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## SQ Biz class fare blunder

**SINGAPORE** Airlines is set to levy agent ADMs of as much as \$5,000 per passenger, over an erroneously loaded Business class fare level to Europe last weekend.

The bargain fare was believed to be as cheap as \$3,500 including all taxes, and was on sale via GDS from Sat through until it was rectified on Mon night.

**Travel Daily** understands the fare level was also offered direct to consumers via the SQ website.

According to an update from the carrier to agents titled "Business Class Pricing Discrepancy," the fares were loaded late on Fri leading GDS to "incorrectly quote the Economy class Y-EZ and Y-EE fares instead of the new Business class U-RBD levels."

The carrier said any of the

incorrect Business class fares will need to be cancelled and reissued at the correct levels, with agents advised to inform passengers of the pricing discrepancy.

Cancellation, change and reissue fees are being waived.

A number of online travel agencies are believed to have sold tickets on the cheap fare via automated systems, with sources telling **TD** that some passengers may have already been uplifted.

SQ is informing affected OTAs that, like any other travel agent, they are required to ensure fares quoted via GDS are correct, with the Y-EZ fare rules clearly stating they are Economy class fare levels.

## VA/DL LAX 2x daily

**VIRGIN** Australia and Delta Air Lines are showcasing their joint trans-Pacific services which see them operate double daily flights between Sydney and Los Angeles.

See the **cover page** for details.

## Hawaii in focus

**HAWAII** Tourism Oceania is highlighting some of the activities on the recent Experience Aloha Family 2014 which saw agent participants hop around various Hawaiian Islands aboard Norwegian Cruise Line's *Pride of America* - see **page ten**.

## Vale Paul Glaser

**TRAVEL** industry veteran Paul Glaser died suddenly yesterday at home of a suspected heart attack.

Aged 77, Glaser formerly held senior positions with Continental Airlines and Pan Am in the USA as well as East West Airlines in Australia, and more recently with Travelscene American Express.

Funeral arrangements will be advised in **TD** when available.

## Back-Roads bdm

**BACK-ROADS** Touring is today advertising for a business development manager for NSW/ACT - see **page 11** for details.

## Seven pages of news!

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

- AA Appointments jobs
- Travel Trade Recruitment
- Hawaii Tourism
- Back-Roads Touring job
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## APD cut for kids

BRITAIN'S controversial Air Passenger Duty will be scrapped for children aged under 12, with the move effective 01 May.

The tax ranges from £13 for short-haul flights through to a whopping £97 per passenger for flights to Australia.

The move has been welcomed by travel agents, destinations and airlines, with some carriers expected to refund the now removed tax on forward bookings.

## Consular Strategy revamp

THE Coalition Government has released a revised DFAT Consular Services Charter & new Consular Strategy for 2014/16, with a key focus on raising public awareness of travel issues while abroad.

Announced by Minister for Foreign Affairs Julie Bishop, the new vision is to provide "modern, efficient & cost-effective support to Australian citizens overseas".

Bishop said that changes in society and technology has led to more Australians travelling and greater public scrutiny of the consular role, and that DFAT's services were being re-evaluated.

"We will continue to be responsive for assistance, but there is no right to consular assistance and there may be variations in the level of assistance provided across the network, depending on local circumstances," the strategy says.

The revamped Consular Strategy will see public messaging raised "to underscore the importance of adequate planning & preparation for overseas travel" which includes travel and medical insurance.

"Responsible travelling" may also in the future see the govt

"consider options to recover costs of providing consular assistance in some circumstances".

Other changes will see content on the [smartraveller.gov.au](http://smartraveller.gov.au) site made "more concise & accessible".

## Kelly leaves ACTE

ANDREW Kelly, who has spent the last three years heading up the Association of Corporate Travel Executives in the Australia/NZ region is no longer with the organisation, which has "parted ways" with his leadership.

The move, effective immediately, comes just days before next Mon's ACTE Australia/NZ Corporate Travel & Networking Education Conference in Sydney.

Kelly's tenure at ACTE has seen the group's profile boosted significantly, with alliances developed with CAPA, TIME, UTS, ICESAP and the *Travel Daily* group.

This year more than 1,500 delegates have attended 14 ACTE events across the region.

It is understood that Kelly's 2IC Stephanie Cheung has also resigned from ACTE.

More industry moves on [page 6](#).

## Travel South appoints

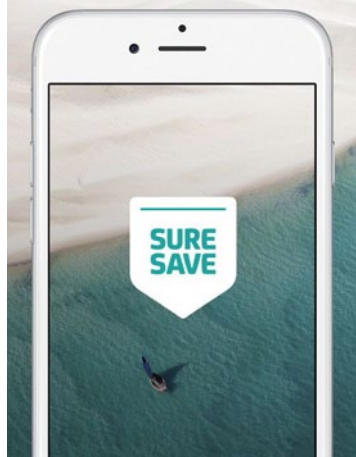
KENT Marketing was today announced as the in-country representative for Travel South, the collective marketing organisation for 12 US states.

