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# Travel Daily

First with the news

Wednesday 21st May 2014



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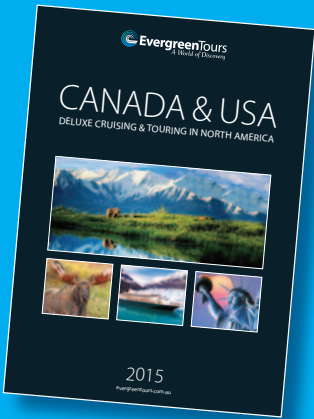
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## QF dom. capacity review

**QANTAS** says it is responding to "changing conditions in the domestic market," confirming today it has revised capacity increases initially slated for the first three months of 2015.

### EY SYD lounge launch

**ETIHAD** Airways boss James Hogan has today officially opened the carrier's First and Business Class Lounge at Sydney Airport.

At a special ribbon-cutting ceremony, Hogan also revealed EY will open a new lounge in Melbourne within 18 months.

**MEANWHILE**, Virgin Australia & Etihad Airways are reminding the trade of the carriers' global airline alliance which provides seamless connectivity to 103 destinations in the Middle East, Africa, Europe, Asia, Australia and the Americas.

See **today's cover** for more info.

### TMS job prospects

**TMS** is promoting vacancies for 23 "exclusive roles" within the trade along with two in-house recruitment consultant roles - see **pages 13 and 14** for more info.

Total domestic capacity growth for Qantas Domestic, QantasLink and Jetstar Domestic will now be "zero" compared to the prior corresponding period, the Australian flag carrier said.

"Qantas will continue to monitor and adjust capacity according to changes in market conditions during the period," QF added.

The announcement comes as the QF Group reported a 6.7% drop in domestic mainline traffic (-3.2% including QFLink) in Apr, while Jetstar International pax numbers slid 15.9% year-on-year.

Group-wide, pax carriage was down 1.5% compared to Apr 13.

For the year-to-date, passenger numbers were up across the Group by 1.2% on 2012/13 FY.

### Another great issue!

**TD** has ten pages of news and photos today along with a front cover page from **Virgin Australia and Etihad Airways** plus full pages from: (**click**):

- AA Appointments jobs
- Travel Trade Recruitment
- TMS Asia Pacific
- TMS recruitment ad

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## Avalon France video

**AVALON** Waterways has released a new video highlighting its river cruise product in France, where the company is planning to double operations next year.

It's the latest in Avalon's 'Have you ever?' series and provides an additional sales tool for travel agents, showcasing the scenery, art, culture and cuisine that travellers can expect.

Avalon's expansion includes the introduction of its Suite Ship concept into France for the first time - click on the logo to view the video.



## MH share rebound

**SHARES** in Malaysia Airlines jumped almost 10% yesterday following two days of heavy selling after a *Wall Street Journal* story which quoted PM Najib Razak as saying the government "could not rule out bankruptcy" for the airline which is suffering heavily due to the MH370 loss.

Yesterday's rebound followed a statement contradicting the report, saying the PM had not mentioned bankruptcy but had said MH's status as a listed entity may need to be reviewed.

## Virtual payments on rise

**TRAVEL** supplier payment firm eNett International has launched Virtual Account Numbers (VAN's) into the Australian industry as a new and more efficient method of paying suppliers for bookings.

Now available to agencies of all sizes, the technology works as a 16-digit randomly generated Mastercard number which is only valid for a single transaction.

eNett managing director and ceo Anthony Hynes said the technology will greatly simplify payment reconciliation processes.

"If an agency only makes supplier payments by cash, cheque or debit, they might not be able to access a range of content that gives their customers the best rates," Hynes added.

According to a report by industry think-tank PhoCusWright, two out of five agencies currently use or plan to use VAN's in the future, although use of cash transfers and physical credit cards remain widespread across the trade.

VAN payments can be made in 27 currencies, of which 15 can be settled locally, including AUD.

Agents in Brisbane, Sydney and

Melbourne seeking more details on VAN's can register for a series of information evenings on 24, 25 and 26 Jun respectively - register at [www.enett.com/vans](http://www.enett.com/vans).

## State of Origin comp

**RESUMPTION** of hostilities on the rugby league field between Queensland & New South Wales will resume next week in the annual State of Origin series.

*Travel Daily* is again running its popular tipping competition for the series, with a fantastic prize from Keith Prowse Travel to win.

The overall winner for the series will win an Immortals Dining package at the 2014 NRL Grand Final on 05 Oct, including Diamond seats on Level 4 at ANZ Stadium valued at over \$2,500.

To enter, email us your answers to the following by COB on 28 May to [soo@traveldaily.com.au](mailto:soo@traveldaily.com.au).

- 1: Which team do you tip to win the 2014 State of Origin series?
- 2: What do you predict to be the final score for Game 1?
- 3: In which minute of Game 1 will the first try be scored?

