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# Travel Daily

First with the news

Monday 25th November 2013

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## Contiki TTC famil spot

**THIS** week another place is up for grabs in next year's 9-day Travel Corporation American Explorer famil in the USA, this time courtesy of Contiki.

Questions will be published in **TD** each day - see **p4** for the first.



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## Independent comes of age

**TOM** Manwaring has confirmed that his Independent Travel Group is "talking to a lot of agents at the moment," with the organisation already "Australia's largest group of independent travel businesses".

Opening the ITG Business Forum in Hong Kong on Fri, the ceo said unrest among JTG agents meant there's "a lot of shopping going on," and outlined a target for the group to have 100 outlets under its fully branded 'I Talk Travel' low-cost franchise brand, 350 Independent associates and 350 Select affiliates by 2015, with an overall turnover of \$1 billion.

The company has experienced 27% annual compound growth in customer numbers since 2003 and net sales rising on average 17% each year to around \$600m in 2013 - despite staff numbers actually decreasing to just over 60.

"We don't have a cumbersome head office structure," he said, with the group's offering based on a strong suite of Express-branded technology products including ticketing, cruise,

marketing and preferred supplier solutions.

Manwaring slammed reported disparaging comments from rival groups about "last century business models" and "hollow promises," saying they were misinformed and disappointing. "Clearly we're getting under their skin," Manwaring said, highlighting the transparency and openness of the Business Forum.

"ITG has the power to provide you with the means to succeed and prosper...together I want you to earn more money and be better businesses," he said.

Technology solutions include the new Express Hotels (**TD** 14 Nov) which he said was a "game changer," while Manwaring also revealed plans for an Express Corporate offering, an agent advisory panel, and an upgraded Express Ticketing platform.

More from the ITG Business Forum on **pages 3, 5 and 8**.

### Nine pages of news

*Travel Daily* today has nine pages of news & photos including a full page of pics from the Independent Travel Group Business Forum plus full pages from: (**click**)

- AA Appointments
- Travel Trade Recruitment

## QF/EK Euro sale fares

**ECONOMY** class 'sale' fares to London Heathrow priced from \$1,660 ex Australian ports have been released under the Qantas and Emirates alliance.

The discounted fares are valid over select dates between 01 Feb & 31 Mar, departing from Perth, Adelaide, Brisbane, Sydney and Melbourne, on sale to 20 Dec.

Other select destinations in Europe are also on sale.

## Newman Apt closed

**THREE** Qantas and one Virgin Australia commercial flights to Newman Airport in WA have been cancelled this morning due to airline runway safety concerns.

The carriers are expected to resume flights to ZNE later today.

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## \$13m Smartraveller campaign

**FOREIGN** Minister Julie Bishop will this week officially launch a new \$13m promotion urging overseas travellers to ensure they register with the government's Smartraveller system.

TV ads, to run in the lead-up to the peak Christmas travel period, carry the key message to "make sure you have travel insurance."

AFTA ceo Jayson Westbury said the government is hugely supportive of people booking through travel agents, seeing the value added "particularly when something goes wrong".

He suggested that consultants could offer to register their passengers with Smartraveller as a value-add option, which would also potentially start a conversation about insurance.

## Emirates hole in one

**TRAVEL Daily** has secured 40 double general admission passes to the Emirates Australian Open golf to give away this week, thanks to the Dubai-based carrier.

The tournament tees off from this Thu at the Royal Sydney Golf Club in Rose Bay, Sydney.

The first ten readers to answer a question correctly each day will win a double pass valid for any one of the four days of play.

Today's question is: *How long has Emirates been the naming rights sponsor of the Emirates Australian Open?* Email answers to [golf@traveldaily.com.au](mailto:golf@traveldaily.com.au).

## Ponant to target Australia

**TRAVEL** the World says that it has a long term agreement with Compagnie du Ponant, and will be partnering with cruise industry legend Sarina Bratton in continuing the brand's success.

Yesterday Ponant announced the appointment of the Orion Expedition Cruises founder as the new chairman of its Australasian operations (**TD** breaking news), outlining plans for a "Sydney-based regional management and sales operation" and the positioning of a new expedition ship in and around Australia from late 2015.

Travel The World has been Ponant's local partner for six years, and has seen its business "grow from an unknown cruise line to one of the best positioned and fastest growing cruise brands in the Australian market.

