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## Chacon to cievents

**ANNALEEN** Chacon has taken up a role as Meetings Manager with cievents' Strategic Management Meetings team.

She joins the Flight Centre offshoot after seven years at Destination Specific Marketing. More appointments on **page 8**.


# Travel Daily

First with the news

Thursday 30th October 2014

## COOK ISLANDS

Want to  Win Big..?

Earn \$30 per passenger plus a chance to win a fam trip for two [Click here](#) 

## Flight Centre profits slip

**FLIGHT** Centre has seen slower than normal sales growth in its Australian operations over the three months to 30 Sep, with md Graham Turner saying this means that local profits are "currently down slightly on the prior year".

Speaking at the Flight Centre agm this morning, Turner said the firm also had an increased cost base linked to changes in consultant wage structures implemented this year, as well as investments being made to improve the customer experience.

Q1 sales increased 3-4% versus a record first quarter last year but less than the company's overall growth rate of around 7%, he said.

Turner said Flight Centre plans to expand its global sales force by 5-7% this year, while organic growth is expected to be complemented by expansion in the Escape Travel franchise group.

"We now have 14 franchised stores and continue to talk to people who are interested in becoming part of the Escape Travel network," Turner added.

A new "shop of the future" concept is now in place in about 20 stores in Australia, with features such as "Toblerone" desks allowing for more open and personal consultations, a digital departures board highlighting the best airfare offers, scribble maps so consultants can physically map out options for customers, and more live digital content.

Turner said FC isn't seeing an impact on sales due to the lower Australian dollar, while the Ebola epidemic is also not having a "meaningful impact".

## Lisa Ray IV functions

**INSIGHT** Vacations' Global Brand Ambassador Lisa Ray will join md Joost Timmer to launch the company's 2015 Gold Luxury program during events in Melbourne (18 Nov), Brisbane (19 Nov) and Sydney (20 Nov) - spots are limited, [CLICK HERE](#) to RSVP.

 **SCENIC TOURS**

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TO FLY FREE  
TO CANADA  
IN 2015

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offers

Earlybirds end  
30 November

### Nine pages of news!

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

- AA Appointments jobs
- Travel Trade Recruitment

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# Travel Daily

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Thursday 30th October 2014



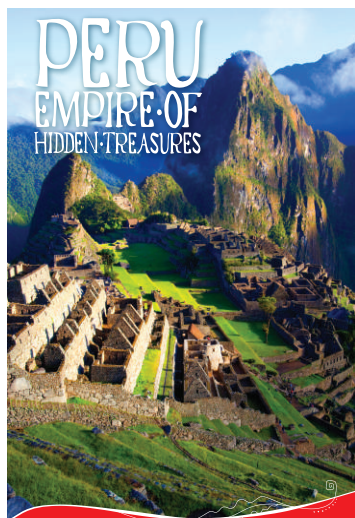
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## Quantum delivery

**ROYAL** Caribbean has taken delivery of *Quantum of the Seas*.



## PROMPERU Quiz Nights

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Nov. 18th, The Mint

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

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

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## Speakman sells TC stake

**TRAVEL** Counsellors founder David Speakman will remain as the group's chairman after private equity firm Equistone Partners took a stake in the global network of home-based travel consultants as part of a management buyout of the firm (**TD** breaking news).

Full details haven't been provided, but reports earlier this month stated that the deal may be worth as much as £100m and that Equistone is now the majority owner of the business.

MD Steve Byrne is also staying in place, saying the deal will "accelerate our growth and take Travel Counsellors to yet another

level...this investment will enable us to capitalise on the many opportunities we have to expand the business further in both leisure and corporate sectors".

Travel Counsellors generated total turnover of £385m in 2013, with revenues of £424m (A\$773m) for the last 12 months and a growth rate of 60% over the last five years, according to British financial analysts.

In Australia, Travel Counsellors has around 120 members, who are part of a global network of more than 1,300 agents and operations in the UK, Ireland, Belgium, South Africa, the UAE, the Netherlands and Canada.

