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Travel Daily

First with the news

Thursday 21st November 2013



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Tsolakis departs QF

LONG-TIME head of corporate and industry sales at Qantas, Karen Tsolakis is to depart the airline to "pursue other interests," *Travel Daily* can confirm.

Tsolakis has worked in a range of commercial roles within QF since 2007, and acknowledged her for her contribution.

Qantas said it is "committed to providing key industry partners with the support they need in a dynamic market."

More *Appointments* on **page 7**.

Tokoriki correction

STARWOOD Hotels & Resorts' fourth property to open in Fiji in Apr was previously branded as Amunuca Island Resort & Spa on Tokoriki Island, not Tokoriki Island Resort as stated in *TD* yesterday.

Tokoriki Island Resort continues to operate as normal and remains the sole adults-only boutique property on Tokoriki Island.

TD regrets any confusion caused and apologises for the error.

AFTA members into ATAS

AFTA members will be required to be part of the ATAS accreditation scheme as a condition of their membership, it was revealed yesterday at a transitional workshop in Sydney.

ATAS gm Gary O'Riordan said that participants will be able to be members of just ATAS alone, but "AFTA full members are required to be participants of ATAS," with the combined cost being lower than standalone membership of both.

The workshop also revealed further criteria for ATAS membership, including a commitment to workforce

development which in future will evolve to require all participants to have at least 20% of their client facing staff qualified with a Certificate III in Travel.

Proposed ATAS participation costs were flagged as starting at \$475 annually for members with a TTV of less than \$1m, on a sliding scale up to \$5000 a year for members with a turnover of \$100m-\$250m, and "by negotiation" for higher TTVs.

However ATAS membership will be free for the first year, on the condition that TCF participants sign up for two years.

Fees are payable from 01 Jul 2015, with O'Riordan saying that the scheme and its reduced reporting and compliance costs will result in savings of at least \$4000 over current arrangements.

ATAS members will be required to sign a "Deed Poll" in which they agree to comply with the ATAS Charter and Code of Conduct, which are currently under development and will be released shortly for consultation.

More from ATAS on **page 5**.

Nine pages of news

Travel Daily has nine pages of news & photos, including a page of photos from **JTG** plus full pages from: (*click*)

- AA Appointments jobs
- Travel Trade Recruitment




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QR adding Edinburgh

DOHA-BASED carrier Qatar Airways is introducing new five times weekly services to Edinburgh, effective 28 May - its third destination in the UK. QR will operate the route using Boeing 787 Dreamliner aircraft.

Lufthansa, Austrian GSA

LUFTHANSA has today announced a major change to its offline operations in Australia, with the appointment of a GSA to handle both Lufthansa and Austrian Airlines, as well as Swiss International Airlines.

The Walshe Group, which already handles Swiss, will take over sales for Lufthansa and Austrian too, with Anil Rodricks appointed to run the combined operation.

Rodricks told **TD** the move is a great opportunity to harmonise the product offering across the three carriers which are all part of the Lufthansa Group.

"For much of this year the company has been evaluating possible business models for the Australian market," he said.

Lufthansa has operated its own office here for many years, originally as an online carrier but without direct services since pulling out about 15 years ago.

Rodricks said that the combined networks of the carriers give them a huge array of destinations across Europe, and combining them into a single operation will create many opportunities.

Details of the structure of the business haven't been finalised but it's expected to involve an integrated sales force and potential new fare products across the three airlines.

Rodricks also reiterated the LH group's strong belief in Asia as a stopover point for Australian travellers, with many corporate clients visiting offices in cities such as Hong Kong or Singapore en route to Europe.

Best of PNG brochure

PNG Holidays has rolled out its latest brochure to the destination featuring a selection of diving, surfing, trekking, fishing, cultural and speciality tours, along with a full range of accommodation. See www.PNGholidays.com.



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Freestyle HOLIDAYS

EK A380s to Perth?

EMIRATES is reported to have secured A380 landing slots at Perth Airport, starting 01 Mar.

The *West Australian*, citing "Canberra sources" said the Gulf carrier has been approved to swap one of its thrice daily Boeing 777 slots for the superjumbo.

"While the new service is slated from March 1 it may slip depending on A380 deliveries," the paper suggests.

QF suspend FQ c'share

QANTAS has today announced the suspension of its codeshare pact with Brindabella Airlines as a result of a CASA enforced maintenance review of some of the carrier's fleet (**TD** yesterday).

The Australian flag-carrier said the decision - in effect until further notice - is in accordance with QF's "usual practice."