Members include Alabama, Arkansas, Georgia, Kentucky, Louisiana, North Carolina, Mississippi, Missouri, South Carolina, Tennessee, Virginia and West Virginia, with the region last year attracting 8.3% of all Australian visitors to the USA.

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## YOTEL pursuing Aus debut

**INTERNATIONAL** budget hotel brand YOTEL has announced global expansion plans in Asia, Europe and North America, and earmarked a project in Sydney.

YOTEL targets business travellers and offers high density “cabins” rather than traditional rooms.

Initially, properties were located at some of the world’s busiest airports, including London Heathrow & Gatwick and Amsterdam Schiphol, before opening in New York City in 2011.

This week, YOTEL announced it would push forward with its growth strategy, opening new hotels in Paris Charles de Gaulle, city locations in San Francisco and Miami and a second property in New York City, boosting its capacity by over 3,000 cabins.

The firm also revealed it was in “advanced negotiations” to boost its portfolio with properties in Boston, Atlanta, Austin, Chicago,

Los Angeles, Seattle and Toronto.

Beyond North America, YOTEL said it was “actively pursuing opportunities” in Europe and Asia Pacific, specifically highlighting Dubai, London, Milan, Barcelona, Hong Kong and Sydney.

YOTEL chief development officer Jason Brown said 1/3 of the firm’s growth was anticipated to come from airport locations, with the majority focused on city centres.

### QF applies for HND

**QANTAS** has formally sought approval from the International Air Services Commission to begin flying to Tokyo Haneda, slated to launch in Aug 2015 (TD 28 Nov).

The move comes after Qantas secured peak arrival & departure slots at Haneda, complementing its daily services to Tokyo Narita.

QF is seeking an allocation for five years and it intends to utilise the full capacity by 31 Dec 2015.

## Free wi-fi at StayWell

**GUESTS** staying at 11 Park Regis & Leisure Inn hotels in Australia will be offered access free in-room wi-fi, parent firm StayWell Hospitality Group has announced.

The move comes in response to customer demand & “the desire to offer a point of difference to competitors,” StayWell ceo and md Simon Wan said today.

“Our guests want free wi-fi that is easy to use across several devices, that is secure and comes with no fine print or hidden gems.”

Free wi-fi download limits are capped at 250MB, however guests can add further packages of 250MB for \$9.95 and 10GB for 30 days access for \$39.95.

“With a growing need for travellers to stay connected, we believe this free wi-fi service will be welcomed by both business and leisure guests,” Wan said.

Full implementation of the free wi-fi is expected by 26 Jan across StayWell’s Australian network.



## Window Seat

**TOURISM** New Zealand pulled out all the stops at the recent world premiere of *The Hobbit: The Battle of the Five Armies* in London, constructing a life-size (so to speak) Hobbit hole inside the city’s famed Claridge’s Hotel.

Taking three days to build, the hole (pictured below) was used as a backdrop for cast interviews.

Hobbiton Movie Set and Air New Zealand collaborated to build and transport the feature to London, where it will tell the story of how New Zealand is a must-see tourism destination.









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## Travelport rich content push

**TRAVELPORT'S** new head of Australia/New Zealand Kaylene Shuttlewood has spent her first month in the role meeting with agents to showcase the latest version of the technology firm's Smartpoint desktop which now includes its Rich Content and Branding solution.

Speaking with **TD** yesterday alongside Asia-Pacific md Mark Meehan, Shuttlewood said the product is a "game changer" for travel agents and airlines because it provides flexible distribution of

ancillary content, enabling better service and higher yields while also offering significant upselling opportunities for consultants.

Around 80 carriers have adopted the solution which allows them to merchandise complex fare and add-on products via agent desktops, with full graphical displays but still enabling traditional command line entries.

Meehan said Travelport had invested US\$475m since 2012 in technology projects "to address the unmet needs of the industry".

## SAA fares on sale

**SOUTH** African Airways has discounted Economy & Business class fares from Australia to Johannesburg priced from \$1,413 and \$4,633, valid for select dates between 01 Sep and 30 Nov.

The promotion ends 05 Jan.

## Scenic Tours promo

**AGENTS** booking Scenic Tours' new *Scenic Spirit* have the chance to win themselves a cruise aboard the ship during its debut season in a new incentive.

The 34 suite vessel will sail the Mekong River in Southeast Asia, offering the "largest all-balcony one-bedroom suite on the river".

To be part of the incentive, agents will receive one entry in a draw for every 2016 Mekong cruise booked and deposited before 30 Apr 2015.

