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Travel Daily

First with the news

Wednesday 11th September 2013



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Hertz Toll Day Pass

HERTZ is this week introducing a new Toll Day Pass which covers all charges under one flat daily amount which can be added at anytime during a rental.

The pass launches on 15 Sep & replaces any Gold Plus Rewards member toll payment options.

NRMA FY results repaired

NRMA has reported a massive turnaround for its Travel & Touring division for the 2013 FY, with the firm yesterday revealing a pre-tax profit of \$8.1 million - up from an \$8.2 million loss the year prior.

The 2012/13 result was marred by another "impairment charge," this time to the tune of \$3.67m, meaning its Travel business is now only worth around \$5.16m.

Three years ago, NRMA's Travel business was valued at \$35m but was de-valued to \$22.5m the following year and further scaled back to \$8m last year.

In its Financial Report, NRMA cited "increasing competition and changes to the Travel business model and a move towards more

business being done online" for the revaluation.

NRMA said the travel sector has witnessed ongoing significant growth in online bookings at the same time as retail chains continue to grow their own wholesale travel presence.

"Whilst initiatives already implemented to change the business model and implement cost savings have seen the business now generate profits, pressure remains on the businesses' valuation," the firm said.

External segment revenue from Travel & Touring fell from \$282m to \$269m compared to FY 2012.

NRMA's Travel business includes Adventure World in Australia & New Zealand, Coral Seas Travel, Creative Cruising and Value Tours.

MEANWHILE, NRMA's Thrifty Car Rental & Accommodation revenues fell slightly during the FY, from \$134.9m to \$134.3 and \$22.9m vs \$22.5m respectively.

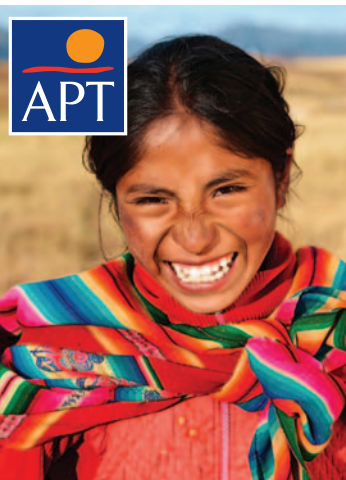
QF/EK reissues

TRAVEL agents are being required to reissue all Qantas (081) tickets which include an Emirates operated service in the event of any required changes.

According to the QF trade site, Qantas has identified issues impacting the servicing of Qantas issued tickets that include either a "QF" flight number operated by Emirates, or an "EK" flight number operated by Emirates.

"The issue exists as Qantas allows agents to revalidate tickets when fare rules permit, whereas Emirates requires all tickets to be reissued, irrespective of the type of change," the update states.

Due to the difference in policy, the EK reservation system is not notified of changes to Emirates operated sectors within a QF booking when tickets are revalidated - meaning Emirates operated services will remain unconfirmed until the ticket is reissued.



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Graham leaves JTG

JETSET Travelworld Group head of contracting for land and hotels, Sue Graham, has left the company and taken a role with the CT Partners group of TMCs.

Graham had been with JTG and Stella Travel Services for six years and prior to that was Asia Pacific regional mgr for Travelocity.

She has now become general manager supplier partnerships for TravelEdge/CT Partners.

Nine pages of news

Travel Daily today has nine pages of news & photos, plus full pages from: (**click**)

- AA Appointments jobs
- Consolidated/Qatar Airways

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Tourism Fiji job hunt

TOURISM Fiji (TF) is embarking on a recruitment drive with the national tourist office seeking State Managers in New South Wales, Queensland & Victoria. Last Fri, TF appointed Carlah Walton as regional director Aust.

QF "landmark" WA deal

QANTAS and the Western Australia government today announced a major new \$7.65m cooperative marketing agreement to promote the state both internationally and within Australia.

The three year pact will particularly target visitors from the UK, US and Singapore as well as domestic travellers, with Qantas ceo Alan Joyce saying it will "deliver huge dividends for Western Australia".

The agreement will see Qantas match state government investment dollar-for-dollar, with WA Tourism Minister Liza Harvey saying it aims to see the value of tourism in WA increase from \$7.5 billion in 2012 to \$12b by 2020.

"Qantas is one of the world's leading airlines and its new global partnership with Emirates means it will be easier for travellers

from around the world to fly to Western Australia".

The partnership will include campaigns in key international markets, including advertising special airfares and promotions around major events and activities with a strong focus on digital platforms.

Qantas has already announced similar deals with NSW, Queensland and the Northern Territory, as the impasse in its fractured relationship with Tourism Australia continues.

QF said the state and territory partnerships take its total joint investment in tourism to \$56 million over three years.

Black Cat warning

DFAT is advising travellers to avoid Papua New Guinea's Black Cat Track in Morobe Province until further notice following an attack on a trekking party which left several locals dead and some foreign trekkers with injuries.