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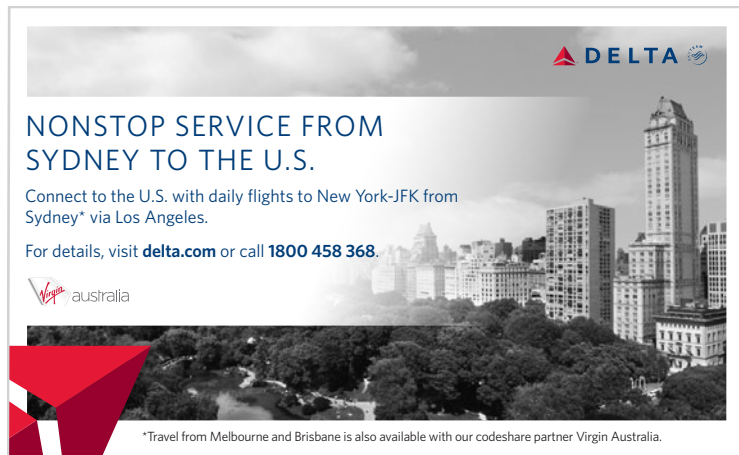
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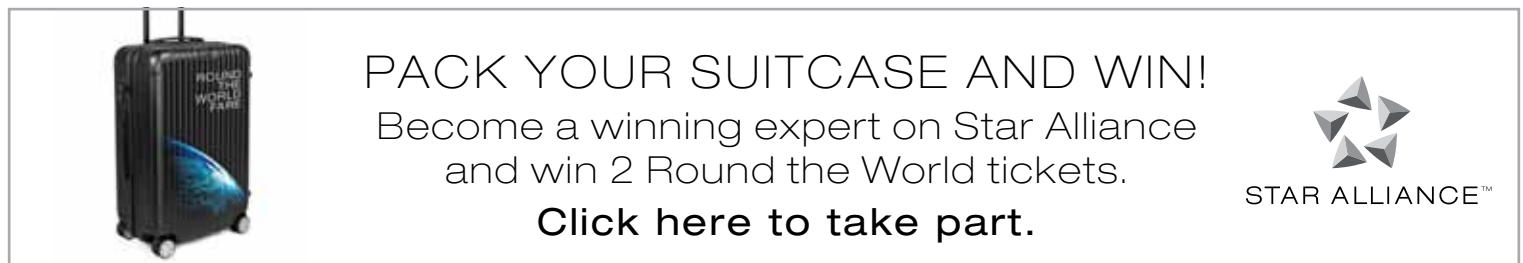
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# Travel Daily

First with the news

Wednesday 21st May 2014

## FLIGHT CENTRE

Business Travel

Now recruiting for...  
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## Travel Daily on location in Dubai

Today's issue of TD is coming to you courtesy of Dubai Tourism and Emirates, which are hosting their agent 'giga famil'.

THE selected cohort of top achievers in the final phase of this year's Dubai famil checked out of the Sofitel The Palm hotel and headed straight for some pampering at the nearby Jumeirah Zabeel Saray.

Fully refreshed, they were then whisked out into the desert for an exclusive experience at the Al Maha Desert Resort.

This enclave is part of a nature reserve where wild oryx and gazelles graze and gambol in front of 40 or so very private pool villas, and tomorrow the agents will undertake activities including falconry, camel rides, nature walks and spa treatments.

## Scholarship comes of age

APPLICATIONS have opened today for the Avis Travel Agent Scholarship, with the customer service-focused program celebrating its 18th year in 2014.

The scholarship is open to all leisure and corporate agents in Australia, regardless of their level

of experience or affiliations.

A cavalcade of educational and travel-related prizes valued at more than \$40,000 is up for grabs to the eventual winner.

Travel prizes include return Business Class tickets for two to New York complete with accom and seven days Avis car rental.

The winner will also benefit from education opportunities including CLIA Australasia training modules, Polonious Resources business coaching & feedback and a scholarship to study at Southern Cross University.

The annual Avis Travel Agent Scholarship program is well regarded as a springboard for agents seeking to develop their industry careers, with winners having gone on to run successful industry businesses and cultivate significant contact lists.

Entries are open until 31 Jul, with the winner named on 21 Oct see - [www.avisscholarship.com](http://www.avisscholarship.com).

## Qantas Asia sale

QANTAS has launched an Economy class companion fare deal for passengers who book two seats to some ports in Southeast Asia before 03 Jun.

The special fares are available for selected departures from now through to Nov as well as Feb/Mar 2015, and are valid for a minimum of two pax booked and travelling together on the same itinerary, travel class and dates.

Prices lead in at \$699pp from SYD or MEL to Singapore, with deals also available to Perth, Phuket, Penang or Koh Samui.

## Window Seat



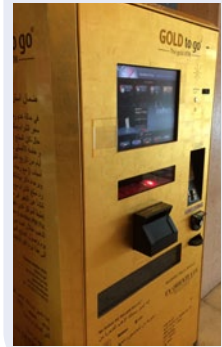
IT MAY be just a gimmick, but it definitely exists.

Participants in this year's Dubai Tourism/Emirates mega famil spotted a vending machine with a difference in the foyer of the upmarket Atlantis The Palm resort this week.

Looking pretty much like a drinks or snack machine, on closer examination it emerged that in fact it was a special gold

dispensing machine.

The 'Gold to Go' gadget (left) offers dynamic pricing of gold, and credit card or cash payments.



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## Virgin slips up in Apr

**OFFICIAL** figures for on-time running among Australia's major carriers have been released for Apr, with Virgin Australia losing ground on Qantas for departures.

Australia's flag carrier matched its result from one year ago exactly, with 86.3% of services pushing back on time, while VA dropped 2.6% to 81.7%.

Virgin Australia also suffered from a high rate of cancellations, with 2.6% of services shelved, just behind QantasLink on 2.7%.

Tigerair dropped nearly 10% for its on-time score from Apr 2013.

The overall on-time score for all airlines participating was 83.5%.

## Legend reservations

**BOOKINGS** have opened today for 15 cruise itineraries on Royal Caribbean's *Legend of the Seas* which are departing from Brisbane for the 2015/16 season.

Prices start at \$1,299ppts on an eight-night South Pacific voyage.

## Thailand advisory

**THE** Department of Foreign Affairs and Trade has revised its Smartraveller advice for Thailand, following the declaration of martial law across the country by its army chief (**TD** yesterday).

According to the update, Australians in Thailand may see an increased presence of security forces in some locations.

Under martial law, military authorities have wide powers including the ability to suspend laws, restrict movement and impose curfews.

The overall level of the advice remains at the "high degree of caution" level.

**MEANWHILE**, Thai Airways has reaffirmed its commitment to continue providing normal passenger services despite the martial law declaration.

