

Sabre Red App of the week:

**SeatGuru**



Quickly find seating, amenities, and reviews.

Try it now! ▶

Sabre  
pacific

# Travel Daily

First with the news

Friday 24th October 2014

**FRENCH TRAVEL CONNECTION**

LIMITED CANAL CRUISE OFFER!  
Receive \$1,000 Travel Credit!

Agents receive a \$100 Myer/Coles gift card\*!

One card per booking (Conditions apply)

CLICK HERE

## Beer. Made in Germany.

Enter our quiz for a chance to win a case of German beer for your next office party. Prost!



Click for details



**Lufthansa**

## FC to slow store roll-out

**FLIGHT** Centre expects to be opening less standalone shops in Australia over the next few years, with the company's ceo Graham Turner saying the firm is likely to instead roll out more "hyperstores" which combine six or seven teams in one location.

Speaking this morning at the Traveltech conference in Sydney, Turner said the group's signature Flight Centre brand is continuing

to grow, but at a "much slower rate" than its specialist brands.

Turner said Flight Centre was continuing its transformation into a "world class retailer," with a strong focus on developing its own product range rather than being just a middleman, while the Travel Shop of the Future project will see existing stores made over into "true retail spaces".

Vertical integration is also on the agenda, with the ceo saying Flight Centre is considering participating in hotel management joint ventures in destinations such as Bali, Phuket or Fiji.

Turner also commented on the \$11 million judgement against Flight Centre over allegations of airfare price fixing (**TD** 28 Mar).

"This is the ACCC gone mad," he said, adding FC is appealing the ruling on the basis that it has always only sought access to the best fares for its customers.

### Get more qualified

**TRAVEL** Training Australia is offering Work Skills Assessments for industry staff, which could lead to a Certificate 3 in Travel under Recognition of Prior Learning based on experience.

For more info, see **page 11**.

### Today's issue of **TD**

**Travel Daily** today has nine pages of news and photos including a page of pics from the **Tourism NZ Mega Famil**, plus full pages from: (**click**):

- AA Appointments jobs
- Travel Training Australia
- APT recruitment ad

### APT seeks marketer

**APT** is advertising for a senior marketing executive to focus on its small ship cruising products - see the **last page** for details.

**PRINCESS CRUISES**  
come back new™

WIN A  
7-NIGHT  
CRUISE  
HOLIDAY  
FOR TWO  
TO LA!\*

Book any  
Winter 2016 program  
voyages between  
16 Oct & 15 Dec 2014

**ENTER NOW**

\*For full terms and conditions visit  
[www.wlcl.com.au](http://www.wlcl.com.au) or [www.wlcl.co.nz](http://www.wlcl.co.nz)



**Save up to  
\$1,785\* per couple**  
on 2015 USA & Canada  
Guided Holidays  
**Hurry, only 1 week left**



**TRAFALGAR**

1300 78 78 78  
[www.trafalgar.com](http://www.trafalgar.com)

\*Pay by 30 Oct 14. Conditions apply, click here for full details.



**Eurostar**  
20th Anniversary

**RAIL EUROPE**

- ▶ Celebrate Eurostars 20th anniversary with **20% off the regular discounted fare price!** Book now through your preferred Rail Europe wholesaler to receive these exclusive prices for clients travelling between 4th November 2014 & 31st March 2015.

[www.railplus.com.au](http://www.railplus.com.au)

07 3181 9980

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

13 27 87





**CELEBRITY CENTURY NOW ON SALE**

**Celebrity X Cruises®**

# Travel Daily

First with the news

Friday 24th October 2014

**Fabulous Fiji Deals!**



**travelcube**

## QF supplements HKG

**QANTAS** has published several supplementary services between Australia and Hong Kong to cater for strong demand over the Chinese New Year period.

Extra return SYD-HKG flights will operate on 18 and 19 Feb 2015 plus a one-way ex SYD on 27 Feb.

## Air Mauritius pushing East

**ASIA** and Australasia have been identified as key growth markets for Air Mauritius, with the airline keen on establishing partnerships with multiple allies in China.

Speaking exclusively with **Travel Daily** this week, Air Mauritius exec vp commercial Derek Shanks revealed a return of services to Sydney or Melbourne was being assessed however flights were not on the radar anytime soon.

Shanks joined MK in 2012 and has been responsible for steering the carrier back to profitability after years of losses.

He said network consolidation was one of several initiatives undertaken, which resulted in the triangular Sydney-Melbourne route dropped.

## MCEC expansion plan

**THE** Victorian Govt has today announced plans to expand the Melbourne Convention and Exhibition Centre to include new retail space, accommodation, car parking and multi-purpose convention & exhibition facilities.

The MCEC chief executive Peter King today said the expansion proposal comes in response to the changing business events industry, customer expectations and worldwide competition.

King said developments could include additional exhibition and banquet space, smaller meeting rooms, new plenary options and a new indoor-outdoor networking & entertainment space.

"Only operating once a week was not proving to be profitable so we suspended the route two years ago," Shanks commented.

The move left the Mauritius-based carrier with Perth as its only Australian gateway.

At the same time, MK scaled back its European operation, suspending services to Frankfurt, Milan and Geneva in favour of developing local partnerships with the likes of Air France in Europe through its hub in Paris.

Similarly, MK established ties in Australia with Virgin Australia and Qantas through its Perth hub, ventures that have proved to be "very successful here".

Through Qantas and Virgin, MK is now able to offer connectivity from Melbourne, Sydney and Brisbane and other cities.

Since that time, MK has moved its Perth ops to a twice weekly service, supplemented with a third flight during peak season.

In Asia, Air Mauritius operates thrice weekly flights to Kuala Lumpur and Shanghai, as well as twice weekly to Beijing.

Shanks told **TD** growth out of China was particularly strong and MK expected to name multiple partners in the country to extend its reach, likely to be China Eastern, China Southern and Air China.

Shanks also said with the first of six new Airbus A350s to join its fleet in 2017, long-haul routes to Europe and the Australian east-coast would be evaluated.

More from MK on **page four**.

## Etihad daily to DFW

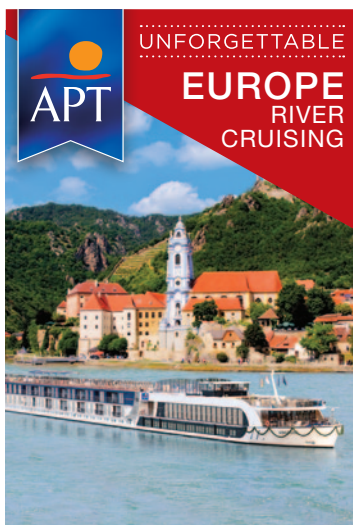
**ETIHAD** Airways has announced it will boost capacity on its yet to launch Abu Dhabi-Dallas/Ft Worth route due to popular demand.

