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# Travel Daily

First with the news

Thursday 28th August 2014

# COOK ISLANDS

Exciting updates

[Click here](#)

## Find your ATAS agent

AFTA has launched its "Find an accredited travel agent" function on its ATAS consumer website.

The rollout coincides with this week's launch of the Australian Government's new "Pack some peace of mind" campaign.

## Shop your way through Indonesia

Experience the best shopping in Jakarta, Bandung and Bali with this 6 night package. Prices start from:

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## Qantas to split operations

THE Qantas board has approved a new holding structure and corporate entity for Qantas International which will create "long-term options for Qantas International to participate in partnership and consolidation opportunities".

The move was announced as part of the carrier's annual results today (**TD** breaking news), where a \$2.6 billion write-down of the carrier's international fleet led to an overall statutory loss of a whopping \$2.8 billion.

The only profitable parts of the business were Qantas Domestic, Qantas Loyalty and Qantas Freight, with the mainline domestic operations recording a \$30m underlying profit - less than a tenth of last year's result.

Qantas Loyalty reported a record profit of \$286m, up 10%, while Qantas Freight's profit was \$24m, down 50% on 2012/13.

The Jetstar Group, previously a strong profit driver for the business, made an underlying EBIT loss of \$116 million, and while the domestic Jetstar business in Australia was profitable, the overall result was hit by a range of factors.

### Eight pages of news!

**Travel Daily** today has eight pages of news and photos, plus full pages: (**click**)

- AA Appointments jobs
- Traveltrade Recruitment

Qantas International lost \$497m, with revenue negatively impacted by competitor capacity growth of 9.5%.

CEO Alan Joyce said the figures reflected a difficult year, with capacity in the market again running well ahead of demand.

"We have now come through the worst...there is a clear and significant easing of both international and domestic capacity growth, which will stabilise the revenue environment," he said.

More from the Qantas results on **page six** of today's **TD**.

## Ibis hotels for sale

**TOURISM** Property Investment Group, the owner of the Ibis Budget hotels in Melbourne and Perth has placed both properties on the market.

The Melbourne Ibis Budget is near Tullamarine Airport, while the 73-room Perth property is on the Great Eastern Highway, about 10km from the CBD and 2km from the airport.

Marketing agent CBRE Hotels says the budget model of the Ibis hotels means high profit margins of close to 50% of gross revenue.

Expressions of interest close on 02 Oct 2014 - [www.cbre.com](http://www.cbre.com).

## Louise Wallace joins Travel Bulletin

THE launch issue of the new look *Travel Bulletin* is set for a mid-September release, with the monthly magazine recently acquired by **Travel Daily** naming Louise Wallace as its new Coordinating Editor.

Wallace has extensive travel industry experience, having previously worked with Cirrus Media and its predecessor Reed Business Publishing on titles such as *Travel Weekly*, *Travel Today* and *The Nibbler*.

*Travel Bulletin* costs \$50 for an annual subscription, but a launch offer gives a \$20 discount by using the coupon code AGENT - see [travelbulletin.com.au/shop](http://travelbulletin.com.au/shop).

More appointments on **page 7**.

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Thursday 28th August 2014



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## MU adds to Macau

**CHINA** Eastern Airlines will add a new A321 flight between Shanghai Hongqiao Airport and Macau from next month, with the new service complementing its existing daily Macau flight from Shanghai Pu Dong airport.

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## Topdeck 'business as usual'

**THE** 90% acquisition of Topdeck by Flight Centre (**TD** yesterday) will not change the tour operator's focus on the wider retail agency sector, with the company's Australian sales growth currently led by Helloworld and Magellan, according to md James Nathan.

The story is similar in NZ, where the fastest growing reseller of Topdeck is House of Travel.

Flight Centre has purchased the stakes in the company previously held by APT and a group of the

original Flight Centre founders, while Nathan retains the remaining 10% of Topdeck.

Nathan also has a similar arrangement with Flight Centre in regards to Back-Roads Touring, and he said that both Topdeck and Back-Roads will continue to be managed independently.

Talking to **TD** yesterday, Nathan said all of the retail groups have been very understanding of the change in ownership, and it's "full steam ahead" for the business.

Topdeck has had a "storming season" in 2014, Nathan added, with sales up more than 30% and much of the growth driven out of the Australian market.

Having Flight Centre as a major shareholder will support aspirations for Topdeck to become a "major global brand," Nathan continued.