Customers with bookings for travel up until 29 Nov will be re-accommodated onto the same flight operated by Brindabella, but with a FQ flight number.

Flights impacted operate between Sydney and Newcastle, Moree & Orange and Brisbane to Tamworth & Coffs Harbour - more at www.bit.ly/QFFQsuspension.



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ATEC weighs in on AYQ stoush

AUSTRALIAN Tourism Export Council chairman John King has echoed call by Tourism Australia's boss Andrew McEvoy regarding "negative" publicity (*TD* yest.) created surrounding the questionable operation of Ayers Rock Resort under the previous Voyages Board of directors.

King today referred to ILC chairman Dawn Casey's recent remarks as "unfortunate and misguided", adding the sacking of the board "is snatching defeat from the jaws of victory."

He said the forced resignation of Voyages Indigenous Tourism Australian md Koos Klein (*TD* 25 Oct) was "short sighted and robbed the resort and sustainable indigenous employment in the hospitality sector of its best

chance of success as market conditions were showing increasing recovery."

The ATEC chairman claimed the board & management of Voyages "are the dream team" of tourism & hospitality, and tourism asset management, held in high regard for their experience.

"In spite of severe headwinds brought about by factors such as 3 years of reduced int'l travel to regional and especially remote areas, and a significant reduction in airline services and capacity, the Voyages team had been increasingly kicking goals."

Casey's comments "put at risk the enormous opportunity the tourism industry can offer to help improve indigenous employment across Australia," King stated.

Sandstone project ROI

TOURISM developers, investors & operators are invited to register interest in a possible hotel site in two existing adjacent structures near Circular Quay in Sydney.

An International Registration of Interest has opened for this "rare opportunity to unlock the site's full potential", with enquiries handled by the Macquarie Group.

The 'Sandstone Precinct' is located at 22-33 and 35-39 Bridge Street, and occupies more than 23,000sqm of building area within the Lands & Education Buildings, near the city's heart.

"The prime central location is ideally catered for both the tourist trade (proximity to key CBD tourist sites) and business travel (centrally located in core business district), with excellent transport connections to the airport and other parts of the city," Macquarie Capital says.

"The Sandstone Precinct assets represent a truly unique opportunity to transform some of Australia's most iconic assets into key tourism infrastructure in Sydney," the firm added.

Interested parties have until 19 Dec to submit their ROI - further details at www.bit.ly/SSRroi.

Easy East Africa visa

SWAGMAN Tours is reporting the introduction of a new single multi-country visa for East Africa.

The new visa launches from 01 Jan & saves time and money by combining Kenya, Rwanda and Uganda onto one visa priced at US\$100 - a saving of US\$60 - with Tanzania also possibly joining.

Australian passport holders still need to obtain an online Entry Facility Letter for Rwanda.

SeaLink launch Cook

SEALINK Travel Group has this week launched its next-generation Rocket catamaran on Sydney Harbour, dubbed *Elizabeth Cook*.

The vessel will operate a mix of ferry, transfer and sightseeing cruises, and can carry 127 pax in coastal operation and 198 in harbour operation.



Window Seat

EYES around Australia were firmly transfixed on Channel 10 last night as *The Bachelor Australia* reached its dramatic - and for fans of Rochelle - a heartbreaking conclusion.

But while the country was debating who Bachelor Tim would choose, the background of the Pullman Phuket Arcadia never looked better.

During their stay in Thailand, Tim and his final two contenders stayed in personal pool villas, enjoyed cocktails at the sunken lounges and lapped up 180° views of the Andaman Sea.

Management at the resort are reportedly bidding for the couple's honeymoon rights.

HOW amazingly cool is this?

Somebody with a lot of spare money and an amazing eye for detail has built a 1:15 scale model of the world's biggest passenger plane - the Airbus A380 superjumbo.

A video of the mini-jet shows it in full Singapore Airlines livery taxiing, taking off and taking to the sky over a field in Europe, all under a remote control - **CLICK HERE** to view the video.



Managing Director - Sydney

The Board of ATEC is seeking an outstanding person to lead the organisation, provide member value and make a significant contribution toward the further development of this important industry.

To fulfil this role this person will have a record of outstanding leadership and communication skills, strong business and management ability, exceptional strategic planning and implementation capabilities and the ability to articulate a clear industry vision and direction. Extensive and successful experience in influencing leading political and business representatives is considered essential, as is a strong understanding of the tourism industry. Participation in the tourism industry at a senior executive level will be regarded favourably.

Further information on the role may be obtained from gemma.sinnett@atec.net.au or you can contact Gemma on 02 8262 5500.

