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# Travel Daily

First with the news

Thursday 7th March 2013

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ISSN 1834-3058

## Air NZ names Aus GM

AIR New Zealand's Head of Leisure Sales for Australia, Leanne Geraghty has been named as the new General Manager Australia, replacing Cam Wallace.

NZ deputy chief executive Norm Thompson said Geraghty ticked all the boxes based on her focus, sales experience and strategic vision "to take our Australian operation to the next level of commercial success."

More Appointments on **page 6**.

## 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
- Hayman Island

## Travel agents key for SIA

TRAVEL agents in Australia sell significantly more than 80% of Singapore Airlines seats here - and the carrier last year paid out more than \$100 million in total commissions and overrides to the Australian travel industry.

The figures were revealed yesterday at *Travel Daily's* first ever Travel Agent Mini Conference, where Singapore Airlines manager passenger marketing Australia, Dale Woodhouse spoke on the conference theme of *Do Travel Agents Have a Future?*

The answer was an emphatic YES, with Woodhouse saying "There's no doubt about it".

Agents add value in trip planning, complex itineraries and personal service, and Woodhouse stressed that although the

internet was a booking channel used by some customers, the best ever level of direct online booking that had been achieved by SQ here was 20%, and currently it's running at the "relatively small proportion" of more like 15%.

"Travel agents are vital to our operation," he said, with the carrier also hailing the industry's "alignment of service values and ethos" with that of SIA.

With SIA operating more than 112 flights comprising 70,000 seats a week in and out of Australia, that means that agents are responsible for over 50,000 seats - and that's set to grow as the carrier lifts its local operation to more than 150 weekly services by 2016/17 - or 100,000 seats.

Other speakers at the event included Kim McKay from Klick Communications and AFTA ceo Jayson Westbury - more coverage in *TD* tomorrow, as well as on **page three** and **page eight**.

## Four Seasons sale

REAL estate firm Jones Lang Lasalle says that "a range of investors from across the globe" are circling the Four Seasons Hotel Sydney, with bids for the iconic property due in six weeks.

JLL Hotels & Hospitality ceo Australasia, Craig Collins, said interest had so far been strongest from South-east Asia, China, Korea and the Middle East.

"It is very encouraging for the Australian hotel market that this campaign has caught the attention of not only traditional hotel investors but also a number of new groups that have not previously considered investing in this sector," he said.

## Register for tipping

THE 2013 NRL competition kicks off tonight, so don't forget to enter our free travel industry tipping comp for a chance to win a trip to Dubai - register online at [nrl.traveldaily.com.au](http://nrl.traveldaily.com.au).

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## QF offshoot changes

**QANTAS** has made a supplementary submission to the ACCC probe into the EK alliance, detailing some changes to its "related bodies corporate".

A list provided to the ACCC on 13 Feb reflected ownership status as at 30 Jun 2012, and since then QF has disposed of its Cairns and Riverside catering facilities.

Aerial Operations Services Pty Ltd has also changed its name to Qantas Airways Domestic P/L.

## ATEC localises Symposium

**AUSTRALIAN** Tourism Export Council managing director Felicia Mariani has written to the group's 850 members to advise it plans to branch out the organisation's annual Symposium conference to create "mini-Symposium" events in individual member regions.

Revealed exclusively to *Travel Daily*, Mariani said the ATEC board had been actively discussing its events strategy in recent months and had decided to encourage a number of annual events held by members in each state which were becoming increasingly successful, such as 'FantasVIC' in Victoria.

As a reason behind the strategy shift, Mariani said it was about ensuring ATEC remained relevant to its membership base.

The ATEC md added that it was vital to reiterate that ATEC was more than a lobby group, but a B2B connection with distribution channels that can drive conversion.

Mariani said it would work to

see a short conference program added to already well-attended regional events, which were seeing 80-100 attendees, while approx 350 of the group's 850 members attended the national gathering.

Symposium, in its current guise, was seeing dwindling attendance figures largely due to "prohibitive" costs involved, especially by rural and regional members.

"Our branch events are attracting as many ITO's (Inbound Tour Operator) as we are to the national event," Mariani said.

"What we're doing is taking a 3-day event in a regional part of Australia...and bringing a Symposium event to members in their own backyard," she added.

Mariani will soon embark on a six-week national tour with other ATEC executives including Gary Riordan and new Head of Member Services Jemma Still to meet members to discuss the group's future direction in further detail.

The annual Meeting Place event will remain an ATEC cornerstone, Mariani stressed, with the group looking to rotate the hosting of the event to other capital cities.

## PAL adds six new hubs

**PHILIPPINE** Airlines has formally confirmed an expansion of its Australian operation, with Darwin, Brisbane & Perth named as three of six new int'l destinations, as flagged by *TD* in Oct (*TD* 22 Oct).

Announced late yesterday, the Manila-based carrier will also add Kuala Lumpur, Guangzhou and Abu Dhabi to its network in 2013.

Four weekly flights to Perth and thrice weekly services to Brisbane will operate via Darwin for a tech-stop, commencing 01 Jun.

Operated by Airbus A320-200s, the Perth and Brisbane routes will have a one-hour layover in the NT capital where pax can disembark.