Topdeck is about to launch its full 2015 European summer program, while preview sales have been "incredibly strong," according to the firm's general manager for Asia Pacific and the Americas, Sarah Clark.

The new program adds more depth to the "Explorer" hotel-based range, a new camping program and trips to the Baltics.

The Europe brochure will emulate the "magazine-style" feel of the recently released Topdeck North America program, she said, with this having a strong appeal for the youth demographic.

## Etihad A380 to SYD

**ETIHAD** has confirmed it will deploy its new Airbus A380 - complete with "The Residence" apartment in the sky - on the Abu Dhabi-Sydney route effective from 01 Jun next year.

The EY A380 will initially operate EY454/455, replacing the current Boeing 777-300 currently used on the service, while a B777-300 will be used for EY450/451.

The fleet changes will increase weekly capacity on the route by 1,320 seats.

"The new living spaces on our A380s will raise inflight product and service standards to the highest level ever in commercial aviation and change forever travellers' expectations of air travel," EY ceo James Hogan said.

Reservations for the new A380 AUH-SYD service open today.

## London DoubleTree

**JURYS** Inn has opened the tenth DoubleTree by Hilton property in London, with the new addition located in Islington, 300m from Angel tube station.

The hotel is being expanded to 372 bedrooms effective 01 Oct.

## 2015 EUROPE EARLY BIRD SALE



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## CTM reports \$15.8m profit, up 40%

**CORPORATE** Travel Management this morning released its 2013/14 figures, with TTV up 57% to \$1.38b and a statutory profit of \$15.8 million.

Managing director Jamie Pherous said the underlying EBITDA figure of \$28.9m was at the top end of forecasts, with all regions of the group's global operations seeing record profits.

In particular he highlighted the result in Australia, where profit grew despite the softening local economy which resulted in a 12% drop in client activity and lower average ticket prices.

Other achievements included strong client wins and retentions, along with the group having won 32 new customers cross-sold through more than one region.

Pherous confirmed that CTM is involved in a number of global tenders which would not have been possible without its growing global coverage, which now

encompasses offices in 37 cities across 15 countries.

He said the focus for the coming year included scalable organic growth in Australia, NZ and Asia, growing market share in North America via more strategic acquisitions and continuing to look at further global expansion, particularly in Europe.

Pherous also highlighted CTM's recent win in the National Travel Industry Awards, where the firm took out Best National Travel Management Company for the ninth time in 11 years.

## PEDs all OK on Scoot

**PORTABLE** electronic devices have today been approved for use in flight mode during all stages of the journey by Singaporean low-cost carrier Scoot.

Heavier devices such as laptops must remain stowed during taxi, take-off and landing for safety.

## Africa updates

**THE** Department of Foreign Affairs and Trade has overnight reissued its Smarttraveller advice for a number of African nations, reflecting the ongoing outbreak of Ebola Virus which is "the most serious in recorded history."

Updates for Kenya, Uganda, Cameroon and South Africa detailed actions taken by authorities to contain the disease, with Cameroon having temporarily closed all air, land and sea borders with Nigeria.

Uganda has implemented health screening for all travellers from affected West African countries, while Kenya has suspended entry of passengers travelling from or through Guinea, Liberia and Sierra Leone apart from health professionals working on Ebola.

South African authorities are refusing entry to foreigners arriving from Ebola-affected countries in west Africa, with South African citizens allowed to re-enter subject to screening.



## Window Seat

**SCEPTICS** and conspiracy theorists stand up, Elvis Presley may yet live again...sort of.

A partnership between Elvis Presley Enterprises and the Pulse Evolution Corporation will see the development of a "virtual King of Rock 'n' Roll".

Utilising state-of-the-art human animation technology, Elvis fans will soon be able to enjoy holographic performances by Elvis, which can appear on live shows, advertisements and other commercial mediums.

Jamie Salter, ceo of Authentic Brands Group, who own The Estate of Elvis Presley, said its goals were to maintain the integrity and authenticity of Elvis to allow a new generation of fans to see Elvis perform.

"This deal positions Elvis at the forefront of the digital domain."