## Time to cash in on Restaurant Australia

**TOURISM** Industry Council Tasmania is calling on tourism operators to leverage the benefits of Tourism Australia's Restaurant Australia food and beverage showcase held in Hobart recently.

The council said it is "now up to tourism operators... to enhance Australia's (and especially Tasmania's) growing international reputation for good food & drink by sharing stories and images from their businesses & regions".

A toolkit with marketing ideas has been developed by Tourism Tasmania, while operators are urged to use Tourism Australia's Restaurant Australia website and social media platforms using the #restaurantaustralia hashtag to boost their profiles.



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## Meals on wheels with Alberta



**CANADIAN** rail adventure Rocky Mountaineer last night dished up a taste of its onboard culinary prowess to the plates of the Australian trade, hosting a masterful hands-on cooking class.

The company joined with Travel Alberta and Air New Zealand to host the culinary event at the five-star Shangri-La Sydney.

A delegation of senior Rocky Mountaineer management flew in from Canada to take part, including vice-president global sales Bob Nicholas, who couldn't hide his joy at the sales results coming from the Aussie market.

"We continue to see double-digit growth out of this market, and for 23 million people, I love it," Nicholas remarked glowingly.

Part of the delegation was Rocky Mountaineer executive chef Jean Pierre Guerin, who guided attendees through the creation of

gourmet salmon and beef dishes available on the train, backed up by creamy mashed potatoes and a tasty risotto.

After a demonstration, agents moved to their cooking stations to prepare their creations, assisted by a team of expert chefs from the Sydney Cooking School.

Co-host Air New Zealand spoke of its air services to Vancouver, one of several points where pax can join the Rocky Mountaineer, while Travel Alberta showed off the multitude of seasonal and year-round activities on offer.

**Pictured** above at the event from left is Vicki Park, Air New Zealand; Bob Nicholas, Rocky Mountaineer; Lizzie Doyle, Travel Alberta; Jean Pierre Guerin, Rocky Mountaineer and Shannon Kidd from Rocky Mountaineer.

For more photos of the trade cooking up a storm, **CLICK HERE**.



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# Mark's Grand Swiss strategy



**SWITZERLAND** Tourism's new director for Australia and New Zealand arrived in Sydney just two weeks ago and he has already mapped out what the travel industry can expect over the next 12 months.

Mark Wettstein relocated to Australia from Zurich where he held previous roles with Lufthansa and Zurich Airport (*TD* 22 Jul).

Wettstein will be responsible for launching Switzerland Tourism's new product experience, dubbed The Grand Tour.

The complete tour covers approximately 2,000kms around the country and incorporates five Alpine passes, 22 lakes and 13 UNESCO World Heritage sites.

Wettstein told *Travel Daily* the concept of the tour is to "take people off the beaten track".

The trip takes visitors through less frequented villages and allows them to experience various methods of transportation, on smaller roads and across mountains.

"The Grand Tour offers people in a mature market such as Australia with the opportunity to explore our country, meet the locals and attend festivals

- experiencing the full Swiss culture," said Wettstein.

Travellers also have the flexibility to tailor the tour to suit their length of stay in Switzerland.

"The Grand Tour is a brand experience that's here to stay, will be rolled out globally and aims to make people stay on in Switzerland for longer," Wettstein said yesterday at a trade event.

The new director will work closely with key partners and wholesalers across the country to get the Grand Tour out to market.

Switzerland has continued to enjoy a steady 11% increase of visitors from Australia each year.

Next year will also see Switzerland Tourism celebrate 150 years of winter tourism, introduce e-learning programs for agents, host famil trips and participate in trade shows to further engage the market.

Excited about bringing his flavour to the new role, Wettstein says "I'm confident the cooperation with the trade is going to be a good one".

**Pictured** at O Bar & Dining in Sydney yesterday is Birgit Weingartner and Mark Wettstein from Switzerland Tourism with Ingrid Kocijan from Rail Europe.

## QR A380 BKK launch

**QATAR** Airways has brought forward the launch date of Airbus A380 services between Doha and Bangkok by one month, with the superjumbo now to debut on the route from tomorrow.

Bangkok will be Qatar Airways' third destination using the A380, following the introduction of the double-decker aircraft on flights to London Heathrow and Paris.

QR said the aircraft will provide extra capacity on one of its four daily services to the Thai capital in time for festive season traffic.

**MEANWHILE**, Qatar Airways is ramping up capacity across Europe in the New Year, with frequencies to Manchester and Barcelona to be increased to double daily, effective 15 Feb and 16 Feb respectively.

In further capacity adjustments, QR will increase its daily services from Doha's Hamad International Airport to Stockholm and Copenhagen to 10 and 11 weekly frequencies, scheduled to take effect on 01 and 02 Feb.