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Double QF hotel pts

QANTAS Hotels is offering double frequent flyer points on Rydges, QT and Rendezvous properties in a three day sale which kicked off today.

The offer is valid for bookings through to 11 Sep 2014, with the deal backed by the Qantas 'Price Promise' where the company will match the price and give 1000 bonus points if the identical product is available for a cheaper price on an Australian website on the same day.

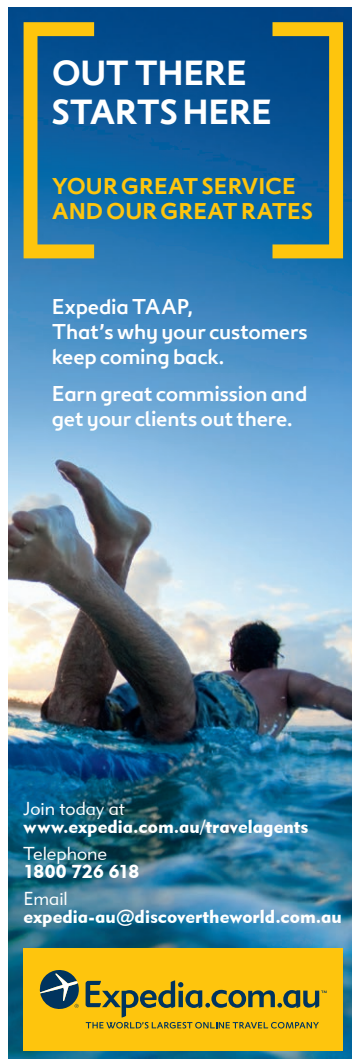
NZ North Island focus

AUSSIE travellers are being enticed to New Zealand's upper North Island under a new joint venture campaign launched by Tourism New Zealand and RTOs.

The five-week campaign aims to showcase the diverse range of experiences on offer across the North Island, targeting audiences primarily in NSW, Vic and Qld.

Regional Tourism Organisations (RTOs) involved include Auckland, Rotorua, Northland, Bay of Plenty, Hamilton-Waikato, Lake Taupo & Coromandel, supported by key travel partners - Qantas, Flight Centre, THL, Avis and Te Puia.

TNZ gm Aust Tim Burgess said it was part of a shift to "fewer, bigger and better partnerships".



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Domestic rebound continues

OVERNIGHT visitors contributed \$51.4 billion to the Australian economy in the three months to Jun 2013, according to the latest National Visitor Survey statistics from Tourism Research Australia.

A total of 64.4m visitor nights were recorded by Australians during the quarter, 45% of which were for the purpose of holidays.

New South Wales recorded the lion's share of overall overnight trips at 29%, ahead of Queensland at 25% and Victoria with 19%.

Overnight expenditure was up 10% for the quarter, spurred on by 4% jumps in both trips and overall visitor nights.

Broken down by state, NSW also saw the majority of expenditure by domestic overnight visitors,

posting a 4.9% increase to \$14.5b.

Tourism Australia managing director Andrew McEvoy pointed to the targeted domestic holiday promotional campaigns that had been run with partners including Flight Centre, Sunlover Holidays and as many as 200 other tourism businesses around the country.

"These results are strong and build on what was already a solid start to the year for domestic tourism, with trips, nights and spend all up significantly in the past quarter and for the full 12 month period," McEvoy said.

"Once again, growth is being driven by the holiday segment, where overnight trips grew by 5% during the quarter and spending by a very impressive 14%".

In an encouraging sign for regional tourism, more than half of overall spend by Australians occurred in regional areas.

No Carnival comment

CARNIVAL Australia isn't providing a detailed response about its move to ban travel agents from using its trademarks in online paid search campaigns (*TD* yesterday), issuing a response only saying "we value our relationship with our travel agent partners and we will continue to communicate directly with them in relation to this change".

Turu.com.au TVCs

CAMPING & caravan holiday booking platform Turu.com.au has commenced an advertising blitz on mainstream TV to promote domestic holidays.

The site features caravan parks, campsites & cabin accommodation.

Bench International – the Africa Experts

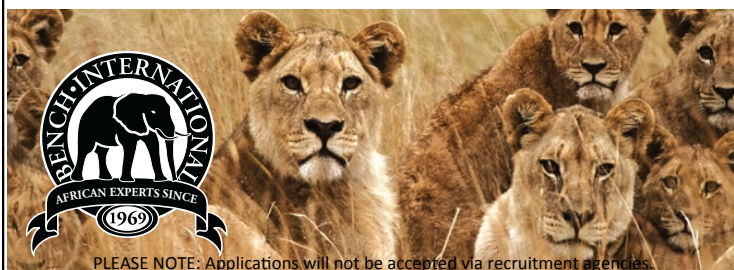
NSW / ACT Sales Representative

Bench International, the founder of African holidays in Australia, has a unique opportunity for a highly motivated and energetic Sales Representative in NSW / ACT.