The carrier issued a statement yesterday saying it is monitoring the situation, and reassuring passengers that "they will be well cared for under all circumstances."

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**ABOVE:** This Travel Managers group recently explored the Red Centre on a famil aboard The Ghan, hosted by Great Southern Rail and Territory Discoveries.

Participants were selected from the results of a webinar and an online training module, with the agents who recorded the highest scores winning a spot on the trip.

**Pictured** back row from left are Fiona Hicks, Kerrin Poupos, Irena Bryant, Beverley Fitzsimons and Chris Cogan.

Front row: Bonnie Malam, David McCarthy (National Partnership Office), Theresa Kwong, Zora Abbot and Renee Cornelissen from Great Southern Rail.

## Albatross Austria

**ALBATROSS** Tours is offering a Christmas in the Austrian Tyrol tour priced at \$3169ppts for ten days ex Munich.

The trip departs on 19 Dec this year, and includes Christmas Markets in Germany, two nights in Salzburg, five nights in Neustift for Christmas and a night in Fussen before returning to Munich for the end of the tour.

It's fully escorted and includes transport, accommodation, daily breakfast, local guides and entrance to attractions plus six dinners including a Christmas Eve feast - for details call Albatross Tours on 1300 135 015.



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**THIS** group of six travel agents has recently returned from a fantastic famil through Tanzania, hosted by The Africa Safari Co. Their journey included a brief stop in Zanzibar for a few nights at the Zanzibar Serena Inn where the agents discovered the mystery of Spice Town, the spice markets & some of stunning beaches of the island's north. In Tanzania, participants ventured to the game parks of

Lake Manyara, Ngorongoro Crater and the Serengeti National Park. Highlights of the itinerary were an overnight stay to the ultra luxurious Serengeti Bushtops and a night under canvas at Nasikia Camp in the Central Serengeti. **Pictured** at Gibb's Farm, the oldest guest house in Tanzania, are Ann-Marie, Irene, Gillian, Karen, Debbie and Kyara, with Karen (far left) from The Africa Safari Co. and guide, Paul.

## Vale Karl Evans

**CAPTAIN** Cook Cruises Fiji is mourning the sudden and unexpected loss of the company's general manager, Karl Evans. Evans joined Captain Cook Cruises Fiji in Jan last year. Joint managing director Jackie Howarth-Charlton and Semi Koroilavesau said Evans had made a "significant contribution" to the firm and had steered "great changes to systems and standards within the business," during a period of strong growth. "His legacy will live long in our memories," the company added. Evans is survived by his wife Judy & children Mikala & Jackson.

## Regal inaugural

**PRINCESS** Cruises' new ship, the 3,560 passenger *Regal Princess* has debuted in Venice overnight ahead of the vessel's maiden seven-night voyage to the Greek Islands and Turkey (Istanbul). *Regal Princess* boosts the Princess fleet to 18 vessels.

## Sth Island capacity up

**FLIGHTS** from Australia to both Queenstown and Christchurch on Virgin Australia and Air New Zealand will be significantly increased next summer, the carriers have jointly announced. Up to seven extra services will be operated each week from SYD, MEL and BNE to both CHC & ZQN, marking a capacity boost of more than 50% or 36,000 extra seats. Together, the carriers will now fly morning and evening services from Christchurch to Sydney daily. "Together with Air New Zealand we can provide more choice for customers and better respond to seasonal demand from Australian travellers," VA chief commercial officer Judith Crompton said.

## TRENZ go geothermal

**NEW** Zealand's biggest inbound trade show, TRENZ, will return to Rotorua for the first time since 2008, with the event to be held from 17-20 May 2015 at the Rotorua Energy Events Centre.



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### 1\_Summit Point

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### 2\_The Tyrolean Mountain Hut

Gampe Thaya at 2,000 metres in the Ötztal Mountains is not just a hut, but more a culinary temple at higher altitude serving outstanding traditional food and offering spectacular views. In winter season the adjacent chalet can be rented. Guests enjoy direct access to the ski slopes during the day and absolute stillness, far away from busy ski-resorts at night. [www.gampethaya.riml.com](http://www.gampethaya.riml.com)



### 3\_Pristine Alpine Landscapes

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### 3\_Hike the Holy Grail of Kitzbühel

The meaning of steep might change when staring down the first few metres of the Hahnenkamm slope, but it is an extremely scenic and exhilarating hike down the famed race course, section by section, all of 3,312 metres long. The hike might be a bit slower than the up to 140 km per hour speed of the world's fastest ski racers, but nonetheless memorable for years to come. [www.kitzbuehel.com](http://www.kitzbuehel.com)



Today's issue of TD is coming to you courtesy of Tourism New Zealand, which is hosting its annual TRENZ trade show.

**YESTERDAY** the 350 overseas buyers took the afternoon off and went on a series of tours in and around the City of Sails.

One of the most popular was a visit to Air NZ corporate headquarters in the CBD where the airline has constructed a mock-up of its much-anticipated Boeing 787-9 *Dreamliner*.

The Kiwi flag carrier is the launch customer for the jet which is running four years late and will be delivered in Jul.

Delegates tried out the soft leather seats in First and Business Class which convert into lie-flat beds and were suitably impressed. They then sat down to a three-course lunch from the Business Premier menu, and served by the airline's flight attendants.

Officials said the plane is the core of the airline's growth plan with ten 787-9s on order, the first to be deployed on the AKL to Perth route in mid Oct. "We can't wait to get it," said one.

## SeaWorld for Dubai?

**PLANS** to open a SeaWorld water theme park in Dubai appear to be back on the agenda after a "tentative" Memorandum of Understanding agreement was reached between the firm and a local partner in the Middle East.