## Amadeus HX solution

**BRAZIL'S** TAM Airlines will be the launch partner airline for a new Amadeus solution designed to re-accommodate pax affected by delayed and cancelled flights.

The Amadeus Personal Disruption Companion comes as a result of a white paper study by the airline into airline disruption.

Personalised and operating in real-time, the solution, which is available as a smartphone app, allows airlines to offer customised merchandising offers to pax such as free hotel or cabin upgrades.

The solution also allows airlines to manage inventory including EMDs, prepare boarding passes and transfer bags to new flights.

The app will be available on a white label basis from next year.

## Rail survey reminder

**ENTRIES** in the Australian Travel Agent Barometer's European Rail Survey (*TD* 13 Nov) will close off at midnight tonight.

Agents participating in the survey have the chance to win one of four Myer Shopping Vouchers or a 15-day First Class Eurail Pass for two people.

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## TC adds in Whyalla

THE travel agency formerly known as Travelworld Whyalla has joined Travellers Choice, and will henceforth be known as Whyalla Travel and Cruise.

## 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).

**Alastair Fernie** has been appointed to the newly created role of Executive General Manager of **Ecrusing**. He was formerly GM of Harvey's Choice Holidays and helloworld's The CRUISE Team. More details in today's issue of *Cruise Weekly* - subscribe at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

**Treasure Island Resort** in Fiji has announced the appointment of **Charmaine Tale** as its new Director of Sales & Marketing. To be based in Nadi, Tale moves to Treasure Island from her former role as DOSM for Sonaisali Island Resort.

**InterContinental Hotels Group** has named **Annmarie Mansour** as its new Field Marketing Manager Australasia. Mansour was formerly with public relations firm Zadro Communications.

**Perth Airport** has announced the retirement of Chairman **David Crawford** after 15 years in the role. **Colin Beckett** is to be appointed Director and Chairman-elect in Jan 2015.

**Brad Smith** has been named Chief Sales Officer for **Allianz Global Assistance**. He was previously the company's GM of assistance/networks.

**Janet Chan** has taken up a new role with **Conrad Macao** as its Director of Luxury Sales. Well known to the Australian industry, Chan has worked with many five star properties in Fiji, Cambodia and Australia along with roles with Small Luxury Hotels of the World and Preferred Hotel Group.

**Travelport** has appointed **Matt Minetola** as Chief Information Officer. He was formerly CIO for HP Financial Services.

**David Doyle** has been named NSW/ACT Sales Manager for **Uniworld Boutique River Cruise Collection**. Doyle's career has included roles with Qantas, TravelManagers and Travelforce.

**Hertz New Zealand** has appointed **Lynn Adams-Pearce** as its new National Manager, Sales. To be based in Auckland, she will report to Lisa Miller, Director of Sales for Australia and New Zealand.

**Dilek Ozer** has been named as Director Customer Engagement Strategy with **4th Dimension Business Travel Consulting**.

**The South Coast Regional Tourism Organisation** has appointed **Lynne Hocking** to the newly created role of Executive Manager. Hocking's extensive industry career has included international marketing roles with Rydges Hotels & Resorts as well as Tourism Australia.

**Cruise Holidays** has announced the recruitment of **Lance Mumby** as a member of the home-based network, trading as CruiseAlong.

**Beyond Travel** has appointed **Elaine Vogler** as its new Sales Executive for Qld. She has over 30 years of travel industry experience including owning and operating several agencies in Mount Ommanby, Capalaba and Alexandra Hills as well as BDM roles in airline, hotel, cruise & land product.

Thai hotelier **Siam@Siam** has named **Geev Andre Bahrampoori** as Manager of the Design Hotel in Bangkok.

The South Australian Tourism Industry Council has appointed new Board members including Chairman **Brenton Davis** of Kangaroo Island Outdoor Action, **Stuart Livingstone** from Top Tourist Parks of Australia as Vice Chair and Directors **Eoin Loftus** of Majestic Hotels, **Tanya Mitchell** of Alexandrina Council, Hilton Adelaide GM **Peer Norsell**, Rawnsley Park Station Owner **Julie Smith**, **James Stephenson** from The Old Mount Gambier Gaol and **Jim Triantafyllou**, President of the Taxi Council SA.

## ADTCA celebrates National Day



**ABU** Dhabi Tourism & Culture Authority celebrated the United Arab Emirates' National Day with travel media in Sydney yesterday.

ADTCA country manager for Australia Michael Woods said the day was traditionally marked by UAE families coming together.

Although the official day of celebration was 02 Dec, Emiratis spread festivities over the course of a week, which includes parades, picnics and spectacular firework displays.