"The partners remain firmly committed to growing the business into the future together," said TTW gm sales & marketing, Michelle Taylor confirming a long term agreement with Ponant.

"Our focus will be continuing to serve our trade partners both commercially and for reservations into the future, ensuring that the trade are serviced to a high level and continue to grow their Ponant sales in 2014/15 and the years ahead," she said.

Compagnie du Ponant said that Bratton will "head its local operations," spearheading the

line's international development with a specific focus on the Asia Pacific region as both key destinations and source markets.

Ponant founder Jean-Emmanuel Sauvee said he was thrilled to have Bratton on the team.

"We see the Asia Pacific region being an important strategic development for our business and recognise the pioneering itineraries, destinations and source markets developed by Sarina and her former team over the past ten years as guiding pathways for our ongoing development".

## OTG back to Egypt

**ON THE** Go Tours has announced it will be shortly resuming its tours to Egypt following the UK Foreign and Commonwealth Office lifting an advisory against all but essential travel to Greater Cairo including the Giza Pyramids.

British operators have welcomed the move, with many reacting by immediately reinstating their full programs including Red Sea resorts as well as tours to Cairo and along the River Nile.

DFAT's Smartraveller advice for Egypt remains at the 'Reconsider your need to travel' level.

## SYD off JAL Dreamliner radar

A "MANUFACTURER'S notice" from Boeing relating to the 787 isn't expected to have a significant impact on Jetstar's operation, the carrier claims, but the advisory has seen Japan Airlines abandon plans to operate *Dreamliner* aircraft to Australia.

Boeing has warned operators using GE engines on their 787s not to fly closer than 50 nautical miles to "convective weather that may contain ice crystals" due to engine icing issues.

JAL was set to commence 787 services between Tokyo & Sydney shortly but has been forced to ditch the plans due to the risk of the engines suffering an "uncommanded thrust reduction" while flying at high altitude.

In response, JAL has suspended its *Dreamliner* operation to Delhi and Singapore - routes where it is likely to cross the path of thunderstorms - substituting other aircraft on the sectors.

On the SYD route, JAL's website still shows the 787 as being operated from Narita next month.

"We sincerely apologise to all passengers affected by the change of aircraft for causing significant inconvenience and worry due to a change of flights, class or seats," JAL said on Sat.

Other airlines affected include Lufthansa, Cathay Pacific and United Airlines.

Boeing said it is working with GE on a software solution which they hope will resolve the problem.

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## ATAS 'Cluster' insurance

AFTA ceo Jayson Westbury has confirmed he expects some of the travel agency groups to negotiate "cluster" policies for agent insolvency insurance, so that if a member fails, other parts of the same group would step in and take over the bookings.

Speaking on Fri in Hong Kong at the Independent Travel Group conference, Westbury said this is partly why the ATAS Participant Insolvency Insurance product hasn't yet been released, in order to give time for groups to negotiate an overarching deal with an insurance provider for their members if they wish.

The move would mean that each brand or group would become the "champion" in the case of a collapse, ensuring that consumers continue to have confidence in the agency system.

"If someone falls over, the group can pick up the pieces," he said.

The move won't be exclusive,

with individual agencies still able to take out their own policies.

Potentially groups could also negotiate cluster policies for End Supplier Failure Insurance which is also part of the ATAS proposal.

It's understood that helloworld's "Customer Charter" will include an undertaking whereby other franchisees will take over PNRs in the case of a collapse, but it's not clear whether it will be achieved through insurance or by some other mechanism.

MEANWHILE, during the ITG conference, ceo Tom Manwaring gave a resounding endorsement to the work being undertaken by AFTA in reforming the industry, saying his group was strongly behind the AFTA Travel Accreditation Scheme initiative.

"We want an industry solution... every customer should be able to go into their local travel agent and have confidence to book," Manwaring said.

## Express Cruise success

CRUISE Marketing group says it's seeing major growth from its alliance with the Independent Travel Group, which sees its product power the company's Express Cruises platform.

CMG ceo Fred Sparksman said the site "makes you a cruise professional," featuring over 1500 products and packages plus deck plans, ship information and more.

More in Thu's *Cruise Weekly*.

