RIVER CRUISE FOR TWO IN EUROPE WITH APT



Click here for more info and terms & conditions of the competition

This month **Travel Daily** is giving one lucky reader and their friend the chance to win a 15-day European river cruise, including return flights, courtesy of **APT**.

The prize consists of:

- 15-day 'Magnificent Europe' cruise with APT in a Category E Twin Window Suite, including all accommodation, meals, activities and transfers on tour, as specified in the chosen trip brochure itinerary;
- Return economy flights for two on an airline of APT's choice from the winner's nearest capital city to and from the trip start and end destination.

Every day **Travel Daily** will ask a different question – just read the issue and email us your answer. There will be 23 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this amazing river cruise holiday.

Email your answers to: APTcomp@traveldaily.com.au



Q.16: Name the 2 types of butler service available to guests in select suites on APT Concerto River Ships.

AFL Rd 17 Results

CONGRATULATIONS

Charlotte Gysberts
from Singapore Airlines

Charlotte is the top point scorer for Round 17 of **Travel Daily's** AFL industry footy tipping competition and has won a \$50 Coles/Myer voucher, courtesy of **Compass Car Rental**.



Major Prize Sponsors

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



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & Iririki Island Resort Vanuatu



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.

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RARE REGIONAL OPPORTUNITY

**APAC – CLIENT RELATIONSHIP MANAGER
SYD OR MELB - SALARY PACKAGE UP TO \$120K+**

As APAC Corporate Account Manager you will be responsible for managing the global program for this major blue chip client. Key objectives include growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with managers at all levels up to executives.

**OPERATION MANAGEMENT WITH A TWIST
OPERATIONS/PRODUCT MANAGER
SYDNEY – SALARY PACKAGE \$100K - \$110K**

Exciting new senior management opportunity exists with this unique travel specialist. As operations/product manager your role will ultimately be responsible for designing specialist tailor made group adventures, contracting suppliers and overseeing the operations, including total P&L Accountability. Must come from a senior management background, with strong negotiation & people mgt skills.

**HIT THE HEIGHTS OF THE CORPORATE SECTOR
CORPORATE SALES MANAGER X 5**

SYD/PER/BRIS – SALARY PACKAGE \$100k +

Can you negotiate and close a deal?

Working with leading brands and responsible for networking & developing relationships across the corporate sector you'll be creating sales pipelines and converting new business. These are senior roles needing proven experience in cold calling and business development within the large market TMC operation.

**CALLING ALL CORPORATE BDM'S
CORPORATE BDM**

SYD OR PER – SALARY PACKAGE \$87K + BONUS

If you have experience in cold calling and building a local network, then apply that experience in a Sales role that will see you working with a dynamic travel company and with a highly motivated team of people. Your energy and success will keep this corporate agency growing and your rewards will increase through commissions & bonuses. Control your own destiny and prove your selling skills.

ARE YOU A TRUE LEADER?

**REGIONAL HEAD OF PRODUCT x2
BRISBANE - SALARY PACKAGE UP TO \$100K+**

Looking for a challenging new destination to market? This industry leader requires the skills of an adaptable Head of Product. You will be well organised and have the ability to manage a team sourcing for new and unique products to your competitors while being able to develop brochures that stand out from the rest. With your talents you will have a creative flare and an eye for detail.

ARE YOU A NUMBER CRUNCHER?

**BUSINESS / PLANNING ANALYST
BRISBANE – GENEROUS SALARY PACKAGE**

Here is a unique role designed for someone with acute numerical skills and an analytical mind. The Planning Analyst plays a critical part in the ongoing development and success of this growing organization. This is a highly analytical role requiring previous experience as a business analyst, pricing modeling, tertiary qualifications in Economics, Accounting or Marketing and advanced Excel & Database skills.

GAIN A TRUE WORK LIFE BALANCE

**CORPORATE BDM - 3 DAYS A WEEK
SYD OR MELB – LUCRATIVE SALARY PACKAGE**

Know how to target new business?

With your winning ability to develop a pipeline, negotiate deals and win new business you will be rewarded within this corporate Agency. Representing a well known brand in the market you will be proud to be part of this growing team, showing off your sales skills and creative flare. Choose the days you want to work.

**RELATIONSHIP BUILDING IS THE KEY
STRATEGIC ACCOUNT MANAGERS X 2
SYDNEY – SALARY PACKAGES OTE \$100K**

If you prefer to play at the pointy end of the corporate market here's a role that will allow you to exercise all of your skills in big business account management. You'll be an energetic and proactive person who is passionate about client relationship management and driving service & product improvements for your clients' travel programs.

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Finding talent within the Australian Travel Industry

Group Travel Consultant

Brisbane - \$Competitive - Ref 634SJ2

If you have 3 years travel industry experience and are ready for a unique and exciting challenge then this group travel reservation role could be the position for you. Organising group travel from start to finish you will need strong GDS skills, fares and ticketing and high accuracy in your work. This niche travel company offer a great team working environment and have a loyal clientele base. Good starting salary plus bonuses and travel industry benefits are on offer!

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

Team Leader (Groups Travel)

Sydney CBD - \$DOE - Ref 701BP1

Do you have experience in booking group travel? Are you an experienced Team Leader? Do you have the ability and desire to manage and guide a team in all group travel operations? If you have answered yes to the above, you're the perfect candidate for this new opportunity. If you're an experienced Team Leader and are looking for a new challenge, this extremely successful and reputable travel company would love for you to join their family.