National Day symbolises the formal merger of seven emirates within the region (Abu Dhabi, Dubai, Sharjah, Ajman, Fujairah, Ras al-Khaimah and Umm al-Qaiwain), formed 43 years ago.

Food also forms an integral part of the day's celebration, and what better way to acknowledge the UAE's National Day than gorging on local fare cooked by a former MasterChef contestant, Amina Elshafei, who herself has an Arabian heritage.

With her cross Egyptian/South Korean background, Elshafei told *Travel Daily* she is at home in the

kitchen cooking Emirati food.

Guests dined on traditional UAE cuisine including Salouna Samak wa Roubyan (local fish & prawns stewed in special tomato sauce), Machbous Dayay (chicken & rice cooked in aromatic spices) and Luqaimat (dough balls served in orange blossom syrup) and Cardamon black tea.

Woods is **pictured** (right) with chef Amina Elshafei and Stephen Mahoney, Etihad Airways.



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## Emirates Europe sale

**EMIRATES** has released fares to Europe for travel between 01 Mar and 30 Sep priced from \$1,601 to 37 destinations across Europe.

Return Economy class fares are priced from \$1,625 to Amsterdam and Milan, \$1,663 to Paris and \$1,796 to London, while Business class fares start from \$7,066 and are available for travel to 30 Nov.

Biz fares to Paris and London start at \$7,188 and \$7,403.

Bookings need to be ticketed before 23 Dec - for full details, see [www.emirates.com/au](http://www.emirates.com/au).

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# Sailing away with Discover



**DISCOVER** the World Travel Marketing yesterday hosted some of its key industry partners on a Sydney Harbour sailing regatta.

The event was to showcase the products of All Leisure Group, the parent company for cruise lines Swan Hellenic, Voyages of Discovery and Hebridean Island Cruises, all which Discover The World represents in Australia.

**Pictured** above enjoying the sunshine are, from left: Hardy Schneider, Cruise Express; Discover the World ceo Jeannie Foster; CLIA general manager Brett Jardine and Roger Condon, DWTM gm sales & product.

## Jetstar Japan to HKG

**HONG** Kong has been named as Jetstar Japan's inaugural international route, with flights set to commence from Osaka Kansai to HKG on 28 Feb.

## Pilots on strike again

**LONG-HAUL** Lufthansa flights will be affected today as pilots in the Vereinigung Cockpit union go on yet another strike, its second this week & tenth in this dispute.

The carrier is seeking mediators to help resolve the impasse, at the same time as it now moves to expand its low-cost operations.

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Part of the Travel Daily group of publications.



# Travel Daily

First with the news

Thursday 4th Dec 2014

## Counsellors reviews

**HOME-BASED** travel agent network Travel Counsellors has integrated new review technology into its Phenix booking system, allowing agents to leave feedback about hotels and products.

The company has partnered with travel review aggregation site TrustYou, which tallies scores from 250 review websites globally.

Using the feature, agents will be able to share first-hand client feedback with fellow Counsellors.

## New GA dom. routes

**GARUDA** Indonesia has added three new domestic routes from Batam to Bandung and Surabaya, and from Surabaya to Manado, according to travel agent GDSs.

The new services will launch on 19 Dec using Boeing 737-800s.

## Govt responds to aviation safety review

**THE** Australian Government will implement 32 of 37 suggestions put forward in the report tabled by the Aviation Safety Regulation Review Board (**TD** 15 Nov 2013).

Deputy Prime Minister Warren Truss said more detailed analysis would be carried out on a further four recommendations.

The independent panel, chaired by Qantas & Airservices Australia veteran David Forsyth AM, found in its study that Australia's aviation regulatory system was among the world's most advanced, but that improvements could still be made.

It suggested aviation agencies and the industry itself could work together better in identifying risks and ensure that appropriate procedures were in place.

"We are aware that relationships have not been as good as they need to be and there are diverse views even within the industry on some issues," the report noted.

The role of CASA was also put under the microscope, the report saying safety should be its focus.

## Win a trip to Abu Dhabi flying with Etihad Airways

This month **Travel Daily** is giving the travel industry a chance to win a trip to Abu Dhabi, courtesy of Abu Dhabi Tourism & Culture Authority, Etihad Airways, Shangri-La Hotels and Arabian Adventures.

The prize includes:

- 2 return Economy Class flights to Abu Dhabi with Etihad Airways
- 4 nights staying in a Deluxe room at the five-star Shangri-La Hotel, Qaryat Al Beri
- Breakfast daily
- Airport transfers and sightseeing tour with Arabian Adventures

Everyday **TD** will ask a different question about Abu Dhabi and Etihad Airways. The subscriber with the most correct answers and the most creative answer to the final question will win this amazing prize.