PAL's four weekly Kuala Lumpur & Guangzhou services will begin on 01 May & 01 Jun respectively, while the new Abu Dhabi daily operation will fire up on 01 Oct.

President Ramon S Ang said the new routes were "in response to the clamour for more flights."

He said the Aussie ports, along with Kuala Lumpur & Guangzhou, were "major destinations" for business and leisure travellers.

The new additions boost PAL's total number of international destinations to 34.

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## ATMC award

**THE** Association of Travel Management Companies has today announced the launch of the 2013 ATMC Young Executive of the Year award.

ATMC president, Craig Smith, said the initiative aimed to identify the best and brightest young executives in travel management, and to help them further their knowledge.

The winner will be announced at the BTB 2012 awards later this year, with the winner receiving a trip to San Diego to further their learning at the 2013 GBTA Convention in Aug.

See [www.atmc.net.au](http://www.atmc.net.au).

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## Departures to Japan soar 47%

**THERE'S** been a strong recovery in the ski travel market to Japan, with Australian Bureau of Statistics figures released this morning showing that more than 30,000 Aussies went there in Jan - compared to just over 20,000 twelve months ago.

The ABS figures also showed strong growth in travel to Singapore, which was up 15.7% to 24,600 for the month.

There was also year-on-year growth in travel to India (up 9.5%), Thailand (+9.1%), the US (+5.7%) and New Zealand (+3%), while markets which declined

included Fiji (down 5.7%), China (down 3.2%), Vietnam (down 6.3%) and Indonesia (down 1.6%).

Overall short-term resident departures are 4.6% higher than in Jan 2012.

Inbound arrivals have increased at a faster rate than departures, up 6.2% higher than a year ago - and every single top ten tourism market for Australia has grown.

The top source country was New Zealand, with 82,100 visitors in Jan, up 3.1% year-on-year.

China was the second biggest inbound market for Australia, with 58,700 arrivals - 10.2% higher than Jan 2012.

Other fast-growing markets included Malaysia, up 20.7% year-on-year to 12,300 arrivals, as well as Singapore which was up 14.4% to 17,500 Jan visitors.

Interestingly these are the two countries currently offering low-cost long-haul flights to Australia, in the form of Scoot and AirAsia X.

Arrivals from the USA are up 8.4% year-on-year, while there was also growth from Germany (up 5.5%), NZ (+3.1%), Canada (+2.7%) and Korea (+2.4%).

## New SA state brand

**SOUTH** Australia has revealed a new look State brand with a funky new 'Open the door' logo.

The South Australia Tourism Commission says the new ID (pictured below), will "enable industry, business, government and community enterprises to demonstrate pride & promotion of our great state in a unified way."

South Australia Premier Jay Weatherill said the new logo was an "instantly recognisable" brand



identity that encapsulates the state and covers all areas of economic activity, incl tourism.

## CLIA adds Germany

**CRUISE** Lines International Association has further expanded its presence in Europe with a new national division in Germany, headquartered in Hamburg.

The new German affiliate comes a little over a month since CLIA announced offices in the UK and Ireland and the Netherlands.

CEO of Aida Cruises Michael Ungerer will chair CLIA Germany. "With a significantly enhanced presence in Europe the cruise industry has never been better positioned to speak with one global voice," CLIA ceo Christine Duffy said.

## DL expands LA routes

**DELTA** Air Lines is bolstering its presence in Los Angeles, with a number of new routes and extra frequencies to Nashville, Seattle, Boston, Anchorage, Bozeman, San Jose (Costa Rica), Puerto Vallarta & Guadalajara, through Apr-Sep.

## Window Seat

**YESTERDAY'S** *Travel Daily* Mini Conference (see p1, p8) gave an opportunity for some big boys to channel their inner child.

The event featured a number of displays including a full-sized Lamborghini and an amazing Scalextric racetrack which evoked Singapore's annual Formula 1 night race.

**Pictured** below enjoying the competition are Luke Crawford from Travelpart (right) and Travel Compensation Fund Glen Wells, showing how good he is at getting things back on track.



**AND** the event also included some Singapore-themed action for those of a gentler persuasion.

Hand massages were on offer to highlight the range of spa experiences on offer in the Lion City - and Ed Smith from Canada Alaska Holiday Specialists is pictured below having his cares soothed away.



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## Travel review sites “most useful”

**RESULTS** from a new TripAdvisor survey show Americans class travel review websites the “most useful” source of information when researching and planning a trip.

With the lion’s share of 49%, review websites eclipsed other sources for intel, such as web-based travel agents (19%) and travel operator portals (14%) in the *TripBarometer* by TripAdvisor survey of US respondents.

Store-front travel agencies claimed just 1% of the market in the US, even outstripped by social media and travel magazines.

“With travellers going online for

their travel research & planning, they are also showing preference for online as the primary booking channel,” the travel firm said.

“In the US, the majority of travellers are booking via accom websites (32%), closely followed by web-based agencies (28%).”

The study determined that on average, 68% of accommodations globally were optimistic about increased profit in 2013, but the Australasia market was below the score by three percentage points.

It also found 36% of respondents from this region plan to increase room rates in the next 3 months.