Although a confirmed location this time around has not yet been announced, Dubai was set to see a SeaWorld Discovery Cove park and Aquatica in 2008 before the financial crash shelved plans.

The MoU document will see the parties "assess the viability of a multi-park development in the Middle East," a statement reads.

## Sri Lankan Centara

**CENTARA** Hotels & Resorts will next week stage the grand opening of Centara Ceysands Hotel & Spa Sri Lanka.

Sri Lankan president Mahinda Rajapaksa will officiate at the ceremony, with the resort located between the Bentota river and the Indian Ocean.

Centara ceo Thirayuth Chirathivat said the new property is set in one of Sri Lanka's most outstanding destinations.

"We view Sri Lanka as being of great potential for us, and the island is part of our strategy for developing our market in the Indian Ocean region," he said.

## Shared Mexican rides

**AMERICAN** share ride operator SuperShuttle has expanded its operations in Mexico, opening its first shuttle terminal in the beach resort destination of Cancun.

## Mega London famil for Infinity



**THIRTY** Infinity Holidays top selling agents returned last week from a trip of a lifetime to London on the Mega London Famil.

The 'Old Dart' turned on the weather, as agents explored and discovered off-the-beaten tourist trails around the city.

Activities included canal boating and a Canal Boat Festival, an alternative walking tour of Shoreditch, or the choice of a behind-the-scenes experience at

either the BBC Broadcast House, Royal Opera Theatre, Wimbledon, Arsenal Football Club or the Fullers House Brewery.

Details of the next Infinity Holidays mega educational will be released in Jul.

The group are **pictured** above during the Alternative Walking Tour which focuses on the history of Shoreditch and its street art.

## Free nights off-train

**ROCKY** Mountaineer has launched a new Free Hotel Offer gifting a free night in Vancouver or Seattle for passengers booking an eligible holiday of six nights or more before 27 Jun.

Qualifying Coastal Passage train journeys are eligible for the offer, which also includes dinner and breakfast at the hotel.

The eight-day Canadian Rockies Highlights & Coastal Passage itinerary with GoldLeaf Service, which also includes a stop in Vancouver, is priced at \$5,648pp.

## CZ A380 season trims

**CHINA** Southern Airlines will again operate one of two daily Sydney flights using its Airbus A380 superjumbo from 01 Dec - six weeks later than the originally planned resumption of 23 Oct.

Late last year, the carrier said it would replace the A380 with an A330 for best efficiency during the shoulder season (**TD** 18 Dec).

The A380 will operate the overnight flight from Guangzhou & the daytime Sydney departure.



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Applications close on Thursday 29 May, 2014. Only candidates that meet the minimum requirements will be considered and contacted. Telephone and postal applications will not be entertained.



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## Warning level lower

DFAT has decreased its official warning level for Bangladesh to "Exercise a high degree of caution", with visitors still warned of the uncertain political situation.

## Dawe calls for decision on air

**OUTGOING** VisitBritain ceo Sandie Dawe has called on the British Government to make a call on the direction it would like to take regarding securing the future of air capacity at London airports.

Speaking to *Travel Daily* late last week at Destination Britain in Kuala Lumpur, Dawe said she didn't believe it was possible for London to split its hub operations.

"There is capacity at Britain's airports – the only place where there isn't capacity is Heathrow – the others have capacity and they are courting airlines with some measure of success.

"We need to have that resolved because as I understand it, it's not possible to have a split hub – a hub is a hub," Dawe added.

As well as Heathrow & Gatwick, one-stop air access from Australia is also available into Manchester, Birmingham, Newcastle, Glasgow and Edinburgh, largely with the three Middle-Eastern airlines.

Dawe added that she believed a long-haul route was really only viable flying into Heathrow due to the connections it offered.

"The government has said they're not going to take a

decision on [air access] until after the election but they have to make a call on it.

"Sometimes the government have to make decisions that are good for the country but not universally appreciated by every single individual. You've got to make long-term calls and these infrastructure points are very long-term."

Dawe praised a recent decision to remove the highest band on air passenger duty, making airfares more affordable, meaning organisations such as VisitBritain could better promote the UK.

"These are the things which have to be gotten right for us to achieve our potential."

## Record set to tumble

**BRITAIN** is on track to smash its recently-set record for visitors again in 2014, with first-quarter figures already up year-on-year, VisitBritain ceo Sandie Dawe said.

"We've started this year well and believe we will end the year with another record," Dawe told *TD*, with the 2015 Rugby World Cup set to be a boon for the UK.



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



After five months and \$5 million dollars, the **Hilton Darwin** has taken the wraps off a major redesign of its Executive rooms, bathrooms & entrances, along with a new fitness centre. The improvements have been designed to be environmentally friendly and contemporary.

Lush furnishings and accessories have been applied to rooms, with bathrooms offering walk-in showers, intelligent lighting and new fittings.



Opening next month, **PARKROYAL Darling Harbour** in Sydney will open its newest dining establishment in the form of **ABODE**. The facility will offer a variety of venues from a sports bar, lounge and decking area as well as a main dining room. Designed to offer a homely level of comfort, the eatery will be elegantly decorated to match the offering of fine menu items prepared using locally sourced produce.



**DoubleTree by Hilton Milton Keynes** in the UK has opened an additional 49 bedrooms in the latest phase of its ongoing expansion, with more rooms, new restaurant and bar to follow soon. Once complete, the property will wrap around all four grandstands of the attached MK Dons Football Club Stadium. Among the new rooms is a Family Room, with separate bedrooms, twin vanities and Whirlpool bath.

## Expanded JAL c/share

**JAPAN** Airlines has expanded its codeshare agreement with Jetstar to see its code placed on the low-cost carrier's new services between Tokyo and Melbourne.

The carrier's JL code will also appear on flights from Hong Kong and Kuala Lumpur to Perth flown by CX and MH respectively, taking JAL's routes to Australia to seven.