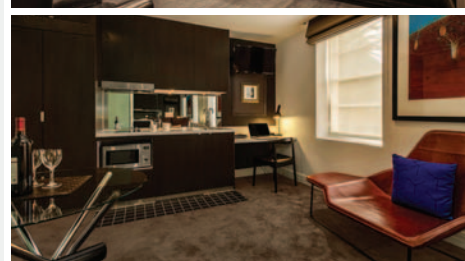
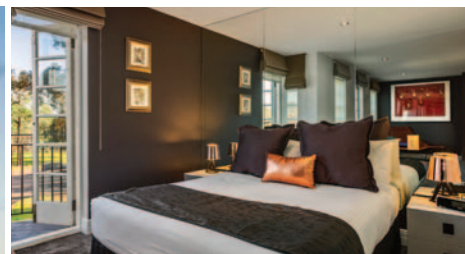


## Quest East Melbourne Relunched

Quest East Melbourne has completed a significant transformation over the last 12 months, culminating in a dramatic and stylish refurbishment that significantly raises the benchmark for quality serviced apartments. The property is in close proximity to CBD and just a short walk to MCG, Rod Laver Arena and Bridge Road Richmond.

**Introductory 15% commission rate will apply, valid until 31 October 2014.**

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## Vila Convention Centre on track for 2015

A **BRAND** new convention centre under construction in Port Vila and capable of hosting events for more than 1,000 delegates "should" open next year, Vanuatu Deputy PM Ham Lini believes.

The Minister told **Travel Daily** today the facility, which is being funded by China, will be "fruitful" for Vanuatu's economy.

It is hoped the Chinese president may open the facility, he added.

## Extra funds tabled for VTO

**VANUATU'S** Deputy Prime Minister & Tourism Minister Ham Lini has proposed to beef up the marketing budget of the Vanuatu Tourism Office in response to a flattening in visitor arrivals.

Lini made the announcement this morning in Port Vila as he launched the 11th edition of the Tok Tok Vanuatu trade show - the "signature event" for the island country's tourism sector.

He told delegates at the show

that sustainable tourism growth remains the "main priority for this government" and is the number one contributor to Vanuatu's GDP.

However competition from other South Pacific destinations, namely Fiji, as well as Bali has seen arrival figures start to wane.

"This year, tourism arrivals by air seem to have plateaued and one contributing factor is the low level of investment in marketing of the destination," he said.

Lini vowed to "do my very best" to increase the VTO 2015 budget.

But he was unable to specify by what figure or percentage VTO's marketing budget may increase.

Lini added he was confident that a number of "new initiatives" that have already been proposed would gain government support.

"If we are submitting new initiatives then maybe they can be accepted and maybe they can bring in the money. I think at this time we have submitted a lot of initiatives that will give them reason to increase our budget."

Ham told **TD** he was hopeful cooperative marketing alliances with traditional wholesalers and sellers, as well as from new markets - including Asia - would be on the agenda going forward.

VTO marketing manager Allan Kalfabun told **Travel Daily** trade marketing budgets had been reigned in over recent months, but he was hopeful today's news may also see funds reinvested.

## Tok Tok 2014...who's here?!



**VANUATU** Tourism Office gm Linda Kalpoi welcomed attendees this morning to Tok Tok Vanuatu. She is pictured above with

Vanuatu Tourism Minister Ham Lini and Philip Malas, Evergreen ceo and VTO Board chairman.

**CLICK HERE** for Tok Tok photos.



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**Travel Daily**  
on location in  
**Port Vila, Vanuatu**

Today's issue of **TD** is coming  
to you courtesy of the **Vanuatu  
Tourism Office and Air Vanuatu.**

**SOUTH** Pacific travel specialists from Australia, New Zealand and further afield have descended on Port Vila for the 13th edition of the Tok Tok tourism exchange.

The past few days has seen suppliers sample some of the tourist highlights on Vanuatu's neighbouring islands of Tanna and Espiritu Santo, such as reef diving and a volcano sightseeing, gaining firsthand experience on the destinations and products.

An extended trip to Malekula was also made available.

The famils gave buyers a chance to really 'discover what matters' - VTO's marketing catchcry of the past few years.

Tok Tok Vanuatu 2014 is being held within the grounds of the Holiday Inn Resort on Efate.

A virtual pop-up village is home to 49 Vanuatu tourism providers, who will meet with buyers over the next two days to discuss product developments, new products and negotiate rates.

Suppliers at the show include the Aussie traveller favourites, Iririki Island Resort, Poppys on the Lagoon, White Grass Ocean Resort, Eratap Beach Resort, South Pacific Cruises and the luxurious Havannah.