"It has always been my intention to ensure the long term interests of the company and this latest move enables us to realise the next exciting phase of its growth, making Travel Counsellors even stronger for the benefit of each individual agent," Speakman said.

## QF IFE revamped

**QANTAS** will next week begin to roll out its "new and improved inflight entertainment" (**TD** 24 Jul) as part of a partnership with Sky News, Foxtel and Fox Sports.

The deal includes 100 hours more TV and movie content, 160 hours of "box set" viewing, much more music and more new release blockbuster movies.

Qantas customers will also enjoy multiple daily news bulletins on international and domestic flights seven days per week, while a new *Australia Channel* news service will be shown live in lounges.

## Management liability

**GOW-GATES** Insurance Brokers has negotiated a special "lite" version of a Management Liability Insurance policy, which travel agency owners can use to protect their business in several areas including employee theft and fraud, breaches of occupational health and safety, employee related claims and breach of directors duties - for details, call Rebecca Fleming on 02 8267 9919.

## LH boosts KUL/CGK

**LUFTHANSA** is adding a new sixth weekly frequency to Kuala Lumpur which offers a tag-on flight to Jakarta starting 29 Mar, according to GDS displays.

The new westbound flight operates to Frankfurt on Wed.



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Thursday 30th October 2014

**LAST CHANCE! Etihad Industry Rates to worldwide destinations.**

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\* Conditions Apply. Taxes approx. \$120\* - \$390\* pp.

**CLICK HERE for further details**

## Security pilot set for MEL

**QANTAS** will join forces with Melbourne Airport to develop the Airports Council International (ACI) and IATA Smart Security pilot program at MEL next year.

The Victorian capital becomes the fourth global gateway to trial the Smart Security joint project after Amsterdam, London Heathrow and Doha Hamad.

Smart Security works to realign airport resources focusing on risk levels rather than process, using advanced screening technology developed through innovation.

As a result, the initiative aims to make airport screening processes more efficient and faster without compromising on safety.

"We look forward to successfully trialing and implementing new processes that will provide a better, more seamless airport experience for customers while maintaining the highest security standards," said QF ceo Alan Joyce.

Watching on during the trials

will be the Office of Transport Security, ensuring all relevant approvals are sourced in line with the Federal Government's aviation security standards.

Recent IATA forecasts show that global air passenger numbers are set to double in the next 20 years (**TD** 17 Oct), with IATA director general Tony Tyler saying the Smart Security initiative responds to this growth estimate while evolving to meet new threats.

"This partnership between Qantas and Melbourne Airport is an important step toward realizing a new model of security that will improve the experience for our passengers while boosting the efficiency of security checkpoints," Tyler added.

The agreement comes after the Australian Department of Infrastructure and Regional Development said it encouraged a greater role played by industry in more efficient security outcomes.

## More SmartGate trials

**CANADIAN** and Irish ePassport holders are now able to clear Customs to enter Australia using the SmartGate automated kiosks as part of a new trial.

Federal Minister for Immigration and Border Protection Scott Morrison announced the trials yesterday, taking the number of nationalities able to use the kiosk on trial or permanently to eight.

Early next year, tests for foreign nationals from China, Japan & the Hong Kong Special Autonomous Region are expected to begin.

Trials for Malaysian, Indian and French ePassport holders are also expected in the near future.

## New CLIA training tier

A **CRUISE** Ambassador rank has been added to CLIA Australasia's cruise training program between the Accredited Cruise Consultant and Master Cruise Consultant.

For more information, see today's **Cruise Weekly** - subscribe free at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).



## Window Seat

**AS COUPLES** look for innovative and more abstract ways to tie the knot, so too are hotels and resorts looking for different ceremony types to offer.

Aimed at adventurous couples, Tahiti Vacations has introduced an underwater wedding, set in a submerged chapel positioned in the Bora Bora lagoon.