## Carlson partner SQ FF

**MEMBERS** of Singapore Airlines' KrisFlyer Frequent Flyer program can now earn and burn Miles by staying at any of 1,000 Carlson Rezidor hotels globally in a new partnership with the carrier.

The group's brands include Radisson, Park Plaza Radisson Blu, and more, with members eligible for free wi-fi during their stay.

## CONCIERGE TRAVEL GROUP

### INT'L TRAVEL ADVISORS - CORPORATE

We are seeking experienced international multi-skilled travel advisors with strong ticketing skills. Previous experience with SAM/SABRE would be ideal but not necessary.

Training and development will be part of our ongoing commitment to helping you achieve your goals. We will also provide you a platform to network and build your industry partner contacts.

#### Critical to your success in this role will be your:

- personal drive that is second to none
- solid track record in a corporate travel environment
- professional desire to ensure that clients needs are met and handled in a respectful and fair manner
- ability to work with budgets and targets and be results oriented
- team spirit and an openness to work in a culture that shares information and upholds service standards at all times
- excellent administrative skills and high level of written/oral communication skills
- problem solving and identifying opportunities, and a
- determination to succeed

Join us as The Concierge Travel Group enters into its next exciting phase and play a part in a dynamic growing team that aspires to be the best.

Please indicate your interest to **Louise Weatherman, Astute HR Consulting** at [lw@astutehrconsulting.com.au](mailto:lw@astutehrconsulting.com.au).

## Aurora Travel Agency Services (ATAS) Manager

Aurora Expeditions is a company specialising in expedition cruises and trekking adventures to remote and wild destinations such as Antarctica, the Arctic, Alaska, Ecuador, the Kimberley, Nepal, Bhutan and Patagonia.

We are looking for a Travel Agency Manager to manage the new Aurora Travel Agency Services (ATAS) entity on a permanent, full-time basis. This includes managing all aspects (financial, operational, strategic) of ATAS, and its small team of Reservations Consultants. The role is also 'hands-on', with Consultant responsibilities relating to customer liaison, reservations, and sales of pre- and post-expedition activities.

#### The successful applicant will:

- Have 3+ years direct supervisory and management experience.
- Have 5+ years as a travel consultant, with sound knowledge of South American and/or European destinations.
- Possess tertiary qualifications in Business, Hospitality Management or similar.
- Demonstrate advanced knowledge of the RESCO, Amadeus and VTO systems.

This is a fantastic opportunity for a travel team leader/supervisor who wants to make the next step in their travel career.

To obtain a full position description or apply for this role, please send your cover letter and CV via email to [liz@auroraexpeditions.com.au](mailto:liz@auroraexpeditions.com.au).





# NZ PM drops in on TRENZ 2014



**QANTAS'** NZ regional gm Igor Kwiatkowski got a pleasant surprise at TRENZ in Auckland this morning when the New Zealand Prime Minister John Key stopped by the QF stand for a chat.

Key, who is also the NZ Minister of Tourism, took keen interest in the show and pressed the flesh with scores of excited exhibitors and buyers who were busy networking on the floor.

Meanwhile, Qantas says it has had a big lift in passenger numbers across the Tasman since its partnership with Emirates was approved in Mar last year.

"We're up 8 percent overall from Australia", Kwiatkowski told *Travel Daily* in Auckland at TRENZ. "Not only that, we've had a 20

percent increase in business traffic from Sydney and Melbourne to Auckland, which is pretty exciting for us," he added.

"QF has also had a 32% increase to the South Island cities of Christchurch and Queenstown, and was up 10% to Wellington, mostly due to Emirates transferring pax to our flights."

Together, QF and EK operate 130 flights across the Tasman per week to Auckland, Christchurch, Wellington and Queenstown.

The Australian flag-carrier has already flagged daily services from Sydney to Queenstown in Jul and the airline will operate twice weekly flights from Perth to Auckland on a seasonal basis from Dec to Apr using A330s.

New Zealand's Prime Minister John Key is **pictured** with Igor Kwiatkowski, QF regional gm NZ and Grant Lilly, Chairman Tourism Industry Association of NZ.

## EK keen on Sky Chefs

**THE** president of Emirates ground operations unit Dnata Gary Chapman has said it would be "very interested" in acquiring Lufthansa's LSG Sky Chefs catering division if put up for sale again.

Dnata has recently bought the remaining 50% of Italy's Air Chefs catering division as part of its acquisition & expansion strategy, which also included Australia's Broadlex aircraft cleaning firm.

## HOP!, Delta c'share

**DELTA** Air Lines has sought US regulator approval to add its designator code to the services of Air France's regional subsidiary HOP! Airlinair to destinations in the EU member states for a period of two years.

## Intrepid Travel anti pachyderm rides

**ADVENTURE** firm Intrepid Travel has ceased to offer elephant rides and visits to entertainment venues on all trips after research by the World Society for the Protection of Animals concluded the pachyderms were being forced to do "unnatural performances" and were subjected to pain and suffering.

## NZ biz events sessions

**TOURISM** New Zealand will hold free seminars in Brisbane, Melbourne and Sydney between 03-05 Jun to explain to businesses the benefits of hosting events in New Zealand and changes to the NZ Goods & Services Tax Act.

**CLICK HERE** to register.

## Strong month at HKIA

**EASTER** holidays and strong growth by Asia-Pacific markets contributed to a 9.5% year-on-year increase in pax numbers utilising Hong Kong Int'l Airport during the month of Apr.

A total of 5.4 million pax were recorded last month, with an average of 192,000 pax on each of the four-day Easter break.

For the first four months of the year, HKIA has seen 20.4 million pax, up 6.4% on Jan-Apr 2013.