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## Viator Android app

**IMPROVED** search functions, filters and new product videos, photos and reviews have been added to an improved Viator app on Android, now downloadable.

## AA, US pull fares from Orbitz

A **FAILURE** to agree on terms of a new distribution contract has seen American Airlines Group, including merger partner US Airways, remove its suite of fares from Orbitz and affiliate websites.

Effective now, fares for travel on AA will no longer be available on any Orbitz platform, with US fares to disappear from 01 Sep.

Unfulfilled tickets that have already been purchased remain valid for travel, however any changes must be made directly with the respective carriers.

American Airlines president Scott Kirby said the unresolved issue was the fees paid to travel reservation sites to display fares and facilitate bookings.

The carrier said it had wanted more of its trade partners to be able to connect directly with the carrier's own inventory systems, thus saving money on fees to be paid to online distributors.

A similar disagreement between the two firms in 2010 led to AA withdrawing its fares & eventually launching antitrust legal action against Orbitz parent, Travelport, which operates the Galileo and Worldspan GDS platforms.

A statement from Orbitz read: "Our sites offer hundreds of airlines which are eager to capture the revenue American is choosing to forego and we will continue to show our customers a broad range of flight options to thousands of destinations in the US and worldwide."

## G adding to WA range

**SMALL** group adventure tour operator G Adventures has today announced it will be expanding its 2015 product range with new tours in Western Australia.

Responding to demand for local tours, the company will develop new itineraries taking travellers to Perth, Exmouth, Margaret River, Kalgoorlie and other WA locations.

The latest expansion follows a 250% increase in Australian tours released prior to the 2014 season.

Itineraries priced from \$1,999pp will offer different accom styles including swags and hotels, and will offer activities such as surf tours and bush tucker food trips.

## Accor dining in style

**ACCOR** has signed on as the Official Accommodation Partner of Good Food Month 2014.

The annual celebration of Australia's culinary scene will see Accor release a range of accom packages at food & wine events in NSW, ACT & Vic over Oct and Nov.

## Welcome for local Rail Europe head



**FIVE** months into the role, Rail Europe manager Australasia Ingrid Kocijan was last night welcomed to her new Sydney base by local rail industry bosses.

Originally based in Melbourne, Kocijan has recently relocated to Sydney in order to work more closely with industry leaders in the travel industry heartland.

Australia is the largest foreign market in the world for European rail travel, with all four local GSA companies firmly in the top ten in the world for Rail Europe.

The four major wholesalers managing Rail Europe's fares and passes in the local market include Rail Plus, CIT Holidays, Rail Tickets and Infinity Rail.

Kocijan is no stranger to the

local rail landscape, having played a central role at Rail Plus herself for seven years prior to joining Rail Europe in Mar (**TD** 28 Mar).

Speaking at a special gathering of industry colleagues in Sydney last night, Kocijan said Rail Europe was always introducing new rail products, tickets and passes to cater to different needs.

She added her role was to ensure the best relationships with the trade were maintained to see the best rail rates offered here.

"We've really only scratched the surface for rail travel in Europe," Rail Plus ceo James Dunne added.

Kocijan is **pictured** above centre with James Dunne and Helloworld general manager global product Lindy Christian.

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We are looking for an experienced travel specialist to join our Weipa team. Weipa is a mining community based 500kms north west of Cairns, Queensland on the Gulf of Carpentaria. The role is in a very busy office catering to all residents and mine employees based in Weipa and surrounds. You will need excellent customer service skills and the ability to work under pressure. GDS experience will be highly regarded. On offer are excellent working AND living conditions and a competitive salary package based on a 12 month renewable contract with the option to extend or relocate to one of our other locations after 12 months.

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# Viva Los Cabos!



**ABOVE:** Tourism representation firm Gate 7 recently travelled to Los Cabos in Mexico, having been appointed to promote the destination in Australia and NZ.

Los Cabos, on the southern tip of Mexico's Baja California peninsula, offers a host of upmarket properties, stunning

landscapes and experiences such as celebrity spotting, swimming with whale sharks and of course lots of authentic Mexican cuisine.

During the visit, Gate 7 met with the Los Cabos Tourism Board and a number of the destination's hotels and suppliers, detailing its excitement at the prospects for the region in the local market.

**Pictured** from left are Julieta Hernandez, Los Cabos Tourism Board (LCTB) commercial director; Jairo Torres, Consultant for Australia, LCTB; Kristy Meudell, PR director Gate 7; Rebecca Hyde, Los Cabos PR Account Manager Gate 7; and Eduardo Segura, LCTB md.