Send your answers to: [abudhabicomp@traveldaily.com.au](mailto:abudhabicomp@traveldaily.com.au)

When is the best time to visit Abu Dhabi?



Terms & conditions







## WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL THE EXPERTS

### COMBINE YOUR AIRLINE AND TECHNOLOGY SKILLS TEAM LEADER –AIRLINE SUPPORT SYD – SALARY PACKAGE UP TO \$80K

We are looking for a leader to join this global provider to the travel industry. Leading a team of up to 8 staff, you will ensure your team are meeting all SLA's whilst providing support and feedback on a daily basis. You will have proven leadership experience, strong systems knowledge and an understanding of airline inventory. With a strong base salary and penalty rates on offer plus your chance to progress your career, this role will commence January.

### SOLUTIONS SPECIALIST CORPORATE TMC BUSINESS PLANNING AND STRATEGY ANALYST SYDNEY –EXEC SALARY PACKAGE

This newly created role will see you working and reporting directly into the MD of this Corporate TMC to identify and implement projects across Australia. Responsible for analysis and reporting, administrations support by managing quarterly meetings and working on special projects are just some of the main tasks. You should have an understanding of Salesforce.com, strong skills in business reporting, analytics, operations and technology skills

### MOVE YOUR CAREER FORWARD SENIOR INDUSTRY SALES MANGER SYD – EXEC SALARY \$100K PLUS

If you have the ability to lead a sales team, provide strategic direction, drive revenue growth, manage key high level relationships whilst leading and directing your team, then this leading travel organisation has an opportunity for you within their Australian business. You will have strong established relationships throughout the industry, and have lead strong successful teams. This is a great opportunity to step up in your sales career.

### TRAINING ROLE FOR EXCITING COMPANY TRAINING MANAGER SYDNEY – \$80K PLUS SUPER PLUS BONUS

Training roles like these only appear once in a blue moon, this company are an emerging exciting sector of the travel industry, be part of a creative and diverse environment. We require a skilled training manager with at least 5 years' experience in a training role, you will have two direct reports so leadership skills are also required, along with formal qualifications. You will enjoy Mon-Fri hours, great salary and bonus structure along with amazing benefits & more.

### PRODUCT MANAGER – URGENT NEED PRODUCT MANAGER (AFRICA) MELBOURNE – SALARY PACKAGE TO \$82K

Having successfully operated for over 50 years, this luxury wholesale company is seeking an experienced product manager to effectively design and development new Africa product. You will be responsible for research of existing & new product, itinerary design & supplier negotiation, brochure production & marketing plans. If you are results driven and are seeking a new challenge, this award winning operator could be your best move yet.

### BUSINESS DEVELOPMENT MANAGER - SME CORPORATE SALES MELBOURNE - SALARY PACKAGE TO \$80K OTE

Do you prefer doing business face to face? Like schmoozing with company MD's instead of pitching travel procurement managers or board of directors? Then it's time to take your strong sales and client relationship skills to this award winning TMC where you will be rewarded for your efforts with a lucrative salary package plus commission. Effective leads, supporting co-ordinators and a premium brand name will set you on the road to success.

### LOOKING FOR A NEW CHALLENGE? TRAVEL MANAGER

#### ROCKHAMPTON – UP TO \$75K PKG + BONUSES

We currently have a fantastic role on offer for someone looking to take that next step in their career. This reputable agency is looking for an experienced Senior Travel Consultant or Assistant Manager with a can do attitude to step up, join and lead this vibrant team. A top package + bonuses + travel discounts is yours to enjoy! If you have 3 years industry experience, a positive attitude and high customer service, we want to hear from you.

### TRAVEL TECHNOLOGY – ARE YOU AN IT WHIZZ? TRAVEL TECHNOLOGY SPECIALIST

#### BRISBANE CBD – UP TO \$100K PKG + BONUSES

This is a rare opportunity to join this prominent travel technology provider. You'll be responsible for identifying opportunities for technical and platform improvements, consulting and providing solutions for business efficiency. Extensive knowledge of the travel industry and GDS systems is essential along with proven ability to build good working relationships and deliver 5 star customer service. An executive salary package + bonuses is on offer.

## AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

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

NSW & ACT: 02 9231 2825 VIC, WA & SA: 03 9670 2577 QLD: 07 3229 9600

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*Working in partnership with the Australian Travel Industry*

### Retail Branch Manager

**Brisbane, \$Excellent. Ref:1828HB1**

Is travel your absolute passion, where you born to lead others, do you excel in small business management! Calling all 2IC's and current branch managers an exciting opportunity awaits for you to join this successful and well respected travel brand. In return for your ability to drive sales results, lead others, provided excellent travel and GDS knowledge, you will be rewarded with a great work life balance and excellent remuneration package . A great next step in you travel career awaits!