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

Groups Corporate Travel Consultant

Melbourne - \$50-55K + Super - Ref 719DB

Are you an experienced Corporate Travel Consultant with solid experience in booking events, conferences and groups? This corporate management company have an opening within their rapidly growing team. They are a dynamic, independent travel management company who have great values and look after their clients. If you want to be part of this organisation and have a rewarding career then this could be a great move for you! Don't delay apply today!

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

Travel Consultant

Adelaide - \$DOE+ Super - Ref 505NC4

If you know your high end product, love going the extra mile and are completely focused on client satisfaction, this could be your next move within the travel industry. This is a Monday to Friday role, with a fantastic and stable team who are the top of their league! If you have what it takes to be the complete package, I need to hear from you! Use your exceptional GDS skills, and fantastic product knowledge and exceptional service to this fantastic role.

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

Travel Consultant

Townsville - \$Competitive + OTE - Ref 176SJ1

Are you a travel industry professional looking for a fresh challenge? This is 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](#)

Senior Leisure Travel Consultant

Sydney - \$55K + Super + Incentives - Ref 721LB1

Are you a Senior Travel Consultant looking to move into an innovative company. Use you excellent travel consulting skills for a mix of retail & corporate clients, and help develop opportunities for this agency who are looking to win more corporate business. A fantastic opportunity to join a small office based team who pride themselves on service. If you are positive, proactive and have good senior travel consulting knowledge this is your next move.

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

Travel Consultant (Japanese Speaking)

Melbourne CBD - \$Competitive - Ref 539PC4

Experienced Japanese speaking Travel Consultant required for this busy Retail/ Wholesale Store located in the Melbourne CBD. Join a market leading company selling Wholesale and Retail luxury tours and tailor made packages to Japan This will be your dream role if you are a Japanese speaker who understands the Japanese market and culture. To be successful, you will be self-motivated and a great team player with 5* customer service skills.

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

Travel Consultant

North Perth - \$50K+ - Ref 3999NC1

It's time to make the move to a well-established travel agency who has built its reputation on high end product with fantastic cruise offers! If you have a minimum of 3 years travel industry experience, have excellent customer service, communication skills, this is a rare role that will not last long. Exceptional GDS skills will be needed for this high end luxury travel role, bring your fantastic cruise knowledge and personal travel experience to this brand new role.

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



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afta National Travel Industry Awards 2013 Winners



Best Travel Agency Group (100 outlets or more)

Flight Centre Limited
Sponsor - Qantas Airways

Best Travel Agency Retail – Single Location

Harvey World Travel Lane Cove
Sponsor - Singapore Airlines

Best Travel Agency Retail – Multi Location

Phil Hoffmann Travel
Sponsor - Qantas Airways

Best Travel Agency Corporate – Single Location

Spencer Travel
Sponsor - Qantas Airways

Best Travel Agency Corporate – Multi Location

Corporate Traveller
Sponsor - Avis

Best National Travel Management Company

Corporate Travel Management
Sponsor - Qantas Airways

Best Business Events Travel Agency

Event Travel Management
Sponsor - Amadeus

Best Travel Consultant – Retail

Jenny Cooper,
Queanbeyan City Travel & Cruise, NSW
Sponsor - Cover-More Travel Insurance

Best Travel Consultant – Corporate

Fiona Hyde,
Voyager Travel, VIC
Sponsor - Avis

Best Travel Agency Manager – Retail

Michelle Nievaart, Flight Centre Garden City, WA
Sponsor - Virgin Australia

Best Travel Agency Manager - Corporate

Shelley Leven
Corporate Travel Management QLD
Sponsor - Virgin Australia

Rookie of the Year Agent

Nicholas Lowes,
Jetset Norwood, SA
Sponsor - Travelpart

Best Niche Wholesaler

The Africa Safari Co
Sponsor - South African Tourism

Best Domestic Airline

Qantas Airways Limited
Sponsor - Air Tickets

Best International Airline – On-Line

Emirates
Sponsor - The Travel Corporation

Best International Airline – Off-Line

Finnair
Sponsor - Consolidated Travel

Best Cruise Operator – Australian Based Operation

Royal Caribbean International
Sponsor - AA Appointments

Best Cruise Operator – International Based Operation

APT
Sponsor - Gow Gates Insurance Brokers

Best Tour Operator – Domestic

APT
Sponsor - Royal Caribbean International

Best Tour Operator – International

Trafalgar
Sponsor - Royal Caribbean International

Best Car/Campervan Rental Operator

Hertz
Sponsor - Expedia

Best Tourist Office – National

Tourism and Events Queensland
Sponsor - Cover-More Travel Insurance

Best Tourist Office – International

Dubai Tourism
Sponsor - Global Blue

Best Wholesaler – Australian Product

Qantas Holidays and Viva! Holidays
Sponsor - Accor

Best Wholesaler – International Product

Infinity
Sponsor - AA Appointments

Best Agency Support Service

Air Tickets
Sponsor - The Travel Doctor

Best Sales Executive – Industry Supplier

Suzy McPhail,
Trafalgar, VIC
Sponsor - P&O Cruises

Rookie of the Year – Supplier

Stephen Galloni,
Contiki, NSW
Sponsor - Greece and Mediterranean Travel Centre

Best Hotel/Resort – Australian Property

Palazzo Versace
Sponsor - Sabre Pacific

Best Hotel/Resort Group

Shangri-la Hotels and Resorts
Sponsor - Qantas Holidays and Viva! Holidays

Best Registered Travel Industry Training Institution

William Angliss Institute of TAFE
Sponsor - Cox and Kings

Best Travel Writer

Louise Goldsbury
Sponsor - Princess Cruises

Best Travel Agent Technology Innovation

Smart Tickets online
Revalidation and Reissue,
Air Tickets
Sponsor - Qantas Staff Credit Union