Applications to be directed to chairman@atec.net.au
Applications close COB 26 November 2013.



2014 EUROPEAN DISCOVERY CRUISING

CLICK HERE FOR MORE INFORMATION



Today's issue of *TD* is coming to you from Louisiana's capital on the Ausmerica famil, courtesy of Brand USA and Qantas.

WE'VE joined 10 new agents today exploring the Deep South and right away they've adopted the Louisiana motto *Laissez Les Bons Temp Rouler* or 'Let the Good Times Roll!'

The group are staying in a classic French Quarter hotel here in New Orleans, the Maison Dupuy which is just two blocks from lively Bourbon Street.

Last night agents dined on authentic Creole cuisine at one of the city's top eateries, The Court of Two Sisters trying local fare such as Shrimp & Grits and Bananas Foster for dessert.

They also went to Cafe du Monde, which is world famous for its cafe au lait and warm French-style beignets covered in powdered sugar.

Later, participants strolled down Bourbon Street (right) where your senses come alive listening to the music pulsating from the dozens of bars and nightclubs - more from 'Ausmerica' in tomorrow's *TD*.

New Orleans bounces back

NEW Orleans may have been devastated by Hurricane Katrina in 2008, but the city has staged a remarkable tourist comeback and is really on a roll.

"They're coming in droves," said Tico Soto, director of Tourism for the New Orleans Convention & Visitors Bureau who hosted a dinner last night for the Brand USA/Qantas agents mega famil.

"In 2012 we broke tourist numbers with nearly 10 million visitors coming here - the best year since Katrina - and we think this year will be even higher," Soto told *Travel Daily*.

He said the city keeps blossoming, with there so much to see and do from music to festivals, to food, shopping and major sporting events.

The 10 Aussie agents on the Deep South portion of the famil had a true Cajun experience today, setting out on a Swamp Tour down one of the Bayou's filled with alligators, turtles and an amazing array of wildlife.

They even got to pet a baby gator as their boat took them through the marshy swamplands in all its eerie beauty.

Participants all agreed that no visit to 'The Big Easy' would be complete without doing the tour.

Tonight, they'll dine on a paddle wheeler on the Mississippi before moving on to see more of what Louisiana has to offer.



LEFT: Out on the Jean Lafitte Swamp Tour with 'Killer' the baby gator from left are Fodi Freiha, CWT; Tennille Foley, Travelworld Katherine and Wayne Mitchum, Brand USA.

BELOW: Sampling 'Hand Grenade' cocktails - exclusive to nightclubs

in the New Orleans French Quarter - from left are Sam Skinner, FBI Travel; Jeff King, STA Travel; Jacqui Keating, BLD Travel and Kylie Cilek, Travel Managers.



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Excite gift card comp

AGENTS can win Westfield gift cards in a new comp launched by Excite Holidays on its Facebook page, running until 29 Nov - see facebook.com/excitecholidays.

RACT lauded by govt

TASMANIA'S Tourism Minister Scott Bacon has commended RACT on its acquisition of four of the state's key tourism assets.

Freycinet Lodge, Strahan Village, Cradle Mountain Chateau and Gordon River Cruises will gain wider scope via the "trusted organisation" and the auto club's 7 million members nationally, said Tasmania's Minister for Tourism, Scott Bacon.

"The Govt is also very pleased to see the properties remain with a Tasmanian organisation with a proven and genuine commitment to the state," he said.

Joint interstate marketing activities between RACT and Tourism Tasmania are planned.



ABOVE: Yesterday's AFTA Travel Accreditation scheme workshop in Sydney featured presentations from the people who are putting together the new insurance products underpinning the Travel Industry Transition Plan (see p1).

Chris MacKinnon from Gow-Gates Insurance Brokers is pictured above left with Paul and Brian McLean from International Passenger Protection and ATAS general manager Gary O'Riordan, after a session in which they outlined the Scheduled Airline

Failure Insurance (SAFI), End Supplier Failure Insurance (ESFI), and ATAS Participant Insolvency Insurance (APII).

Gow-Gates has been appointed by AFTA and are agents for processing applications for IPP's various products.

Agents can now sign up for SAFI (TD Mon), with details of the other products to be released in the lead-up to the formal launch of ATAS in Mar-Apr next year.

IPP has worked in travel industry insurance for over 23 years.

Dubai hotel earlybirds

TEMPO Holidays has unveiled a range of earlybird discounts on accommodation in Dubai, valid for stays over summer.

A 40% discount with free half board is available at the 5-star Jumeirah Zabeel Saray, with rates priced from \$151ppts per night for stays booked by 20 Dec, for travel from 10 May to 30 Sep.