The airline will initially launch flights to the Texan city on 03 Dec as thrice weekly before upgauging frequencies to daily from 16 Apr.

**UNFORGETTABLE**

**APT**

**EUROPE RIVER CRUISING**



**FLY FREE\***

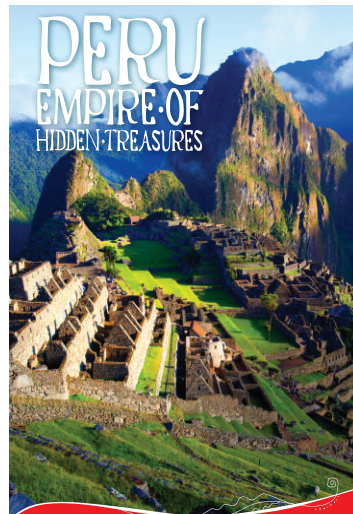
Save up to  
**\$6,400**  
per couple\*

**EXCLUSIVE 2015 SAVINGS ENDING NEXT FRIDAY!**

**HURRY! Book By 31 October 2014**

\*Conditions apply. Contact APT for full terms & conditions.  
Australian Pacific Touring Pty Ltd ABN 44 004 684 619  
Lic. No. 30112 APT1368

**PERU EMPIRE OF HIDDEN TREASURES**



**PROMPERU Quiz Nights**

Be the gate to an  
Empire of Hidden Treasures

**Sydney:**  
Nov. 18th, The Mint

**Brisbane:**  
Nov. 19th, Cloudland

**Melbourne:**  
Nov. 20th, Grand Hyatt Hotel

[Click to Register](#)

A TRUE WONDER OF THE WORLD  
A REAL MACHU PICCHU EXPERIENCE  
HARVEST FESTIVAL - CUSCO

DON'T WATCH THE MOVIE  
UNTIL IT'S FOR REAL!  
Visit peru.travel

peru

## Economy Class Early Bird Sale



## Etihad Airways and airberlin

BOOK BY 31 OCT 14

TRAVEL 01 FEB 15 – 26 SEP 15

ECONOMY CLASS FARES FROM \$\*

<b>WARSAW</b>	<b>1,543</b>
<b>OSLO</b>	<b>1,544</b>
<b>HAMBURG</b>	<b>1,708</b>
<b>NUREMBURG</b>	<b>1,999</b>

**BOOK NOW!**  
☎ 1300 734 577

\*Terms and conditions apply. Fare levels shown include return Economy Class low season lead-in airfare, fuel and applicable taxes for travel from Melbourne. Fare levels may vary due to currency fluctuations and are subject to availability, flight restrictions and booking confirmation. Black out periods apply. For full terms and conditions visit etihad.com.

**airberlin**  
Your Airline.

**الانجاء ETIHAD AIRWAYS**



# Travel Daily

First with the news

Friday 24th October 2014



## Quest to ramp up in Sydney

**QUEST** Serviced Apartment has flagged Sydney as a market it is likely to invest a significant chunk of the half-a-billion dollars The Ascott Limited is investing in the accommodation provider.

CEO Zed Sanjana told **Travel Daily** yesterday the agreement with the Singapore-listed firm goes beyond a capital injection.

"Where the real opportunity sits is in the terms of being able to share information around the customer bases," he told **TD**.

Sanjana said the joint venture, in which Ascott will attain a 20% stake valued at \$28.8 million in the privately owned Australian company (**TD** yesterday), lays the ground work for the businesses to collaborate on distribution and marketing, as well as providing

Quest the vehicle to take its brand to new international markets in the future (**page five**).

Quest Serviced Apartments is already well entrenched in its home state, with around 60 properties within its Australian portfolio of 114 in Victoria.

The five-year deal with Ascott will see approximately \$100 million pumped annually into new projects for Quest beyond a further 16 properties that are set to open nationally in the next 18-24 months.

The Quest ceo said the \$500m investment is for "true growth".

"It also allows us to be able to compete in some of the markets traditionally where we have found it difficult without the strong capital base," Sanjana said.

He told **Travel Daily** a few new deals were already in the pipeline for which Ascott's investment could be directed, focused on CBD and suburban areas.

"This capital will help us to accelerate in terms of building up the next phase of growth.

"It certainly allows us to bring forward some opportunities - Sydney, where we don't have a lot of representation, this funding will help us change that pretty quickly," Sanjana commented.

**MEANWHILE**, Sanjana said Quest franchisees were excited about the partnership, which was first revealed by exec chairman Paul Constantinou earlier during the Quest national conference.

## Daydream trading on

IT IS business as usual at Daydream Island Resort & Spa, which has been placed on the market by owner Vaughan Bullivant (**TD** 09 Oct).

Director of marketing Jane Hermann said all agreements with wholesalers and the travel industry remain in place.

"We will continue to work closely with all of our business partners to ensure that our great working relationships continue into the future so that we can provide a great holiday experience for all guests," she said, with the ongoing support of the travel industry seen as "essential for the island's future".

## Princess registry

**PRINCESS** Cruises has launched a new online Honeymoon Wishes registry which aims to "help newlyweds enjoy the honeymoon of their dreams".

Using the portal, couples can invite their friends to contribute to the cost of their cruise or other items such as drinks, spa treatments, shore excursions and speciality dining.

It also enables the creation of a "wedding website" where couples can post photos, details of their engagement and wedding and email their friends and family directing them to the registry.

All gifts are applied as an onboard credit to the couple's stateroom account to use during their honeymoon cruise.



## Window Seat

**MOVIE** studios in the US have been experimenting lately with classic character battle mashups like Batman Vs Superman, but what if the fight became real?

On Hollywood's Walk of Fame overnight, it did just that as Batgirl and Mr Incredible got into a real-life physical fight on the street, with many other characters moving to intervene.

According to *Sky News*, Freddy Krueger and Chewbacca moved to separate the pair however Batgirl wasn't going quietly and again attacked the Disney hero, with Where's Wally also helping.

It is unclear what started the fight between the superheroes.