## Luxperience VA deal

**VIRGIN** Australia has been named as the Platinum Partner for Luxperience 2014.

The agreement will see VA host key global partners from North American to the annual luxury expo, being held 31 Aug-03 Sep.

## Emirates winners

**CONGRATULATIONS** to the latest daily prize winners in the Emirates FIFA World Cup travel agent incentive.

Rami Finj, Ammaro Travel, East Victoria Park WA; Santhosh Kumar Hebbale Nagesh, Mann Travel, Clayton Vic; Fiona Fanchette, Corporate Travel Management, Perth WA; Joanne Brown, Travelworld, Willetton WA and Ally Casey of TravelManagers, Springfield, NSW have each won a \$200 pre-paid Visa card.

Agents have until this Sun to still enter the comp, where three grand prizes of return Economy Emirates flights to Brazil via Dubai are up for grabs, along with a ticket to the World Cup opening ceremony and the first match of the tournament between Croatia & Brazil, and more - all the details at [www.emiratesincentive.com](http://www.emiratesincentive.com).

## North America guides

**GLOBUS** and Cosmos have today announced the release of preview programs for their respective USA & Canada product offerings in 2015.

Early bookers for Globus' tours can take advantage securing space early on top selling tours and obtain a 10% discount on its North America preview range.

Preview itineraries include a 13-day Globus Eastern US & Canada Discovery that is now available priced from \$2,834ppts.



Business Development Manager - Large Market Melbourne

Do you have a high degree of professionalism and at least 5 years of Corporate Travel or Business Development experience? If so, FCM Travel Solutions want to hear from you!

They're on the lookout for an enthusiastic, connected and energetic **Business Development Manager** to join their Melbourne team. You'll be responsible for **managing an extended sales cycle through a mixture of networking, tender submissions and client relationship building with the end result being new business development for the FCM brand.**

The successful candidate will be rewarded with a competitive, performance-driven and UNCAPPED salary package, with global career advancement and travel opportunities!

Apply Online at: [Applynow.net.au/jobF164522](http://Applynow.net.au/jobF164522)

## Sales Manager, Aurora Expeditions

Aurora Expeditions is a company specialising in expedition cruises and trekking adventures to remote and wild destinations such as Antarctica, the Arctic, Alaska, Ecuador, the Kimberley, Nepal, Bhutan and Patagonia.

We are looking for a Sales Manager to join Aurora Expeditions in a permanent, part-time capacity. The Sales Manager role will manage all aspects of the Aurora Expeditions' sales function, and its small team of sales consultants. The role is also 'hands-on', with some consultant responsibilities.

### The successful applicant will:

- Have 3+ years direct supervisory and management experience.
- Have 5+ years in travel sales, preferably with experience in adventure and/or ship-based travel.
- Possess tertiary qualifications in Sales, Business, Hospitality Management or similar (preferred).
- Advanced knowledge of RESCO system, with the ability to take on a subject matter expert role within the office.

To obtain a full position description or apply for this role, please send your cover letter and CV via email to [liz@auroraexpeditions.com.au](mailto:liz@auroraexpeditions.com.au).



# Agents' sweet farewell to Dubai

**SOME** things really are bigger and better in Dubai, as agents on the Emirates/Dubai Tourism "giga famil" found out earlier this week when they attended the trip's farewell dinner at the Atlantis The Palm resort.

The sumptuous spread included offerings from the property's array of upmarket restaurants (including Nobu) - but what really caught the agent's eyes (and taste buds) was a genuine "chocolate river".

This custom-made creative twist on a chocolate fountain, pictured **right**, contains about 100kg of the molten sweet stuff, which circulates its way along a metal channel providing ample opportunity for dipping delicacies.

Atlantis vice president of Guest Relations, Aussie James Wyndham, (pictured below with Julie King and Veronica Rainbird from Dubai Tourism) told **TD** the Atlantis engineering team had painstakingly created the chocolate river which is a popular fixture at many events at the property.

The gala dinner was a fitting end to this year's famil which left participants with a new view of the many and varied offerings of Dubai.

Lots more pics from the event online at [facebook.com/traveldaily](https://facebook.com/traveldaily).



**BELOW:** Lincoln Bache from Emirates (left) helped as a host of one of the groups, assisting with the massive logistics in managing 250+ agents.



**BELOW:** The Atlantis beachfront was a perfect setting for pre-dinner drinks, with lots of opportunities for group shots.



**BELOW:** Some of the agents really got into the Middle Eastern spirit, as this special headdress will attest.

The dinner included a photo display of the agents activities, and concluded with plenty of dancing.

**RIGHT:** We're not sure what these chaps were laughing at, but like all the participants they certainly seemed happy to be in Dubai.



**itt Market saturation**

**INDEPENDENT** Travel Group has ruled out opening any of its italktravel franchise outlets in any suburb directly competing with another of its member agencies. ITG ceo Tom Manwaring told **Travel Daily** said italktravel had an exclusive territory and it "didn't make sense" to put a franchise store in a city's Chinatown district or against another group store. Manwaring said the italktravel franchise was targeted at a "very specific market."

**Hyatt Regency Tianjin**

**THE** 306-room Hyatt Regency Tianjin East has opened in the Chinese coastal city of Tianjin, marking the return of the brand to the city after a long hiatus. The new-build property is located on Weiguo Road in Tianjin's Hedong District as its less than 30 minutes away from Beijing on a high-speed train.

**SeaWorld app**

**SEAWORLD** Entertainment has launched new smartphone apps for its SeaWorld, Busch Gardens and Sesame Place theme parks, with the enhanced software including GPS interactive maps, real-time updates of show schedules and push notifications.