Jumeirah Beach Hotel prices are 25% cheaper, starting at \$239ppts & including brekkie, for bookings made before 28 Feb.

To book, phone 1300 362 844.



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Entrants are required to answer all four questions released daily and a 25 words or less question appearing in Friday's issue.

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Air Serbia neo order

ETIHAD Airways equity partner Air Serbia has placed an order for 10 next-gen A320neo aircraft valued at \$US1b at list prices, to be delivered between 2018-2020.

Territory Disc prices protected

TOURISM NT's wholesale travel company Territory Discoveries is advising the trade that bookings will be honoured for travel past 2014 with new operator, The AOT

Group (**TD** yesterday) retaining current contracted product.

The change of hands will begin next month, during which time call centre hours will remain unchanged.

Heron by seaplane

AUSTRALIA by Seaplane has introduced new transfer options for passengers bound for Heron Island on the Great Barrier Reef, in addition to scenic helicopter transfers already available.

Guests can fly from Gladstone to Heron aboard either a three-seater Cessna to the airport, with land transfers to the resort in a Lexus or Hummer, or six-seater amphibious aircraft which lands adjacent to the property.

Flights are priced at \$291pp one way, based on minimum numbers.

NT's Minister for Tourism Matt Conlan says the three-year deal with AOT "will provide Territory Discoveries with a business model that is sustainable, allow it to adapt more readily to change, and enable it to access a far more contemporary reservations system."

New Tassie Spa

THE Bay of Fires Lodge Walk in Tasmania has unveiled its new boutique eco spa in time for this year's walking season.

More info at bayoffires.com.au.

Village sells off parks

VILLAGE Roadshow Limited has offloaded two Wet'n'Wild water parks in Hawaii and Phoenix in a deal with CNL Lifestyle Properties valued at \$27 million.

Scheduled to change hands at the end of Nov, CNL will also acquire the US rights for the Wet'n'Wild brand name.

VRL chose to divest the parks, saying it expected "it would be difficult to achieve a significant presence in this market."

The company said it would focus its energies in countries where the market hasn't yet matured, "and higher returns possible," such as China & South East Asia.

Village will continue to hold its majority stake in the Wet'n'Wild Las Vegas attraction.

explora free transfer

EXPLORA is providing a free transfer between Argentina and Chile for pax booking a four-night *Australis* cruise combined with a stay at Hotel Salto Chico in the Torres del Paine National Park.

The voyage operates from Ushuaia and passes Cape Horn, Agostini Sound and Punta Arenas before transporting passengers overland to Patagonia.

Prices for an eight-night package start at US\$4,970 for travel during the 2013/14 season, with 10 departures in Dec and Jan.

VTO holiday comp

VANUATU Tourism Office has partnered with Air Vanuatu on a new consumer competition to win a six-night trip for two people to the South Pacific destination.

The 'It Takes Two' comp is being run in partnership with Creative Holidays, Holiday Specialists and Air Vanuatu Holidays.

Details at www.ittakestwo.travel.

WIN NIGHT TRAIN TO LISBON TICKETS

This week, **Travel Daily** and **Pinnacle Films** are giving five lucky winners the chance to win a



double pass to the new movie, *Night Train to Lisbon*, due for release on 5th December.

After a chance encounter with a Portuguese woman, Swiss professor Raimund Gregorius quits his job and embarks on an adventure to Lisbon that will take him on a journey to the very heart of himself.

Check out the trailer here: www.youtube.com/watch?v=9Ds5L7qS85s.

To win, be first person to email the correct answer to the daily question below to:

movie@traveldaily.com.au.

Who was the film directed by?

Yesterday's winner was **Leigh Thompson** from **World Travel Professionals**.

Toum Tiou II itinerary

ASIAN Trails is offering an intimate river Mekong river cruise between Vietnam and Cambodia aboard the 14 cabin *Toum Tiou II*.

The eight-day itinerary operates from Ho Chi Minh City to Siem Reap and then onto Saigon, and includes visits to Phnom Penh, Koh Chen & Kampong Chhnang.

Contact Tourism Portfolio to book - phone (02) 9922 5520.

GROUP PRODUCT MANAGER EUROPE

Academy Travel is the leading Australian provider of small group cultural travel for the sophisticated over-55's market. Each year we operate 70-80 group tours from our Sydney office. The vast majority of our tours are to Western Europe and the UK. We have our own office in Rome and a network of suppliers around the globe.