## Business Development Executive (Melbourne)

Cathay Pacific Airways is seeking an experienced, full-time Business Development Executive Corporate at our Melbourne Sales Office.

The candidate is responsible for identifying and achieving specific revenue targets from retail and corporate travel accounts, whilst maintaining valued existing accounts.

**The candidate must possess and demonstrate the following criteria:**

- Extensive experience in the travel or travel related industry
- Proven ability to identify key incremental revenue opportunities
- Proven ability to achieve sales revenue targets
- Analytical & problem-solving skills
- Proficiency in PC skills including Microsoft, PowerPoint, Excel
- Excellent negotiation, presentation and communication skills
- Ability to manage own time, with minimal supervision

An attractive salary package will be offered to the successful candidate.

**Please send your resume to Jason Aghan, Business Development Manager VIC, [Jason\\_Aghan@cathaypacific.com](mailto:Jason_Aghan@cathaypacific.com)**

**Applications close Friday 15 March 2013**

**Please note, only those applicants who are successful in gaining an interview will be notified.**

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## Tiger capital raising

**TIGER** Airways Holdings has announced plans to raise close to SGD\$300 million to fund future expansion of the no-frills carrier into Asia and to strengthen its balance sheet.

Through the rights issue, Tiger Airways will issue 164.3 million new ordinary shares at \$0.47 for each rights share.

Gross proceeds will be mainly used to grow Tiger’s operations in Singapore and joint ventures in Indonesia and the Philippines.

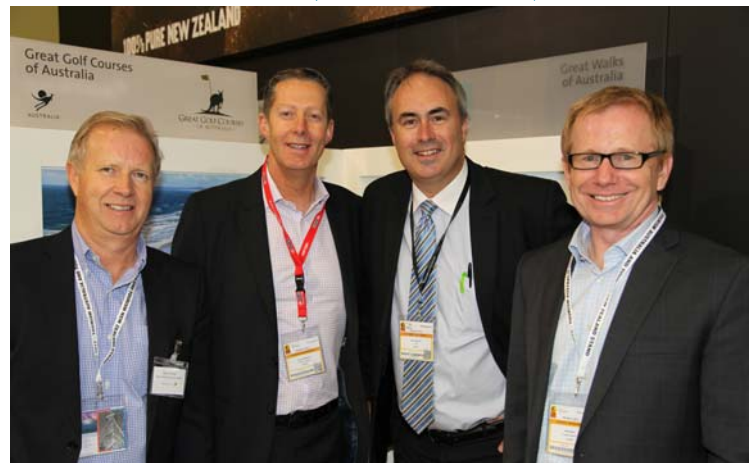
## Oman/Jordan famil

**TOURISM** Oman has partnered with Tourism Jordan & Sun Island Tours to offer travel agents a chance to explore the region on an eight-night famil in Apr.

To be in the running to win one of 28 spots on the trip, agents need to book Oman and/or Jordan packages through Sun Island Tours, and enter a simple six question survey about Oman.

The ‘My Beautiful Oman’ famil, developed by Oman World Tourism will run from 19-23 Apr.

## Best Jobs (& hotels) at ITB



**THE** Australian contingent were out in force at the world’s largest trade show ITB Berlin yesterday, to push Australia as offering not only Tourism Australia’s ‘Best Jobs in the World’, but also great value hotels through groups like Accor.

The Accor stand was one of the busiest at the show, with delegates reporting positive sentiment towards travelling down under, despite the gloomy Euro zone.

During the trade show, Accor announced plans to grow its network of luxury/upscale hotels (under the Sofitel, Pullman,

MGallery and Grand Mercure brands) to 400 by 2015 - up from the current 300 properties.

The hotel juggernaut revealed it will also launch a new tailor-made brand for the Indonesian market based on the Grand Mercure, called Maha Cipta - the first of which will see the Grand Mercure Jakarta Harmoni rebadged.

**Pictured** flying the Aussie flag at ITB Berlin from left are Denis Pierce Best of Australian Great Walks; Andrew McEvoy, Tourism Australia; Neale Herridge, Accor and Nick Baker, Tourism Australia.

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## Cruising hit for six



**WORLDWIDE** Cruise Centres has appointed former Australian cricket captain and Australian of the Year, Mark Taylor, as its inaugural ambassador.

There are now 62 travel agents across the country affiliated with the network formed by John Simos' Cruise Marketing Group.

Simos said Worldwide Cruise Centres had hand-selected its member agents to provide potential customers with "convenience of location, the highest standard of service and cruise knowledge.

"With our combined buying power and distribution of all major brands, we are able to

## AC doubles Sydney

AIR Canada will introduce a second daily flight between Toronto and Sydney in Jun-Aug. That's Sydney, Nova Scotia, with the extra flight using a CRJ-200.

## GPT 'Affordable' tours

GRAND Pacific Tours has rolled out two new 'Affordable Coach Holiday' tours to New Zealand, including an entry level 14-day New Zealand Panorama Tour.

Aimed at the "price conscious" traveller, the itineraries are fully inclusive of airfares, taxes, accom, most meals & pre-paid attractions.

The tour utilises quality accom, including 3 two-night stays, three cruises and 15 excursions, and is priced from \$3,634ppts.

