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# Travel Daily

First with the news

Wednesday 20th March 2013

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## Voting for 2013 NTIA open

THE travel industry is being encouraged to select the 'cream of the crop' from within the trade as voting for AFTA's National Travel Industry Awards (NTIA) for 2013 kicked off this morning.

This year's nominee tally increased by around 70, lead by the Best Sales Executive Industry Supplier category which had 40 more contenders than last year.

### BritAgent incentive

VISITBRITAIN is encouraging agents to sign up for its specialist BritAgent program, offering the opportunity to learn, sell and earn more by being accredited - further details on [page 12](#).

### So much in TD today

*Travel Daily* today has eight pages of news and photos, a page of photos from **Tourism Ireland** plus full pages: (click)

- AA Appointments jobs
- AA Appointments temp jobs
- inPlace Recruitment jobs
- VisitBritain
- AFTA 2013 nominees

AFTA said the new categories - Best Niche Wholesaler, Best Travel Agency Retail & Best Travel Agency Corporate - had showed great results with strong interest.

Event Manager Alex Cook said AFTA had received great results for 2013 nominations, along with strong volumes for ticket requests for the Gala Dinner being held for the first time at the Hordern Pavilion in Moore Park on 20 Jul.

"We are expecting another huge response when voting opens today," Cook said.

AFTA chief Jayson Westbury told *Travel Daily* the move to Moore Park this year to allow additional space for the continually growing awards night has resulted in "excellent feedback" from the industry and sponsors.

Purchase tickets to attend the NTIA at [www.bit.ly/NTIA2013](http://www.bit.ly/NTIA2013).

Agent & supplier nominee lists can be found on [pages 13 & 14](#).

Voting for the 2013 NTIA will close on Fri 19 Apr.

[Agents click to vote for suppliers](#)

[Suppliers click to vote for agents](#)

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## Qantas to tour with Viator

**POPULAR** online tour and activity retailer Viator has been chosen by Qantas as the provider of tour product on the QF website in a new partnership.

The alliance sees Australia's national carrier join an increasing number of partners selling Viator tour product through their own online retail platforms.

Qantas direct digital head John Lonergan said partnering with Viator aligned a common goal to provide market leading services & travel experiences for customers.

"Viator is focused on using their extensive local relationships with tour operators around the world to help travellers have special and

unique insider experiences while they're travelling," Lonergan said.

The Qantas website will soon see users able to book tickets for up to 15,000 different experiences and attractions across the world at Qantas.com's 'activities' tab.

Viator vice president of business development Ken Frohling added his delight at the new alliance.

Frohling said Viator is "looking forward to delivering our tours and experiences to an expanded and diverse group of travellers through this new partnership."

## HA fare sale on now

**HAWAIIAN** Airlines has fares to Honolulu priced from \$1,087 and \$1,512 ex Sydney for travel from now until 12 Dec as part of its 'Hawaii and USA Sale'.

Fares to New York also start from \$1,662, on sale until 31 Mar, with other options available out of Brisbane and Melbourne.

See [hawaiianairlines.com.au](http://hawaiianairlines.com.au).

## GA confirm Brisbane

**GARUDA** Indonesia has today confirmed it will launch daily nonstop services to Brisbane from Denpasar (Bali), effective 01 Aug, as revealed exclusively by *Travel Daily* last week (*TD* 12 Mar).

The revived Brisbane route will be operated by B737-800NG jets.

## Canada love affair

**AUSTRALIANS** continue to drive overnight growth to Canada with new stats showing a 10% spike in visitors for the month of Jan.

Canadian Tourism Commission figures released today show 1,560 more Aussies travelled to Canada than the same time last year, up to 17,115.

Across all source markets, arrivals were down nearly 4% on the corresponding period in 2012.

## Globus appointment

**GLOBUS** family of brands has named Linda Hussey as Area Sales Manager Western Australia.

She was previously with Qantas Holidays/Viva! Holidays for 10yrs.

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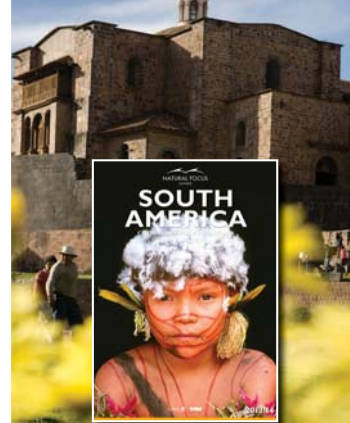
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## AW founder back into travel game

WEST Australian tour company, Travel Directors has been bought by Adventure World founder Peter Newsom, and long-time business partner John Bescoby.

Travel Directors was established more than three decades ago by Kerrie Ware, and according to the company's website, offers tours through Europe, Africa, Asia, PNG, the Himalayas and the Americas, along with motorcycle & rail tours.

Newsom launched Adventure World in 1979, and worked with Bescoby to build the wholesaler to great success in Australia and NZ, before selling to NRMA in 2007.

The duo also owned & operated the mobile safari company Afro Ventures in the 1980s & 1990s.

"Travel Directors is a brilliant, innovative firm," Newsom said.

"They have continually set the benchmark for small group adventures to extraordinary destinations. John and I are incredibly excited to be getting involved at this time," he added.

Newsom & Bescoby acquired a "controlling interest" in the retail and wholesale travel company.

## Princess Euro season

CRUISES aboard two new ships highlight the opening of sales for Princess Cruises' 2014 European season, launched yesterday.

Cabin reservations are available for five different ships, including the *Regal Princess*, debuting from Venice in Jun and *Royal Princess*, which is set to launch next year.

## Queens Night Riders

AIR New Zealand has released 1,000 seats priced at \$9 between Auckland & Wellington on its new Night Rider flights (TD 22 Oct).

The 'Seat Only' fares are valid for travel on the final flight of the day in either direction over the Queens Birthday long weekend.

## QF/EK SIN codeshare

QANTAS has requested with the IASC an allocation of 300 seats per week on the Singapore route to allow it to codeshare with Emirates, effective 31 Mar 2013.

The Australian flag-carrier said it also plans to codeshare with Emirates on its flights between Singapore-Colombo in the future.

The allocation sought has been requested for a period of five years, with capacity to be fully utilised by 31 Mar 2014.

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## Riva Waterways first images

EVERGREEN Tours has today revealed further insight into its brand new custom-built Riva Waterways cruise ships (slated to launch in 2014), along with images providing a sneak-peak of what's to come.

*Riva Royale* and *Riva Princess* will "revolutionise the river cruising experience in Europe," says gm Angus Crichton.

"Our guests will be impressed not only by the magical landscapes of the region, but also with the first class on-board comforts."

More than 80% of cabins on the vessels will feature balconies, and among them are eight 210sqf stylish Grand Full Balcony Suites (pictured above) that feature a full private balcony, large flat screen TVs & offer room service.



Dining options will include the open-air Riva Terrace and the elegant Riva Restaurant.

The ships will have a hairdressing salon, massage studio and fitness centre, along with a unique 30-seat cinema and a 6m x 4m all-weather pool with bar.


View more artist impressions of the Riva ships on TD's website at [www.bit.ly/rivapreview](http://www.bit.ly/rivapreview).