**Travelport**  
Redefining travel commerce

AirAsia now  
available  
on Travelport



Nothing beats  
**Creative Holidays**

Abu Dhabi

## EXPERIENCE ABU DHABI

Fly to Europe  
+ stopover in Abu Dhabi  
for 3 nights from \$1859\*

More details ➔

## THE ROYAL SALE

UP TO  
**US\$400**  
ONBOARD  
CREDIT

SAVE UP TO  
**\$1000**

**50% DEPOSITS**

— HURRY —  
**1 WEEK ONLY**  
26 OCT - 1 NOV

T&Cs apply



**Royal Caribbean**  
INTERNATIONAL

Friday 24th Oct 2014

## Qantas "on track" - Joyce

**QANTAS** ceo Alan Joyce says the carrier is now through the worst, telling shareholders at the company's annual general meeting today: "the evidence grows daily that we are on track with our plans."

Joyce cited traffic statistics for the first quarter of the year which show passenger loads are up across the board (see pg 9), while yields within the QF International business have been positive for six successive months "as revenue and network initiatives from the Transformation program take hold".

He said network changes have seen aircraft utilisation in the QF international fleet improve by 12% versus 2013, allowing routes to be maintained while at the same time retiring older aircraft.

The group is now on track to report an underlying profit for the first half of the financial year.

Other key factors include a slowing in international capacity growth out of Australia, with

## Rosewood into China

**LUXURY** brand Rosewood Hotels & Resorts has opened its first property in China in the form of the Rosewood Beijing, a 283-room hotel in the capital's CBD.

a forecast rate of 2.4% "below underlying demand growth for the first time in five years".

Published schedules show that in the domestic market there's expected to be zero capacity growth this half.

Joyce thanked staff for their efforts, saying "as I go around the business I also see a renewed sense of purpose and pride".

## Philippines renewal

**THE** International Air Services Commission has confirmed an application from Qantas seeking a renewal of an allocation of 531 seats of capacity in each direction on the Philippines route.

The IASC is now inviting other applications for the capacity.

## Excite Xmas/NY surge

**B2B** wholesaler Excite Holidays has reported a "huge" spike in Christmas and New Year bookings for 2015, with Oahu, New York & Las Vegas among top destinations.

## Europe via Mauritius

**AIR** Mauritius in partnership with the Mauritius Tourism Promotion Authority is preparing to beef up its marketing activity in Australia, promoting the Indian Ocean island as one of the fastest ways to reach Europe from WA.

MK executive vice president commercial Derek Shanks told **TD** this week on a whistle-stop visit to Australia that the Mauritian airline is continuing to build through-traffic from as many parts of Australia as possible.

"We are developing, and have been for some years depending on our schedule, one of the fastest ways from Western Australia up to Europe is through Mauritius," Shanks said.

"And it's not only Europe but especially across to Africa.

"We offer connectivity to Kenya and into South Africa, that is a segment that we are definitely focusing on to get more traffic," he told **TD**, adding a lot of leisure business comes from this market for customers wanting a "two centre" safari & beach experience.

The new marketing push is being considered for next year and will also spruik Air Mauritius' stopover program which provides one free night's accommodation for transit passengers in Mauritius, which can also be extended at cost.

## Capital in the Capital

**CANBERRA** will be home of the next Capital Hotel Group property, with the 213-room Avenue Hotel to be opened from 03 Nov.

## Win tickets to RUPERT

Every day this week, **Travel Daily** is giving readers the chance to win a double pass to see David Williamson's **RUPERT** at the Theatre Royal in Sydney.

**RUPERT** is an unconventional, revue-style exposition of the life and times of Keith Rupert Murdoch - the most powerful media magnate in modern history. Watch as Rupert tap dances his way to the top. But what happens when the man behind the news becomes the news?

For your chance to win, simply be the first person to email the correct answer to the question below to:

[rupert@traveldaily.com.au](mailto:rupert@traveldaily.com.au)



Does Rupert Murdoch own the Sydney Morning Herald or the Daily Telegraph?

**QATAR**  
AIRWAYS  
الخطوط القطرية  
World's 5-star airline.

*Scotland. Welcome to our life.*

**Fly Qatar Airways to Scotland,  
the land that inspired Outlander**

Whether your passengers yearn to retrace their ancestral roots, or seek a luxurious experience at one of Scotland's exclusive castle stays, Qatar Airways is the exemplary choice as the only airline flying to Edinburgh with its Boeing 787 Dreamliner. Let Qatar Airways connect your clients to Edinburgh and the legendary Scottish landscapes that lie beyond.

For more information contact your Qatar Airways sales representative or log on and register at [qatarairways.com/tradepartners](http://qatarairways.com/tradepartners)

Pub owner  
Sheila Condie  
at Glenelg

**Visit Scotland**  
Official Tourist Board

**EUROPE & SCOTLAND**  
European Regional Development Fund  
Investing in your future

TWELVE MONTHS  
HUNDREDS OF EVENTS  
**Homecoming Scotland**  
2014

# Quest transportable to Asia

**SOUTHEAST** Asia is the most likely region Quest Serviced Apartments will target first for the debut of its franchise model into new markets after bedding down its Australian operation.

Yesterday's announcement of a partnership with a global accommodation provider in The Ascott Limited was some 10 months in the making and previously mooted by chairman Paul Constantinou to *Travel Daily* late last year.

As exclusively revealed by *TD*,

Quest had been keen on a tie-up with a major player to assist in launching Quest Serviced Apartments into foreign markets

beyond NZ and Fiji.

CEO Zed Sanjana yesterday said the pact with Singapore-based The Ascott Ltd was "sort of transformational for our group."

"It puts us on the map and it gives us an opportunity to finish the story in Australia which is not quite there yet," he added.

Currently Quest has 114 serviced apartments in Australia and has the desire to extend its reach to over 200 locations.

Sanjana said the \$500 million deal "allows us to finish that story a bit quicker, and accelerate our

growth, particularly where we are under-represented in NSW - where they [Ascott] have a great appetite to invest in property - and in Queensland and WA.

"But then they also provide us with a neat platform to be able to support our aspirations to export this brand," he commented.

Quizzed by *TD* on a timeline for Quest's expansion abroad, the ceo indicated sometime between five and 10 years.

"We are very focused on making the partnership work to begin

with and it is best to do that in a market you know & understand."

Sanjana reiterated the first few years of the partnership would be

to underpin growth of Quest's Australian network.

"If we get to expanding the network globally within five years, I think that will be a good result for both parties."