Experience in sales together with first-hand travel knowledge of Africa is a must. The successful candidate will be responsible for managing existing relationships with key travel agents, as well as developing new ones within NSW and the ACT.

Participation at travel shows and consumer nights are some of the aspects of the role.

To apply to join the pride, email your CV to jobs@benchinternational.com.au with the position title in the subject header by 16 September 2013.



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Silversea down under

AUSTRALIA and New Zealand will be among the destinations to be served by an eighth Silversea vessel - the *Silver Discoverer* - which will operate a series of expedition sailings from next year (*TD* breaking news).

Currently undergoing major refurbishment, the 128-passenger vessel will offer five stateroom categories when it commences service from 01 Mar next year.

Unveiled yesterday, a series of 11-day expeditions in Australia's popular Kimberley region will be operated by *Discoverer* in Apr from both Darwin and Broome.

The ship will return to Australia in Nov 2014, running departures from Cairns to New Zealand and the Micronesian archipelago.

Discoverer will precede its first Aussie visit with operations in Indonesia and also sail in the far east of Russia in Jun, with voyage embarkations from Otaru, Japan.

For more details on Silversea's new Australian deployment, see tomorrow's *Cruise Weekly*.

All is well in Jordan

JORDAN Tourism Board managing director Dr Abed Al Razzaq Arabiyat has declared his country open for visitors despite instability in neighbouring Syria.

In an official letter released earlier this week, Arabiyat said "Jordan's people remain as welcoming and hospitable as ever, greeting all guests with open arms and a warm smile".



Window Seat

HOW about this for a fantastic travel industry reward.

At a function hosted by Virgin Atlantic last night at Sydney's Langham Hotel, there were a couple of lucky door prizes up for grabs.

The first prize was a fabulous trip to Hong Kong with Virgin Atlantic, but the runner up also took home something that should go straight to the pool room - a pair of stunning red shoes worn (and autographed) by none other than Sir Richard Branson in one of his cross-dressing moments.

The bright red 'Schuhs' (pictured below) were served up in true Virgin style, in a gigantic cocktail glass.



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Achievers on gangway to success



ADELAIDE is turning on its best this week as part of a pre-famil for a number of top-performing Qantas Holidays / Viva! Holidays agents ahead of the 2013 Global Achievers Awards this weekend.

Sponsored by the South Australian Tourism Commission, this group of agents headed out to Kangaroo Island this week as part of a pre-event educational to enjoy some of the region's delectable food & wine offerings.

Pictured above boarding the ferry, from left is Emily Robertson, SATC; Olga Bardis, Bay Travel and Cruise; Anne Hobbs, Travelworld

Kununurra; Kirby Carter, Travelscene Kadina; Sue Laybutt, Travelscene Menai Metro; Kim Hill, HWT Ashmore; Sue Harrison, CTM Gold Coast; Leonie Spencer, Jetset Mandurah; Traci Webber, Travelscene Cranbourne; Kerrin Baird, HWT Reservoir; Amanda Washington, HWT Eastgardens; Michelle Bandura, Jetset Patterson Lakes; Zaia Bazi, Jetaround Holidays; Sam Harman, Jetset Doncaster East; Brian Skilling, HWT Epping; Luke Mule, Jetset Morley; Craig Mathieson, Travelscene Jan McSweeney and Adam Joseph, Qantas Holidays.

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Australia on the global radar

VISITORS from traditional markets such as Europe & North America to Australasia are set to climb in 2015, according to a new survey forecast from TripAdvisor.

The biannual TripBarometer by TripAdvisor poll surveyed over 19,000 travellers and more than 10,000 accommodation business owners around the world, and was conducted by independent research firm Edelman Berland.

Survey results indicated 27% of respondents from Europe plan to visit Australasia in 2015, up from 18% mulling a visit in 2014.

Curiously, and contrary to study by government tourism bodies

predicting growth from the region, the same poll identified visitor numbers from Asia will decline.

TripAdvisor found 22% of survey respondents are eyeing 2015 to holiday in Australia, down from 27% forecasted to visit next year.

Recent swings back in favour of the USD against the AUD has numbers from North America set to rise, the survey showed, with 17% keen on an Australasian trip in two years, up from 10%.

Holidaymakers from the Middle East, South & Central America & Africa also posted climbs, while the only other region predicting a drop was the domestic market.

The TripBarometer questionnaire also asked hotel operators about their future prospects, with 62% saying the forecast was "positive."

More than half said they plan to increase room rates in 2014 in order to better compete, fund higher operating costs and invest in small & large-scale renovations.

Mantra OOL V8 rates

ROOM rates starting from \$175 per night are available at up to six Mantra Group hotels in Surfers Paradise for the 2013 Armor All Gold Coast 600 V8 Supercar races from 25-27 Oct - phone 13 15 17.