## HomeExchange boost

**HOLIDAY** residence swapping portal HomeExchange.com has added 3,000 new properties to its North American collection through the acquisition of San Francisco-based home trade site Only in America Home Exchange.

## EDITOR DIGITAL CONTENT INTERNATIONAL TOURISM VICTORIA

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The Department of State Development, Business and Innovation (DSDBI) is the Victorian Government's lead agency for the promotion and facilitation of the State's economic development. The Department develops and implements a diverse range of programs and projects designed to attract and facilitate investment, encourage exports, generate job opportunities, stimulate innovation, and promote Victoria nationally and internationally.

The position of Editor Digital Content International sits within the Tourism Victoria Branch of the Tourism and Airline Services Division.

Tourism and Airline Services through Tourism Victoria is the lead government body responsible for tourism development and air services attraction in the state.

Tourism Victoria, the leading State Tourism organisation with a key role in promoting and developing Victoria as a tourist destination in the domestic and international markets, is seeking to appoint an Editor Digital Content International to work within a small team that delivers content across Tourism Victoria's website variants.

This is a challenging and dynamic role, where you will provide your skills in project management, editing, writing and campaign integration to both manage and create digital content for Tourism Victoria's international websites.

For a confidential discussion, please call Andrea Trimble on (03) 9653 9794. For further information on the position, including a position description, and to apply please visit [www.careers.vic.gov.au](http://www.careers.vic.gov.au).

Successful candidates will be required to comply with the 100 point Proof of Identity Check prior to commencing employment with the Department.

**Applications close midnight 7 September 2014 and must address the Key Selection Criteria outlined in the Position Description.**

**Reference: VG/017772**

## No further growth for Jetstar

**THE** Qantas structural review (see p1) has determined that no new Jetstar ventures will be established while the overall group is focused on its transformation project.

"Substantial value exists across the Jetstar Group airlines, to be realised over time," according to the results release.

The Jetstar Group as a whole reported an underlying EBIT loss of \$116m - a major turnaround from last year's \$138m profit.

Although controllable unit costs fell 2%, these gains were offset by "yield declines across the highly competitive South East Asian and Australian markets," while total losses of \$70 million in associate business in Asia - primarily in Jetstar Japan.

## Loyalty strong for QF

**QANTAS** Loyalty reported its fifth straight year of double-digit earnings growth today, with a record underlying EBIT of \$286m, up 10% from last year.

Qantas Frequent Flyer billings increased by 8%, while fourteen new program partners were also added during the year.

The 2013/14 year saw an increased focus on SMEs through the launch of the Aquire loyalty program, which has seen more than 35,000 businesses sign up.

The Qantas Cash travel money card has also been activated over 300,000 times.

Thursday 28th Aug 2014

## New QF revenue IT

**QANTAS** will implement a new 'PROS' revenue management system by mid-2015, according to a presentation made as part of the carrier's results announcement this morning.

The new technology aims to help improve performance in both the Qantas Domestic and International operations.

## Huge fleet writedown

**THE** major impact on today's Qantas results was the \$2.6b non-cash write-down of the value of the airline's long-haul fleet.

This has been necessitated by the plan to establish a separate holding company for Qantas International, which means the fleet must be valued on a standalone basis for the first time.

"The size of the write-down is largely due to the historic cost of aircraft purchased with an average exchange rate from Australian dollars to US dollars of \$0.68," the carrier said.

Other fleet moves announced today included a deferral of orders for 21 A320neos for four years and converted to A320neos as well as pushing back the first of fifty B787 options and purchase rights from 2016 to 2017.

## CT Connections - various roles available

CT Connections is a privately owned Australian corporate travel management company with offices in Melbourne, North Sydney, Brisbane and Perth.

In line with the significant growth and ongoing innovation of the business, we are seeking passionate, experienced and values aligned individuals to join our team in providing service excellence, cost management and genuine value to our clients.

- Partnership (Account) Manager (North Sydney)
- Business Development Manager (Brisbane)

For more information on the roles and how to apply, please visit [www.ctconnections.com.au/careers/](http://www.ctconnections.com.au/careers/).

Applications close Monday 8 September 2014.