What makes the new offering extra enticing is that no formal scuba qualification is needed, with all ceremony participants using underwater helmets.

The chapel which is entitled "Te-Ana-Ipo", or Cave of Love, is located 12 feet under the surface, with guests welcomed by a Polynesian Chaplain.

Vows, ring exchange, music and the signing of certificates all takes place fully underwater, with a videographer also on hand to capture the occasion.

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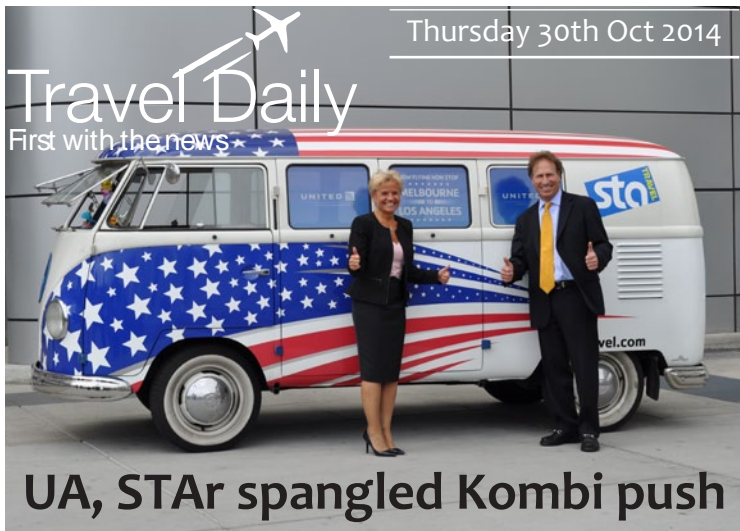
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**Taiwan**  
THE HEART OF ASIA  
Taiwan Tourism Bureau

*Time for Taiwan*





Thursday 30th Oct 2014

Travel Daily  
First with the news

## UA, STAr spangled Kombi push

**ABOVE:** STA Travel took to the streets with United Airlines this week to promote the launch of the US carrier's new non-stop flights between Melbourne and Los Angeles using Boeing 787-9s.

In honour of the occasion, STA Travel's "STAn" Kombi van headed out to Melbourne Airport to meet United's senior vp Dave Hilfman and director Australia/NZ Alison Espley (pictured).

STA Travel Australia air product manager Jerome King predicted the direct route using the state-of-the-art long range *Dreamliner* will be enjoyed by Victorians and Melbournites, who will enjoy the jet's "fresher air and lower cabin altitude to help you arrive ready to enjoy your destination sooner".

## Centenary pricing

**ALBATROSS** Tours is promoting eight tours to Gallipoli during the Centenary year operating outside of the peak Anzac Day crowds.

The seven-day Spirit of Gallipoli itinerary departs between May & Sep and is priced coincidentally at \$1,915 per person twin share.

Phone 1300 135 015.

## Edwardian free feed

**A COMPLIMENTARY** full English breakfast is available to guests booking any Radisson Blu Edwardian Hotel in London for stays between 01 Jan and 28 Feb.

The offer extends to a total of 14 properties including those in Guildford and Manchester.

## Luxperience refresh

**NEW** branding (pictured below) and a revamped website has been launched by Luxperience to support the event's "continued evolution to be the best global travel event."

## LUXPERIENCE

Luxperience director of marketing and buyer relations Michelle Papas said the rebrand reflects the brand's commitment to providing a "relatable platform" for discerning clients.

## Canada countdown

**SCENIC** Tours is advising agents only one month remains to take advantage of its 2015 earlybird offers for travel to Canada, Alaska and the USA, with savings of up to \$5,700 per couple and free flights to Canada ending 30 Nov.

## Trick or treat at sea

**CARNIVAL Legend & Carnival Spirit** will take part in Halloween celebrations tomorrow on voyages from Australia, with each vessel set to feature staff dressed up as ghosts, witches and zombies to entertain kids onboard the ships.

Candy stations hidden around the ships & a Halloween-themed dance party are also planned, Carnival Cruise Lines said today.