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- Excellent communication skills, including the ability to write detailed itineraries and tour information confidently and accurately
- Demonstrated skills and confidence in developing budgets using Excel or similar software
- Good knowledge of Western Europe and the UK, including personal travel experience
- The ability to work independently in a small team.

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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, send us an email at appointments@traveldaily.com.au.

Belinda Paterson has joined the **Sebel Kirkton Park Hunter Valley** as its new General Manager. Paterson joins from the GM role at the Pullman Quay Grand Sydney Harbour and brings 13 years industry experience.

Bringing experience with the Irish Tourist Board, where he helped to develop its The Gathering tourism promotion, **Laughlin Rigby** has joined **Sunshine Coast Destination Marketing** as its new Head of Marketing. Rigby also brings extensive social media experience to his new role.

Sam Heine Hansen has been named as the new General Manager Australia for **Philippine Airlines**, replacing Brett McDougall.

Yela Wilson has been tasked by **Flight Centre Ltd** to spearhead national expansion of the Escape Travel franchise model. Wilson has been with the company for 25 years and is one of the firm's most experienced leaders.

Elite Representation Asia Pacific has been selected as the successful bidder to handle marketing in Australia and New Zealand for **Southern Breeze Tourism**, who offer touring product and provide DMC services through branches in Vietnam, Cambodia, Laos and Myanmar.

Charmaine Tale has commenced in her new role as the Director of Sales and Marketing at **Sonaisali Island Resort** on Fiji's Coral Coast.

Singapore-based **Kurt Knackstedt** has been named as the new President of the **Association of Corporate Travel Executives**. With 15 years of marketing and commercial management, Knackstedt, who also holds a role at mining giant Rio Tinto, will begin his new position from next year.

Carson Wagonlit Travel has promoted **Peter Ashworth** to the role of Senior Vice President for Central and Eastern Europe.

Former InterContinental Hotel Group Asia-Pacific Chief Executive **Peter Gowers** will take the helm as the Chief Executive Officer at budget hotel chain **Travelodge**, commencing in the role from next week.

Auckland Airport has welcomed **Jason Delamore** to the team as its new General Manager for Marketing and Communications. Delamore brings experience in B2B and B2C marketing in NZ, Asia and the United States.

Bringing 18 years hotel experience, **Christopher Wichlan** has been named as the new Hotel Manager at the **InterContinental Hotel Kuala Lumpur**.

EY throw cool 10th birthday bash

FIRST taking to the skies in 2003, Etihad Airways has gone on to become one of the world's largest and most popular carriers.

The Abu-Dhabi based airline recently celebrated its 10th birthday with a glittering gala bash at The Australian Museum, which was attended by many of the local travel industry's best and brightest.

A number of giveaways took place over the course of the glamorous evening, with plenty of traditional Arabic food on offer, and entertainment provided by a local jazz band.

Pictured above at the event from left is Etihad Airways' General Manager Australia and



New Zealand Luisa Pastrello with representatives of two of Etihad's global partner carriers, Aleksandar Tarlać, Air Serbia and Shirley Field from Virgin Australia.

Legit Vietnam visas

AUSTRALIAN travellers bound for Vietnam are being warned of online visa processing scams, taking advantage of a rise in 'visa on arrival' approval letters.

According to Smartraveller, applying for visas through online channels places an applicant's personal details at risk of fraud.

"We recommend you apply for your visa directly with the nearest Embassy or Consulate of Vietnam," the Department of Foreign Affairs & Trade suggests.

Libyan Wings start-up

NEWLY launched Libyan Wings has signed a Memorandum of Understanding with Airbus for three A350-900 XWB and four A320neo aircraft.

Based out of Tripoli, the airline is set to begin offering charter services from early 2014.

New Carnival dining

PASSENGERS aboard *Carnival Spirit* and *Carnival Legend* will be able to enjoy a "Long Lunch at Sea" seafood experience under changes made to onboard dining.

A surcharge of \$30 applies to the new experience - see **Cruise Weekly** for more information.

EK 3-5-3 configuration

EMIRATES president Tim Clark has confirmed the carrier is "looking" at introducing an 11-seat row for future aircraft.

Clark stated seats would not be under 19" wide, configured in a 3-5-3 Economy class cabin.



Sales Manager USA/Canada & South America

Join Iconic Brands with Iconic Destinations & Experiences

SeaLink Travel Group comprising Captain Cook Cruises, Australia's leading Cruise Company is seeking an energetic, highly motivated Sales Manager USA /Canada & South America. This is an exciting role for those who enjoy a busy, challenging environment and are eager to use their proven B2B skills within their own and existing networks to build relationships and sales revenues across a broad range of culturally unique markets.