## Agents vital for CX

AROUND 71% of Cathay Pacific's revenue in Australia is derived from travel agent bookings, according to CX sales manager Jason Aghan.

Speaking at the Independent Travel Group Business Forum in Hong Kong on Fri, Aghan also confirmed a change of strategy for the carrier in 2014, which will see it work proactively to build base loads for its flights much further out.

That might mean, for example, that CX puts out tactical fares for Aug travel for sale as early as Feb, in order to be able know what loads are like much earlier.

"A major priority for us in 2014 is to get our rightful share of business to destinations that we target," Aghan said.

Aghan also welcomed the growth of the Independent Travel Group, saying that airlines want a breadth of choice of partners to work with, and wished Tom Manwaring and his team "every success".



## Window Seat

YOU could be forgiven for thinking it was a wild old weekend in Hong Kong at the Independent Travel Group Business Forum - particularly if you looked at some of the options served for morning and afternoon tea.

The funky function venue was the W Hotel Kowloon which served an array of culinary delights - including what looks suspiciously like a rack of shots.



Although they were very popular with delegates we can assure you that they were non-alcoholic meaning everyone was still able to pay full attention.

Also popular were syringes filled with a "guava and vanilla injection" (below).



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**Travel Daily**  
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### HA e-device friendly

**HAWAIIAN** Airlines ceo Mark Dunkerley has lauded the FAA's new policy allowing passengers to use personal electronic devices (PEDs) during all phases of flight.

The Hawaiian carrier became the latest US airline authorised to permit pax to use e-devices on domestic flights when switched to 'airplane' mode.

Pax on international flights to the US are now also allowed to switch on PEDs during the boarding process, on descent and taxiing to the gate.

"We're committed to improving the travel experience for our customers," Dunkerley said.

### GA new regional vp

**GARUDA** Indonesia has today announced the appointment of Uun Setiawan as the SkyTeam elect's new regional vice president for Australia, New Zealand and South West Pacific.

Setiawan has been with GA for 32 years, with his most recent title senior manager of international outbound routes.

## Quality sunset reading material



**THESE** agents intimately learned all about Swagman Tours' Mauritius product range on a recent famil to the Indian Ocean holiday destination.

Over seven days, the group from Melbourne and Perth visited a total of 16 resorts, gaining invaluable product knowledge.

Highlights of the trip included a full day sailing the pristine waters by catamaran, dinner on a floating restaurant, snorkeling and the unforgettable Walking with Lions experience at Casela Nature & Leisure Park.

**Pictured** with a copy of their Swagman Tours brochures at the

Sofitel Mauritius L'Imperial Resort & Spa, from left are Michelle Tabuteau, HWT Busselton; Karen Doyle, TravelManagers; Jason Councillor, HWT Port Hedland (back); Daniel Giffney, STA Travel Carousel (front); Helen Rolton, TravelManagers; Jo Hug, HWT Belmont; Carl Lemnell, Air Mauritius; Sharyn Owen, HWT Booragoon; Marion Godau, Denmark Travelworld; Peta Beckingham, Floreat World of Travel and Melissa Hyder, Jetset Bunbury.

Not **pictured** but also present is new Swagman Tours Sales bdm, Rachele Davey.

**Q1.** Which world renowned university is visited on the North by North East tour?

Answers can be found in Contiki's 2013-15 USA & Canada Program

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

Email your answer to:  
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## AFTA endorses NDC

IATA'S New Distribution Capability (NDC) has received a strong wrap from AFTA ceo Jayson Westbury, who told the ITG conference in Hong Kong the NDC is "the most exciting thing that has happened for decades".

Having recently been to IATA meetings where further details of the NDC were unveiled, Westbury said the new technology would enable travel agents to compete on a level playing field with airline direct sales, giving access to an estimated \$42 billion dollars of ancillary income annually.

NDC is a set of standards which will enable travel agent reservation systems to include rich data on airline offerings.

"Airlines find it difficult selling things other than seats through travel agents," he said, with NDC set to aggregate the full range of carrier offerings so that consultants can more easily sell them without having to jump in and out of separate websites.

"This is the future and it's a good thing for travel agents," he said.

## Trafalgar opportunity

TRAFALGAR md Matthew Cameron-Smith says travel agents have a key opportunity for add-on bookings, with the operator's figures showing there's an average of 12 days between passenger departure from Australia and the commencement of their Trafalgar guided holiday.