Evergreen Tours investment in river cruising was exclusively revealed by *Travel Daily* in Feb.

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## Qantas addresses equality row

**QANTAS** has clarified comments made on its QF/Emirates online e-learning program for employees which is understood to have caused an outrage among staff for its controversial remarks.

As revealed in **TD** on Mon, all Qantas cabin crew and front-line staff were required to complete the course before 31 Mar, which stated - "Sometimes the best person to resolve an issue may not be a woman."

Following **TD's** exposure of the story, QF told staff through an internal memo the sexist remark "in no way reflects the views of Qantas broadly and we regret any offence caused to our people."

"Don't take offence, don't continue to try & sort something out, simply hand it over to a male colleague.

"We are currently rewording this section of training" and "we remain committed to equipping our people with the appropriate knowledge about customs and culture to make their jobs easier and ensure individual customer experiences for our diverse customer base," the note said.

A Qantas spokesperson told **Travel Daily**: "We do our best to ensure our staff are informed about the social norms in destinations where we fly, while also being true to the Australian values that are important to Qantas.

"This particular piece of training could have been worded better and we are in the process of changing it.

"We have apologised for any offence caused to our staff.

## SINGAPORE AIRLINES



### Passenger Sales Executive ACT Permanent Part-Time

Singapore Airlines requires a highly motivated and skilled Passenger Sales Executive to spearhead our sales efforts in the ACT. The position, based in Canberra, is responsible for managing relationships with key agency and corporate accounts in the ACT and achievement of set revenue targets.

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- The ability to work with minimal supervision
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- A current drivers licence, a reliable vehicle, safe driving record and the ability to obtain security clearance for an ASIC.

This is a permanent part-time position, working from a home office base for a standard 30 hours per week. Singapore Airlines is offering an attractive salary package including, medical insurance, superannuation, travel benefits and work from home allowances.

Written applications with CV should be addressed to Lida Alevizos, Sales Manager NSW/ACT, and forwarded to

[Cecily\\_Woo@singaporeair.com.sg](mailto:Cecily_Woo@singaporeair.com.sg)

Applications close Friday, 22 March 2013.

Only successful applicants will be accorded an interview.



## ITG recruitments

**INDEPENDENT** Travel Group has announced a number of senior appointments as the company ramps up its growth plan.

CEO Tom Manwaring said national membership for the firm has increased by 17 members in recent weeks alone, to 167 - up from 150 on 01 Feb.

Former Travelscene American Express state manager Qld/North NSW Kim Tomlinson has joined ITG as Network Manager for Qld/North NSW, and Vito Romeo, previously state sales manager at Creative Holidays for Vic/Tas, has signed on as Network Manager at ITG, servicing the same regions.

Other restructures see Jonathan Nelson, current state manager Express Ticketing Vic/Tas, promoted to the dual role of National Sales Manager.

The company is also scoping for a New South Wales based bdm.

Manwaring said the new recruits and changes would help accelerate ITG's growth pattern.

## Room service index

**TRIPADVISOR** has launched its TripIndex Room Service 2013, in which it gauges the price of a number of mini-bar items and hotel services around the world.

Australia fared well, with only \$10 separating Hobart as the least expensive to Melbourne on top.

Cape Town proved to be the most affordable int'l destination for the services, while Moscow & Paris rated as the most expensive.



## Window Seat

**SOFITEL** Sydney Wentworth has transformed its lobby lounge "Soiree", decorating it with funky themed furniture from The Addams Family.

Celebrating the recent opening of The Addams Family stagemat at Sydney's Capitol Theatre, the lounge features mock tombstones, coffins, grand gates, headless roses and life size figures of many of the famed show's characters.

Even the hotel elevators will play The Addams Family theme song to truly creep out guests.

More information on the hotel's Addams layout and other accom updates on **page six**.

## GET happy Australia!

With today being celebrated as International Happiness Day, a survey by Tourism Fiji has found many Australians do not think Australia is a happy place.

The nation-wide poll surveyed all age groups, and found the general unhappiness was linked to the current Government, a lack of holidays & the high cost of living, with baby boomers found to be the most pessimistic.

According to an international barometer of happiness, which was conducted in 2011, Fijian people were found to be the happiest nation in the world.





Wednesday 20th Mar 2013

## NZ revives NSN-PMR

AIR New Zealand says it will re-introduce daily services between Nelson and Palmerston North on a trial basis from 12 Jul, reviving the five year old operation.

Operated by Air NZ affiliates Eagle Airways and Air Nelson, flights will operate twice daily on weekdays plus one service on Sun.

## TA calling to snappers

PHOTOGRAPHERS of all skill and interest levels are being invited to Bondi Beach in Sydney this Sat to take part in what it hopes will be the world's largest "photo-walk".

The Bronte to Bondi photo walk will be conducted by popular US snapper Colby Brown and is part of a new Tourism Australia push to boost its social media profile.

Starting at Bronte Beach at 3pm, participants uploading the best photos can also win up to \$8,000 worth of prizes.

## QF chauffeur kicks in

QANTAS has activated the booking functionality for its new Chauffeur Drive & Dubai Connect, introduced to align the carrier with proposed partner Emirates.

Chauffeur Drive is available to QF customers travelling in First and Business Class on select int'l flights, with Dubai the first hub.

'Dubai Connect' is a special courtesy service that provides accom, meals, ground transport and visa costs to eligible pax on a combined Qantas and Emirates itinerary with extended connection times in Dubai.

The new services are available to be booked via 'Manage Your Booking' on qantas.com, and will be rolled out on GDSs soon.

## Premium Outlets deal

THREE popular US Premium Outlets are offering MasterCard holders a range of special deals as part of a joint promotion when using the credit card for sales.

Woodbury Common Premium Outlets in New York, Las Vegas Premium Outlets - North and Sawgrass Mills & The Colonnade Outlets near Miami have released up to 30 "unique" promotional offers that are valid until 31 Dec, exclusive to MasterCard users.

Shoppers must be international cardholders and can access the Priceless Offers Guide at Info Centers on arrival at the outlets or by downloading a voucher at [www.premiumoutlets.com](http://www.premiumoutlets.com).

## Hainan Raffles debut

ICONIC Singapore hotel brand Raffles will open its 10th property and second in China in mid 2013 with the launch of the 299-room Raffles Hainan, to be located on Clearwater Beach in South China.

## Outrigger building closer ties

OUTRIGGER Hotels & Resorts is this week connecting with Aussie travel agents by holding its first ever showcase in the country.

Senior marketing and sales executives from Outriggers' Hawaii, Thailand, Bali and Fiji properties have held invitation-only agent and industry events on the Gold Coast, Brisbane and Sydney over the past few days, with the final stop in Melbourne today.

The four-day showcase provided agents with an update on the group's range of hotel brands and accommodation types, operated by the family-owned hotelier.

Outrigger has a collection of 45 properties, the newest of which opened last week, the Outrigger



Laguna Phuket Beach Resort. **Pictured** at a Sydney media event last night are Outrigger's local media director Corina Ammann (left) with Hawaii-based director of PR Nancy Daniels. See tomorrow's issue of *Travel Daily* for more Outrigger news.