The successful candidate is responsible for increasing and maintaining sales revenue for Captain Cook Cruises for Sydney, Murray River and SeaLink for Kangaroo Island, Adelaide, Darwin and Queensland in the markets of USA & Canada as well as maintaining key sales relationships with Australian based Inbound Tour Operators and key Distribution Partners.

Experience in dealing in the international market and a keen understanding of digital marketing. You will possess strong networks with travel distribution partners across these markets as well as an understanding of all distribution channels and working with our reservations and hospitality departments to deliver world class customer service. You will be sales driven and with an ability to work within a budget framework as well as identifying new sales opportunities to grow the business.

The successful applicant will have:

- Business and Sales Development skills
- A minimum of 3 – 5 years in the tourism industry or related industry
- Ability to write and execute a sales development plan
- Excellent organizational skills & communication skills (written and verbal)
- Proficiency in all aspects of Microsoft Office is essential
- Understanding of a CRM system
- Understanding of international distributions partners and systems
- Experience in understanding the growing importance of digital platforms and adapting it to grow business opportunities
- Able to work with minimal supervision and a team player
- Experience in making presentations to individuals and groups
- Ability to travel internationally and domestically
- Previous experience in the USA/Canadian market will be a strong advantage

Apply by email to Richard Doyle – Head of International Sales & Marketing at sales@captaincook.com.au by Friday 6 December 2013. Please include CV and a cover letter.

JTG celebrates its first united conference

MORE than 900 delegates gathered last weekend (15-17 November) at the Melbourne Convention and Exhibition Centre for the first Jetset Travelworld Group (JTG) joint Owner/Managers Conference and Corporate Conference.

Themed 'Inspiration, Transformation, Celebration,' the event provided agents with a range of updates on JTG's ongoing business transformation, new developments for the helloworld brand and more.



ABOVE: Rob Gurney, JTG ceo.



ABOVE: Julie Primmer from JTG (centre) with Brendan and Clare O'Keefe from helloworld Noosa Heads.



ABOVE: Emma Kabastanakis, JTG; Rosa & Greg Luff, TW Cobram; and David Padman, JTG.



LEFT: Veronica Davies, Travelscene Bairnsdale @ Kenair Travel; Tanya Van Angeren, Travelscene Sorrento/Rye; Jenny Watson, Travelscene Monbulk; Michele Saunderson, Peninsula Travel; and Greg Duncan, Peninsula Travel.



ABOVE: Sam Strada & Jackie Ragusa, HWT Lake Haven; and Gil McLachlan, HWT Wagga Wagga.



LEFT: Jenny Wilson, HWT Geraldton; David van der Meer, HWT South Perth; Kelly Burlikowski, HWT Albany; and Jeremy Marwick, HWT Albany.



LEFT: Cheryl Moore, helloworld Marion; Helen Goodings, helloworld Marion; and Kim Gibson, helloworld Blackwood.



ABOVE: Jennie Dicker, helloworld at Stockland Nowra; Ivan Bean and Marina Dimitropoulos, helloworld Hornsby at Westfield.



ABOVE: Steve and Richelle Reeves, Suncity Travel Caloundra; Alun and Michelle Toner, Travelscene Greenslopes; Lesa Rowlands, Summerland Travel Merimbula; and Lisa Miles, Travel Crew.

JQ Vietnam routes

TWO new domestic routes to Nha Trang and Phu Quoc will be operated daily from Ho Chi Minh City by Jetstar Pacific in Vietnam from 15 Dec, the carrier advised.

Hawaii mega-famil 2014 takes off



LEADING 40 lucky incentive winning agents, the team from Hawaii Tourism Oceania last night jetted off to the Islands of Aloha for the annual mega-famil.

Hawaiian Airlines once again provided seats to Hawaii for the group to enjoy their Aloha adventures.

Activities in store will include snorkelling with manta rays, ziplining in Maui and cruising along the Na Pali coastline.

Three groups of ten will venture out to the islands of Kauai, Maui and Hawai'i, while a

further ten will explore Oahu in greater depth.

After a few days apart, the agents will meet once again for a few days in Waikiki to meet with 25 Hawaiian suppliers as part of a destination workshop.

Anybody wishing to keep tabs on the adventures of the group can now follow the action via a significantly expanded social media presence on Facebook, Twitter and Instagram, the latter two under #alohadownunder.

"This is going to be a lot of fun for the participants on the famil and a great way to share their Hawaii experience with colleagues, friends and family in near real time," HTO country manager Helen Williams said.