## Rosie's Corner

Today's update is brought to you by  
Rosie Holidays

Welcome to this month's edition of Rosie's Corner where we take a look at luxurious holidays for couples! Whether it's for a honeymoon, special occasion or a couple simply just wanting a five-star getaway, Fiji offers the perfect escape.

With unparalleled luxury services paired with a picturesque setting, the InterContinental Fiji Golf Resort & Spa makes for the perfect couples retreat. Located along Natadola Beach and on 35 acres of lush tropical gardens, guest's rooms feature a private balcony or terrace with Cleopatra baths and day beds for the ultimate in relaxation. Facilities include 4 restaurants, 2 bars, 4 pools and an 18 hole championship golf course just to name a few. The Fiji Beach Resort & Spa managed by Hilton, located in Denarau is an ideal couples retreat. The resort offers dedicated adults only pools with serenity pods and oversized daybeds, couples spa treatments and intimate beach dinners with private chefs.

For clients looking for something a little more secluded or intimate the adults only Likuliku Lagoon Resort in the Mamanuca Islands offers the only over water accommodation in Fiji. With only 45 bures, white sand beaches, sparkling azure waters and all meals included Likuliku provides a relaxing holiday experience and a unique luxury escape for couples. Similarly, the boutique Tokoriki Island Resort offers exceptional Fijian warmth and hospitality and a caring attention to detail. A perfect choice for honeymooners, with all of the luxury bures are ocean facing and set amongst lush tropical gardens, this small and intimate resort captures the true essence of romance.

For a complete romantic and luxurious couples getaway Fiji is number one for choice and value.

For more information or to make a booking, call Rosie Holidays on 1300 133 524.



## Travel Daily

First with the news

Thursday 28th Aug 2014

### MH push promotions

**MALAYSIA** Airlines is initiating a new culture of "must-grab" deals, promotions, competitions and tactical special airfares as part of ongoing efforts to restore faith in the embattled carrier.

A raft of online offers including 'Spring Sensation deals' starting from \$495 return to Kuala Lumpur in Economy will be available from 01-21 Sep, for travel to 31 Mar.

Last-minute tactical specials offered under the title of 'You Can Weekend' fares will be made available to book every weekend except during peak periods.

Monthly prizes of return airfares to KUL and 16GB Apple iPads will also be available to win under a 'My Ultimate Bucket List' giveaway for all pax purchasing tickets on MH before 31 Dec.

Malaysia Airlines regional senior vice-president Lee Poh Kait said the new offers would be very competitive for both the trade and consumers as the carrier looks to rebuild its damaged reputation.

"We are committed to regaining the confidence of our customers and the industry as a trusted five-star carrier."

The moves follow the carrier's recent commission increase to 11% for all sales made by 15 Sep.

"We would like to thank all our travel agency partners and passengers for their relentless support during what has been a difficult period," Lee added.

### Sabre reviewing lastminute.com

**SABRE** Corporation has announced that it is "exploring strategic options" for its lastminute.com business unit.

The move doesn't include the Australian lastminute.com.au operations which were acquired by Wotif when it took over travel.com.au several years ago.

Sabre said the lastminute.com review supports its strategy to "focus on our core business as the world's leading technology provider to the global travel and tourism industry."

### Preferred partnership

**INDEPENDENT** hotel marketing and distribution group Preferred Hotel Group has joined forces with air aggregator Skyscanner.

Through the agreement, users of Skyscanner will be able to view & book PHG member properties.

The new pact comes following yesterday's launch of the Skyscanner Hotels app (**TD** yest).

### Pitcairn trade training

**WEBINAR** training sessions will be conducted by Pitcairn Islands Tourism next month as the destination seeks to increase its profile in the local travel industry.

Sessions will be held on 16 Sep at **8:30am** and **10:30am** AEST, with spaces limited to view each.

Click on the times above to register to view the session.



## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday 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](mailto:appointments@traveldaily.com.au).

**Virgin Australia** has made changes to its Alternate Directors on its Board, with **John Patrick Moorhead** appointed as an Alternate Director to Joshua Bayliss in place of Keith Roberts. Further, **Robert McDonald** has been named as an Alternate Director for Air NZ ceo Christopher Luxon.

Following the pending retirement of Tom Dery, **Helloworld Limited** has announced **Brett Johnson** will take his place as Chairman of the Board.

Two new faces have joined the Australian team at **Lindblad Expeditions**. **Lisa Pagotto** has been hired as Strategic Partnership Manager, alongside **Christine Gardiner**, as the firm's new Business Development Manager.