For more information please call Helen on (07) 3023 5027 or click [APPLY](#) now.

### Corporate Travel Consultant - Sydney

**Sydney E.Suburbs, \$Competitive, Ref: 1428SZ1**

My client is a reputable, leading independent TMC located in the Eastern Suburbs. They are looking for an experienced Corporate Travel Consultant with Amadeus experience to be apart of their ever growing team. As a Corporate Consultant you will be working on many last minute changes, including international & domestic flights, accommodation and car hire. You will need to be professional have an enjoyment for fast paced environment and working to deadlines. Monday to Friday business hours.

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

### Multi-skilled Corporate Travel Consultant

**Melbourne, \$Competitive, Ref:1277KF1**

This is a leading global company who are looking for a really amazing candidate! Are you customer service focused with at least 3 years international Corporate Travel experience? This is a varied and exciting role for a fantastic candidate, not only will you be servicing your corporate clients to a high level, assisting future clients with use of the online booking system - there is a chance to use your corporate skills and knowledge to bring business on - start your BDM skills today!

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

### Boutique Travel Consultant

**Adelaide, \$DOE Ref: 1433LB2**

Currently there is a fantastic opportunity for a travel professional with ideally 3+ years experience within a small travel company in Adelaide. You would be joining a small team working with both domestic and international high end product. This is a role for those with a proven background in silver service as well as sales, and will attract consultants willing to go that extra mile for their clients. Working Monday – Friday only this rare opportunity is only on offer for the right person!

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

### Retail Branch Manager

**Sunshine Coast, \$Excellent. Ref:1463PS1**

Experienced 2IC ready for your own store or a hands on Manager who is looking for a fresh challenge? Want to work with one of Australia's leading travel companies? If you are a natural leader, enjoy motivating a small team and have a demonstrated high level of customer service then I want to hear from you today! Working in centrally located offices you will be responsible for the stores day to day running. Strong GDS skills and previous management in a similar travel environment are essential.

For more information please call Peta on (07) 3023 5024 or click [APPLY](#) now.

### Travel Branch Manager

**Newcastle, Excellent base, Ref: 1411MB1**

A fantastic opportunity has arisen for an experienced travel professional who would like to take their next step into Retail Travel Management. As a Retail Travel Branch manager you will be responsible for managing the daily running of the office as well as motivating your team to achieve sales targets. You will still have a hands on role consulting and using your expert travel knowledge to interact with colleagues and clients. Help lead this branch in its continued success.

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

### Leisure Travel Consultant

**Melbourne, \$40k-\$50K, Ref: 1357MD3**

Are you looking for a change before the New Year begins? Want to develop your skills and knowledge to the next level as a Travel Consultant? And relocating out of the rat race of the city?! An excellent opportunity has arisen with this successful and established Leisure Retail Travel brand based in the Suburbs of Melbourne, for motivated, positive and experienced consultants to join their team. Successful candidates will be fully trained on Gal and Crosscheck and extensive product knowledge!

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

### Corporate Travel Consultant

**Perth, \$DOE Ref: 1460LB1**

Experienced corporate travel consultant required for this well known travel management company in Perth. You will be specialising in dealing with repeat corporate clientele servicing their requests as needed. This award winning, multi-skilled office also handles leisure and groups departments as well. To be considered for this role you will have a solid corporate background & ideally a strong client following. Those with Sabre and SAM experience will be highly regarded! Interviewing now.

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



Find your ideal travel job at [www.TravelTradeJobs.com.au](http://www.TravelTradeJobs.com.au)  
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# EXPERIENCE ALOHA FAMIL 2014 HIGHLIGHTS

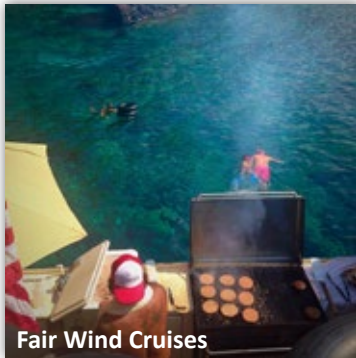
Hawai'i Tourism Oceania, in partnership with Hawaiian Airlines and Norwegian Cruise Line, recently gave 20 travel professionals the opportunity to discover Hawai'i's amazing beauty, unique culture and island diversity on their annual Experience Aloha Famil.

Participants enjoyed 7-nights onboard the Pride of America cruise ship island-hopping in style between O'ahu, Maui, Hawai'i Island and Kaua'i, before spending 2-nights post-cruise at the Hilton Hawaiian Village in Waikiki.

To see more of what they got up to check out [www.facebook.com/AlohaDownUnder](http://www.facebook.com/AlohaDownUnder) the official Hawai'i destination Facebook page for Australia.