Speaking at the ITG conference in Hong Kong on the weekend, Cameron-Smith said the Travel Corporation was also seeing a strong trend towards "component buying" in terms of consumer behaviour, with many clients purchasing more than one guided holiday or other product.

He said that the Travel Corporation was focusing heavily on creating demand to "drive customers through agent doors" with agents continuing to be key partners of the brands which are working hard to maintain their strong value proposition.

As well as combining two tours in Europe, the growth of new flight options with stopovers in Asia has seen some clients purchase Trafalgar products in China along with the traditional European product, he added.

Cameron-Smith also gave a strong endorsement to the Independent Travel Group, saying 'we believe this group is going to be a force to reckon with'.

## McEvoy - tourism's real McCoy



**OUTGOING** Tourism Australia md Andrew McEvoy has been recognised for his contribution to the Australian tourism industry, last week honoured with Tourism & Transport Forum Life Membership.

TTF chairman the Hon Bruce Baird AM said Life Membership

was afforded to an individual for their outstanding leadership qualities, vision and dedication to the industry.

He said the "champion" leaves TA as "one of the world's leading national tourism agencies."

"Andrew has been instrumental in building a consistent brand platform for Australia and leaves Tourism Australia expanding its operations into key growth markets and across multiple digital platforms," Baird added.

McEvoy is **pictured** right with Baird (left) & TTF's Ken Morrison.

## United cost-cutting

**DECREASES** in flight frequency from the US to Asia in favour of Europe is among a raft of changes aimed at cost-cutting to be implemented in phases from next year, United Airlines has said.

Up to US\$2 billion in savings is being targeted via the measures, which include a complete revamp of its website, according to the *Associated Press*.

The carrier will utilise partner carrier ANA for more inter-Asia services and from Mar will pull out of the Seattle-Tokyo market in favour of a second daily flight to the Japanese city from Houston.

Aircraft will be redeployed from Asia to serve Munich, Madrid and Edinburgh from various US cities.

## Tas tops for quickies

**BEST** Western Australasia booking trends indicate Tasmania is the number one domestic destination for quick jaunts.

The Best Western Hobart (the group's newest Tasmanian addition) and Best Western Plus Launceston secured the highest number of bookings during a recent Short Breaks promotion.

Last year's top picks for short escapes included Airlie Beach, Katoomba and Hobart.

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Key responsibilities include achievement of sales budgets through regular on road sales calls and seminars, client nights, launches and events. This role covers Victoria and South Australia so some interstate travel is required.

The role would suit someone working within the 4 – 5 star market, or an experienced adventure travel Sales Manager looking to move into this area.

Please submit your CV by email to Ann-Marie Chapman, National Sales Manager on [amchapman@abercrombiekent.com.au](mailto:amchapman@abercrombiekent.com.au) by 27 November, 2013.

**Travel Daily**  
on location in  
**Phoenix**

Today's issue of *TD* is coming to you from Phoenix, Arizona courtesy of Brand USA & Qantas.

**WE'VE** joined a new party of 10 agents who have spent several days exploring the Grand Canyon State.

They have been to the very rim of the Canyon, they've driven on Route 66, went on a Jeep Tour through the Sonoran Desert, visited Sedona in Red Rock country, and noted for some of the most spectacular scenery in the world, watched an Apache tribe perform native dances, and even did some line dancing.

Phoenix and its ritzy neighbour Scottsdale are surrounded by mountains and sit in what is called The Valley of the Sun - they boast over 300 days of sunshine a year, and it's a golfers paradise with over 200 golf courses that are only a 10 minute drive apart.

But it's not all cactus and desert here. The combination of world-class cuisine, arts, shopping, nightlife, and warm climate make it a mecca for tourists.

The group is being hosted by the Hyatt Regency Scottsdale Resort & Spa, a 493-room luxury oasis that has its own private golf course, ten swimming pools, a three-storey waterslide and four restaurants.

**Centenary ballot open**

**THE** Federal government is using mainstream media to encourage Aussies to register for the Anzac Day 2015 public ballot, with the online ballot opening last week.

Numbers for the Centenary service at Anzac Cove, Gallipoli and the Australian Memorial service at Lone Pine are capped at 10,500 by the Australian, Turkish and NZ govts, of which 8,000 spots are available to Aussies.