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VX hit with \$150k fine

VIRGIN America has been hit with a US\$150,000 penalty by the US Department of Transportation for failing to make its in-flight safety video accessible to pax with hearing impairments.

The safety watchdog said that since VX launched services in Oct 2007 until present day it has not offered open captioning or a sign language interpreter on its IFE.

250K P&O Face fans

P&O Cruises has surpassed the mark of 250,000 "likers" of its Facebook page, praising the result as reflective of its engaging and interactive content, with the line now hoping to pass 500,000 likes at some point in the next year.

Langham opening

LANGHAM Hospitality Group has officially opened its fourth property in the United States - The Langham, Chicago.

The 316-room hotel is located within a 52-storey riverfront property in the heart of the city.

Infinity adds NZ ski

INFINITY Holidays has launched its new 2013-15 New Zealand 100-page brochure featuring ski product for the first time.

The first of Infinity's new season brochures has been beefed up by over 33% due to "the huge increase" in New Zealand sales.

New sections within the guide include Unique Lodges and Unique Experiences.

Wolgan culinary stay

EMIRATES Wolgan Valley Resort & Spa and Qantas epiQure will host a culinary event to combine luxury with world-class cuisine & premium wines from 03-05 Oct.

The gastronomic extravaganza will include Qantas consulting chef & Rockpool founder Neil Perry as well as The Ledbury's two Michelin starred chef Brett Graham, who will craft a menu inspired by regional, seasonal and organic produce from the region.

Packages including two nights accom at Wolgan Valley Resort & Spa in a Heritage Suite, four-course dinner, Q&A with Perry, winemakers dinner, all meals and beverages, two on-site nature based activities per person and more, priced at \$1,450pp.

Complimentary membership to Qantas epiQure is offered to guests who book the event.

Agents discover Japan



ABOUT 100 travel agents last night took part in a "Japan Endless Discovery" seminar at Sydney's Radisson Blu hotel.

Guests were welcomed by acting Japanese Consul-General Toshiaki Kobayashi before a series of presentations from visiting tourist offices from around Japan including Tokyo, Kyoto, Osaka, Toyama, Nanto, Hiroshima and Okinawa.

Japan National Tourism Organization executive director for Australia, Hiroshi Kuwamoto, told **TD** that the Australians market for Japan is going well, with a healthy 24% year-to-date increase in visitation to 148,000.

He said that the Japanese skifields had seen an exceptional performance from Australia last

season, with strong forward bookings in the lead-up to the 2013/14 northern winter.

Australia is the 7th top market for Japan, with the JNTO hoping to build arrivals during the stunning Japanese autumn as well as the traditional Cherry Blossom period in Spring.

There's also a push to encourage Aussies to explore less visited parts of the country, with social media campaigns highlighting areas off the beaten track.

Pictured above with traditional Japanese sasami musical instruments are, from left: Mariko Taniguchi and Andrew Macaskill from Toyama; Hato Konoo, Gokayama; Tetsuya Nishino, Nanto City with JNTO director Hiroshi Kuwamoto behind.

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Kerri-Anne sparkles for Trafalgar

LAST night a group of lucky travel agents enjoyed an up close and personal encounter with the one and only Kerri-Anne Kennerley, who was the special guest at a Trafalgar event in Sydney.



Trafalgar hosted some of its top agents at the dinner at the QT Hotel - and in another Trafalgar exclusive it was coincidentally the first group to eat at the hotel's Gowings Restaurant and Bar since it received a "Hat" in the SMH *Good Food Guide* last week.

The TV personality chatted with the agents present, and was happy to pose in lots and lots of photos too!

Global md Gavin Tollmann spoke about Trafalgar's transformation, reiterating "how flattering it is that our competitors recognise the change in our category," (TD Mon), showing the agents an example of a rival firm's advertising which closely mirrors Trafalgar's "insider" language.

Kennerley has a close link with Trafalgar, having taken part in an advertising campaign last year (TD 17 Oct 12).

She told attendees how on a recent Trafalgar trip she had visited all of the places previously - but discovered unexpected new experiences in each spot.

Tollman said that the change to the product was working, with 2013 seeing the highest ever percentage growth for the brand, along with the second biggest number of guests and the highest profitability.

Kerri-Anne is pictured above with Trafalgar global chief Gavin Tollman (left) and the guided holiday operator's md Australia Matthew Cameron-Smith.

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Active Air India offer

ACTIVE Travel has launched a brand new seven-night land tour to India on the back of recently launched direct flights to Australia by Air India (TD 30 Aug).

Priced from \$1,199ppts land only, Active's Highlights of Northern India tour visits Delhi, Agra, Jaipur and Udaipur with special fares available for a limited time on AI flights from Sydney & Melbourne to Delhi - see www.activetravel.com.au.

AM adds MEX/UIO

AEROMEXICO has announced plans to launch new six times weekly services between Mexico City and Quito, starting 16 Dec.

The Mexican carrier will operate the route using Boeing 737-700s, subject to government approval.