## Tasty Rocky function

**AGENTS** are urged to RSVP early for a Travel Alberta/Rocky Mountaineer function being held on Wed 03 Dec at Sydney's Shangri-La Hotel (**TD** yesterday).

The 'Taste of Alberta' function will feature Rocky Mountaineer's award winning executive chef Jean-Pierre Guerin and involves agents split into groups to recreate some of his classic dishes, aided by a sous chef from Sydney Cooking School.

"A Taste of Alberta is an extension of our Experience Alberta agent training program where we bring the experience to the agents, rather than traditional boardroom training," Travel Alberta market development director Lizzie Doyle commented.

"We have proven through past events that agents are more engaged and enthused to sell Alberta as a result," she added.

**CLICK HERE** for more details.

## VA MEL turboprops

**VIRGIN** Australia Regional Airlines is preparing to introduce ATR turboprop services from Melbourne to both Canberra and Launceston on 10 Nov & 16 Nov.

According to *Australian Aviation*, VA's ATR72-600s flights to CBR are 15mins longer and LNS routes are 20mins more than 737 services.



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# ATEC China visa concerns

**SIMPLIFYING** the application process for Chinese travellers to visit Australia is now in the hands of the Federal Government after vocal advocacy from outgoing ATEC chairman John King.

ATEC managing director Peter Shelley told **TD** the government has listened to the industry's concerns and that processes were now in place to assess the matter.

"All we ask as an industry is that we are able to be competitive.

"We're not necessarily the cheapest destination, but we are a quality destination and we recognise that positioning but if there are impediments with filling out a visa that's 17 pages long, in

English, and not online, there are obvious considerations we must address," Shelley stressed.

He added that ATEC understood the processes would take time and had to be properly assessed.

## Robb doing good job

**A LACK** of a dedicated Tourism Minister is proving not a problem for the Australian Tourism Export Council, with managing director Peter Shelley saying the group's needs are being well-served by Trade Minister Andrew Robb.

"From a tourism export sector perspective, we feel quite privileged to have good access to Andrew Robb and to Austrade and the Administration."

However, Shelley admitted the broader needs of the tourism industry could be better served with a Minister in Canberra focused exclusively on tourism.

"From a broader industry perspective, it's important that the current strength and future potential of tourism as an economic driver is not only recognised, but also maximised by appointing a cabinet secretary or a supporting Minister which will enable greater access for industry given the travel schedule of the Trade Minister," he added.

## Faster Pronto Valet

**SYDNEY** Airport is promoting a "faster and easier" Pronto Valet service at the International and Domestic terminals which is an extra \$20 on top of drive-up rates.

## itravel proud as Pink!



**ITRAVEL** showed its support for the National Breast Cancer Foundation in Sydney earlier this week, holding a fundraising event at Mounties in Western Sydney.

Courtesy of itravel's suppliers and agents who donated prizes, more than \$15,600 was raised to support the NBCF.

Attendees were also treated to an inspirational story of National Breast Cancer Foundation Ambassador and breast cancer survivor Donna Crebbin, who

shared her highs and lows battling breast cancer.

itravel director Steve Labroski said he was very proud of the partnership forged between the retail travel group and the NBCF.

"It was great to see our agents, preferred suppliers, family and friends coming together to raise money for such an important cause," Labroski commented.

Labroski is **pictured** (back right) with Crebbin, emcee Laydee Kinmee and itravel mobile agents.

## New Russian LCC

**AEROFLOT** has confirmed it will launch a new low-cost offshoot dubbed Pobeda (Victory), which will be based in Moscow and operate to eight Russian cities using Boeing 737-800 aircraft.

The budget airline is expected to launch 17 Nov, some three months after its previous incarnation Dobrolet folded imposed due to it operating flights to Crimea (**TD** 26 Aug).

According to *Tass Russian News Agency*, bookings on Pobeda will open for sale from 01 Nov.