The slightly longer 16-day Highlights of New Zealand Tour has two extra nights in the Bay of Islands, & is priced from \$4,104.

Bookings made by 30 Apr save \$100pp & receive a New Zealand Eyewitness Travel Guide book.

## Lindblad incident

LINDBLAD Expeditions has been forced to cancel its 09 Mar sailing after its expedition ship *National Geographic Sea Lion* sustained hull and propeller damage in Panama's Las Perlas Islands.

The ship entered drydock in Panama City yesterday, where it will undergo repairs.

Yesterday, Lindblad announced the acquisition of Orion Cruises.

## QF US storm policy

QANTAS has issued a waiver on QF marketed flights operated by American Airlines to cities where travel may be impacted by a snowstorm in North Central USA.

The commercial policy is valid for travel through to 08 Mar.

offer a one-stop shop for Australian cruise passengers with most major large and small cruise line preferred partners," he said.

Simos said that Taylor was the ideal person to endorse the brand, having shown enthusiasm for cruising since he retired from cricket in 1999.

He said the cricketer would feature in a "broad range of promotional executions" over the next three years.

## Topdeck domestic

TOPDECK has released its 2013-14 Australia and New Zealand program, with a 64 page brochure featuring over 50 itineraries.

New offerings include the 21-day Cosmopolitan & Cairns which includes Sydney, Byron Bay, the Gold Coast, Fraser Island and overnight Whitsundays sailing, priced from \$3455pp.

A 10% discount applies to trips booked and paid in full 12 months in advance, or 5% for 6 months.

Free wi-fi is available in the vehicles used in most parts of Australia and NZ, and there's a free one-way Tasman flight for bookings of Australia trips over 10 days plus a New Zealand trip.



## Business Development Manager, WA Perth Sales Office

Cathay Pacific Airways is looking for a highly motivated and experienced Business Development Manager to lead the WA Sales team.

Reporting to the Sales & Marketing Manager, Australia, the successful applicant will manage a small sales team in Perth and be responsible for:

- All State sales activities in WA
- Meeting and exceeding the WA sales revenue targets
- Motivating and leading a small sales team

The successful candidate must possess and be able to demonstrate the following experience and skills:

- Thorough working knowledge of the Perth travel market
- Strong relationships with the WA travel agents
- Highly motivated to achieve results
- Exceptional communication and presentation skills
- Self starter with the ability to manage own time
- Strong analytical skills
- Embrace, manage and successfully deliver change
- Strategic thinker who can react quickly to maximise revenue opportunities
- Must have the right to live and work in Australia.

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If you have the above skills and are confident of achieving complete success, please send your resume to: Julie Reid, Sales & Marketing Manager, Australia, [julie\\_reid@cathaypacific.com](mailto:julie_reid@cathaypacific.com)

**Applications close on Thursday 14 March 2013**

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

## Supplier Updates

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE.**

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## ATE applicant cut-off

**TOURISM** Australia is reminding the trade that additional delegate and day pass applications for ATE 2013 will end at close of business today - [www.bit.ly/ATEktapps](http://www.bit.ly/ATEktapps).

## Sabre switch costs VA on-time

**VIRGIN** Australia's cutover to the SabreSonic CSS in Jan has, as the carrier expected, impacted its on-time performance, particularly so on arrival times.

The Bureau of Infrastructure, Transport & Regional Economics report on airline performance for the month shows less than three-quarters of Virgin's flights made it to their destination at the

specified time during the month.

The result saw VA slip to be the last of the four major domestic carriers operating in Australia, behind Tiger Airways (80.6%) and Jetstar (74.8%).

Qantas was the most reliable for getting pax to their destination punctually, with flights arriving as scheduled 86.1% of the time.

Virgin Australia's on-time departure performance was also impacted negatively during Jan, falling to 74.2%, headed by Qantas (86.5%) and Tiger (82.3%).

Of all the national airlines, Regional Express had the best on-time departure rate, at 87.6%.

## Late night Aquarium

**SYDNEY SEALIFE** Aquarium has introduced a 'Thrifty Thursdays' promo for "late night window shopping with a difference."

Available online from now until 28 Mar, the admission offering is only bookable online for entry after 4pm & represents a saving of \$18 off regular walk-up adult prices - [www.bit.ly/SSQttdeal](http://www.bit.ly/SSQttdeal).

## Air China lifts Moscow

**STAR** Alliance carrier Air China will upgauge its Beijing-Moscow route from five weekly to daily, effective 31 Mar 2013.

The flights are being operated by newly revamped B777-200s.

## Germany Autograph

**MARRIOTT** International will debut its upmarket Autograph Collection in Germany this year when it opens the 87-room Hotel am Steinplatz in Berlin.

The 100-year old property will re-open after undergoing an extensive refurbishment.



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

**Cathy Willis** will return to South Australia with her new role as Regional Tourism Manager for **Tourism Barossa**. Willis joins the company from her prior posting in an arts and events role in Sydney.

Charged with leading building the brand & generating consumer interest at **Evergreen Tours**, **Judith Hainke** has been named as the touring company's new Marketing Manager, relocating from her previous role with American Airlines, based in London.