## MEL pax numbers up

PASSENGER numbers utilising Melbourne Airport in Feb climbed 3% year-on-year, according to the latest statistics from the airport.

Int'l pax figures were up 2% for the same period, with a total of 540,871 arrivals from overseas.

Domestic patronage increased 4% to more than 1.7m pax.

## Free whale shark swim

BROOME & The Kimberley Holidays has partnered with Sal Salis Ningaloo Reef on the West Australian coast to offer guests a free whale shark swim for stays of three-nights.

The package is priced from \$2,175ppts, a saving of \$395pp, and is valid only on the weekend of 12-15 Apr - call 1300 245 565.

## NZ Bali clarification

AIR New Zealand says its Bali service ex Auckland (*TD* yest) has never been intended to operate during the Northern Winter.

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## New cruising app

**ORION** Expedition Cruises has launched a free iPad application featuring voyage maps & images, virtual ship tours and live video footage from onboard cameras.

## CTM All-Stars rock at Awards



**COSTUMES** representing all eras and many different styles rocked out at the Corporate Travel Management All-Stars Awards Night on the Gold Coast recently. The party capped off the firm's

National Sales and Operations Conference which saw more than 200 sales and operations staff join management and All-Star Award Nominees for the weekend event.

After several days of business planning and supplier training sessions, it was time to let the hair down (or put it up evidently), to celebrate the achievements of the company's best performers from Australia, NZ and the US.

Deserving winners were chosen in 27 categories, who will all be jetted off to Kuala Lumpur and Penang for a group famil in May, thanks to Malaysia Airlines and Shangri-La Hotels, who along with Virgin Australia were platinum sponsors of CTM's festivities.

**Pictured** above is CTM's executive management team at the party, who in the back row consist of Laura Ruffles, Tom Clark, Andre Moten, Steve Fleming, Glenn Wilcox, Kim Wethmar, Tracey Edwards & Andrea Joseph.

Front row: Jamie Pherous, Matt Dalling and Craig Smith.

## BA/Little Red seat war

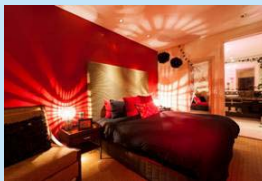
**OPENING** salvos have been fired between British Airways and new Virgin UK low-cost carrier Little Red in a fare war for the domestic passenger market.

Set to launch at the end of this month, Little Red (**TD 04 Mar**) has released "zero fares" or seats for sale for the price of only taxes and charges on routes between London, Aberdeen & Edinburgh.

British Airways has responded with £1 fares on the same routes.

## Accommodation Updates

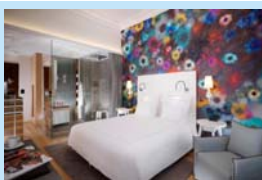
**WELCOME** to *Accommodation Updates*, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Addams Family stageshow-fever has taken hold at the **Sofitel Sydney Wentworth** in line with the show's recent Australian debut. The hotel has created the Addams Family suite for fans of the show, with a hair-raising night is priced from \$235ppts. The room contains a mock electric chair, cobwebs, a dead bird in a cage, black linen and towels and a portrait of the Addams Family watching over you while you sleep. Available until 28 Apr.



A multi-million dollar refurbishment is due to be completed at Malaysia's **Meritus Pelangi Beach Resort** in Langkawi. Public facilities as well as the rooms are receiving a makeover, with its 15-hectares seeing its Malay village charm enhanced. Many of the property's chalets have been upgraded, with new dining areas, new pool and landscaping combining to boost the hotel's luxury factor.



Twelve new "Signature Rooms" have been opened at the **Swissotel Metropole Geneva**, with the new designs serving as a test case for possible future roll out at other hotels around the world. Featuring colourfully floral wallpaper, parquet flooring and alpine inspired decor, the room also features high-end furnishings and amenities from luxury European fashion designers.

## Pax numbers contract

**SINGAPORE** Airlines saw a 5.1% climb in overall passenger traffic for Feb, a result obtained despite a 1.4% decline on South-West Pacific routes in Feb, according to the carrier's results for the month.

## UA deploys more flats

**UNITED** Airlines has deployed the first aircraft sporting its revamped Premium Service cabin.

The cabin offers lie-flat seats and is initially available on some transcontinental services operated by Boeing 757-300s and 747s between Los Angeles & New York.

## Bench safari giveaway

**AFRICAN** safari operator Bench International is giving away an eight-day Kenyan safari for two people as part of an educational incentive for the Australian trade.

To be in the running, agents need to complete an online training module designed by the Kenya Tourist Board which aims to boost destination knowledge.

The winner will be selected from the successful entrants, with all entries to be received by 30 Apr.

More details on the incentive and the available prize are at [www.benchinternational.com.au](http://www.benchinternational.com.au).

## WIN FLIGHTS WITHIN EUROPE

This week, *Travel Daily* is giving one lucky reader the chance to win 2 x economy return tickets from Brussels to any European port on the Brussels Airlines network (operated by SN), courtesy of **Brussels Airlines** and **Aviation Online**.

Brussels Airlines is proudly represented in Australia, New Zealand & South West Pacific by Aviation Online: 1300 781 747; [www.aviationonline.com.au](http://www.aviationonline.com.au).

For you chance to win this great prize, email your answer to the question below by COB on Friday to:

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

**Tell us in 25 words or less why you should win 2 x economy return tickets from Brussels to any European port**

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## TWO RETAIL CONSULTANTS

Due to exceptional growth, MSC Cruises Sydney is looking for two senior reservation cruise consultants.

The successful candidates must have a minimum of 5 years' experience within the retail or wholesale industry, exceptional cruise knowledge plus airfare and ticketing experience. The ability to work in a fast paced team environment. Work well under pressure, meet deadlines and show excellent attention to detail.

Salary on application.

Send written CV with covering letter to [hr@msscruises.com.au](mailto:hr@msscruises.com.au)



# Tourism Ireland lights up the world in green

Monday 20th Mar 2013



**ABOVE:** Sydney lit up the Opera House and Hyde Park Army Barracks in green to salute the Irish.

WITH the flick of a switch, dozens of famous landmarks all over the world were bathed in a tinge of green in the celebration of St Patrick's Day 2013.

From the Burj Al Arab in Dubai, to the Giza Pyramids, The Little Mermaid in Copenhagen, Leaning Tower of Piza, Rio's Christ the Redeemer, The London Eye, the Las Vegas sign and even Niagara Falls - all were subjected to the rub of the famed Irish green.

This year, the event was extra special for a number of reasons, notably with 2013 being a year in which Tourism Ireland celebrates the Gathering, a push to see as many as possible visit Ireland.

Tourism Ireland has been

involved with a wide variety of lead-up events, including a special St Patrick's Day Lansdowne Lunch attended by members of the Sydney travel industry, as well as a Family Day in Hyde Park.

Sites in Australia & New Zealand were also turned green, including Hyde Park Barracks, Sydney Opera House and Auckland's Sky Tower.

Enjoy this collection of photos of the globe's green landmarks, and for many more, head to **Travel Daily's** Facebook page at [www.facebook.com/traveldaily](http://www.facebook.com/traveldaily).