Norwegian Cruise Line



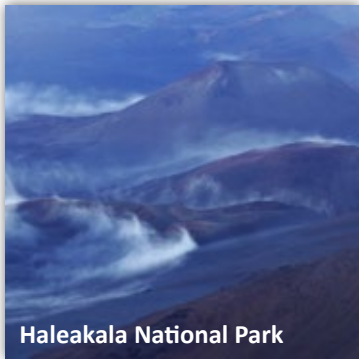
Fair Wind Cruises



Hawaiian Airlines



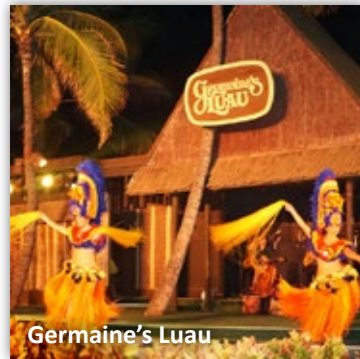
Hawai'i Volcanoes National Park



Haleakala National Park



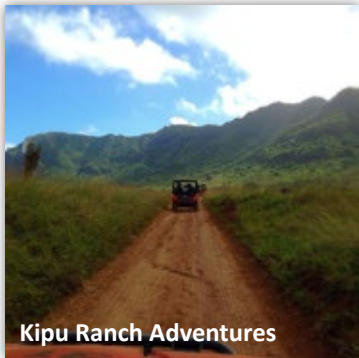
Hilton Hawaiian Village



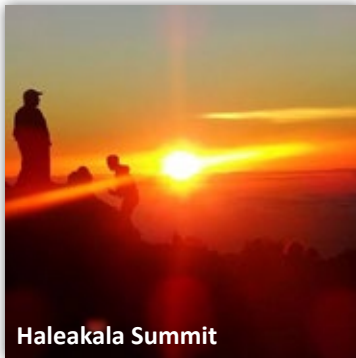
Germaine's Luau



Andaz Maui at Wailea Resort



Kipu Ranch Adventures



Haleakala Summit



Helicopter ride Waimea Canyon



Kaanapali Beach Hotel

## YOUR CHANCE TO EXPERIENCE ALOHA FIRST-HAND

Hawai'i Tourism Oceania invite you to come and experience the beautiful Hawaiian Islands.

The Mahalo Month program provides Hawai'i-selling travel professionals with special rates and offers from Hawai'i's travel industry for travel between 01 April to 31 May 2015.

For more information and a complete listing of all special offers, visit [www.mahalomonth.com](http://www.mahalomonth.com)

HAWAII TOURISM  
OCEANIA

MAHALO MONTH  
for TRAVEL PROFESSIONALS



## Business Development Manager NSW STH/ACT

Back-Roads Touring is a unique small group touring concept offering fascinating and leisurely regional tours throughout the UK & Europe. With a maximum of 18 people per tour, we provide more of an intimate and relaxing travel experience, taking our guests off the freeways and onto the back roads to enjoy seasonal cuisine, charming accommodation and authentic cultural experiences. During the last 24 months we have experienced unprecedented growth and as such we are now seeking to appoint a 2nd dynamic Business Development Manager based in NSW looking after NSW South (including parts of Sydney) and the ACT.

This is a fantastic opportunity for a passionate individual to join our growing team and represent an innovative brand and style of touring.

We are looking for the following proven characteristics:

- 3+ years sales experience in the travel industry
- Customer relationship management experience
- A proven track record of business development management within the travel industry
- On road sales experience with travel agents
- Confident and articulate presentation skills
- Demonstrate revenue growth in a sales territory
- Self starter with an existing travel industry network
- First hand destination knowledge gained through travelling in the UK and Europe

You will be willing to:

- Work outside of normal business hours as required to represent Back-Roads Touring at travel expo's, conduct breakfast seminars, or as required to attend any other reasonable promotional event
- Travel long distances, including interstate and international travel, and occasionally work away from home as required
- Escort Travel Agent familiarisation trips on Back-Roads Tours
- Work remotely under your own supervision, but providing detailed reports outlining your productivity and progress against targets

If this sounds like the ideal role for you, please send your CV and covering letter outlining the following:

- Your previous relevant experience
- Why you believe you will make a positive impact in this role

**Applications which do not address these points will not be considered.  
Only short-listed applicants will be contacted. Please send your application and supporting letter to [Hugh.Houston@backroadstouring.com.au](mailto:Hugh.Houston@backroadstouring.com.au) by December 17th.**

[www.backroadstouring.com](http://www.backroadstouring.com)

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## Santorini, Greek Islands

36.4624° N | 25.3778° E



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There are endless ways to reach a destination and we believe it's the path you take that makes the experience memorable. At Savenio, we go the extraordinary mile to bring you a trip of a lifetime - every time.

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many places, many paths