**GTI Tourism** has a new PR Account Manager in **Anna Szulerecka**, who has joined the My Destination team at the company.

**Air New Zealand** has recruited **Calum Laming** to fill the newly-created role of General Manager Customer Experience. Laming joins the carrier from similar postings with Etihad Airways and Virgin Atlantic.

Luxury travel firm **Island Destinations** has welcomed new local Director **Sue Kang**, who has moved from the firm's New York Office to head up the Asia Pacific region. Kang will be based in Singapore for the position.

Newly reopened **Cicada Lodge** in the Nitmiluk National Park has signed renowned Indigenous chef **Mark Olive** to design menus and oversee kitchen operations at the luxury property.

Formerly Perth Business Development Manager for **Cathay Pacific**, **Jansen Stafford** has relocated to Cambodia to take up the position of Country Manager for the Hong-Kong based carrier.

Bringing vast experience in the hotel industry, **Robert Mercure** has been named to join the **Canadian Tourism Commission's** Board of Directors.

**The Athenaeum** in London's elegant Mayfair district has welcomed **Jeremy Hopkins** as the property's new General Manager.

## Tadrai free transfer

**TADRAI** Island Resort Fiji is offering a free one-way helicopter transfer for couples staying for three or more nights - a FJ\$1,000+ saving - valid for travel from 01 Apr-31 Mar, if booked by 16 Jul.

## Marriott going Moxy

**MARRIOTT** will launch its first foray into the three-star economy hotel market, with a new brand known as 'Moxy' to debut in Milan early next year and featuring between 150-300 rooms each.

## WIN TICKETS TO



Every day this week, we are giving readers the chance to win a double pass to **The Addams Family** at The Capitol Theatre 7.00pm on Tuesday 19th March.

The Addams Family is a smash-hit musical comedy that brings the darkly delirious world of Gomez, Morticia, Uncle Fester, Grandma, Wednesday, Pugsley and of course, Lurch to spooky spectacular life. Come meet the family. We'll leave the lights off for you.

To win, simply be the first person to send through the correct answer to the question below to: [addamsfamily@traveldaily.com.au](mailto:addamsfamily@traveldaily.com.au).

**What is the name of the Addams Family butler?**



Congratulations to yesterday's lucky winner, **Natalie Chan** from **Randall Marketing**.

## Discover the World Marketing | Travel Consultant Full Time - Sydney CBD

We are currently seeking a highly motivated Travel Consultant. This role is an exciting opportunity, working in our growing cruise wholesale division.

The successful applicant will be responsible for handling enquiries, taking bookings and liaising with our partners internationally. The ideal candidate will have a minimum of one year work experience in a similar role.

Discover the World Marketing has over 80 offices in more than 60 countries, and is the largest travel representation company with more than 70 clients worldwide. Our Australian office represents a variety of international travel companies such as airlines and cruise lines and also operates a successful wholesale business.

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Please send all applications to: [hr@discovertheworld.com.au](mailto:hr@discovertheworld.com.au)

**Applications close on the 8th of April and only successful candidates will be contacted.**



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# A golden lounge experience



**CAPPING** off a luxurious trip to Kuala Lumpur recently was this group of WA corporate agents, who kicked back with a drink in the recently revamped Malaysia Airlines' Golden Lounge, before kicking back again in Business

Class on their MH flight home.

**Pictured** above in the back row from left is Simon Prewer, Simone Kelly, Chris MacMichael, Grace Kendrick, Issa Maimoun, Clarissa Russo and Natalie MacIntosh.

Front row: Andrew Bird and Krysten Ferguson.

## People powering TMs

**HOME-BASED** agent network TravelManagers has praised its investment in business support & exclusive famil programs for its workforce as critical to the 30% jump in booking numbers reported for the full year in 2012.

House of Travel ceo Joe Araullo said an 18% climb in sales value, 25% growth in commission value and 65% spike in cruise bookings were key results achieved out of investing in its people.

## Aus hotel rates up 4%

**AVERAGE** hotel room rates in Australia climbed 4% year-on-year in 2012 to \$171 per night, the latest Hotels.com Hotel price index has revealed.

Darwin, Perth and Port Douglas all posted double-digit growth in room prices, while rates for hotels in the Whitsunday Islands fell 9%.

Corporate and leisure demand drove capital city price growth, with 6% and 4% in MEL & SYD.

# Tourism fiji

## State Sales Executives

Tourism Fiji is seeking experienced state sales executives for NSW/ACT based in Sydney; QLD based in Brisbane; VIC/TAS/SA based in Melbourne.

Applications are invited from qualified and experienced persons for this key sales position. Candidates should have the experience, passion, enthusiasm, drive and skills to effectively help re-position Tourism Fiji and develop visitor arrivals, length of stay and expenditure from their respective region.

The ideal candidate will be tertiary educated, travel and/or tourism experience with a proven record of driving sales in a similar role, with at least 3 years in relevant positions. Development of strong industry partnerships and experience in the Fiji market will be highly regarded. Candidate must have a valid Australian drivers licence.

The State Sales Executive will report to the Regional Director and be responsible for developing state sales objectives and strategies with implementation in a "hands-on" manner.