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Insight Vacations is delighted to announce internationally acclaimed film actress, TV host, entrepreneur and humanitarian, Lisa Ray as our first Global Brand Ambassador.

Lisa will join us as our guest of honour to share her unique story and some of her recent travel experiences with Insight Vacations to India, Europe and more.

Come and join us for light refreshments and the chance to secure exclusive savings and travel prizes on the night.

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SOFITEL MELBOURNE ON COLLINS

**BRISBANE - 19 NOVEMBER**  
BRISBANE MARRIOTT HOTEL

**SYDNEY - 20 NOVEMBER**  
INTERCONTINENTAL SYDNEY

**CLICK HERE  
TO RSVP**



## Second UK Aloft hotel

**STARWOOD** Hotels & Resorts has opened its second Aloft hotel in the UK, the 116-room Aloft Liverpool, set in the 110-yo Royal Insurance Building in the city.

## Strikes hammer KLM

**KLM** Royal Dutch Airlines says 14 days of pilot strikes by Air France pilots during Q3 have had a "significant impact" on its financial figures, costing the airline an estimated €416 million (AU\$598 million) in revenues.

The Dutch SkyTeam member overnight reported a pre-tax loss of €682 million (AU\$981 million), down €21 million compared to the third quarter the year prior.

**MEANWHILE**, Air France-KLM has denied rumours it plans to lay off as many as one-quarter of its workforce, as reported by Dutch newspaper *Algemeen Dagblad* (TD yesterday).

"While being in Financial Quiet Period, the announcement of Q3 results taking place tomorrow, the Group cannot let circulate pure speculation in the Dutch media, more especially false information and false figures," a spokesperson for AF-KLM told *Travel Daily* yesterday afternoon.

## Honeyguide discount

**GUESTS** booking a three-day package at Honeyguide's tented safari camps in Manyeleti Game Reserve in South Africa until 14 Dec will save \$480 per couple.

Currently, prices at Mantobeni Tented Camp and Khoka Moya are available at \$710ppts, which can be packaged with other short stay deals in southern Africa.

Contact Bench International for further info on 1300 AFRICA.

## Tigerair 2-for-1 sale

**NO-FRILLS** carrier Tigerair Australia has released a 2-for-1 sale on select domestic routes operating in May, with fares priced starting from \$49 one way.

Ten-thousand seats are on sale, with the promo ending at midnight tonight.

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## Team Hawaii's driving force



**HAWAIIAN** Airlines and Hawaii Tourism Oceania brought gallons of 'Aloha', Mango Daiquiris and Blue Hawaiian cocktails to the tee at the 15th hole of Links Hope Island, Gold Coast last Fri for the 2014 Brisbane Airport Corp and JR Duty Free Golf Day.

A veritable "who's who" of Brisbane Airport Corporation and JR Duty Free's aviation and retail clients and other industry guests were on hand to enjoy a massive day on the course.

Ensuring participants had not forgotten HA is upgauging its aircraft type used on the Brisbane route from Boeing 767s to Airbus A330s starting 05 Dec, Hawaiian Airlines put up for grabs free return flights to Honolulu for the

team that shot nearest to the pin on their second shot at the 15th. Meeting the challenge on the day was the team from DHL Global Forwarding, consisting of Russell Thomson, Noel Prosser, Robert Kasch and James Cooper.

**Pictured** from left are Ashlee Galea, country manager Australia, Hawaii Tourism Oceania; Heimana Tahiatia, artistic director, Heilani Polynesian School of Arts; Karl Sikora, marketing manager, Brisbane Airport Corp; Kay Willett, Hawaiian Airlines bdm Qld/WA & NT; Andrew Denman, head of sales Australia, Hawaiian Airlines; Cam Brown, national marketing mgr, Korean Air and Lelani Tahiatia, owner/director Heilani Polynesian School of Arts.

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**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.