One-tenth of places will be allocated to direct descendants and another 1/10th for veterans.

The Commemorations Ballot is free to apply and is open until 31 Jan, with successful applicants obtaining an 'attendance pass' for two.

Unsuccessful applicants have the option of being waitlisted - see [www.gallipoli2015.dva.gov.au](http://www.gallipoli2015.dva.gov.au).

**CX names new COO**

**CATHAY** Pacific has promoted current sales and marketing director Rupert Hogg to the position of chief operating officer.

Hogg will take up his new role from Mar and replaces Ivan Chu, who will ascend to the role of chief executive (*TD* 19 Aug).

**TEQ international arm**

**A NEW** international division has been established by Tourism & Events Queensland to drive growth from key overseas markets including China, India, Singapore and Indonesia.

TEQ's international operation will see the tourism authority establish a presence in Indonesia, add a representative in Beijing, China as well as appoint an in-market rep to capitalise on opportunities in South America.

**Travel agents stir the pot**

**THIS** trio tried out their culinary skills during a visit to the Louisiana Culinary Institute in Baton Rouge.

They're part of the Ausmerica famil staged by Brand USA in conjunction with Qantas, which has been hailed as an unqualified success. "It's a great start," said Joe Ponte, strategic director of Brand USA who is leading one of the groups, with participants on the six-state tour better informed about what the country has to offer visitors.

He told *TD* it had taken months



of planning to bring the 50 top selling agents to the US, with 30-40 US organisations from hotels to CVBs working behind the scenes because they highly value the Australian market.

**Pictured** from left are Michelle Michael-Pecora, TravelManagers; Sam Skinner of FBI Travel; and Philippa Blair, Visit Baton Rouge.



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- 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](mailto:sales@captaincook.com.au) by Friday 6 December 2013. Please include CV and a cover letter.**

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Applications close on Fri 29th November 2013.

## USA/Hawaii combos

**VIVA!** Holidays has introduced a new range of USA & Hawaii combo packages in conjunction with Hawaiian Airlines, priced from \$1,999 - call 13 27 87.

## Chinese laws hit NZ arrivals

**AUSTRALIAN** visitor entry to New Zealand continued to rise in Oct, but new China travel laws saw a significant decline in tourists from the Asian country.

Statistics New Zealand data out last week show there were 7,900 more Australian arrivals to the country compared to 12 months ago, including 2,400 more Aussies visiting for holidays - up 9%.

Overall holiday arrivals were up 6.4% year-on-year, which included an 13.3% upswing in visitors from the United States.

The number of Chinese arrivals was down 11.6%, "as expected" due to the adoption of the Chinese travel law - established to ensure better quality group tours were being sold domestically.

Tourism New Zealand gm corporate affairs Chris Roberts said the "dramatic change" saw short stay group visa applications fall 45%, but were offset by a 43% rise in longer stay and individual visa approvals.

Roberts said the China figures indicate a shift to "better quality visitor and visitor experiences," which supports TNZ's strategy to increase the value of the market.

**MEANWHILE**, Auckland Airport says the addition of two new China Southern Chinese New Year flights in Jan signals the country's growing interest in the nation.

CZ will operate the two extra 787 Dreamliner services on 26 & 28 Jan, complementing its existing 10 weekly flights during the summer peak period.

AKL gm aeronautical commercial Glenn Wedlock commented that the revised China travel law had driven more direct business to NZ, a swing away from dual destination services via Australia.

"We believe the new travel law and increased direct China Southern capacity provide an opportunity for the New Zealand industry to invest more & capture a greater share of high-value Chinese tourism," Wedlock said.



**SIX** agents from Perth flew to Broome recently for a three-day famil hosted by Qantas Airways, Qantas Holidays, Cable Beach Club Resort & Spa and Australia's North West Tourism.

The group enjoyed a stay at the resort and explored the area's natural, cultural and historical highlights on a trip operated by Broome Sightseeing Tours.

Other experiences included a visit to Pearl Luggers, lunch at Matso's Broom Brewery, dinner at Zanders Restaurant and for some, a camel ride on Cable Beach.