Sanjana said that through Ascott, Quest has a platform to take its franchise model to many parts of the world with a company that is already well established globally.

"Franchising globally in our industry is probably one of the key growth segments and most major brands are looking at it... and Ascott is no different."

## Constantinou plots int'l roll out

A "TRANSPORTABLE" business model will see Quest Serviced Apartments expand into new international markets within the next 5 to 10 years, exec chairman Paul Constantinou (pictured) has revealed to *Travel Daily*. Over the past 25 years, Quest has expanded its portfolio of properties to more than 150, with 30-odd in New Zealand and a Suva-based location in Fiji.



You read it here first - TD 29 Nov 2013

## Debranding unlikely

**QUEST** ceo Zed Sanjana told *TD* it is "unlikely" any of the firm's existing serviced apartments will be debranded in Australia under its jv with The Ascott Limited.

## Board of leaders to direct Quest



**ACCOMPANYING** yesterday's announcement of a \$500 million strategic partnership between Quest Serviced Apartments and The Ascott Limited was the reveal of a new advisory board for the serviced apartment operator.

Quest's handpicked advisory board includes former Tourism Accommodation Australia chair Tony South, former McDonalds Australia chairman Peter Ritchie AO & Ernst & Young's John Selak.

CEO Zed Sanjana said the board's appointment was the "next step in the transition of the

business to operate more as a large corporate entity".

Zanjana said South, Ritchie and Selak were leaders in their fields spanning accommodation, tourism and franchising.

"We are delighted about the impact their experience is going to provide to Paul, myself and the management team in guiding Quest through its next phase."

**Pictured** in Melbourne at the Quest national conference from left are Paul Constantinou, Quest chairman; Peter Ritchie; Zed Sanjana, Quest ceo & Tony South.

## Experienced Travel Sales Consultants (FT or PT)

### Opportunities Across Australia

As one of the **best kept secrets of the Travel Industry**, our client is seeking the most experienced and skilled **Travel Sales Consultants** to join their first class operation.

With a turnover in excess of a quarter of a billion dollars, for the right person, this is a chance to become one of the **highest paid** Travel Sales Consultants in the industry, and experience the **freedom, respect and rewards** that high performers deserve.

Attracting and retaining the **best consultants in the business** is incredibly important to our client, which is why they offer some of the most attractive benefits in the industry including **six figure earning potential, flexible hours and access to premium holiday suppliers**.



Apply Online  
ApplyNow.net.au/job58749

## Wilderness Australia

Tailor Made Safaris



## Luxury Australia Specialist – Sydney Based

Wilderness Australia is the leading high end destination management company in Australia. Join our innovative team in a role designing and delivering exceptional Australian experiences. Responsibilities include:

- Creation of fully bespoke itineraries and experiences
- Research and development of innovative products around Australia
- Foster strong working relationships with suppliers and clients
- Monitor and manage efficient operations for clients in country

We are looking for an individual with experience working with high end and VIP clientele, a strong commercial and customer service focus, passion for travel, along with a proactive and creative approach.

Please forward your cover letter and resume to [info@wildernessaustralia.com.au](mailto:info@wildernessaustralia.com.au) by 10th of November 2014.

BOOK BEFORE 31 OCT AND  
YOUR TRAVEL  
COMPANION  
FLIES FREE

TRAVEL  
INDOCHINA  
Share the Experience

Asia  
Record Small Group Journeys

2015/16 Itinerary  
VIETNAM CAMBODIA  
LAOS THAILAND  
BURMA CHINA INDIA  
SRI LANKA SINGAPORE  
JAPAN HONGKONG

21

NEW Small Group Journey Guide Out Now.  
Travel Companion FLIES FREE.  
PLUS your chance to JOIN US IN SAIGON!

FIND OUT MORE.



TRAVEL  
INDOCHINA

Share the Experience

## White Xmas tours

**INSIGHT** Vacations has unveiled its collection of White Christmas trips in North America & Europe for 2015, both departing 19 Dec.

Options include the 14-day Christmas in Canada & New Year's Eve in New York itinerary priced at \$5,767ppts and the 15-day A White Christmas in Europe trip at \$6,995ppts - call 1300 727 767.

## KEEP CLIMBING WITH DELTA AIR LINES

Consolidated Travel & Delta Air Lines are giving 3 lucky agents 2 tickets to NYC between 01 & 26 October 2014



**DELTA**

**Consolidated Travel Group**

# Travel Daily

First with the news

Friday 24th Oct 2014

## Bench Ebola policy

**BENCH** International is now allowing customers to defer travel without penalty, for travellers who find that the Ebola disease has affected the areas where they had planned their trips.

GM Martin Edwards said the policy would apply to those who had already booked and paid in full, or paid deposits, or book now, only to discover that their destination is Ebola-affected before they depart.

Bench is encouraging travellers to southern and east Africa to continue with their plans, but will make allowances for Ebola if it arises in any of the destinations included in their itineraries.

"We will do our utmost to secure peace of mind for our customers by permitting postponement and holding monies already paid as a credit towards travel on new dates within a 12 month period," Edwards said.

## WITIA local roles

**NRG** Tourism co-founder and Gold Coast based Leah Gage has been announced as the vice president of the Women in Tourism International Alliance at the organisations's recent AGM.

Fellow Gold Coaster Beryl Ley has also been named as WITIA's administrative secretary.

# Crystal chief down under



**EDIE** Rodriguez, appointed as president and ceo of Crystal Cruises almost exactly 12 months ago, is visiting Sydney this week as Australia's cruise "wave season" starts to ramp up.

The dynamic Rodriguez, who took the Crystal role after some years heading up marketing and sales for Royal Caribbean's Azamara Club Cruises (**TD** 08 Oct 13), said there's huge demand for Crystal itineraries which target the "top 2% of the world's most wealthiest people".

Innovative itineraries are particularly popular, she said, citing the example of a 32-night North West Passage sailing which was only launched for sale in the last two months or so.

The voyage, which will take place in Aug 2016, is now totally sold out, with a wait-list of almost 700 guests hoping to participate.

Rodriguez highlighted the recent refurbishment of *Crystal Symphony* (**Cruise Weekly** 07 Oct) which has seen the vessel emerge with a fresh new look and feel as well as a host of extra features.

She said Crystal targets the "luxury consumer looking to

create memories of a lifetime," with the product having a strong appeal for discerning Australians who now form the number 2 international market for the line.