**RIGHT:** Diane Butler, Tourism Ireland; Bede Hendren, TeedUp Golf Tours and Donna Campbell, Tourism Ireland.

**LEFT:** London lit up its Eye for its neighbour to the west.



**ABOVE:** NSW Premier Barry O'Farrell addressing attendees at the St Patrick's Day Lansdowne Lunch in Sydney.

**BELOW:** The Auckland Museum went green, but not with envy.



**BELOW:** Maureen van Metter, Insight Vacations & Sally McFadyen, Flight Centre.



**BELOW:** Dubai's Burj Al Arab.



**RIGHT:** Peter Collins, Qantas enjoys a Guinness with Diane Butler from Tourism Ireland.



**BELOW:** Tourism Ireland's NZ team of Darragh Walshe and Mary Galway green up Auckland's Sky Tower.



**ABOVE:** Donna Campbell, Lyndey Milan & John Caldon.



**LEFT:** The Pacific Science Centre in, Seattle, Washington.

**RIGHT:** The Leaning Tower of Pisa.







**UNITED** Airlines and Gate 7 last week treated this group of agents from Australia and NZ to an early taste of winter, with the snowy sights of California's skiing region in Lake Tahoe showcased.

After spending their first days in San Francisco, the group drove up to Tahoe and spent the next days at Squaw Valley and Northstar.

Incline Village, South Lake Tahoe and Heavenly were also visited before the trip's final stop at Mammoth Mountain, where some tried out a 22ft pipeline.

The group, **pictured** above at the Heavenly lookout, consist of

Sophie Wakefield, Gate 7; Tim Watts, Flight Centre; Tristan Freedman, Gate 7; Sam Locke, Flight Centre; Susie Cassels-Brown, Executive Travel; Michelle Gray, Travelplan Ski; Katie Hings, Mogul Ski World and Nigel Wearing from Travelplan Ski.

Front: Mike Frye, Lake Tahoe Visitors Authority.

### Blackberry hotel app

**ONLINE** accom aggregator site HotelsCombined has launched a hotel search app for the newly launched Blackberry Z10 handset.

The app offers search capability, rate comparison and booking of over 400,000 hotels worldwide with descriptions, features as well as guest ratings and reviews.

### Dancing Queen tour

**BENTOURS** has developed a new 15-day themed tour taking in the world's biggest song contest of Eurovision, which is this year taking place in Malmo, Sweden.

In addition to tours of former Eurovision host cities Tallinn, Riga, Stockholm and Copenhagen, the package includes accom close to the 2013 event arena & fan-club, front of stage tickets to two semi finals and the grande finale.

The Eurovision Capitals tour will be led by former Eurovision SBS pundit Sharleen Wright, is priced from \$3,561ppts, on sale until 25 Mar and departs from Helsinki, Finland on 05 May.

To book, phone 1800 221 712.

### Eventure promotion

**QUEENSLAND** Tourism Minister Jann Stuckey has launched the 2013 Outback Queensland 'Eventures' campaign, encouraging all Aussies to visit at least one outback event this year.

The campaign focuses on the "Outback Promise initiative" in trying to lure visitors to attend one of more than 200 events held annually in outback Queensland.

### CI/AE sign with GDS

**AMADEUS**-connected agents will have access to the schedule, availability, fares and inventory information of the China Airlines Group, following the signing of a long-term deal with the GDS.

China Airlines Group consists of Taiwanese parent carrier China Airlines and regional offshoot Mandarin Airlines (AE).

# WANTED

Mr/Miss Singapore-Know-It-All

Guilty of knowing the best off-the-beaten track experiences to find the Real Singapore

Stand to win a Get Lost and Find the Real Singapore adventure for two. Includes return economy class fares, 2 nights stay at Shangri-La Hotel, Singapore & 2 nights stay at Shangri-La's Rasa Sentosa Resort & Spa and attractions passes.

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.14: What is Shangri-La's signature spa brand which you can enjoy at Shangri-La Hotel, Singapore?**

Brought to you by:

[Click here for Terms & Conditions and to view all questions](#)





### Mackay hotel boom

**A REVIEW** into accommodation in the northern Queensland city of Mackay has found demand for quality rooms is far outstripping supply due to a "robust" mining sector and limited new hotels in the development pipeline.

Average occupancy levels in the city have steadily climbed from 66% in 2010 to 77% last year, with 2.21 million room nights booked last year, up 10% year-on-year.

CBRE Hotels director Neil Scanlan said exponential growth is due to the city not having a single reliance on any one industry to thrive.

"The region's growth is fuelled by the boom in the mining & gas industries, resurgence in agri-business, growth in tourism & an emerging marine sector," he said.

### Taiwan hotels cash-in

**RECORD** arrival numbers to Taiwan in 2012 have led to a 5% climb in overall revenues for hotels in the Asian destination.

Taiwan has set itself a goal of welcoming 15m tourists in 2013.

**MEANWHILE**, a new promotion showcasing the destination's 4,000 kilometres of bike paths & cycleways has been launched.

The Taiwan Tourism Bureau, in conjunction with bicycle-maker Giant have launched the promo, entitled 'bike2Taiwan' featuring a new tri-language website.

Suggestions on the best biking routes for cyclists of all skill and age levels are on the website, as well as a nine-day cycling itinerary that circles the entire country.

See [www.bike2taiwan.net](http://www.bike2taiwan.net).

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

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# AA APPOINTMENTS

RECRUITMENT CONSULTANTS

## LIKE SANDS THROUGH THE HOURGLASS...

If your job is turning into a soap opera register today and let AA cast you in a fantastic new role!

NSW & ACT: 8/6 O'Connell St, SYDNEY - (02) 9231 6377 - [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)  
 VIC, WA & SA: 1/167-169 Queen St, MELBOURNE - (03) 9670 2577 - [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)  
 QLD & NT: 13/97 Creek St, BRISBANE - (07) 3229 9600 - [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)  
 FOR ALL THE BEST VACANCIES VISIT [www.aaappointments.com](http://www.aaappointments.com)

### BOUTIQUE CORPORATE, CLOSE TO HOME! CORPORATE TRAVEL CONSULTANT

SYDNEY (NORTHERN BEACHES) – SALARY PACKAGE \$75K

Join this well-respected, award winning, travel company located within the northern beaches. Having won a major account they are recruiting for a senior consultant to join their team. You will be working across a portfolio of dedicated clientele handling international and domestic travel. You will be earning an excellent salary package, supplemented by amazing incentives! Apply to this role today, and enjoy true job satisfaction, without the long commute.

### SECURITY, PROGRESSION AND A GREAT SALARY DOMESTIC CORPORATE TRAVEL CONSULTANT

SYDNEY – SALARY PACKAGE OTE \$50K

Not seeing a bright future with your current employer? If you are a domestic corporate consultant looking for a better working environment, the opportunity to progress to a multi role in the near future and a higher salary; this is the role for you! You will enjoy all of the above, plus a beautiful CBD office, generous incentives and excellent progression and development opportunities.  
Don't delay, register today!

### FROM RIO TO PATAGONIA & BEYOND WHOLESALE CONSULTANT

MELBOURNE (INNER) - SALARY PACKAGE UP TO \$60K (DOE)  
Calling all South American Travel Specialists! This is your chance to step into wholesale & work with one of the best known wholesalers in Melbourne! Selling luxury high end product, you will be constructing tailor made itineraries & using your South American travel knowledge on a daily basis! To be eligible you must have min 2 years international consulting skills & extensive personal South American travel experience!