**Pictured** on the appropriately named Sunset Deck at Cable Beach Club Resort & Spa, back row from left are Robyn Maher, Australia's North West Tourism; Akemi Kawabata, Qantas Holidays; Bec Williams bdm Cable Beach Club Resort & Spa; Katy Ozer, Qantas Airways WA; Nicole Brotton, bdm Qantas Holidays WA and Lisa Wenke, Qantas Holidays.

Front row: Kathy Lin, RAC Travel Carousel; Kimberley Buchanan, Travel Associates WA; Kylie Laker, Jetset Hillarys and Annika Chesson, Best Flights.



## Brochures of the Week

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



### Beyond Travel - Croatia and Beyond 2014

Booming popularity in small-ship river cruising in the Dalmatia region has seen an expanded offering rolled out to the Australian trade, thoroughly detailed in the new guide from Beyond Travel. Six new vessels are being introduced, with 12 pages covering the different ways to see the region from aboard. Comprehensive ship details are featured, showcasing near everything that can be found onboard. Details on a variety of tour extensions in the Balkans and other surrounding areas are also featured.



### Infinity Holidays - West Coast USA 2014

Ink is barely dry on the latest FIT guide to the US West Coast from Infinity Holidays, with the brochure landing on agent shelves very recently. Featured for the first time is Road Bear Motorhome Hire, allowing clients to explore the many wonders and scenic vistas of the region by road at their leisure. In addition, a massive range of hotels, tours, cruises are available, along with theme park passes to Disneyland, Seaworld, the San Diego Zoo and much more, along with door-to-door transfer options.



### AAT Kings - Australia 2014-2015

Sporting its brand new company logo, the entire range of AAT Kings product is covered in a mammoth 102 pages, backed by plentiful photographic examples. A new partnership with Great Walks of Tasmania has seen the inclusion of a new immersive range of active adventures involving comfortable hikes to seek out hidden treasures. Also new is a *You're Invited* dining experience on Sydney's Bondi Beach. The guided holiday ranges of Inspiring Journeys and Aussie Adventures also feature.



### Geckos Adventures - Asia, China and India 2014-15

The first of three regionalised brochures for 2014 is now on agent shelves and offers a carefully developed range of budget price yet high-value adventures. Eight brand new trips have been added, three of which are in China alone. Passengers are also able to experience the Trans-Siberian railway journey through China, Mongolia and into Russia. Further, passengers can explore virtually untouched islands with a number of new sailing journeys around the Myeik archipelago in Burma & Thailand.



### New Horizons Holidays - Indochina 2014

Incorporating Vietnam, Cambodia and Laos, a strong focus on experiential travel forms the core element of featured itineraries, backed by a plentiful range of hotels and FIT product. Eight tailor-made packages are included in the brochure along with a host of day tours involving bikes and motorised Vespa scooters. Cruising options are also included, with overnight Halong Bay trips complemented by Uniworld river cruise packages.



### Qantas Holidays - New Zealand 2014-15

Featuring 28 pages, Qantas' guide to New Zealand puts the sheer size and scale of the destination into perspective merely from the cover image alone. Using a key guide, readers can easily identify the features of hotels included as well as bonus offerings. Content is divided up across the two islands, with major cities and smaller regional centres all with their own sections, detailed by their local highlights and attractions.

Helpful tips from QH staff based on first-hand experiences also included.

# Independent Travel Group aims for the sky

THE gala dinner for last weekend's Independent Travel Group Business Forum took place on the 100th floor of Hong Kong's tallest building.

The celebrations followed two days at the adjacent W Hotel filled with networking, updates, training and education, with keynote speakers including financial commentator Michael Pascoe, social media expert Kim McKay as well as contributions from a

range of preferred suppliers.

The Sky100 observation lounge venue for the closing dinner was appropriate given the fast-growing group's aspirations, with members letting down their hair as they celebrated excellence with top performer awards for each state as well as supplier awards and lots of lucky door prizes too.

These exclusive pics were taken during the weekend, with many more on our website as well as at [www.facebook.com/traveldaily](http://www.facebook.com/traveldaily).