Special events are also a focus, with berths still available on a 21 Dec departure from Singapore which will take in the New Year's Eve fireworks in Hong Kong.

Rodriguez is pictured above centre at an event yesterday with the line's director of international sales, Marnie Tarsinos (left) and Diane Patrick, md of Crystal's Australian representative Wiltrans International.

# LUXPERIENCE

## CAREER OPPORTUNITIES

Luxperience, the only luxury and experiential travel trade event in the Southern Hemisphere is expanding its team based in Sydney.

**BUSINESS DEVELOPMENT MANAGER** - An ideal opportunity for a seasoned Sales Executive seeking the next step up in their career. The successful candidate should possess the knowledge and skills to "close-the-deal" and will contribute to exhibition sales as well as partnership opportunities.

**BUYER MANAGER** - This is a key role in the organisation and is responsible for the recruitment and management of all the requirements of local and international luxury travel buyers attending Luxperience 2015. Excellent organisational ability, concise communication skills and sales management experience capabilities are required. Preference will be given to applicants with a good understanding of the travel service process and proficiency in the use of Microsoft Office applications. This would suit an experienced international travel consultant looking for the next step.

Please contact Michelle Papas on 02 8584 1777 or email your cv to [beinspired@luxperience.com.au](mailto:beinspired@luxperience.com.au) by 31 October.

## Hind Melbourne base

**HONG** Kong-based independent hotel company the Hind Group has established a regional head-office in Melbourne to oversee further investment opportunities in the Victorian capital.

Hind Group owns and operates the Ovolo Hotels & Naumi Hotels brands, with its first property Ovolo Melbourne opening two years ago and a further two hotels to join its local portfolio in Sydney - 1888 Hotel and BLUE Sydney (**TD** 11 Jul).

The firm's local HQ on Lonsdale Street has created 10 new jobs.



## APT top agents venture to Africa



**THE** best of Africa was on show to this group of Diamond and Platinum APT agents during a recent fam to South Africa.

Return airfares for the group to the continent were provided by South African Airways.

Over ten days, the group were treated to a selection of the same highlights enjoyed by clients who book the tour operator's 15-day South Africa Highlights itinerary.

Kicking off in Cape Town, the group enjoyed two nights at the Table Bay Hotel with activities such as a city tour, cable car ride, Robben Island and a spellbinding drum session during dinner.

Travelling via the Garden Route, Knysna and Port Elizabeth, the group moved on to seek out

some wildlife, ending up on safari and staying at the APT "exclusive for 2015" luxury Thanda Tented Safari Camp in Zululand for a two night stay, which also included four game drives and relaxation.

**Pictured** above at the entrance to the tented camp from left in the back row is Suzan Tan, SAA; Hayley Chappell, helloworld Toronto; Lyn Robinson, National Seniors; Phil Higgins, RACT; Hayley Copp, RAC Travel Mandurah; Kellee Gilmour, APT; Nick Minns, Our Vacation Centre; Dena Griffiths, helloworld Albany Creek and Shara Wolfe, APT.

Front row: Ashlee Webb, APT; Elissa Toghil, APT; Stacey Hill, Phil Hoffmann Travel Glenelg and Margaret Franklin from RACQ Travel Maroochydore.

## Nations shut on Ebola

**ALL** incoming flights travelling directly from or via Ebola affected countries, including Nigeria and Ghana, have been cancelled by authorities in both Chad and Gambia in an effort to prevent it spreading, DFAT has advised.

## Trans-Siberia hi-speed

**CHINA** and Russia have signed a preliminary agreement to look into building the world's longest high-speed railway line along the iconic Trans-Siberian route.

According to the *Beijing Times*, the proposed route would be over 7,000kms long - more than three times the current longest high-speed route - and would cost over \$230 billion to construct.

Running alongside existing trains operating the traditional route, the high-speed line would take two days to complete the journey instead of the current six.

The paper quoted a railway expert at the Chinese Academy of Engineering who said the fast line could be completed in five years if funds were raised quick enough.

## VX China codeshare

**VIRGIN** America and China Airlines have implemented their codeshare alliance (**TD** 29 Aug) with CI to add its code on nine VX routes from LAX & San Francisco.



## Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

**Oman Air** has launched a new stopover package encouraging travellers to visit while on their way to other ports in the Middle East or Europe. Entitled 'Oman By Design', the package starts from \$149 for one night or \$199 for two nights and includes accom at the new Hormuz Grand Hotel, transfers, visa charges & a half-day city tour. For more info, **CLICK HERE**.

Only one week remains to take advantage of a \$500 discount per person available on all **APT** and **Travelmarvel** European land journeys next year. Bookings must be made by 31 Oct to avail the offer. Phone 1300 196 420.

Travellers can save \$300 per person on **Albatross Tours'** 15-day Turkey, Gallipoli & the Ottomans Tour if booked and deposited by 15 Jan. The offer is valid for departures from May to Sep 2015. Phone 1300 135 015.

## ATA embarks at Rock

**TRAVELLERS** on Adventure Tours Australia's flagship three-day Uluru Explorer itinerary are now able to start and finish their holiday at Ayers Rock.

The change takes away the requirement for pax to begin or end their journey in Alice Springs and the 5 1/2 hour trip between.

ATA says pax can extend their stay in the Red Centre if they wish or utilise low-cost air options.

## NZ growth stays local

**SHORT-HAUL** services were the best performing for Air New Zealand in Sep, with domestic, Tasman and Pacific routes posting growth above 3% y-on-y, while capacity remained consistent.

While Asia and Japan services posted positive growth, flights to the USA and Canada declined but not enough to prevent the carrier posting an group-wide 2.6% jump in passengers at 1.33m overall.



**MOVEMBER** will see multitudes of males growing mo's to raise funds for the Movember Foundation's programs and to encourage community awareness and support around men's health.

Amadeus IT Pacific men are putting out the challenge to the travel industry to raise funds for the cause. The person who raises the most money will win a **Shaving Brush Travel Kit**.

If you are game, **register at [au.movember.com](http://au.movember.com)** (add your company name after your name and choose to join the **Amadeus IT Pacific team**) by the end of October.

Email your before and after pics and progress updates to [mocomp@traveldaily.com.au](mailto:mocomp@traveldaily.com.au) and we will showcase them on **Facebook** and in **Travel Daily**.

Get involved as an Amadeus Mo Bro! Click **HERE** to learn more about the program.