**Melinda Anderson** has recently begun in her new role as Chief Executive Officer at **Destination Southern Tasmania**, overseeing regional tourism promotion for Hobart and surrounding regions of the state.

North Queensland family owned wildlife and private nature resort **Thala Beach Lodge** has appointed **Fiona Harper** as Communications Manager.

Bringing extensive experience in hotels, **The Star** has recruited **John Autelitano** as its General Manager of Hotels. Autelitano will oversee the operations for The Darling and Austral Towers and Residences.

**The Langham, Sydney** has welcomed experienced PR executive **Lauren Brown** as its new Regional Director of Public Relations - The Pacific.

To be located in the Melbourne office, **CT Connections** has recruited **Ashley Awramenko** as its new National Operations Manager. Further, the company has hired **Pip Windsor** as its new Partnership Manager.

**Four Seasons Hotel Sydney** has hired **Marjolein Chandler** as Director of Events & Special Projects as part of the Catering & Conferences team.

**Travellers Choice** has appointed **Graham Smith** as its new Business Development Manager for Victoria and Tasmania. Based in Melbourne, Smith will work to support shareholder member agencies in both states.

**Shirley Dodt** has been hired to the position of Director of Sales and Marketing at **Novotel Cairns Oasis Resort**, managed by Accor.

Tasked with driving the overall financial performance of its hospitality and tourism efforts, **Starwood Hotels & Resorts Worldwide** has hired **Thomas Mangas** as Executive Vice-President, Chief Financial Officer.

**Nicole Chandler** has been named as the new Director of Sales for **PARKROYAL Darling Harbour**, part of the Pan Pacific Hotels Group.

Austrian Airlines Chief Commercial Officer **Karsten Benz** will relocate to Frankfurt to take up a newly created role as Group Infrastructure Officer for the **Lufthansa Group**. Benz will assume the duties from 01 Oct.

**Currumbin Wildlife Sanctuary** on the Gold Coast has welcomed to its team **Sonya Mroz** as its new Business Development Manager.

Set to join the IATA Safety & Flight Operations team, based in Montreal is **Rodolfo Quevedo**, who has been named by **IATA** as its new Director of Safety, who will be responsible for cabin safety management systems.



Thursday 28th Aug 2014

## Albatross in the Alps

**ESCORTED** touring firm Albatross Tours has introduced a new European itinerary for 2015 taking travellers to the French & Swiss Alps and Lake Garda, Italy. Dubbed 'An Alpine Adventure', the itinerary offers stays of up to four nights in some stops to allow for more in-depth exploration. The 16-night tour is priced from \$6,639ppts, with departures taking place from May-Sep 2015.

## BHCVB representative

**THE** Buzz Group has been appointed by the Beverly Hills Conference and Visitors Bureau as its representative in the Australia & New Zealand market. The facility will be on show to travel buyers as part of the upcoming Luxperience tradeshow.

## Ryanair launches new business product

**IRISH** low-cost carrier Ryanair is moving away from its no-frills roots with the introduction of a new "Business Plus" product targeting the corporate market. For a surcharge starting at €60, Business Plus will offer unlimited flight changes including free changes on the day of travel, a 20kg baggage allowance, fast track airport security, priority boarding and extra leg room. Ryanair said it was introducing the changes in response to demand from the market. "Businesses are becoming smarter with their travel and over 25% of our customers already travel on business, choosing Ryanair for our low fares, industry leading punctuality and the largest route network in Europe," the carrier's chief marketing officer Kenny Jacobs said. The airline also recently added a partnership with Travelport and said it expects to announce a second GDS partner shortly.

## Rex the "last man standing"

**REGIONAL** Express today reported a \$7.725m profit for the year to 30 Jun, reiterating its mantra that "Australian aviation is in crisis." The carrier said the decline was due to continued deterioration of the economy which saw passenger numbers down 3.4%, combined with record high fuel prices and lower interest income. Rex says it is the "last man standing" in regional aviation, amid a litany of airlines which have failed in the last decade. "In the last nine months alone, three more names have been added to the graveyard of Australian regional carriers," said chairman Lim Kim Hai, citing departures such as Horizon Airlines (2004), Great Western Airlines (2005), Airlines of South Australia (2005), Emu Airways (2005), Aboriginal Air Services (2006), Sunshine Express (2006),

Big Sky Express (2006), Transair (2006), O'Connor Airlines (2007), Aero-Tropics Air Services (2008), MacAir Airlines (2009), Regional Pacific Airlines (2010), Tasair (2012), Aeropelican (2013), Brindabella Airlines (2013) and Vincent Aviation (2014). Despite the conditions, the Rex Group is "Australia's most profitable listed passenger airline for the third year running". Lim Kim Hai said the carrier had embarked on an ambitious investment program, and was facing the year ahead with "serenity and muted optimism." "There are already some very preliminary signs that we are near the bottom of the economic downturn," he said, adding that the recent removal of the carbon tax should give the economy a further boost. "I am confident that our best is yet to be," Lim added.