**RIGHT:** AFTA ceo Jayson Westbury is thanked for his participation in the Business Forum by ITG ceo Tom Manwaring.



**ABOVE:** Ian Bevan, Sabre; Daniel James, ITG; and Benita Molitor, Prestige Travel SA.

**RIGHT:** Louise Reid, Green Getaway Travel and Vicki Gordon, New Horizons Holidays.



**LEFT:** Jackie Gordon, ITG with Nancy Huang, China Southern.



**ABOVE:** David Ting, QBE Insurance; Shelley Wyatt, Warragul Travel; Angela Meek, Bendigo Travel & Cruise Centre; and Caroline Staples, Galaxy Travel.



**LEFT:** Beulah Philips and Ursula Malgas from Travel Tracker.



**LEFT:** Two very hairy men: Owen Torpy of Yarra Valley Travel with David Farrer, Insight Vacations.



**ABOVE RIGHT:** Jason Aghan from Cathay Pacific with Danielle Trimarchi and Felicity Laterra, Virgin Australia.

**RIGHT:** Fred Sparksman, Cruise Marketing Group with top performer Poh Tan from Grand Travel.

**LEFT:** Derek Morris, China Southern; Mohammed Nasiry, ITG; and Matthew Cameron-Smith, Trafalgar.





## South Africa comp

AN ONLINE photo comp has been launched by South African Tourism and Singapore Airlines, offering a seven-night 'bucket-list' trip for two - see [southafrica.net](http://southafrica.net).

## Wu wows agents in Shanghai



WENDY Wu provided a personal experience of Shanghai to this group of Aussie agents as part of their prize in the "Let Us Wu You" competition hosted by the firm.

Flying Business Class with Cathay Pacific and accommodated for three nights in style at the Sofitel Hyland Shanghai, the group took in many of the city's elegant dining delights.

These included an exquisite high tea at the Peninsula Hotel, lunch at the Din Tai Fung restaurant - one of Shanghai's most famous eateries - and a show-stopping farewell cocktail party at the M

on the Bund glamour bar.

In between, the promo winners saw Shanghai from the water on a Huangpu river cruise - one of many highlights experienced.

**Pictured** above at their farewell function, from left are Wendy Wu Tours guide Melody; Bill Hawking, Escape Travel Bendigo; Wendy Wu; Krystal Keevers, HWT Mt Ommaney; Andrew Sullivan, The Don't Forget Travel Group; Rachel Stone, Stodarts Travel; Rachel Sawicki, Flight Centre Taree and Amanda Highfield from Wendy Wu Tours.

## Anantara reopening

TWO new suite categories have been added to the offering at Anantara Bophut Koh Samui Resort & Spa in Thailand after a THB 170 million renovation.

Reopened this month, the 106-room property has introduced Garden View and Royal Garden View suite types, boosting the number of options to eight, while the Beachfront Pool Suites now feature a 20sqm private pool.

The seven-month project also included facelifts to the lobby, ballroom, meeting facilities and public spaces.

## Scoot 2014 price lock

AIRFARE prices to Singapore from Sydney, Gold Coast & Perth in 2013 with Scoot can be locked in for travel on select dates between 16 Mar-15 Jun 2014 as part of a new sale.

Economy fares start at \$119 one way, when booked from midday 27 Nov to midday 29 Nov.

## Treasure Is recruits

AUSTRALIAN-BORN award winning exec chef Adrian Hickey has been appointed to head up Treasure Island Resort Fiji's F&B division, effective immediately.

## Branson weighs into QF-VA dispute

VIRGIN founder Sir Richard Branson has likened QF's opposition to Virgin Australia's capital raising (**TD** 18 Nov) to British Airways' "Dirty Tricks" campaign in the 1990s.

Writing in Sat's *Australian*, Branson said "the strategy by Qantas to exert its power over its smaller rival by releasing false information and attempting to discredit Virgin Australia is no different".

He highlighted how Virgin Australia has "evolved from its low-cost roots to roll out a world

class product and service superior to its competition...bringing competition to the corporate sector for the first time in more than a decade".

The article comes as analysts lowered QF's earnings outlook, fearing a "protracted capacity war" between the carriers.

Shareholder activist Stephen Mayne has challenged the VA capital raising, telling the Takeovers Panel he believes it has been structured to concentrate the control of NZ, EY and SQ over Virgin (**TD** breaking news).