**1,000,000 QFFF point winners!**



**HELLOWORLD** has this week announced the winner of its Qantas competition in which the network would reward one agency & one client with 1 million Qantas Frequent Flyer Points. The comp gave consumers the opportunity to win 1 million QFFF points or one of four upgrades to Gold Status in the scheme, based on booking eligible Qantas flights to any destination during the month of Mar. Head of branded network Julie Primmer says the competition

was "a huge success." The agency that won the 1,000,000 Qantas Frequent Flyer Points was helloworld Karratha Central in Western Australia. Owner/manager Carrol Dargie said she plans to use the QFFF Points to reward her staff. **Pictured** elated with their win is the helloworld Karratha Central team of, from left, Courtney Dargie, Carrol Dargie, Julie Clugston and Lisa Vooght.

**WIN A TRIP FOR TWO TO HAWAII**

Throughout May, **Travel Daily** is giving readers the chance to win a fabulous holiday to the island Oahu, courtesy of **Hawaii Tourism, Outrigger Reef on the Beach and Hawaiian Airlines.**

The prize includes:

- Two return economy tickets on Hawaiian Airlines between Sydney or Brisbane to Honolulu, Oahu;
- Five night stay at Outrigger Reef on the Beach in Ocean View Room plus breakfast for two;
- Round-trip shared transfers between Honolulu Airport and Outrigger Reef on the Beach.

Every day **Travel Daily** will ask a different Hawaii-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic holiday to Hawaii.

Email your answers to: [hawaiiicomp@traveldaily.com.au](mailto:hawaiiicomp@traveldaily.com.au)



**Q.15: what is 1 benefit of purchasing extra comfort seating for your clients?**

Hint: [www.hawaiianairlines.com.au](http://www.hawaiianairlines.com.au)

[Click here for more info and terms & conditions](#)



**Travelmarvel push**

**AGENTS** are being reminded they can still take advantage of earlybird specials and 2015-at-2014 prices on its Canada & Alaska 2015 Preview program. The tour and cruise operator's general manager David Cox says early sales for next year's product have "exceeded expectations." Preview brochure prices will remain valid for bookings made through until 07 Jun.

**TAM offset World Cup**

**BRAZILIAN** airline TAM has purchased 100,000 voluntary carbon credits to offset pollution caused by the extra flights flown during the upcoming World Cup. The carrier expects to add up to 750 additional domestic services during the month-long event, with the credits sold by a local low-carbon projects developer.

**AFP issues passenger flight warning**

**THE** Australian Federal Police (AFP) is warning air travellers of the consequences of behaving violently on flights following the alleged assault of cabin crew by an intoxicated passenger on a flight from the Gold Coast to Sydney on Thu last week. The attacker was subdued by cabin crew and arrested on arrival at Sydney airport. Acting Airport Police Commander Conrad Jensen said even when flying, the public are subject to Australian laws. "The AFP takes aviation security very seriously and those who behave violently or assault airline staff can expect to be charged and brought before the courts," Jensen commented last week.

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**A WHIZ WITH NUMBERS**  
PRODUCT SUPPORT CONSULTANT  
BRISBANE CBD – UP TO \$53K PKG

Fancy with numbers and have an analytical nature? Want to move into the exciting world of product? Here's your chance. We are currently looking for a travel superstar with a high attention to detail, superb accuracy and a logical thinker to join this global product team. You'll be responsible for dealing with product queries for internal and external stakeholders including foreign exchange, profit queries and account queries. M-F hours, a strong salary package and superb career development are just a few of the benefits.

**WAVE GOODBYE TO RETAIL**  
CORPORATE TRAVEL CONSULTANT  
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Retail travel consultants this is your chance to wave goodbye to retail and say hello to a corporate travel career. Forget about weekends, price beaters and nonstop South Pacific quotes. Come and join this global TMC where you will handle the domestic and international travel plans for business clients. Not only will you enjoy Mon – Fri hours and earn sensational \$\$ but you'll be part of a fun and supportive team who will celebrate your achievements and wins. All you need is a min 2 yrs international consulting exp.

**THE SLEEPY CITY NO LONGER**  
RETAIL TRAVEL CONSULTANTS X 3

**ADELAIDE (VARIOUS) – SALARY PKG UP TO \$45K+ (DOE)**

Who said Adelaide is the sleepy city?! We have had several high profile retail agencies call us seeking talented & professional retail consultants to join their offices. Booking exciting itineraries to destinations around the globe, you will be offered some amazing perks for your dedication to the role. These include discount travel benefits for yourself, family & friends, yearly famils & conferences, flexible working hours, generous salary package & the opportunity for yearly salary reviews. Find out more about these exciting roles ...

**NOT YOUR AVERAGE CORPORATE ROLE**  
CORPORATE CONSULTANT

**MELBOURNE (INNER) – SALARY PKG UP TO \$65K (DOE)**

Are you tired of feeling like just another number within your organization? Do you feel like your hard work and efforts are not being acknowledged? Due to company growth we have an exciting NEW corporate role available in the heart of the city working for a leading TMC that prides itself on its staff & goes to great lengths to create a fun & motivated working environment! All you need to apply for this exciting position is a minimum of 18 months corporate consulting experience, have knowledge of a GDS and fabulous attitude to work!

**LEISURE ROLE WITH A DIFFERENCE**  
LEISURE GROUPS CONSULTANT  
MELBOURNE - SALARY PKG UP TO \$70K (OTE)

Travel Agents, stop wasting your talents in your current role! This is your opportunity to sell the destinations you love with a twist! Working in the dedicated groups departments of this travel company, you will be creating unforgettable experiences for large groups wanting assistance to organize their next holiday. From weddings, to end of year sporting trips to family reunions this role will give you the opportunity to let your imagination run wild. If you think it's time to take your next challenge then we suggest you contact us today!