Bravo Italia price cut

TOPDECK'S 13-day Bravo Italia tour which takes in Rome, Venice, Cinque Terre, Seina and Florence, has been discounted by 10% when booked before 30 Sep.

WIN A 1888 HOTEL PACKAGE



This week, **Travel Daily** and **1888 Hotel** is giving you the chance to win a 1888 Hotel Picture Perfect Package* valued at \$239.

The prize includes: one night for two in a King Room; complimentary 1888 antipasto plate + two glasses of wine; complimentary internet connection & iPad and complimentary breakfast.

1888 Hotel is Sydney's newest hotel and the world's first Instagram hotel. Situated in Pyrmont, the boutique lodging offers Instagram-friendly walking maps, a 'selfie-space', plus plenty of photo-worthy design features.

For your chance to win, email your answer to the question below by Fri 13th Sep to: 1888comp@traveldaily.com.au.

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IMPORTANT INFORMATION: Offers subject to availability. Conditions apply. Visit qantas.com for full details. Qantas Airways Limited ABN 16 009 661 901.

Accor adds in Russia

HOTEL juggernaut Accor is beefing up its presence in Russia after inking a management deal with Paterno Development for three properties in a multi-functional centre in Moscow.

Slated to open by late 2015 near Kievsky Railway Station, the development will be comprised of the 200-room Novotel Kievskaya, 350-room ibis Kievskaya and 150-room Adagio Kievskaya.

Accor expects to open a similar complex in the centre of Moscow at the end of this year which will be home to a 160-room Mercure, 190-room Ibis and 100-apartment Adagio, also in partnership with Paterno Development.

LOT cancels a lot

LOT Polish Airlines will shelve 12 international services from 27 Oct in a bid to satisfy European Commission rules on state aid, *Business Traveller* is reporting.

Routes to be dropped are either seasonal or do not offer enough long-haul feed to its Warsaw hub.

Flights being culled include Warsaw to Beirut, Cairo, Nice, Rome, Dusseldorf and Stuttgart.

Petite Paris expands

FRENCH residence accom seller Petite Paris has launched a sister booking service promoting an online directory of Australian owned homes in France for short-stay holiday accommodation.

Dubbed L'Apartment, the new service sees an expansion outside of Paris for the service, listing grand mansions, chateaux, farmhouses and B&B's across many regions in the country.

William and the ladies in red



VIRGIN Atlantic last night hosted more than 100 travel agents at an event held in the Galileo restaurant of Sydney's Langham Hotel.

The occasion was the "Little Red Roadshow," to update the industry on VS's new domestic operation in the UK which allows passengers to fly onwards from London to Manchester, Edinburgh and Aberdeen.

Virgin Atlantic has also launched a new partnership with VisitBritain and London & Partners (**TD** yesterday), while agents in attendance were even able to check out the swanky VS Upper Class suites on display.

The Langham venue was particularly appropriate, given that Virgin Atlantic's Flying Club has also launched a new partnership with Langham giving members of the loyalty program points for each stay - with double points available from 01 Sep through to 30 Nov.

Virgin Atlantic's William Lee Little is **pictured** above at the Langham event with VS flight attendants Georgia Gravanis and Jessica Banzon.

Agt schoolie rewards

TRAVEL agents can be rewarded with \$50 Myer vouchers and free nights at Sonaisali Island Resort in Fiji with every booking of a seven-night Schoolies package.

Earlier this year, the resort joined forces with Unleashed Travel to put together a special package for school-leavers, offering exclusive use of the resort from 25 Nov to 02 Dec (**TD** 22 Mar).

In addition to a \$50 Myer card for each booking of the package made by 20 Nov, agents will also earn one free resort night to use themselves before 30 Jun 2014.

The Schoolies package is priced from \$1,999ppts and includes return economy airfare, transfers, accom, all meals, activities, nightly entertainment, themed parties, Unleashed Travel staff & security.

For more info, ph 1800 981 320.

DTCM Chengdu office

DUBAI Department of Tourism & Commerce Marketing will open a fourth office in China in the city of Chengdu as the emirate moves to further capitalise on growth from the burgeoning outbound market.



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The One&Only handshake



YESTERDAY saw the official launch of the transformation of Australia's iconic Hayman Island Resort, which will reopen as One&Only Hayman Island in Apr next year (**TD** 04 Sep).

Mark De Cocinis, who is the recently-appointed Dubai-based President and Chief Operating Officer of One&Only, was welcomed to Australia by Hayman executive director of sales, Anna Guillan, who hailed the "next era for our beautiful island".

De Cocinis, **pictured** above left sealing the deal with Lloyd Donaldson from Hayman's owner Mulpha Corporation, told **TD**

that while Hayman's domestic business is strong, "what we can bring is international attention," with One&Only's core clientele being premium travellers from the US, Europe, the Middle East and Russia.

"Also, Australian business is very important outbound to us," he said, with the move significantly raising One&Only's profile here.