### How to Apply

Confidential applications containing a cover letter, resume and salary expectation should be sent via email to Paresh Pant Regional Director, Australia, [ppant@tourismfijioz.com](mailto:ppant@tourismfijioz.com).

Applications close on the 27th of March 2013 and interviews will be conducted shortly thereafter.

Tourism Fiji, Level 12, St. Martins Tower, 31 Market Street, Sydney, NSW 2000.

Thursday 7th Mar 2013

## Stayz launch NZ brand

**HOLIDAY** property rentals site Stayz has expanded into New Zealand, adding 5,000 properties across both islands options to its Australian site under a new brand, known as Holiday Houses.

The new portal also offers the 10,000-strong Australian property range to New Zealand travellers, and follows the company's recent partnerships with TripAdvisor and metasearch aggregator Wego.

## TSA pre check expand

**AIRPORTS** in Austin, Cleveland, Memphis, Nashville and Raleigh, North Carolina will be approved for the US Transportation Security Administration's Pre-Check program from 01 Apr.

The system allows for expedited screening for opted-in passengers of several US airlines, allowing pax to keep their jackets, shoes and belts on while they pass through security.

## Nearly \$1k off Insight

**SAVINGS** of up to \$996 per couple are available on Red Hot Specials on select USA & Canada itineraries with Insight Vacations, if booked by 15 Mar.

## Air Services Manager

Carnival Australia is part of the Carnival Corporation, the world's leading cruise holiday company, representing iconic brands including P&O Cruises, Princess Cruises, Cunard, Carnival Cruise Lines, Holland America Line and Seabourn. Cruising is the fastest growing segment of tourism in Australia, with brands managed by Carnival Australia representing approximately 80 percent of the market.

Reporting to the Commercial Services Manager, the Air Services Manager will be responsible for managing the provision of flight, accommodation and hotel services for Carnival Australia's brands.

### Specific responsibilities will include:

- develop, manage and leverage relationships with key airline partners (both domestic and international), including negotiating rates, commissions, commercial contracts and tactical air rates, leveraging scale and driving cost effectiveness
- manage relationships with internal brands to ensure the delivery of air and accommodation requirements, including creating and maintaining SLA's
- lead the Air Services helpdesk delivery in line with brand expectations and requirements

We seek applications from customer focused individuals who bring:

- a high level of knowledge of Air Booking GDS systems
- significant hands on experience in a fares and ticketing role
- experience developing processes and procedures
- experience negotiating contracts, commercial terms and SLA's with external vendors
- proven people leadership skills
- excellent communication skills (both verbal and written)
- strong relationship building, influencing and negotiation skills
- numerical and analytical ability, with a high attention to detail
- strong planning skills, with the proven ability to self organise and prioritise

**Further information, including a Job Profile, can be found on our careers website: [careers.carnivalaustralia.com](http://careers.carnivalaustralia.com)**  
**Job Reference: CAR/1056152**

  
**CARNIVAL**  
AUSTRALIA

# Australian travel agents have a big future

Thursday 7th Mar 2013

**ABOUT** 150 participants yesterday attended the first ever **Travel Daily** "Travel Agent Mini Conference," which took place at Sydney's Luna Park.

Sponsored by Singapore Tourism, the event examined the current state of play in the industry, with intriguing presentations from three speakers: Kim McKay of Klick Communications talking on the rise of social media; Dale Woodhouse from Singapore Airlines, who presented on the importance of travel agents to the carrier (**see p1**); and AFTA ceo Jayson Westbury, who spoke about IATA's 'New Distribution Capability' and what it means for travel agents.

A panel session, which also included Adrienne Witteman from Trendsetter Travel, Penny Spencer of Spencer Travel and Mark Mison of Sabre Pacific, then spoke about the issues raised, with the overall conclusion that the future is very bright for agents who adapt their businesses to the new environment.

Afterwards guests enjoyed a Singapore-themed cocktail party with a range of activities including hand massages, photos with a \$500,000 Lamborghini, food stalls and a model racecar track - while some also took in the spectacular harbour skyline on a Ferris Wheel ride courtesy of Luna Park.

These pics were taken during the event - more on our website and at [facebook.com/traveldaily](http://facebook.com/traveldaily).

**ABOVE:** Donna Meads-Barlow from DBT Corporate with Singapore Airlines' Dale Woodhouse.



**BELOW:** Yvette Myhill from Showbiz was the lucky winner of a trip for two to Singapore courtesy of SIA and Pan Pacific Hotels Group. She's pictured with Singapore Tourism Board Assistant Chief Executive, YK Leong.



**LEFT:** Barbara Bennett and Srishti Thapa, Driveaway Hols.

**BELOW:** Sandra Leong, Singapore Tourism Board with Gil McLachlan, Travel & Living.



**ABOVE:** Penny Spencer, Spencer Travel with Simone King, World Corporate Travel.

**RIGHT:** AFTA ceo Jayson Westbury with Robyn Lawley of WOW! Travel.



**LEFT:** A full house takes in the panel discussion.

**RIGHT:** **Travel Daily** publisher Bruce Piper with Karen Magee, Diploma World Travel Service.

**LEFT:** Annalee Iliovski, iTravel; Joe Karbo, Excite Holidays; and Karina Hill, Express Ticketing.

**RIGHT:** Julie Allen from Allen's Travel with John Joyce, Port Macquarie Travel.

**BELOW:** Michael Gazal and Arthur Vicario, TravelManagers with Kim McKay, Klick.





## Qatar interested in NZ

NEW Zealand aviation officials are in discussions with their Qatari counterparts for the establishment of formal air links between the two countries.