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## Highest Holiday Inn

**INTERCONTINENTAL** Hotels Group has opened the world's tallest Holiday Inn Hotel in downtown New York City.

The newbuild 492-room Holiday Inn Manhattan-Financial District hotel stands at 50 storeys (138m), located at 99 Washington St.

Within a short distance from the National September 11 Memorial & Museum, Chinatown and Wall St, the hotel affords views of the Hudson River, Statue of Liberty and One World Trade Center.

Rack rates at the property are priced at US\$329.

It becomes IHG's 22nd Holiday Inn property in the Big Apple.

## Win an ISLAND ESCAPE to the PRISTINE NORFOLK ISLAND

This week *Travel Daily*, *Air New Zealand* and *Norfolk Island Tourism* are giving away an idyllic escape to Norfolk Island. The prize includes return airfares to Norfolk Island with Air New Zealand, a three night stay for two people at the Governor's Lodge Resort Hotel, full breakfast daily and car hire.

Less than 3 hours flying from Sydney, Brisbane or Auckland, Norfolk Island boasts a pristine environment with beautiful beaches, a living history in World Heritage Kingston, National Parks and Reserves, exceptional culinary delights and friendly locals.

The subscriber with the most correct entries and the most creative response to the final question will win this prize. Send your answers to: [norfolk@traveldaily.com.au](mailto:norfolk@traveldaily.com.au)

The language spoken on Norfolk Island is English but you will also hear the unique local language derived from the Bounty mutineers & their Tahitian wives. What is the greeting in the local language?

CLICK HERE for a HINT



## Marriott milestone

**MARRIOTT** International has broken through the 700,000 room mark worldwide, with close to 6,900 rooms added during the third quarter of 2014.

The hotelier added 49 new properties (including the first Moxy branded hotel in Milan) to its portfolio, and shed seven during the quarter.

At quarter-end, the company had 4,127 properties & timeshare resorts, with 702,000 rooms.

## Airline Sep satisfiers

**VIRGIN** Australia has trumped Qantas as the Domestic Airline of the Month in Roy Morgan's latest customer satisfaction awards, with a score of 83% based on travel between Jul and Sep.

Trailing the two major airlines was QantasLink, then Jetstar and Tigerair Australia.

Qantas took the top honours for customer satisfaction for Domestic Business Airline with 84%, followed by Virgin Australia and then Jetstar.

Roy Morgan's International Airline of the Month was awarded to Singapore Airlines, which achieved an 89% score, followed by Emirates, Cathay Pacific, Qantas International and Air New Zealand.

## Back-Roads uptick

**BACK-ROADS** Touring has reported a 30% spike in growth from the New Zealand market over the past 12 months.

Brand manager Hugh Houston cited the sales increase on "incredible" support from within the industry and traveller desire for tailormade travel experiences.

Houston said the firm has had an "exceptionally busy summer".

## QR Biz BOGOF offer

**QATAR** Airways is celebrating its 1st anniversary of joining the oneworld airline alliance by offering a second Business Class ticket for free when booking two passengers on identical PNRs.

The short-life 'Double the Luxury' promo is valid for travel to select destinations across Asia, Africa, India and the Middle East until 31 Mar 2015, when ticketed before 31 Oct.

However the buy-one-get-one-free deal is only valid for customers in the United States.

## Phillip Is. spring deal

**RAMADA** Resort Phillip Island has released a 25% discount offer for stays of three-nights for travel until 21 Dec, with online prices starting at \$125 per night.

## Accor's 2014 Franchise Awards



**ON** Tue night, Mercure Centro Port Macquarie was crowned the Accor Pacific Franchise of the Year for 2014 at the fourth annual Accor Pacific Franchise Awards.

Held at Mount Lofty House MGallery Collection hotel in the Adelaide Hills, the event recognises the success of Accor's growing franchise membership in Australia and New Zealand which now numbers over 70 hotels.

Other accolades presented included General Manager of the Year, Franchise Loyalty Award, Franchise Customer Service and Mercure of the Year, Novotel of the Year and a joint MGallery/The Sebel & Grand Mercure brand category award.