The \$50m Hayman project, which kicks off on 15 Jan, will see the property emerge with about 160 suites, and includes a full upgrade of both the Lagoon and Pool wings plus new services, infrastructure and facilities.

SINGAPORE AIRLINES



Passenger Sales Executive - Sydney

SIA Sydney requires a highly motivated and skilled Passenger Sales Executive to join the Sydney Sales team. The position is responsible for managing relationships with agency accounts and achieving revenue targets.

The successful candidate will possess:

- Sound commercial acumen with a clear focus on business development
- A proven track record in achieving sales targets
- Strong analytical and problem solving skills
- Experience in developing and successfully implementing sales and marketing strategies
- High level of written and verbal communication skills
- The ability to organize, prepare and deliver sales presentations with confidence
- Sound proficiency in all Office PC applications
- The ability to work with minimal supervision
- High standards of professional deportment and personal presentation
- A current drivers license with access to their own vehicle, safe driving record and the ability to obtain security clearance for an ASIC

This is a full-time position. The successful candidate will be offered an attractive salary package including travel benefits, medical insurance and superannuation. Starting salary is AUD\$54,552 per annum.

Written applications with CV should be forwarded to Lida Alevizos, Sales Manager NSW/ACT, via email to Cecily_Woo@singaporeair.com.sg.

**Applications close Friday, 20 September 2013.
Only shortlisted candidates will be contacted for interview.**

Gaia Resort expands

NORTHERN NSW's Gaia Retreat & Spa will add four new split-level Platinum Suites which will feature their own private treatment room and outdoor Jacuzzi.

Travel Daily
First with the news
Wednesday 11th Sep 2013



Accommodation Updates

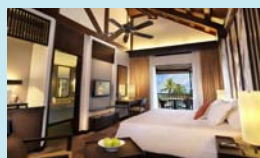
WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



The paint is practically still drying on the new **Quest Rockhampton**, with the new serviced apartment development offering apartments overlooking the Fitzroy River. The \$20m property has been opened in response to growing business demand, with 73 one- and two-bedroom apartments. In true Quest fashion, each offers full kitchen and equipped laundry, with facilities including gym & conference centre.



Soft renovations have now been completed at Thailand's **Cape Panwa Hotel Phuket**, with guests again being welcomed to enjoy them. Among the improvements is a colourful lobby with texture alluding to the building's history. Numerous ocean themed works of art adorn the front desk along with plenty of blue conveying an ocean theme. The property also boasts a new Presidential Villa, and 205 refreshed rooms.



Ahead of a new marketing campaign pitching the property as the "Jewel of Langawi", the Meritus Group's **Pelangi Beach Resort & Spa** has just taken the covers off a major makeover to the entire range of 260 rooms and suites. The Pelangi Lounge, Spice Market restaurant, fitness centre, pools, Club Lounge and all public areas have also been refreshed, giving the property a new lease on life and a fresh new outlook.

Spring starters by SQ

SINGAPORE Airlines & regional offshoot SilkAir have launched a new range of special airfares to Asia and Europe in celebration of the start of the spring season.

Fares are on sale until 25 Sep, for travel to 31 May for Asia and 28 Feb for Europe, priced from \$962 & \$1620 respectively ex SYD.

Prices are also available with SQ from MEL, PER, BNE, ADL and DRW with SilkAir.

Starwood dual-hotel

STARWOOD Hotels & Resorts is expanding in New York City after overnight unveiling plans for a dual-hotel development.

To be located in Queens - about 10mins from LaGuardia Airport - and slated to debut in Sep 2015, the project includes "two fresh options at an affordable price point", a 178-room Four Points by Sheraton Flushing and 118-room Element Flushing.

cruiseabout.

Cruising Specialists - Port Melbourne, Williamstown & Knox

Cruiseabout is on the lookout for fun-loving, team-oriented **Cruising Specialists** to join their vibrant teams in **Port Melbourne, Williamstown & Knox**. You will love this fantastic opportunity to **make your mark on the fastest growing cruise retailer** in the sector!

If you're self-motivated, with a drive to succeed and have personal confidence to make sales and give outstanding customer service - we want to hear from you! Cruise industry experience is desirable but not essential for your success in this role.

You'll love our **competitive remuneration** and **uncapped earning structure**, along with a range of **excellent benefits** which has seen us recognised as an **award winning employer!**

Apply now at <http://applynow.com.au/jobFI62829>

Web trade advertising rising

ONLINE advertising by travel & tourism operators has bucked the trend in terms of awareness, with new data showing growth in the medium over the past two years as increasing while competing key platforms are suffering falls.

The newly released Roy Morgan Holiday Tracking Survey for the 12 months to Jul determined 46% of Australians who read, saw or heard advertising for a domestic holiday first found out about it over the net - up 4% on Jul 2011.