### CONSIDER YOURSELF A EUROPEAN GURU? SPECIALIST TRAVEL CONSULTANT

MELBOURNE (EAST) – SALARY PACKAGE UP TO \$60K (OTE)  
This professional & long standing travel company is seeking a senior travel consultant with solid consulting experience & extensive European knowledge to join their team. Servicing a largely repeat clientele, this role is all about bringing your personal travel experiences & superior customer service skills to create memorable holidays. You will be offered a great base salary, bonuses & first class famils can also be yours!

### AWESOME CORPORATE ROLE ON IN PERTH! CORPORATE CONSULTANT

PERTH (WEST) – SALARY PACKAGE TO \$65K (DOE)

Do you love consulting but are looking for a change? We have had a fantastic new role called in working for a boutique corporate agency in the Western Suburbs. You must have strong ticketing and Amadeus experience, in addition to a min 3 years consulting at a corporate level. Working in this small office means you will be recognized for your hard work and be rightfully rewarded! Contact AA today to find out more!

### SAIL AWAY IN THIS WHOLESALE ROLE WHOLESALE CRUISE CONSULTANT

PERTH – SALARY PACKAGE TO \$41K + bonuses (DOE)

If you have experience selling worldwide cruises then we need you. We have just had a role called in working for one of the nation's big travel companies. This role will see you respond to a range of cruising queries from travel agents & direct clients alike therefore previous experience selling cruises is essential. Here's your chance to step into a role which offers incredible career progression, contact us today!

### SICK OF PLAYING SECOND FIDDLE? RETAIL TRAVEL MANAGER TOWNSVILLE – TOP SALARY & BONUSES

Sick of waiting in the wings? Ready to step into a management role but stuck as 2IC? Well we have the opportunity you have been waiting for. Based in sunny Townsville this well recognised and respected travel brand is looking for a manager to come and lead their team to success. Along with handling the leisure travel plans you'll be responsible for managing and motivating a team of consultants and overseeing the daily running of the office. Top \$\$ & great benefits on offer.

### CALLING ALL CRUISE EXPERTS CRUISE CONSULTANTS BRISBANE – SALARY PACKAGE OTE \$50K+

We are currently looking for cruise experts for a number of roles across Brisbane. Whether you want to join a global travel leader or prefer an independent boutique agency – there is sure to be a role for you! Top salary packages, achievable incentive structures, free cruises, ICCA training, supportive management and top team environment are just the start of the benefits you'll enjoy. All you need is min 12 months travel industry exp & a passion for cruising.





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DELIVERED  
DAILY!**

**TOP TEMP BENEFITS INCLUDE**

Best industry rates; paid weekly  
Referral vouchers  
Temp to Perm opportunities

Temp of the Month/Annual rewards  
Flexible working hours/days  
Full conversion training where required

**TRAVEL SERVICE REPRESENTATIVE - SAT & SUN  
TEMP ROLE STARTING ASAP - WEEKENDS ONLY  
SYDNEY CBD BASED – TOP HOURLY RATE & TRAVEL PERKS**

Are you looking for a temp role to supplement your income? Or perhaps you want your week-days FREE and just some casual work on the weekends...then look no further. This temp role is all about the Customer, so your service orientated attitude, pleasant personality & excellent communication skills are essential for this role. You will have native calypso & be available to work EVERY Saturday from 8AM-5PM & EVERY Sunday from 1PM-10PM. You will have previous travel experience & an in depth knowledge of Australia.

**GROUP/EVENT TRAVEL CONSULTANT-TEMP ROLE  
NOW ONLY 3 ROLES TO FILL - APRIL START.  
SYDNEY – TOP HOURLY RATE**

We have a challenging and exciting 3 month temporary assignment for an experienced and professional Group and Event Travel Consultant on a temporary basis. Based in North Sydney, you will be employed on a temporary basis and available to start early April 2013. You will be trained in Galileo with a strong background booking international flights and extension travel combined with group travel experience and strong product knowledge - in particular within the America's and the Caribbean!

**AFTER HOURS - WORK FROM HOME –6MTHS  
CORPORATE TRAVEL CONSULTANT  
MELBOURNE – DOUBLE TIME RATES**

This is a unique temp role for an experienced corporate consultant. Work as an after-hours/emergency consultant based at home assisting corporate clients with their after hour queries. One month's training will be provided to the successful applicant so you will have all the tools you require to work independently. You must have a strong background in corporate consulting, knowledge of a CRS and a strong ability to work autonomously. If this sounds like the role for you, then contact AA Appointments today.

**ENJOY THE CITY BUZZ  
RETAIL TRAVEL CONSULTANT  
MEL (INNER) – TOP HOURLY RATE**

Our client, an award winning retail brand is seeking an experienced consultant to join their team in April. Booking travel itineraries in a busy location, you will be using your years of retail experience to deliver superior customer service & create once in a lifetime holiday experiences. To be eligible for this role, you must have min 3 years consulting experience, Galileo & crosscheck skills (preferred), passion for travelling & exceptional destination knowledge. So contact AA & you can enjoy the city buzz during your lunch break!

**PLAY THE FIELD  
RETAIL TRAVEL TEMPS  
ACROSS QUEENSLAND– TOP HOURLY RATE**

Fancy variety in your working week? Like to meet new people? Then temping may be for you! We currently have a number of assignments across Queensland for experienced retail travel temps. From boutique to global companies there's sure to be a team for you. To become a travel temp with AA you'll need a min 12 months international travel consulting experience and either GALILEO, AMADEUS or SABRE skills. Call today and take your pick of assignments.

**IS NATIVE CALYPSO YOUR THING?  
WHOLESALE TRAVEL TEMPS  
BRISBANE CBD – TOP HOURLY RATE & BENEFITS**

Do you have first class native calypso skills that you have been wanting to use? Then we have roles for you! There are a number of assignments in wholesale & support teams available throughout the year. Start booking out your calendar with these fab roles. Strong native calypso skills are a must along with previous travel consulting experience and a positive can do attitude. This is a great way to get your foot in the door of a leading travel company.

**CONTACT AUSTRALIA'S MOST EXPERIENCED TEMP RECRUITMENT TEAM**

Anita Nunnari  
NSW & ACT  
Ph: 02 9231 6377

Carmen Pugh  
QLD & NT  
Ph: 07 3229 9600

Cherie Napolitano  
VIC, WA & SA  
Ph: 03 9670 2577

temps@aaappointments.com.au    carmen@aaappointments.com.au    meltemps@aaappointments.com.au

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## Are you looking for a new team member?

See who's on the move >>>



Ben Carnegie

### Event Director - Travel

- ▶ Northern Sydney based role
- ▶ 2 large international exhibitions
- ▶ Salary package from \$200K

Our client is an expert in their field of exhibition management. The company themselves cover all industries from construction to medical and of course...travel.

The responsibility of the Event Director is to oversee operations whilst exploring new commercial opportunities to improve these already successful exhibitions. A background in exhibition management is desirable and the ability to grow the profile of these events by implementing new initiatives will see you successful.