Individuals demonstrating outstanding service were also lauded at the awards night.

Accor's vice president of

operations for franchise & strata hotels Dino Messatesta applauded this year's winners and welcomed new members which add to an "exciting pipeline" of properties that will integrate into Accor's franchise portfolio.

**Pictured** from left are Dino Mezzatesta, vp Franchise & Strata Hotels Accor Pacific; Simon McGrath, coo Accor Pacific; Sam Kekovich, emcee; Peter Emery, gm Novotel Rockford Darling Harbour; Chris Abel, gm Mercure Centro Port Macquarie; John Pullman, director of sales and marketing The Playford Adelaide, MGallery Collection; Geraldine Vejano, exec assistant mgr Ibis Styles Melbourne The Victoria; Michael Issenberg, chairman & ceo, Accor Asia Pacific and Samantha Eise, bd, Ibis Styles Melbourne The Victoria.

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**1 x Account Manager**

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With the award for Australasia's Leading Business Travel Agent for the last three years at the World Travel Awards, plus massive growth - there are plenty of exciting opportunities to move into corporate travel and join the industry leader.

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## Luxury Australia Specialist – Sydney Based

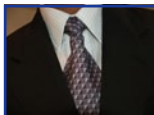
Wilderness Australia is the leading high end destination management company in Australia. Join our innovative team in a role designing and delivering exceptional Australian experiences. Responsibilities include:

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





## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry, send us an email at [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Nate Roxborough**, formerly **Etihad Airways** Marketing Executive in Australia, has been appointed as the airline's Brand Manager Visual Communications and Brand Management based in Abu Dhabi.

**Michael Scott** is now Communications Manager, Australia for **Jetstar Airways**. He's been with the carrier for just over two years, with the new role a promotion from his previous Communications Advisor position.

**The Ensemble Travel Group** has named **Trish Shepherd** as its new Senior Vice President and General Manager for Australia and NZ.

**China Southern Airlines** has appointed **Amolaya Rattanathasaniya** as its Regional Marketing Head for Australia and New Zealand. She was previously with Hyundai and before that with Qatar Airways.

Former Qantas Holidays trade marketing executive **Lina Trimarchi** has taken on a new role as Marketing Manager for **Cruise Office**.

**Pete Rawley** has been promoted to Regional Director Australia/NZ for **Intrepid Group**. He was formerly GM Industry Sales for the tour operator.

**Fiji Airways** has restructured its global sales and marketing team with the appointment of new Regional General Managers in key markets. New to the carrier is **Wenchu Wang** as regional GM for Asia while **Olaf Kaelert** is FJ's new Regional GM for North America. **Robert Rounds**, formerly Senior Manager for Schedules and Planning has been appointed as Regional GM for Fiji & Pacific Islands, while **Sharon Jang** is the new Manager Reservations. **Christopher Dalton**, formerly Fiji Airways manager for Samoa has returned home to Suva as Manager Fiji, while **Stefan Keil** is now Acting Manager Samoa.

**Karen Wales**, formerly a Senior Executive with Jones Lang LaSalle, has been appointed as a Senior Investment Specialist for **Austrade**, focusing on the hotel market to attract investment to the Australian tourism sector.

**Christian Sack** has been named as General Manager of **Raffles Beijing**. He moves to China from his previous position at Raffles Grand Hotel d'Angkor in Siem Reap where he has been since 2011.

**Spicers Tamarind** has named **Rory Thorpe** as its new Head Chef.

**Etihad Airways** has appointed **Dimitrios Karagkioulos** as its new General Manager for Thailand. He moves to Bangkok after five years in Athens as EY General Manager for Greece.

**Nanuku Resort & Spa**, Fiji's newest luxury resort, has appointed **Angela Hassan** as its new Sales Manager. She joins Nanuku from her previous role as Sales & Marketing Manager for Warwick's Naviti Resort. **Kini Saukuru** has also been appointed as Front Office Manager, moving to Nanuku after five years at Musket Cove Island Resort.