**MORE THEN JUST THE WORLD CUP**  
SPECIALIST WHOLESALE CONSULTANT  
MELBOURNE - SALARY PKG UP TO \$70K (OTE)

There may be only 23 days until the world cup, but we have a reason for you to be excited about all things South America long after the tournament comes to a close! A known travel organization now requires a Latin American expert to join their growing wholesale team. You will be responsible for creating dream itineraries to and throughout Latin America! So bring along your personal travel experiences throughout the region and previous consulting experience to this specialized role!

**HIGH PROFILE & VIP GROUP**  
CORPORATE TRAVEL CONSULTANT  
SYDNEY CBD - TEMP ROLE, START ASAP!

Enjoy working on this exciting project, booking travel for a high-profile corporate group to a large overseas event. We have a temp role starting beginning of June for approx 3 months. Monday to Friday only & Get paid weekly. Sydney CBD location in a beautiful, modern office. Global company, great to have on your CV! Potential for out of hour's overtime. Assist a fun & professional travel & events team during a busy period. GDS skills essential. International travel experience required. Group's experience advantageous.

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PRODUCT CO-ORDINATOR  
SYDNEY - APPROX 6 MONTHS CONTRACT

Tired of consulting? Want your weekends back? Want to work behind the scenes? Inventory Assistant/Product Load temp role starting ASAP. Maintain & update systems with new product information including contracts, rates, and hotel information. Also providing expert product knowledge to other areas of the business, building and maintaining relationships as well as updating & maintaining daily inventory. To be considered for this role you must have experience loading product into Calypso.



*Working in partnership with the Australian Travel Industry*

### Retail Travel Consultant

Gold Coast \$45-55k Ref: 1128PS1

This well established independent Luxury Travel company is now recruiting! The ideal candidate will have at least 5 years experience and be Amadeus trained with extensive worldwide destination and product knowledge. Booking worldwide luxury holidays and packages for high net worth individuals, greeting walk in retail customers and creating complex worldwide itineraries. If you're sick of working weekends and evenings then this could be the role you have been looking for!

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

### Business Development Executive

Sydney – Competitive : 925SJ1

A leading travel wholesaler is looking for a business development executive to help promote their niche product across the NSW travel market. If you are a travel consultant but want to move away from consulting then this is for you. Predominantly on the road you will visit clients & increase your company's market share while also sourcing new business. A golden opportunity for a candidate looking for a more diverse role with a real chance to progress in your travel career.

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

### Operational Travel Manager – Inbound

Melbourne Attractive Salary Ref: 1132KF1

Experienced operational travel manager with solid inbound cruise knowledge? Thrive on day to day operations and enjoy looking after esteemed clientele? Overseeing the operations team to ensure all procedures and processes are adhered to, you will be responsible for delivering an efficient and profitable team. If you have extensive ground handling management experience with a tour operator, with solid product knowledge of Australia & New Zealand then this is the role for you!

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

### Sales Development Manager

Perth \$55K OTE + Super + Benefits Ref:1103LB1

Rare travel sales rep opportunity for this first class touring company! Do you have proven business development experience and an excellent sales record? This leading company are looking for an experienced executive to contribute to their supportive sales and marketing team based in Perth. If you are proactive, able to work well autonomously, and are target driven then I want to hear from you. Fantastic salary package on offer including company car, phone and laptop!

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

### Senior Travel Consultant

Sunshine Coast Competitive Salary Ref: 1028PS12

One of Australia's leading Travel Companies are now recruiting! If you are working as a Travel Consultant with at least 1 years experience using a GDS, have the ability to meet set monthly sales targets and have excellent worldwide destination knowledge then I'd love to hear from you! Working in centrally located offices in a small shopping centre on the Sunshine Coast you will be part of one of Australia's fastest growing Travel Company's latest expansions.

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

### Cruise Consultant

Sydney CBD – Generous Salary with excellent incentives – Ref: 7794RF1

Are you cruise crazy? I am looking for an outstanding retail consultant with an amazing knowledge of cruising to join an industry award winning cruise agency located in the Sydney CBD. This much sought after position requires at least 2 years retail travel experience and a strong command of online cruise booking systems. Previous personal cruise experience is also ideal. A generous salary and excellent incentive scheme is on offer to get the ideal candidate on board.

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

### Retail Travel Consultant

Bendigo \$40-45k Ref: 1106KF1

An excellent opportunity has arisen with this successful and established Leisure Travel Agency based in Bendigo, for a motivated, positive and experienced consultant to join their team. The successful Travel Consultant will have worked in the travel industry for a minimum of 2 years with relevant experience as a Leisure Travel Consultant. You will be well travelled in order to provide personalised destination knowledge to your customers and career progression is available.

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

### Travel & Cruise Consultant

Adelaide \$DOE Ref: 0593LB2

Your excellent knowledge of cruise along with your sales skills will be key to be in consideration for this leading company. If you have a minimum of 3 years' experience in selling international and domestic destinations, the ability to meet deadlines, are proactive & organised then we want to hear from you! Only experienced cruise guru's need apply for this busy role. Solid salary package on offer with fantastic company benefits for the right candidate!

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



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You will focus on developing relationships with clients and potential clients and identify opportunities where we can offer a total solution. This is high volume sales role so the ability to think on your feet and have strong negotiation skills is important coupled with a strong work ethic and taking pride in your work.

You will be confident in your approach and money motivated, ambitious and enjoy a challenge and not afraid of hard work and you will be rewarded.

- A minimum of 2 years Sales/Business Development experience B2B
- If you enjoy working in a fresh team driven culture
- Genuine desire to earn six figure income
- Salary, Super & Commission

Recruitment experience is not essential as full training will be provided. We will help you reach your potential and goals with extensive training, guidance and mentoring. This may be an exciting career move for you to become a Recruitment Consultant in our niche Travel/Hospitality market.



HELENE TAYLOR CEO – COME JOIN MY TEAM


Please forward your resume to [helene@tmsap.com](mailto:helene@tmsap.com) in the first instance.

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