Flexibility to travel overseas 6-7 times annually is essential and those with remote staff management experience will be highly regarded. This role will be gone quickly so apply today!

Call or [email](#) Ben Carnegie for more details

### System Support Specialist - Sydney CBD

- ▶ **GDS and back office system support**
- ▶ Offices located in the Sydney CBD
- ▶ Work Monday to Friday only

Are you the go to person in your office for when things go wrong on your GDS or back office system? This role combines your problem solving & technical skills with customer service.

Call or [email](#) Ben Carnegie for more details

### Senior Multi-skilled Corporate Consultant

- ▶ **Take ownership of some great accounts!**
- ▶ Boutique agency, **Melbourne CBD**
- ▶ Strong fares & ticketing req'd, Sal. up to \$60K + super

This role is perfect for a Senior Multi-skilled Consultant looking for a change of scenery. Work in a small friendly team environment right in the heart of Melbourne's CBD.

Call or [email](#) Dana Peric for more details

### FIT Inbound Consultant - Sydney

- ▶ **Boutique established company**
- ▶ Boasts low staff turnover
- ▶ Salary \$45K - \$50K with experience & Tourplan

Do you enjoy creating intricate itineraries around Australia for the high end market. Would you like a mix of product and consulting? Look no further, this could be your new job!

Call or [email](#) Dana Peric for more details

### Inbound Product Roles x 3 - Sydney

- ▶ **Product Co-ordinator - boutique**
- ▶ Luxury Product/FIT Consulting mixed role
- ▶ Product Database Loader - Tourplan essential

Are you a product guru? We currently have a range of roles with well respected Inbound companies varying from larger international agencies, luxury high end to boutique.

Call or [email](#) Kristi Gomm for more details

### Online Travel Customer Service - NIGHT SHIFT

- ▶ **Work 7 NIGHTS on - get the next 7 nights off!**
- ▶ Highly sought after online travel customer service role
- ▶ Good PC skills required along with reservation experience

Work with an expanding Online company, servicing clients direct - no face to face! This is a great opportunity for someone who wants every 2nd week free! May 2013 start.

Call or [email](#) Kelly Wellsmore for more details



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# afta National Travel Industry Awards 2013 Nominees



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NATIONAL TRAVEL  
INDUSTRY AWARDS

**Travel Daily**  
First with the news

## Category 1 – Best Travel Agency Group (100 outlets or more)

Concorde Agency Network  
Escape Travel  
Flight Centre Limited  
Harvey World Travel  
Jetset Travelworld Network  
Travellers Choice  
Travelscene American Express

## Category 2 – Best Travel Agency Retail – Single Location

Alpha Travel  
Bicton Travel  
Brighton Travelworld  
Cruise Travel Centre Kotara  
Emerald Travel  
Fun Travel  
Gregor & Lewis Bespoke Travel  
Harvey World Travel Lane Cove  
Harvey World Travel Niddrie  
Harvey World Travel Winston Hills  
Jetset Hurstville  
Jetset Joondalup  
Jetset Travel Norwood  
Maria Slater Travel  
MTA Travel  
Netfare Travel  
Northern Highland Travel  
Northshore Travel  
Seniors Holiday Travel  
Suncity Travel Caloundra  
Tadros Travel  
The Adventure Traveller  
Travel by Wyndham  
Travel Concepts  
Travel Phase  
WOW! Travel Pty Ltd

## Category 3 – Best Travel Agency Retail – Multi Location

Australian Holiday Centre  
Concierge Traveller  
Diploma Travel  
Firstclass.com.au  
Fairflights Pty Ltd Travel Family  
Harvey World Travel Launceston & Hobart  
Phil Hoffmann  
RACT Travel  
RACT Travelworld  
STA Travel  
Travel Counsellors  
Travel Managers  
Travelworld Hunter Travel Group  
Windsong Travel

## Category 4 – Best Travel Agency Corporate – Single Location

Anywhere Travel  
BCD Travel Sydney  
Concierge BT  
DBT Corporate  
Goldman Travel Corporation  
JC Travel Professionals  
Sean Simmons Travel  
Spencer Travel  
The Travel Studio Hobart  
Stodarts Travel

## Category 5 – Best Travel Agency Corporate – Multi Location

Corporate Traveller  
Platinum Travel Corporation  
Show Group Enterprise  
Globetrotter Corporate Travel

## Category 6 – Best National Travel Management Company

Corporate Travel Management  
FCm Travel Solutions  
Total Travel Solutions  
Voyager

## Category 7 – Best Business Events Travel Agency

cievents  
Events Travel Management  
The Events Authority  
Impact Events

## Category 8 – Best Travel Consultant – Retail

Amanda Robinson, Brighton Travelworld, VIC  
Angela Field, Jetset Hurstville, NSW  
Ashlee Simpson, Australian Holiday Centre – Sydney, NSW  
Bettiann Gain, MTA Travel, QLD  
Bev Hand, Diploma Travel, Homebush, NSW  
Christine Moloughney, Emerald Travel, VIC  
Clynton Chatfield, RAC Travel, WA  
Georgina Nunn, Phil Hoffmann Travel, SA  
Jacqui Keating, Plan B Travel, VIC  
Jamie Anderson, Flight Centre Forestway, NSW  
Janette Wall, Cruiseabout – Turramurra, NSW  
Jennifer Cory, Seniors Holiday Travel, QLD  
Jenny Cooper, Queenbeyan Cruise and City Travel, NSW  
Kerry Harrison, Jetset Travel Norwood, SA  
Leah Cox, Northern Highland Travel, NSW  
Lisa Myers, WOW! Travel, VIC  
Melissa Proeve, Jetset Travel Norwood, SA  
Michael Condon, Breakaway Travelclub, NSW  
Michelle Fleet, Suncity Travel Caloundra, QLD  
Naomi Liss, TravelManagers Australia Pty Ltd, VIC  
Nicole Adams, Travelworld Hunter Travel Group, NSW  
Nicole Moran, STA Travel Chadstone, VIC  
Rosemary Thomas, Harvey World Travel Niddrie, VIC  
Sophie Brooks, Harvey World Travel Lane Cove, NSW

## Category 9 – Best Travel Consultant – Corporate

Belinda Loughron, Platinum Travel Corporation, VIC  
Chris Falloon, Corporate Travel Management, QLD  
Fiona Hyde, Voyager Travel, VIC  
Laura Davey, Corporate Travel Management, VIC  
Ric Pattaro, Travel Managers, NSW  
Samantha Hay, Eden Corporate Travel, NSW  
Sarah Hackett, Donna Barlow Travel, NSW  
Sean Simmons, Sean Simmons Travel, VIC  
Valerie Galanou, TravelManagers Australia Pty Ltd, NSW  
Rosemary Neeve, Spencer Travel, NSW

## Category 10 – Best Travel Agency Manager – Retail

Andree Haydar, Fun Travel, WA  
Bec Brown, Intrepid My Adventure Store, NSW  
Danny Cahalan, Solve Travel, NSW  
Darian Foot, Phil Hoffmann Travel, SA