**Proudly supported by**  
**AMADEUS**



## Travel Consultants wanted in Sydney, Melbourne and the Gold Coast

*helloworld* has a number of exciting opportunities for Travel Consultants and Managers to join the teams in our stores in Sydney, Melbourne and on the Gold Coast.

This is your chance to be at the forefront of a strong travel brand, showcasing your exceptional travel knowledge and sales skills.

### If you have:

- A passion for travel and can speak knowledgeably from your own experiences;
- Excellent customer service skills;
- Outstanding knowledge of travel products and destinations;
- An ability to listen to the needs of your customer and recommend the most suitable holiday;
- A proven track record of consistently achieving and exceeding sales targets;
- Strong organisational skills, maturity, self-motivation, initiative and drive;
- Advanced Galileo, CrossCheck Travel or other GDS skills (desirable).

Then we would love to hear from you!

In return, we offer an attractive and competitive salary package, coupled with uncapped earning potential through a great consultant incentive program. We also offer a generous uniform allowance, educational leave and allowance, as well as ongoing support and mentoring.

If this sounds like the role for you, please send your resume to [julie.primmer@helloworld.com.au](mailto:julie.primmer@helloworld.com.au) today!

# Tourism NZ inspires Aussie agents

Friday 24th Oct 2014

**ABOUT** 250 Australian travel agents are now extremely well-educated on the delights of Middle Earth, after returning from the Tourism New Zealand mega famil which took place last week.

The huge undertaking, backed by Air New Zealand and Virgin Australia, saw participants undertake a series of workshops in Auckland - including a visit to the Air NZ Customer Collaboration & Innovation Centre - before splitting into twelve groups and heading off across the country to experience it for themselves.

Tony Saunders, TNZ gm Australia said the initiative was a reflection of the importance of the Australian travel trade to the New Zealand tourism sector, with the action-packed itinerary allowing the participating consultants to more confidently sell NZ.

These photos were taken during the welcome event and training workshops in Auckland - lots more at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

**RIGHT:** Air NZ and Virgin Australia cabin crew with Mark Freeman, regional manager NZ for Virgin Australia; Air New Zealand head of corporate & niche market sales, Vicki Park and Tony Saunders, Tourism New Zealand general manager Australia.



**LEFT:** The welcome function featured some inspirational Maori performances which really got the crowd excited.

**BELOW:** Pretty in pink - this group sports their "What goes on tour stays in En Zed" gear.



**YES,** the Tourism NZ mega-famil participants pretty much felt like rock stars!

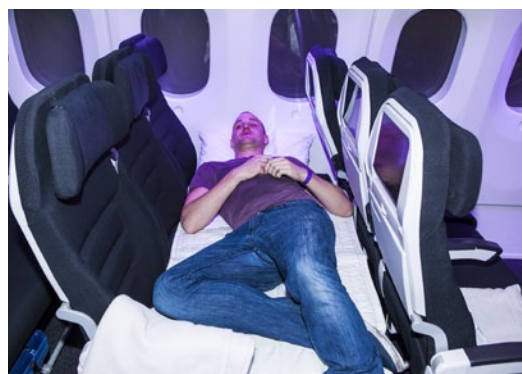


**RIGHT:** a crash course in animal husbandry.

**BELOW:** agents flat out testing Air New Zealand's cabin product.



**ABOVE:** Australian Idol star Stan Walker was part of the line-up at the welcome event.



Friday 24th Oct 2014

## QF loads surpass 80%

**QANTAS** revenue seat factors have exceeded 80% for financial year 2014/15 so far, spurred by a 2.7% climb in pax traffic for the month of Sep, according to the carrier's official stats out today.

Careful capacity management saw a 2.7% pax traffic jump for the month, with mainline yields also higher than one year earlier.

Declines of 3.7% & 2% in traffic on domestic and international services respectively were offset in a strong way by double-digit growth on QantasLink, which posted a 17.8% jump in traffic.

Jetstar domestic & int'l services both posted respective gains of 7.1% and 4.7%, while results were flat for the month at Jetstar Asia.

## SkyTeam olive branch

**THREE** member carriers of the SkyTeam alliance have offered to surrender takeoff and landing slot pairs at three airports as a concession into a European Union antitrust investigation.

Delta Air Lines, Air France-KLM and Alitalia have been in the EU crosshairs since Jan 2012 when it was alleged the three were conspiring on price parity & joint profit sharing on three routes from AMS, CDG and FCO to New York.

The slot pairs on the table apply at Amsterdam, New York and Rome Airports, with DL, AF and AZ also offering to allow rivals to sell tickets on their flights.

The EU said it will consider the offers before making a decision.

## Coach hours extended

**INSIGHT** Vacations & Trafalgar have extended its call centre hours for travel agents to service enquiries through its service departments in South Africa.

The brands' phone lines are now open from 9am-1am Mon-Fri, 9am-10pm Sat & 11am-5pm Sun.

## Ebola register in Qld

**RESIDENTS** of Queensland who are intending to travel to any of the West African nations affected by Ebola are urged to register their details on an Ebola register set up by Queensland Health.

The government department has recently activated its State Health Emergency Coordination Centre in response to the threat, with 18 health experts & support officers available 24/7 by phone.

While the result ended up being negative, Queensland remains the only state to have carried out tests for the disease on a resident.

**MEANWHILE**, Sydney-based World Business Travel has launched a web-based Ebola Travel Alerts information service for int'l travellers in partnership with travel risk management service e-Travel Technologies Inc.

E-Travel Technologies chief Donald Churchill said there was a demonstrated need for a single source of Ebola information for passengers wanting to make informed decisions.

Alerts are added to the system 24/7 and travellers can search by country, with links to WHO, CDC and other information sources.

See [etravelalerts.com/Ebola](http://etravelalerts.com/Ebola).

## RWC ticket demands

**NEARLY** one million tickets have been sold in the Sep general sale for next year's Rugby World Cup in England, organisers have said.

All 48 matches went to ballot for entry price categories, with 23 resorting to ballot for every price.

Applications for 5 million tickets were received in total, with 650,000 for Australia Vs England.

## 'Slots R Us' switch

**ERNST** Krolke, long-time head of Airport Coordination Australia which manages landing slots at various airports around the world, is stepping down as ceo of the business after 17 years.

He will be replaced by his daughter Petra Popovac on 01 Jan but will remain as an advisor as well as continuing to liaise with IATA, reports *The Australian*.

## Trade hits the course with pros

**AHEAD** of the start of competition today in the Perth International, local business leaders hit the golf course yesterday as part of the ProAm event.