**HARVEY** World Travel in the Sydney suburb of Sylvania recently hosted a special client event in partnership with Holland America Line and Uniworld. Guests were treated to morning tea along with presentations from Scott Graham of Uniworld (left) and Helen Eves of Holland America Line. They're both pictured with HWT Sylvania director Sonia Antilla.

## JAL domestic wi-fi

**JAPAN** Airlines says it has received strong positive feedback from passengers since introducing inflight wi-fi on some domestic services about four weeks ago. From Oct, the carrier will offer 60 minutes free usage for top tier members of its JAL Mileage Bank loyalty program, with all members also able to redeem points for a wi-fi coupon.

## WIN A LUXURY SOUTH OF FRANCE RIVER CRUISE

Throughout August, **Travel Daily** is giving readers the chance to win a luxury all-inclusive river cruise, courtesy of **Scenic Tours**. The all-inclusive prize includes return economy class airfares to Europe, a 13 day South of France Luxury River Cruise for two adults with private butler service, all meals, complimentary beverages all day, all tipping and gratuities and airport transfers. Every day this month **TD** will ask a different question about Scenic Tours France River Cruises. The subscriber with the most correct entries and the most creative response to the final question will win this prize. Email your answers to: [scenictourscomp@traveldaily.com.au](mailto:scenictourscomp@traveldaily.com.au).

**Q20: What additional services does the Private Butler offer for guests in the Royal or Royal Panorama suites?**

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**SCENIC TOURS**

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

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Do you want to move away from face to face consulting? If you enjoying working predominantly on email and over the phone within a small team environment, then this role may be the fresh challenge you have been looking for. Suitable candidates will be Galileo trained and able to work shifts from 0700 – 2000 with weekends 9-5 on rostered once a month. Full ticketing training will be given to the right consultant, apply to join this fun and relaxed team today!

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For more information please call Kate on  
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## Retail Travel Consultant

**Adelaide DOE\$\$\$ Ref: 1261LB1**

This leading boutique agency in Adelaide has a rare vacancy to add a valued team member to their store. If you have great destination knowledge, experience dealing with high end product and knowledge of Sabre & Travelog then I want to hear from you ASAP! You will be rewarded with a fantastic work/life balance of Monday to Friday hours, and a supportive, senior and experienced team behind you. Solid salary package on offer for the right candidate with the right attitude.

For more information please call Lauren on  
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## Asia Specialist Travel Consultant

**Sydney CBD – Competitive Salary – Ref: 1271RF1**

The Asian touring sector is booming and our client needs consultants to help manage their enquiry! This is a fantastic opportunity for a consultant who is passionate about delivering the very best customer service. If you have prior experience within a retail travel environment, love selling Asia as a destination and are ready to take the next step in your career, then we want to hear from you! A competitive base salary plus commission is on offer to the right candidate.

For more information please call Rebecca on  
(02) 9113 7272 or click [APPLY](#) now.

## Temporary Ticketing Consultant

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Amadeus ticketing consultant needed urgently! Do you have current experience looking after complex flight itineraries and all aspects of ticketing including re-issues, re-routes and refunds? If you are available for immediate start for a short term 6 week temporary assignment where you will be working 9-5 Monday – Friday for a leading airline then I'd love to hear from you. A lovely working environment and excellent hourly rates are on offer. Interviewing NOW!

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## International Travel Consultant

**Perth DOE\$\$\$ Ref: 1211LB2**

Are you a fantastic travel consultant who is driven, motivated and wanting to become part of a dedicated team of travel professionals?! If so, look no further!! This boutique travel agency are looking for their next consultant, ideally proficient on Amadeus. If you love sales and have travelled internationally then read on! You will receive a competitive base salary plus Super and incentives. Predominantly Monday to Friday and most importantly an excellent team!

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