Debbi Ashes, Harvey World Travel Lane Cove, NSW  
Debbie Nazzari, Harvey World Travel, WA  
Gina Maitland, Alpha Travel, WA  
Jaculin Lowien, Travel by Wyndham, QLD  
Jessie Talbot, Cruiseabout Mosman, NSW  
Julie Avery, Brighton Travelworld, VIC  
Kerri Page, Harvey World Travel Buderim, QLD  
Maria Anissa, Tadros Travel, NSW  
Melanie Stedman, Harvey World Travel Winston Hills, NSW  
Michael Middleton, Bicton Travel, WA  
Michael Pound, Jetset Travel Norwood, SA  
Michelle Nievaart, Flight Centre Garden City, WA  
Rosemarie Church, Jetset Hurstville, NSW  
Sandra Hansen, Australian Studying Abroad, VIC  
Sean Skilton, Travelscene at Southwest Travel, NSW  
Sonya Mewett, Australian Holiday Centre, SA  
Tony Wilson, Breakaway Travelclub, NSW  
Trudi Rice, Dapto Travel, NSW  
Yvonne Lazaro, Impact Organisation – Travel, VIC

## Category 11 – Best Travel Agency Manager – Corporate

Benjamin Shagrin, Flying High Travel, NSW  
Chris Cheyne, Goldman Travel Corporation, NSW  
Felicity Milton, Globetrotter Corporate Travel, WA  
John Tootel, JC Travel Professionals, NSW  
Karla Williams, Corporate Travel Management, WA  
Lori Camp, World Travel Professionals, WA  
Shelley Leven, Travel Management Company, QLD  
Tina Killeen, Spencer Travel, NSW

## Category 12 – Rookie of the Year – Agent

Anita Nici, Harvey World, WA  
Anna-Marie Sammuellson, Breakaway Travelclub, NSW  
Ashlea Angove, Harvey World Travel Echuca, VIC  
Britta Gileno, Corporate Travel Management, VIC  
Elizabeth Sneddon, Flight Centre the Junction, NSW  
Glenda Geeves, The Adventure Traveller, QLD  
Kierra Mitchell, Intrepid My Adventure Store, NSW  
Kirsten Pattutlo, Northam Travel, WA  
Lee Wissemann, Corporate Travel Management, QLD  
Lyana Nguyen, Spencer Travel, NSW  
Marie Schulz, Australian Holiday Centre – Adelaide, SA  
Megan Campbell, Harvey World Travel Mt.Hutton, NSW  
Nicholas Lowes, Jetset Norwood, SA  
Sarah Sutherland, Travelworld Kotara, NSW  
Veronika Panzic, Show Group Enterprise, NSW  
Will Pelecanos, Seniors Holiday Travel, QLD

## Category 13 – Best Niche Wholesaler

50 Degrees North  
Adventure Destinations  
Albatross Tours  
Australian Holiday Centre  
Back-Roads Touring  
Beachcomber tours

Bentours  
Beyond Travel  
Contours  
Deep Powder Tours  
Destination Canada  
Eastern Eurotours  
Fairy Chimneys Travel  
French Travel Connection  
Handpicked Holidays  
Ibertours  
InterAsia  
Island Escapes  
Mat McLachlan Battlefield Tours  
Omniche Holidays  
South American Travel Centre  
Southern Italian Tours  
Sun Island Tours  
Swagman Tours  
Tahiti Travel Connection  
The Africa Safari Co  
Vietnam Associates  
Wildlife Safari  
World Drive Holidays  
South America Tourism Office

## Category 14 – Best Domestic Airline

Qantas  
Virgin Australia

## Category 15 – Best International Airline – On-Line

Air New Zealand  
Asiana Airlines  
Cathay Pacific  
China Southern  
Emirates  
Etihad  
Garuda Indonesia  
Hawaiian Airlines  
Malaysia Airlines  
Qantas  
Qatar  
Singapore Airlines  
South African Airways  
Thai Airways International  
United Airlines  
Virgin Australia

## Category 16 – Best International Airline – Off-Line

Air France  
Alaska Airlines  
Finnair  
KLM  
Lufthansa  
Olympic Air  
Srilankan Airlines  
Turkish Airlines

## Category 17 – Best Cruise Operator – Australian Based Operation

Captain Cook Cruises  
Carnival Cruises  
Orion Expedition Cruises  
P&O Cruises Australia  
Princess Cruises  
Royal Caribbean Cruise Line

## Category 18 – Best Cruise Operator – International Based Operation

APT  
Avalon Waterways  
Carnival Cruise Lines  
Celebrity Cruises  
Compagnie du Ponant



# afta National Travel Industry Awards 2013 Nominees



**afta**  
NATIONAL TRAVEL  
INDUSTRY AWARDS

**Travel Daily**  
First with the news

Holland America Line  
MSC Cruises  
Norwegian Cruise Lines  
Oceania Cruises  
P&O Cruises World Cruising (UK)  
Regent Seven Seas  
Royal Caribbean Cruise Line  
Seabourn  
Silversea  
Uniworld Boutique River Cruises  
Viking River Cruises

## Category 19 – Best Tour Operator – Domestic

AAT Kings  
Adventure Tours Australia Group  
APT  
Contiki Holidays  
Sealink Travel Group  
Topdeck

## Category 20 – Best Tour Operator – International

APT  
Bunnik Tours  
Busabout HAGGIS and Shamrock  
Adventures  
Contiki Holidays  
Cosmos  
Cox & Kings  
Evergreen Tours  
GAdventures  
Globus  
Insight Vacations  
Intrepid Travel  
Scenic Tours  
Tauck World Discovery  
Topdeck  
Trafalgar  
Travel Indochina  
Tucan Travel  
Venture Holidays  
Wendy Wu Tours

## Category 21 – Best Car/Campervan Rental Operator

Avis  
Europcar  
Hertz  
thl - Britz/maui Campervans  
Thrifty

## Category 22 – Best Tourist Office – National

Destination NSW  
South Australian Tourism Commission  
Tourism Queensland  
Tourism Tropical North Queensland  
Tourism WA  
Tourism Victoria

## Category 23 – Best Tourist Office – International

Austrian National Tourist Office  
Canadian Tourism Commission  
Dubai Tourism  
Visit California  
Hawaii Tourism Oceania  
Hong Kong Tourism Board  
Singapore Tourism Board  
South African Tourism  
Sultanate of Oman Tourism  
Tourism Ireland  
Tourism New Zealand

## Category 24 – Best Wholesaler – Australian Product

Creative Holidays  
Excite Holidays  
Infinity Holidays

Octopus Travel  
Qantas Holidays and Viva! Holidays  
Territory Discoveries  
Sunlover Holidays

## Category 25 – Best Wholesaler – International product

Adventure World  
ANZCRO  
Bench International  
CIT Holidays  
Creative Holidays  
DriveAway Holidays  
Excite Holidays  
Garuda Orient Holidays  
Harvey's Choice Holidays  
Infinity  
New Horizons Holidays  
Octopus Travel  
Peregrine Adventures  
Pinpoint Travel Group  
Qantas Holidays and Viva! Holidays  
Rail Plus  
Select Vacations  
Tempo Tours  
The Cruise Team  
World Expeditions