Sponsored by Emirates, which is the Official Airline of the European Tour, the tournament at Lake Karrinyup also included some members of the local travel industry.

The Dubai-based carrier is also the official sponsor of the PGA Championship in Queensland and the Emirates Australian Open, to be held at the Australian Golf



Club in Sydney from 27-30 Nov. **Pictured** above from left at the Perth International ProAm is Carol Shaw, Tour de Force; professional golfer Gregory Bourdy; Christian Hunter, Traveller's Choice and John Hancock, City Beach Travel.



Throughout the month of October, **TD** is giving readers the chance to win a luxurious French prize pack, courtesy of **Avalon Waterways**.

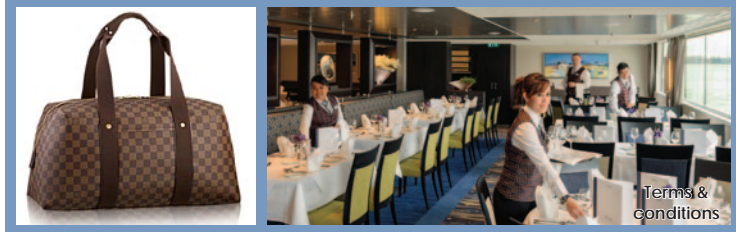
The prize includes his and hers Louis Vuitton weekend bags, three nights in a Junior Suite at the Sofitel Sydney, a bottle of Dom Perignon Champagne, gift voucher for L'Occitane products, and a dinner voucher to Felix fine dining French restaurant, valued at over \$5,500.

Every week this month **TD** will ask a different question about Avalon. The subscriber with the best answer to all of the questions will win this fabulous prize pack.

Email your answer for this week by COB 24th Oct to: [avalonwaterways@traveldaily.com.au](mailto:avalonwaterways@traveldaily.com.au)

Avalon offers many 'themed' river cruises in France including Art & Impressionist, Culinary, Jazz, and Wine Appreciation. In 25 words or less tell us which you would recommend for your clients and why.

Hint: see pages 26 & 27 of the 2015 Avalon Waterways River Cruises brochure



Terms & conditions

**Travel Daily** is Australia's leading travel industry publication.

Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).

Postal address: PO Box 1010, Epping, NSW 1710 Australia

Street address: 4/41 Rawson St, Epping NSW 2121 Australia

P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

**Travel Daily** is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of **Travel Daily** no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

**Publisher/Managing Editor:** Bruce Piper **Editor:** Guy Dundas **Assistant Editor:** Matt Lennon  
**Contributors:** Louise Wallace, Jenny Piper, Sarah Piper **Editorial email:** [info@traveldaily.com.au](mailto:info@traveldaily.com.au)  
**Advertising and Marketing:** Sean Harrigan and Lisa Martin - [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper - [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Part of the Travel Daily group of publications.

Travel Daily **CRUISE** **travelBulletin** business events news **Pharmacy DAILY** **Travel Daily TV**



**JOBTOBER IS  
HOTTING UP!  
REGISTER TODAY**

**FOR ALL THE BEST VACANCIES VISIT [www.aaappointments.com](http://www.aaappointments.com)**

**NSW & ACT - 02 9231 6377 - [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)**

**VIC, WA & SA - 03 9670 2577 - [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)**

**QLD - 07 3229 9600 - [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)**

**THE BEST PAYING CORPORATE ROLE IN TOWN  
CORPORATE TRAVEL CONSULTANT**

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

NEW Corporate role just called in! This well-known corporate and entertainment travel management company now requires a superstar corporate consultant to join their growing department in Melbourne. You will be responsible for booking all aspects of corporate Travel, from Flights, transfers and more. Working Monday to Friday hours only you will be offered a high base salary and the chance to join this growing team! If you have at least 4 years corporate experience we want to hear from you! Call us today

**URGENT – 2IC REQUIRED FOR BUSY OFFICE  
2IC CORPORATE CONSULTANT**

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

Are you an experienced retail travel manager wanting to make the move to corporate? We have your opportunity here in Melbourne! This well-known TMC is now looking for an assistant manager to manage a team of 8 multi skilled consultants while working hands on and also booking exciting corporate requests! Located in central Melbourne you will enjoy a high base salary and Monday to Friday hours! If you have at least 12 months management experience we can help you secure this role!

**MANAGE YOUR TEAM TO SUCCESS**

**RETAIL TRAVEL MANAGER**

**MELBOURNE (EAST) - SALARY PACKAGE TO \$60K (DOE)**

HOT new role just called in! This successful retail office located in Melbourne's east is now looking for a dedicated retail travel manager to manage a successful team of 6 staff.

You will work as a hands on travel consultant while also mentoring and encouraging your team to be the best they can be. Moving away from the time wasters and brochure collectors you will finally get to use your experience to its full advantage! If you have at least 4 years management experience then we want to hear from you.

**AFRICA EXPERT REQUIRED!**

**AFRICA WHOLESALE TRAVEL CONSULTANTS**

**MELBOURNE (INNER) - SALARY PACKAGE TO \$60k (DOE)**

This rare opportunity will see you moving into a dedicated Africa Wholesale role where you will assist loyal travel agents with their tailor made Africa itineraries. Working with a 5 star product you will sell luxury lodges, private game reserves and safaris. This role will offer you Monday – Friday hours, amazing famils and incentive trips and the chance to put your Africa knowledge to good use! Call us today to find out more and secure this exclusive role. Minimum 3 years industry experience and high end Africa knowledge req.

**SOAK UP THE SUNSHINE**

**RETAIL TRAVEL CONSULTANT**

**GOLD COAST LOCATION – TOP SALARY PACKAGE**

Experienced retail travel consultants – need more work/life balance? Come and work for a well-established National Travel company where you'll sell a range of domestic and international holiday packages. Not only will you earn a top salary package and \$\$ bonuses with annual salary reviews, but also enjoy incentives, educationals, uniforms provided and more. Part time or Full time hours considered. Minimum 2 years Retail and GDS experience. Apply today for this much sought after location and start enjoying the sunshine!

**CRUISE YOUR WAY INTO THIS DREAM ROLE**

**WHOLE SALE CRUISE TRAVEL CONSULTANTS**

**BRISBANE CBD - \$50K OTE**

Fancy yourself a cruise expert? Do you have a real passion for booking luxurious cruise packages? This globally recognised wholesaler is seeking an experienced cruise consultant to join their successful team. With a great salary package - \$50K OTE you would be crazy not to apply! Forget having to deal face to face with clients this role will see you dealing with only Travel Agents direct alongside a supportive and energetic team. Starting to sound like you? This opportunity won't be available for long so apply now!