According to the survey, TV (at 73%) is still the top source for Aussies to learn about holidays or travel for Australian states, but has fallen 6% in two years.

Newspaper (30%), magazine (23%) & radio (13%) experienced similar dips in awareness, while other platforms such as guidebook/brochures (9%), billboard (6%) and Cinema (5%) remained flat.

"Practically since the worldwide web began, the travel and tourism industry has recognised the value of an online presence,

with tickets and accommodation long being among the internet's most purchased products," Roy Morgan Research said.

Industry director Jane Ianniello said online communication and advertising is especially effective for destinations targeting younger (under 35s) travellers, while the more mature demographic (50+) still rely on communication via TV, newspapers and magazines.

"The internet is increasingly being used by destination marketing organisations as a communication channel.

"Their websites, as well as their Facebook, Twitter and YouTube accounts are becoming increasingly popular ways to reach and persuade potential holiday visitors that might not otherwise see them," she said.

Ianniello cited Tourism Western Australia's '1001 Extraordinary Experiences' Facebook campaign as an example, which was able to engage with its audience in a method traditional media channels were unable to match.

Qld Japan showcase

A **DELEGATION** of 16 Queensland tourism operators are this week touring Osaka, Nagoya and Tokyo promoting Queensland as a holiday destination to Japan.

The tourism trade mission to the country was organised by Tourism and Events Queensland with the support of Jetstar.

Over the week, the state's range of attractions will be showcased to 300 Japanese wholesalers and travel agents.

Japan is Qld's 4th largest int'l market with 169,000 Japanese visitors heading to the state in the year to Jun 2013, a 1% increase on the year prior," Qld Tourism Minister Jann Stuckey said.

Gogo paid on Amazon

AIR travellers in the US are now able to charge access to the Gogo wireless in-flight entertainment solution to their Amazon account.

'Amazon Payments' is available for Gogo customers who access the internet on laptops, tablets and mobile devices.

Gogo is offered on carriers incl Delta Air Lines, American Airlines, Virgin America, US Airways, United, Air Canada and others.

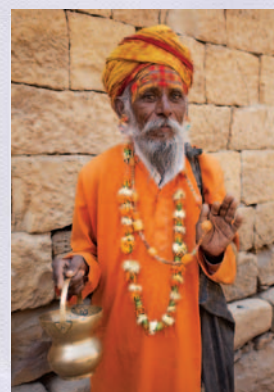
WIN A COSMOS INDIA TOUR FOR TWO

During September, **Travel Daily** is giving one lucky travel consultant reader and their travelling companion the chance to win a 7-day Golden Triangle **Cosmos** India tour, valued at up to \$5000 per couple.

The winning agent will enjoy:

- A 7-day Golden Triangle India tour taking in Delhi, Jaipur & Agra
- Return economy airfares from major Australian gateway cities
- Breakfast included daily
- Pre-paid Gratuities to Tour Director and Driver
- Airport to hotel transfers on first and last day of itinerary only
- Sightseeing with your Tour Director including visits to many attractions

To enter, simply send in a caption that best represents the photo featured above. You can enter as many times as you want.



Week 2

Get creative & email your captions to: cosmoscomp@traveldaily.com.au

Plus, a weekly prize of a bottle of Moët & Chandon champagne will be up for grabs for the cleverest caption received each week...so keep an eye out in **Travel Daily** each Tuesday to see if it's you!



COSMOS
Turning travel dreams into reality

Click here for terms & conditions of the competition



Ticket & Reservation Officer

As one of the fastest growing airlines in the world, this position requires high level of customer service to our call centre and serves our walk-in customer at our Sydney office.

Duties include:

- Answering travel agents and customer enquiries in a call centre environment
- Working as part of the professional National Call Centre team
- Promoting China Southern product and services
- Making and changing flight bookings
- Servicing walk in customers to our ticketing office

Successful candidates will have:

- Minimum of 2-3 years experience on airline ticketing & reservation
- Strong communication skills. Fluent English both written and spoken is mandatory, while Mandarin or Cantonese is preferable
- Solid understanding on daily ticketing & reservation tasks
- Intermediate to Advance level on the GDS system, preferably on Amadeus

Please email a cover letter with resume attached to hr@csair.com.au. Application closed on 30th September 2013. Only the successful applicants will be contacted.

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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REGAIN YOUR WORK-LIFE BALANCE!

Are you a workaholic? Do you work evenings and weekends?
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your mind, body and soul to a great new job this Spring!
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WORK IN THE WEST

RETAIL TRAVEL CONSULTANT - TEMP ROLE SYDNEY - MON TO FRI ONLY

Established and well known Travel Company based in the Western suburbs seeks a Retail travel consultant for approx 1 month + starting ASAP. Join this friendly team of 5 in a busy retail agency with lots of walk in traffic plus phone enquiry. Create exciting worldwide travel for a wide variety of clientele. Monday to Friday with the option to work weekends if desired to earn some extra cash! Free parking. Get paid weekly. Strong GDS skills & fantastic customer service required! Apply now.