Pictured above loaded up with shopping passes for Ala Moana Shopping Centre, which each passenger flying HA now receives (**TD** 29 Oct), is Ashlee Galea and Mary He from Hawaii Tourism Oceania with Julie McKinnley from Hawaiian Airlines (centre).

AU Canada visits drop

CANADA experienced a slight drop in Australian arrivals for the month of Sep, with 34,202 entries reported - a 1.64% fall from the same month last year.

According to the latest statistics from the Canadian Tourism Commission, the result sees total Aussie visitor numbers for the calendar year to Sep remain flat but are still 1.83% ahead on 2012.

OTA links with TEQ

HOTELS.COM has partnered with Tourism & Events Queensland for a new campaign promoting the Great Barrier Reef and the surrounding region to travellers from the USA.

Featuring original 'Best Job' winner Ben Southall, the promo includes a video exploring the depths of the reef while also showcasing the usability of the Hotels.com mobile booking app.

The YouTube video can be viewed at www.bit.ly/qldpromo.

Choice expands in SA

ADELAIDE-BASED agencies Motina Travel Centre and Create Travel At Woodcraft have signed on as the newest Travellers Choice members.

The independent retail network says the addition of the agencies is a "major endorsement" of the Travellers Choice business model.

SKAL phone number

TICKETS to the Sydney SKAL Christmas lunch on 11 Dec at the Rydges World Square Hotel can be ordered via (02) 9964 6904, SKAL Sydney has clarified.

Jetset now Journeys

PCC World Pty Ltd has advised of a change in name for its retail agency from Jetset Central Melbourne to Journeys by Design, with immediate effect.

The firm has also relocated from Level 5 to Level 8 at 22 Williams St, Melbourne 3000.

EY buys into Jet Air

ETIHAD Airways has finalised the transaction purchasing a 24% stake in India's Jet Airways.

MEANWHILE, the Indian carrier has signed a codeshare agreement with Garuda Indonesia.

WIN A HOLIDAY TO JORDAN



This month **Travel Daily** is giving readers the chance to win a holiday to Jordan, courtesy of **Jordan Tourism Board, Greece and Mediterranean Travel Centre** and **Royal Jordanian Airlines**.

The prize includes:

- Two Economy Class return airfares from Royal Jordanian port in Australia to Amman
- Seven day tour of Jordan, including Jerash, Dead Sea and Petra
- 6 nights accommodation
- Air conditioned transportation, entrance fees and meals.

Each day **Travel Daily** will ask a Jordan-related question – just read the issue and email us your answer. There will be 21 questions in total. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this incredible Jordan holiday.

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

Click here for terms & conditions of the competition.

Q. 15: Where is the world's northernmost coral reef system?



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

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WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL AA

JOB OF THE WEEK

STRATEGIC ACCOUNT MANAGER – IT SOLUTIONS SYDNEY - SALARY PACKAGE \$150K ++

Are you an experienced Account Manager with a strong technical background and want to step up to a Global Brand where you will be generously rewarded. You will manage the strategic relationship between both internal stakeholders and 3rd party clients along with growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of working within a technical travel environment.

A MIX OF CULTURAL FUN

PRODUCT MANAGER SYDNEY – GENEROUS SALARY \$\$

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

APAC EXPERT WANTED!

CORPORATE TRAVEL PROJECT MANAGER – APAC SYDNEY- SALARY PACKAGE \$100K+

The Operation / Project Manager is responsible for running and delivering operational projects on a global scale with the objective of growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to Executives.

CALLING ALL SENIOR OPERATIONS MANAGERS

CORPORATE CALL CENTRE MANAGER SYDNEY – GENEROUS SALARY \$\$

This award winning Corporate travel management company is looking for an experienced Call Centre Manager with travel experience to oversee their key operations. Key responsibilities will include human resources planning, increasing efficiencies and staff productivity, as well as profitable growth and financial accountability. Essentially you will come from a strong travel management background with leadership and people management skills.

ARE YOU OPERATIONAL?

NATIONAL OPERATIONS MANAGER PERTH– EXECUTIVE SALARY PACKAGE

Do you have impeccable MANAGEMENT skills within the corporate sector? Have the ability to manage a National team? This company is looking for a senior operations manager who has the capacity to create a solid team working environment while focusing on the development of the department nationally along with ensuring the brand is promoted in line with the company's policy. You will be goal orientated and ambitions and success driven.

FARMERS NEEDED!

CLIENT RELATIONSHIP MANAGER'S SYD & MEL - SALARY PACKAGE UP TO \$90K

As Client Relationship Manager you will be responsible for managing a portfolio of high profile clients. Key objectives include growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with managers at all levels up to executives.