A spokesperson from the NZ Ministry of Transport said Qatar Airways would be welcome to fly to any NZ Airport it could negotiate with, if Air New Zealand was also approved to fly to Qatar.

"From our point of view if it's an open skies agreement then they can fly from wherever through wherever to any airport where they can reach an agreement," the NZ Minister spokesperson said.

Currently, talks extend only as far as an air service agreement, however Auckland Airport said it was approached several years ago by QR, but nothing eventuated.

## Partners in Big Cats

SWAGMAN Tours has partnered with South African Airways and National Geographic Wild Channel to promote an upcoming series of Big Cat documentaries showing as part of "Big Cat Week".

The series will air from 17 Mar, with a \$12,000 African holiday up for grabs to viewers through [www.natgeotv.com.au/bigcats](http://www.natgeotv.com.au/bigcats).

## Albatross Xmas plans

A RANGE of 19 festive-themed tours have been launched at part of the 2013 European Christmas and New Year's Tours Programme from Albatross Tours.

Itineraries of 7-16 days duration make up the range, including a new 10-day trip visiting Christmas markets in Austria and Germany.

## FX boosts Oman ports

FLYDUBAI has announced it will expand its presence in Oman, with the port of Salalah to join Muscat on the carrier's network map via three flights weekly from 21 May.

## Accor giving Room for Hope



NEARLY \$50,000 for a number of children's charities has been raised in the last three years by Room for Hope, a charity program set up by Mercure Sydney general manager Greg Brady and Dr Jerry Schwartz - owner of a number of Accor properties across Australia.

Room for Hope recently presented two programs assisting children in need with cheques for \$10,000 and \$5,000 respectively.

The beneficiaries, Stewart House and Royal Far West are

based in Manly and Curl Curl in Sydney's Northern Beaches and provide children in need with free dental, medical and optometric work, while also educating and promoting healthy lifestyles.

The charity is supported via guest donations at several Accor branded hotels in Sydney, Melbourne and the A.C.T, with guests given the option of adding one dollar to their room rate to contribute to the cause.

Brady is pictured above centre with Amanda Bisset of Stewart House, Penelope Sinton from Royal Far West and some of the children within their charities.

## New SthWest routes

SOUTHWEST Airlines is adding five new routes as part of its Nov winter schedule launch, with three returning seasonal services and four new routes for subsidiary carrier AirTran Airways.

The routes include a twice-daily service between Fort Lauderdale and San Juan in Mexico, while San Diego and Atlanta will be linked with a daily flight, along with Houston to Orlando with AirTran.

MEANWHILE, San Juan will also see service from JetBlue Airways, who will launch direct daily flights to the Mexican port from Chicago, set to commence from 20 Nov.

## A&K private jet return

ABERCROMBIE & Kent will again operate African itineraries aboard a privately chartered B737 jet, with the first released for sale being a 19-day journey from Ethiopia to the Cape of Good Hope.

Visits to Tanzania, Botswana, Namibia and South Africa are included in the itinerary, named A&K's 19-day 'Africa - Across a continent by Private Jet'.

Priced at US\$79,995ppts, the tour begins in Rome on 02 Mar.

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Just answer the daily question on Singapore in TD's newsletter for the month of March (20 questions in total). The prize will go to the reader with the most number of correct entries and the most creative caption for the last question.

Email your answer to: [singaporecomp@traveldaily.com.au](mailto:singaporecomp@traveldaily.com.au)



Q.5: What is the name of these structures at the new Gardens by the Bay Singapore?

PS. Did you know that there are 18 of them in total and they light up at night?

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- Min 5 years travel exp including supervisory a must for this role!

### JOB OF THE WEEK

#### PRODUCT ENGINEER – TRAVEL RELATED PRODUCT SYD OR MEL - SALARY PACKAGE \$120K PLUS

This brand new role with a unique client can be based in Melbourne or Sydney. We are looking for someone who will assist in pre and post sales of this product that will be widely used by the travel industry, assisting with RFP responses, delivering demonstrations and being heavily involved with the implementation of new clients. You will come from travel technology background with strong systems knowledge.

### ACCOUNT MANAGEMENT EAST AND WEST CORPORATE ACCOUNT MANAGER

#### SYD MEL & PER– SALARY PACKAGE TO \$85k + INCENTIVES

You will have the skills and knowledge to drive solutions for your clients improving expenditure and creating a lasting impression which will retain clients for the future. As a master of building relationships you will know how to develop those key connections and gain their trust in your ability to do the best for them. Be rewarded with a great salary and stable work company that see growth year on year.

### OPERATIONS ROLE IN WA CORPORATE TRAVEL MANAGER PERTH– TOP SALARY \$80K PLUS

You don't find many corporate management roles in Perth so be quick. Work for this TMC and manage a high profile account, lead and motivate your team whilst liaising with the clients to resolve any issues on a daily basis. You will be a strong manager from the travel industry with exceptional presentation and communication skills. Great salary on offer, no consulting involved, pure management role.