BUSINESS TRAVEL ANALYST *HOT JOB*

GLOBAL TRAVEL MANAGEMENT COMPANY SYDNEY CBD - 3-6 MONTHS + TEMP ROLE

Global Travel Management Company based in the CBD seeks a dynamic business analyst to assist with an exciting global project. As a business analyst you will provide direct support to the project manager; testing new and existing booking tools, analyzing & presenting data, trouble shooting & more. The ideal candidate will have strong understanding of GDS, mid or back office systems and back office processes. Excel skills also required. Enjoy Flexible hours, Mon - Friday & be part of this growing, exciting Global project.

CELEBRATE SPRING WITH A NEW ROLE!

CUSTOMER SERVICE CONSULTANT MELBOURNE (INNER) – SALARY PACKAGE TO \$50K

What better way to celebrate the season of new beginnings then with a new role! Our client, a pioneer in online travel is seeking an experienced travel consultant to join their team. Moving to a behind the scenes role, you will be delivering a superior customer service experience in response to clients after sales queries. Knowledge of Galileo & previous industry experience is a must when applying for this role. With a generous hourly rate, brand new office & central location you would be crazy not to apply for this position!

LEAD YOUR TEAM TO SUCCESS

CENTRE MANAGER MELBOURNE (INNER) – SALARY PACKAGE TO \$60k +

We have an exciting opportunity in Melbourne for an experienced travel manager to join this large and reputable travel company as their Centre Manager. In this role you will be responsible for leading & mentoring a team of 10, overseeing the day to day running of the business in addition to working behind the scenes liaising with suppliers negotiating contracts, rates and preferred agreements. This is a rare opportunity for the Melbourne market and can be yours! Contact AA today to find out more!

STEP INTO CORPORATE & BE REWARDED

CORPORATE CONSULTANT PERTH – SALARY PACKAGE UP TO \$55K (DOE)

This is your chance to move away from the large TMC's & work for a boutique corporate company! With your strong Sabre skills & previous corporate consulting experience, you will be welcomed into this friendly office that really look after their staff. As a Senior Corporate Travel Consultant you will be working within a team across a portfolio of small and medium accounts. For your efforts, you will be offered a fantastic salary package & outstanding educational and travel benefits!

THE TIME FOR CHANGE IS NOW!

RESERVATIONS CONSULTANT ADELAIDE - SALARY PACKAGE UP TO \$75K+ (OTE)

Are you an experienced travel consultant looking to jump behind the scenes? A sales superstar that needs a new challenge? Now is the time to make your next career move & step into wholesale. Working for this reputable travel company, you will be selling a range of travel products to worldwide destinations. This role is guaranteed to earn you the big bucks as you will be earning money on every booking you make. If you know the secrets of closing a sale & thrive in a fast paced environment then this role is for you!

MAKE A MOVE NORTH

RETAIL TRAVEL CONSULTANTS MACKAY, GLADSTONE, TOWNSVILLE – \$55K - \$60K OTE

Is city living getting you down? Looking for a change of scenery? Then now is the time to pack up your travel career and head north. We currently have a number of consultant and management opportunities available in superb north QLD towns. Not only will you enjoy working in fun and supportive teams but business is booming and the enquiries are constant. Top \$\$, exotic educationals, superb travel discounts and a rare work/life balance are just the start of the benefits on business. Call today to find out more.

TAKE CHARGE

WHOLESALE TEAM LEADER BRISBANE CBD – SUPERB \$\$ & BENEFITS

Are you an experienced travel manager that needs a new challenge? Want to join a leader and reap the rewards? Then this sensational role is for you. Managing a small team of wholesale consultants you will know the secrets to motivate, train and develop staff to succeed. Along with running the business you will be responsible for handling wholesale travel bookings from travel professionals. This is the first step in the start of a long term management career with guidance and support to reach your ultimate goals.



SPRING into action in September

**During the month of September
Consolidated Travel & Qatar Airways
is giving away 2 FREE TICKETS on the
QR network to the top achiever**

ADDITIONAL PRIZES

**\$500 Westfield voucher per week
for the highest selling agent**

**\$100 Westfield voucher for every 5 tickets issued
for travel between 01 September & 31 March 2014**

CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 01-30 September 2013 on 100% QR itineraries ex Australia plated to QR (157) ticket stock on the Consolidated Travel IATA only. This promotion is only valid in VIC/WA. Agents must achieve a minimum sales target of \$30,000.00 to be eligible for the major prize. Valid for new ticketed bookings only during Incentive Period. Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Qatar Airways reserve the right to alter or cancel the promotion any time. The Major Prize will be 2 Economy tickets, taxes and surcharges will be included. Vouchers are capped, please email your local CTG state sales representative to claim your vouchers, claims will only be accepted by COB 06 October 2013. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 30 August 2013.

Quikfares

Quikticket