**LIFESTYLE OF THE RICH & FAMOUS**

**RETAIL TRAVEL CONSULTANT**

**SYDNEY NORTH SHORE – SALARY PKG UP TO \$70k OTE**

Want to create lavish itineraries to exclusive destinations? Love the idea of spending someone else's money and organising the lives of the rich and famous? This boutique agency is looking for a consultant to service their high-end exclusive clientele arranging their travel needs. Secure a yacht in Monte Carlo or a private Safari in South Africa, the world is your oyster. Min 2yrs exp inc GDS are essential. Enjoy a fantastic salary, unlimited famils, plus other top incentives. This premium role won't last. APPLY TODAY

**RELAX ON THE BEACH ON YOUR LUNCH BREAK!**

**MARKETING & SALES CONSULTANTS**

**SYDNEY NORTHERN BEACHES – SALARY PKG UP TO \$50K**

This specialised tour operator is looking for a travel sales rep ready for a new challenge. Enjoy maintaining existing and developing new client relationships, visiting key clients as well as attending expos to promote the company name and products. In addition, use your marketing flair to maintain their website and newsletter. Enjoy M-F only, beautiful beachside office, ongoing career development, and a supportive team. If you have previous travel industry sales experience and a positive go get attitude, WE WANT YOU!

ENQUIRE  
NOW!

## CONTACT

M: 0434 236 043 / 0407 249 245  
T: 07 3806 4863  
E: [info@traveltrainingaustralia.com.au](mailto:info@traveltrainingaustralia.com.au)  
[www.traveltrainingaustralia.com.au](http://www.traveltrainingaustralia.com.au)

PO Box 1578, Carindale  
QLD 4152



## WORK SKILLS ASSESSMENT (RPL) SIT31312 Certificate 3 in Travel

### Get recognized and get qualified

Work Skills Assessment is a pathway to recognize the skills and abilities you demonstrate in your job role within the travel industry.

The process is also known as Recognition of Prior Learning (RPL) and if you have worked in the travel industry in the capacity of a travel agent, or reservations agent for an airline, wholesaler or other similar positions for 12 months or more, you may be eligible to apply for Work Skills Assessment and qualify for a Certificate 3 in Travel.

A friendly, qualified TTA assessor will evaluate your skills and abilities against each of the 17 units that make up the Certificate 3 in Travel. These skills and abilities may include a combination of formal or in-formal training, education and work experience relating to the travel industry and/or associated industries.

You will work closely with your assessor who will guide you through each step of the process. Our Work Skills Assessment is a new, innovative and streamlined process that uniquely combines units into clusters to cut down on paperwork and arduous repetition. Work Skills Assessment includes interviews, video evidence, observation and third party reports to determine your skills and abilities.

These methods provide us with the evidence we need to collate information on your behalf. If a gap in your knowledge or skills is identified, we offer the gap training you need at no extra cost so you can achieve the qualification as seamlessly as possible.

This gap training is available online for your convenience and is tailor-made to suit your individual learning plan. If you would like more information, please contact Travel Training Australia to discuss the process.

Travel Training Australia deliver Nationally Recognised Training in partnership with The Learning Collaborative RTO ID 32350

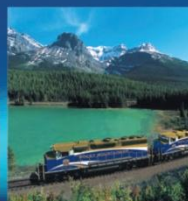
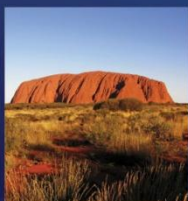


the learning  
collaborative



AMADEUS

## Bring your passion for travel to a career with APT



<b>Position Title:</b>	Senior Marketing Executive - Small Ship Cruising
<b>Department:</b>	Marketing & Sales
<b>Location:</b>	Cheltenham
<b>Hours:</b>	Full Time
<b>Reporting to:</b>	APT Marketing Manager

***If you have proven experience for developing and delivering strategic marketing plans combined with strong knowledge and passion for Luxury Cruising and Adventure Touring, then this could be the role for you.***

Exotic locations, unforgettable adventures and a touch of luxury are the three key ingredients driving the success of APT's Luxury Small Ship and Kimberley Outback programs, and this is an exciting time and opportunity to play a key role in achieving the fast growing targets of these programs.

This new role will work to increase awareness, value and sales of the Small Ship Luxury Cruising and Kimberley Outback Wilderness products within the APT target market.

### Key Responsibilities

- Develop strategic marketing plans for APT Small Ship & Kimberley Outback Wilderness Adventure (KOWA) Product lines
- Produce and manage a media plan of national media advertising to maximise brand exposure and sales
- Plan specific monthly broadcast media activity and communicate this for feedback with each Product Manager
- Produce promotional material to support special offers in press ads i.e. flyers
- Produce and manage direct media plan of DM advertising to maximise sales
- Monitor campaign spend to stay within budgetary limits
- Report on results of each campaign to Product Manager and to APT Management
- Assist with retail consumer events/expos production, reporting and marketing opportunities
- Host information sessions and presentations on Cruise & KOWA Product
- Assist with Consumer Expo's and Information Sessions
- Develop and co-ordinate measurement and analytical processes and present relevant information in report for key stakeholders for APT brands

### Competencies Required

- 2+ years experience in a similar role
- Cruise industry experience and knowledge
- Tertiary qualification in related discipline
- Strategic management, leadership, mentoring, business accounting and reporting capabilities
- Analytical interpretation and advanced problem solving skills
- Strong presentation and communication skills both verbal and written
- High attention to detail and proof reading
- Ability to produce promotional material that is creative, tactical and response driven
- Analytical, flexible and be able to think outside the square

In this exciting role, you will be part of a great team with a fantastic culture and have access to the many staff benefits that APT offers including discounted travel on APT products and ongoing training opportunities.

Plus, you'll get to work for an Australian-owned travel company who is as passionate about delighting our travellers as we are about the beauty of the places that we take them to explore. This passion, along with a profound respect for ourselves, our workmates, our customers, our community and our environment, has seen APT establish a position as one of the world's leading travel companies.

**Applications close Friday 31<sup>st</sup> October 2014**

Please go to our website to apply: <http://www.aptouring.com.au/about-us/career-opportunities>