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

[Click here for terms & conditions of the competition.](#)

## Q. 17: What is the name of the King of Jordan?



**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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## WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL AA

### **\*JOB OF THE WEEK\***

#### **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.

#### **MAKE YOUR MARK ON THIS OFFICE 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.

#### **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.

#### **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.

### **COME ALONG FOR THE RIDE**

#### **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.

### **LOVE RETAINING ACCOUNTS?**

#### **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.

#### **A NEW STYLE OF ACCOUNT MANAGEMENT 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.

#### **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.

## **AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM**

**CONTACT OUR NATIONAL TEAM TODAY ON: 02 9231 2825**

**OR EMAIL YOUR CV TO: [executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)**

**FOR MANY MORE EXECUTIVE VACANCIES VISIT OUR WEBSITE**

**[www.aaappointments.com](http://www.aaappointments.com)**



## Finding talent within the Australian Travel Industry

### South Pacific Specialist

**Brisbane CBD - \$40K + Commission - Ref 565PS1**

Kia Orana, Bula, Bonjour! Calling all South Pacific Specialists who'd like to join a well established wholesale & retail travel company based in Brisbane's CBD. If you have extensive destination and product knowledge of the entire region, teamed with a genuine passion for this niche market and an impressive personal travel profile to the area, then I'd love to hear from you! You will also be positive, enthusiastic with strong GDS skills and proven sales history.

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

### Senior Corporate Travel Consultant

**Sydney -\$60K + Super - Ref 840SJ2**

Add a little extra spring to your step with an exciting new career in corporate travel! We are searching for a corporate travel professional to join a leading travel management company located in Sydney. Working in a team of highly trained corporate travel professionals, you will be working on a dedicated blue chip account and servicing VIP travel requests. You will be team focused, forward thinking and be able to hit the ground running as a Corporate Travel Consultant.

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

### Sports Travel Consultant

**Melbourne - \$Attractive Package - Ref 8542KF1**

Do you love sports? Want to bring your passion for all things sport and your travel experience together? We are seeking a sports lover who wants to work in a travel reservation position. You will need to bring with you a positive attitude, fantastic customer service skills and travel industry knowledge from a retail or wholesale background. Most importantly you should love all things sports and have a good understanding of national and international sporting events.

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

### Travel Consultant

**Hobart - \$DOE + Super + Commission - Ref 0868NC1**

We are in need of a team player! A candidate who has fantastic personal travel experience teamed with hands on experience in a past travel agency role. If you have the experience, the knowledge, we have the role for you! This is an exciting new opportunity for the Hobart area. A well established travel agency who is looking for a fantastic Senior Travel Consultant to join the team. You will offer outstanding customer service and go the extra mile.

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

### Ski Travel Consultant

**Brisbane CBD - \$DOE + Commission - Ref 817PS3**

Are you looking for a role you can be truly passionate about? Love ski and all winter sports? If you have current travel consultancy experience with extensive knowledge of ski resorts in USA, Canada, Europe, Japan, Australia and New Zealand, as well as proven sales ability of hitting realistic sales targets, then I'd love to hear from you. Candidates must be sales oriented with a genuine passion for Ski with excellent written and verbal communication skills.

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

### Events Travel Consultant

**Sydney - \$45-50K + Super - Ref 874LY1**

Excellent opportunity for a highly skilled and dynamic Travel Consultant to join an events travel company based in Sydney. Leave behind your boring corporate job and join the exciting world of events travel! Generous salary package available when you step away from boring old corporate bookings into enviously awesome fast paced events travel! You only need to bring 1+ years corporate travel experience to the table, plus a positive and pro active working ethic!

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

### Corporate Travel Consultant

**Melbourne - \$Competitive + Incentives - Ref 855DB1**

Calling all Corporate Travel Consultants! Are you looking for a change? Do you want to work within a global travel organisation which will really reward you and encourage career progression? This could be an amazing corporate travel position for you in a fantastic travel organisation! Working Monday to Friday in a dynamic team, this is a fast paced position would suit an experienced Corporate Consultant, bring your amazing experience to this exciting role!

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

### Travel Consultant

**Perth -\$Excellent+ Super - Ref 5011NC2**

Are you a Senior Travel Consultant looking for a fresh challenge? Have you always wanted to work from home but never had the opportunity? Our client is an established travel agency who is looking to expanding and looking for another consultant to add to their high yield luxury travel business. If you can book worldwide luxury holidays and packages for high net worth individuals and love creating complex worldwide itineraries - this is the perfect role for you!

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



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