### HOT INDUSTRY SALES IN NSW

#### BDM – WELL KNOWN TRAVEL PRODUCT SYD - SALARY PACKAGE to \$60k + Incentives

This fantastic new sales role has a vacancy open with your name on it. Use your ability to get out to market and sell this product to the retail agency market. You will be an experienced sales executive who has the ability to take control of the NSW territory. Your friendly personality, presentation skills & creative ability is required here. Great familis, car allowance & bonuses await the perfect person.

### LOOKING FOR MORE MONEY IN SALES?

#### CORPORATE SALES MANAGER X 2 MELBOURNE– SALARY PACKAGE OTE \$125k

If you have the determination & resilience of a successful BDM this exciting opportunity with a leading Brand is available now. If you can articulate your proven ability to build new business through your initiative, relationship skills and target-driven attitude this company has a place for you on their growing team. Your success will ensure their continued growth and you will be rewarded with a fantastic salary + bonus & benefits

### YOUR LIFE IN EVENTS ONLY GETS BETTER HERE

#### EVENT DIRECTOR SYDNEY – SALARY PACKAGE OTE \$90K++

If your experience lies within conference & incentive program management and you have managed event teams, this is a rare opportunity to join an industry leader. You'll be well versed in the creation and delivery of unique, motivational and exciting events for corporate clients, including incentive groups, conferences and launches. This is the role everyone wants.

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### Out of Hours Online Travel Consultant

**Brisbane - \$50K + Super + Uncapped OTE - Ref 376C**

Step away from face-to-face sales and find the ultimate work life balance with this out of hour's role. If you have commitments during the day then the usual shifts between 5pm-5am could work perfectly for you! I am looking for an experienced travel industry professional as your main areas of responsibility will include assisting with online bookings, changes, cancellations and selling additional travel products. A generous base salary and uncapped OTE are on offer.

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

### Corporate Travel Consultant

**Sydney CBD - \$Excellent + Super + Bonus - Ref 401**

Do you want to be paid what your worth? This is a unique opportunity for savvy corporate consultants who know how to use initiative, multi task and build solid relationships with clients, staff and suppliers. The successful Travel Consultant will have worked in travel for a minimum of 2-3 years as a Corporate Travel Consultant. Ideally you will be CRS trained and well-travelled to offer clients your expert advice on products and destinations. Call me for a confidential chat.

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

### Travel Manager

**Melbourne - \$Excellent + Super + Incentives - Ref 1211**

Arise to the challenge and ROAR! My client is looking for a passionate Travel Manager with a loyal and steady client base & a drive to always be the best. You will reach sales targets, KPI's & provide exceptional customer service, you'll work on repeat clientele amongst a great team and use your amazing motivational skills & years' travel industry experience using a GDS and back office systems. If you want MORE you're looking in the right place. Don't hold back

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

### Cruise Travel Consultant

**Adelaide - \$60 OTE + Super + Comm - Ref 0402**

Time to set sail on the Seven Seas! This is a brand new role to an expanding company. We are in need of the next best thing to join the team at this well established and reputable travel company. If you have sold cruise extensively, live and breathe cruise this is your next role, with uncapped commission your will be earning in excess of over \$60k plus super. Are you a sales driven, customer focused, cruise product wiz travel consultant - this is the role for you!

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

### Senior Travel Reservations Consultant

**Gold Coast - \$40-50K + Super + Incentive - Ref 4667S**

Would you like to specialise in high end, off the beaten track itineraries and spend the time needed to piece together lucrative bookings? A niche travel agency is looking for a Senior Travel Consultant to join their experienced team in the Gold Coast. You will ideally have five years plus in the industry & be extremely well travelled in order to provide the skills & experience necessary to flourish in this position. Call for a confidential discussion today!

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

### Senior Travel Consultant

**Canberra - \$45-50K + Super + Comm - Ref 459**

A fantastic NEW opportunity for top Travel Consultants to take the next step up in your career! Come and sell the world from a lovely office base in Canberra. If you love face to face interaction with clients and thrive working in a fast paced, friendly and fun environment this is the role for you! Working to realistic targets for uncapped commission, this role needs sales savvy consultants who have a genuine passion for travel. Call me today as this role will go fast!

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

### Customer Sales Consultant

**Victoria - \$Excellent + Super + Bonus - Ref 412**

Are you focused on offering exceptional customer service and expert travel advice? If you are an experienced Travel Consultant with second to none service levels and have a fun personality, this may be the role for you. This International Travel Company is seeking a dedicated and passionate consultant to offer exceptional product knowledge and team playing skills. If you are an organised travel professional and looking for a career with a leading wholesaler, wait no more!

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

### Product Development Consultant

**Perth CBD - \$55K + Super + Benefits - Ref 0444**

A fantastic Product Development Consultant is sought to join this house hold name. If you can negotiate fantastic deals and have proven experience in creating and sourcing the most amazing product - this is your dream come true! Bring your experience, knowledge and positive can do attitude to this team orientated role. You would implement, develop and plan fantastic travel deals - International & Domestic travel.

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

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