BREAK AWAY FROM THE EVERY DAY SALES ROLE

INDUSTRY BDM – PREMIUM PRODUCT SYDNEY - SALARY PACKAGE \$\$\$

This fantastic new sales role has a vacancy open with your name on it. Looking after the Australian market, you will be self-motivated and utilise your strong negotiation skills to qualify opportunities and increase sales, growing sales revenue and build strong ongoing relationships with key industry personnel. Your friendly personality, presentation skills & creative ability is required here.

USE YOUR SKILLS TO TRAIN OTHERS

TRAVEL INDUSTRY TRAINING MANAGER SYDNEY - SALARY PACKAGE \$\$

How would you like to work for an organization where you will be overseeing a training department? This industry leader is looking for an experienced training manager with proven managerial and people skills. Ideally you will have the ability to build strong relationships with clients, both internally and externally. You will be overseeing training along with other customer service areas ensuring the client remains a leader within the marketplace.

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Working in partnership with the Australian Travel Industry

Online Travel Consultant

Brisbane CBD - \$50K+ OTE - Ref 809PS1

Love summer and miss the beach being stuck at work all day? Looking for a role with a difference? If you are an experienced Travel Consultant with at least two years extensive fares experience, exceptional customer service & communication skills, then this could be the role that your lifestyle has been looking for! You must be able to work shifts on a 24/7 basis, 365 days a year. Based in CBD with free night shift parking available amongst many other great perks!

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

Travel Branch Manager

Newcastle - \$DOE + Super + Incentives - Ref 0848SJ1

Are you a Retail Travel Branch Manager with extensive long-haul travel product knowledge? Are you looking for an exciting new challenge in the travel industry? Do you have solid travel and supervisory experience? A innovative travel provider is keen to recruit an experienced Branch Manager for their expanding store. Can you handle training, motivating a team to exceed targets and establish their retail travel branch?

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

Wholesale Travel Consultant

Melbourne - \$Competitive - Ref 871DB1

Do you want to step away from retail travel? Do you want to work for a leading wholesaler who really values their staff? Are you well travelled? This customer focused travel organisation are looking for a Wholesale Travel Consultant who has a passion for travel, loves delivering high levels of customer service and always goes that extra mile! If you have experience in retail or wholesale travel then this could be your next exciting move.

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

Corporate Travel Consultant X 2

Adelaide - \$40-60K + Super - Ref 0867NC1

Corporate Travel Consultant needed to work for a lovely niche TMC. Have you got strong GDS experience teamed with ticketing? Do you love all aspects of business travel? You will be a confident, self sufficient agent who really knows your stuff and wants to work in a fantastic team on a mix of accounts. There are 2 roles on offer - Senior Corporate Travel Consultant and Junior Corporate Travel Consultant. Make the move today!

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

Cruise Travel Specialists

Brisbane CBD - \$60K+ OTE - Ref 631PS1

Calling all Cruise Reservation Specialists who would like to join a leading travel brand in their wholesale cruise division. Reap the rewards of the fastest growing sector in the travel industry with uncapped commission and incentives. You will be passionate about all things cruise, have proven industry experience working to targets in a fast paced travel reservations environment, and would like to join a company that offers career progression. Apply today!

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

Travel Team Leader

Sydney - \$65K + Bonuses - Ref 973LY2

Rare opportunity within a market leading TMC. Join this inspiring and forward thinking company as a Call Centre Team Leader, working a choice of either a day shift or a night shift. You will utilise your excellent team management and motivation skills, and have a real passion to succeed. Be ready to be rewarded with unsurpassed travel industry perks, bonuses and a fantastic modern office atmosphere. Apply now for more information.

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

Leisure Travel Consultant

Melbourne - \$Attractive + Incentives - Ref 2417KF1

A high-end Retail Travel Consultant is required for a boutique agency in Melbourne. This extremely reputable and well established luxury travel agency are looking for an experienced, well travelled Consultant to join their team. If you enjoy selling a wide range of high-end travel products, have your own established client base and are looking for an exciting new opportunity to move your career forward, then this could be the opportunity for you. Follow the link below!

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

Travel Industry Accounts Supervisor

Perth - \$40-50K + Super - Ref 3543NC1

Do you have bookkeeping or accounting experience within the travel industry? Do you want to join an amazing company? This is a fantastic role will not last long! A well established company are looking for a fantastic team member to join the team. If you love balancing the books, making payments and being an integral part of the team, this is the role for you! We need a candidate who pro-active and has experience with BSP, Sabre and Sam.

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



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