## Category 26 – Best Agency Support Service

Spencer Travel 24/7 Solutions  
AA Appointments  
Air Tickets  
Amadeus  
Breakaway Travelclub  
Cover-More Travel Insurance  
QIC & the Qantas Industry Sales Site  
RoomsXML  
Sabre Pacific  
Toll Visas Direct  
Tramada Systems  
Travel Trade Recruitment  
Travelport

## Category 27 – Best Sales Executive – Industry Supplier

Adam Joseph, Qantas Holidays, NSW  
Amy Fitzgibbon, Sabre Pacific, VIC  
Anastasia Kotanidis, Uniworld Boutique River Cruise Collection, VIC  
Andrew Sims, Creative Holidays, QLD  
Andy Roberts, Insight Vacations, VIC  
Angelya Vassiliadis-Balaguer, Dubai Tourism, NSW  
Anna Corrigan, Octopus Travel, NSW  
Blake Muir, Topdeck, VIC  
Bronck Bialobrzeski, Emirates, VIC  
Catherine Marshall, Octopus Travel, NSW  
Cherie Bowman, P&O Cruises/Princess Cruises, NSW  
Chris Rhode, Airtickets, QLD  
Chris le Roux, Globus Family of Brands, NSW  
Chris Shennan, Wendy Wu Tours, WA  
Christine Knight, Singapore Airlines Brisbane, QLD  
Clint Jones, Virgin Australia, NSW  
Corey Kirkham, Topdeck, WA  
Craig Owens, Oceania Cruises, Danielle Cramp, Sunlover Holidays, QLD  
David McMahon, Intrepid, VIC  
Deb Hanley, Wendy Wu Tours, SA  
Diana Adaman, Topdeck Travel, VIC  
Gary Manuel, Virgin Australia, NSW  
Hugh Twomey, Hawaiian Airlines, NSW/ACT  
Ivette Velasco, Emirates, NSW  
Jacinta Crisp, Cox and Kings, VIC  
Jeffrey Lamotte, CHI, NSW  
Jerry Pilgrim, G Adventures, Jessi Greer, Great Southern Rail, SA

Jill Lance, APT, VIC  
Julianne Hall, The Africa Safari Co, VIC  
Julian Hall, Pinpoint Travel Group, QLD  
Justin Southern, Octopus Travel, VIC  
Kate Dalton, Excite Holidays, VIC  
Katy Oxer, Qantas Airways, WA  
Kerry Mansell, Pin Point Travel Group, VIC  
Kim Knight, Qantas Holidays, QLD  
Kirsty Blows, Rail Plus, VIC  
Kristine Chippendale, Qantas, NSW  
Kyle Duffield, Tempo Holidays, TAS  
Laura Cuthbert, Trafalgar Tours, Margaret Harvey, Excite Holidays, Mark Richards, Creative Holidays, QLD  
Marney Sadler, Octopus Travel, VIC  
Marissa Williamson, Octopus Travel, QLD  
Matt Symonds, Rail Plus, NSW  
Matt Wood, Kirra Holidays, NSW  
Matthew Lunn, APT, VIC  
Melinda Robilliard, Globus, VIC  
Michael Stephenson, APT, VIC  
Narelle Welsh, Travel Indochina, VIC  
Natalie Cue, Qantas Holidays, Nerida O'Brien, Scenic Tours, NSW  
Owen Boyce, Insight Vacations, SA  
Peter James, Scenic Tours, NSW  
Philip Wyndham, World Expeditions, NSW  
Rahpael Mannays, Emirates, VIC  
Rebeka Belcher, Uniworld Cruises, WA  
Rita Mardirossian, CIT Holidays, NSW  
Rowena Lyrijs, Busabout, Haggis & Shamrock, VIC

Sally McCallum, Creative Holidays, SA  
Sally Plenderleith, Holland America Line, SA  
Sarah Pollard, Creative Holidays, NSW  
Saskia Van Dongen, Qantas Holidays, VIC  
Scott Ellis, APT, VIC  
Scott Graham, Uniworld Boutique River Cruise Collection,  
Scott Wallace, thl /Britz & Maui Campervans, VIC  
Shari Bonett, Octopus Travel, QLD  
Sharon Hando, Travel the World, QLD  
Sheree Crossan, Covermore Travel Insurance, QLD  
Steve Farrelly, Insight Vacations, NSW  
Susan Atike, Airtickets, NSW  
Susie Morelli, Thai Airways, WA  
Suzy McPhail, Trafalgar, VIC  
Toni Kosmarikas, Cox & Kings, VIC  
Tracey Perkins, Wendy Wu Tours, Vicki Grodon, New Horizons Holidays, WA  
William Young, Scenic Tours, VIC

## Category 28 – Rookie of the Year – Supplier

Amy Harrison, Contiki, WA  
Andrea Morgan, GAdventures, Glenn Barrington, Busabout, NSW  
Jacky Sands, Australian Holiday Centre, SA  
Jess Pryor, Blue Sydney - A Taj Hotel, NSW  
Joseph DiBennardo, Globus Family of Brands, NSW  
Megan Lang, Contiki, VIC  
Rebecca Mutanen, P&O Cruises, Princess Cruises, Cunard line and P&O World Cruises, NSW  
Richard Norris, Contiki, QLD  
Stephen Galloni, Contiki, NSW

## Category 29 – Best Hotel/Resort – Australian Property

Crown Promenade  
Crown Metropole Melbourne  
Crowne Plaza Resort Hunter Valley  
Emirates Wolgan Valley Resort and Spa  
Four Seasons Hotel Sydney  
Grand Hyatt Melbourne  
Hayman  
Langham Melbourne

Palazzo Versace  
Park Hyatt Sydney  
Peppers Beach Club Palm Cove  
Southern Ocean Lodge, Kangaroo Island  
Spicers Peak  
The Darling

## Category 30 – Best Hotel/Resort Group

Accor  
Chiva-Som  
Club Med  
Dorchester Collection  
Four Seasons Hotels & Resorts  
IHG  
Langham Hospitality Group  
Mantra Group  
Shangri La  
Spicers Retreats, Hotels and Lodges  
Starwood  
The Leading Hotels of the World

## Category 31 – Best Registered Travel Industry Training Institution

Australian Careers Business College  
Australian Pacific Travel & Tourism  
Bankstown TAFE  
Canberra Institute of Technology  
Gold Coast TAFE (GCIT)  
Tasmanian Polytechnic  
Travel 21fiftythree - The Hills College  
William Angliss Institute of TAFE

## Category 32 – Best Travel Writer

Barry Stone  
Ben Stubbs  
David Carroll  
Deirdre Macken  
Garry Burns  
Kris Madden  
Louise Goldsbury  
Rob McFarland  
Robert Upe  
Stephen Scourfield  
Tiana Templeman  
Lyndon Barnett

## Category 33 – Best Travel Agent Technology Innovation

Amadeus Robots, Amadeus IT Pacific  
CTM Business Intelligence, Corporate Travel Management  
Smartpoint, Travelport  
Intelirates, Excite Holidays  
Interline Travel Industry Booking Engine, Breakaway Travelclub  
Online Booking Tool, Serko  
Round the World Ticketing – Online, Air Tickets  
Sabre Red App Centre, Sabre Pacific  
Tramada NextGen, Tramada Systems