**Hugh Wehby** has been named as Chief Financial Officer for **Sydney Airport**, moving from his former role as Head of Strategy/Capital Projects.

**Undertow Media**, a public relations company which includes Jetstar as one of its clients, has appointed **Michelle Cox** as a member of its Board of Directors. Cox was formerly MD of STA Travel Asia Pacific as well as global Brand Director for Contiki Holidays.

**Travelport** has announced the appointment of **Wendy Stanton** as its new Commercial Manager for New Zealand. She was formerly General Manager for NZ-based Acrossia, a wholesaler specialising in travel and tours to Hong Kong and China, and has also worked at the Walshe Group.

**Deborah Woollard** has been named as Vice President of Human Resources for **Intercontinental Hotels Group**. IHG has also appointed **Adeline Ng** as its new Vice President of Strategy for the Asia, Middle East and Africa region.

**Norwegian Cruise Line** has appointed **Drew Madsen** as its new President and Chief Operating Officer.

## Israel work visa pact

**AUSTRALIA** has signed a bilateral work and holiday visa agreement with Israel, allowing citizens of both countries the ability to take extended holidays, undertake work or study abroad.

The agreement was signed at the Israeli Embassy by Assistant Minister for Immigration and Border Protection Michaelia Cash.

Initially, the deal will allow up to 500 adults from each country to travel from one to the other.

"The work and holiday programme is a fantastic way for young people to experience a different culture and bring new insights back to their home country, at the same time reinforcing the close relationship between Israel and Australia to the next generation," Cash said.

## EK 777-300ER milepost

**EMIRATES** has taken delivery of its 100th 777-300ER from Boeing.

Billed as "the most fuel & cost-efficient airplane in its class", the latest jet props up the Gulf carrier's 777 fleet to 142 aircraft.

To date, Emirates has carried more than 108 million pax on the aircraft model.

EK has a further fifty-one 777-300ERs on backlog with Boeing and has committed to another 150 777X units (**TD** 10 Jul).

## USA roadshows close

**VISIT USA** has concluded its Nationwide Australian roadshows for 2014, with the final events held earlier this month on the Gold Coast and Sunshine Coast.

Over 1,500 agents attended the roadshow series across the country, Visit USA president Janette Davie said.

Hobart and Canberra roadshows will be added to the lineup for 2015, Visit USA added, kicking off in Brisbane on 16 Feb.

## WS releases new tiers

**HIGHER** earn rates have been rolled out by Canadian carrier WestJet as part of its WestJet Rewards frequent flyer program.

The new Teal, Silver and Gold tiers offer higher earn rates, with the Silver tier also including one free checked bag, lounge access and advance seat selection.

Gold members will have access to an additional free bag, priority screening and advance boarding.

Thursday 30th Oct 2014

## EY concessions for AZ

**AIRPORT** slots on the Rome to Belgrade route have been offered to rivals as a concession by Etihad Airways as it works for antitrust approval from the European Commission into its planned 49% acquisition into the Italian carrier, an inside source has told *Reuters*.

## Rosie's Corner

Today's update is brought to you by Rosie Holidays

Welcome to our 'kids stay free' edition of Rosie's Corner!

A perennial favourite, Fiji offers great value family holidays and is famous for 'kids stay free' deals. Kids of all ages love to holiday in Fiji, and it's not just about splashing around and having fun in the sun, but also about engaging with the locals and learning about the Fijian culture. This week we highlight two properties perfect for a family escape!

Plantation Island Resort in the Mamanucas is easily reached from Denarau by the Malolo Cat launch transfer. Nestled on the shoulder of a stunning lagoon, the resort features over 7 kilometres of sandy beaches with plenty of safe swimming spots and colourful coral reefs. Well suited for families, 3 kids under 12 can stay free, plus kids can play free at the Coconut Kids Club, and eat free too! The resort also offers a crèche, as well as nanny and babysitting services.

On the Coral Coast, Shangri-La's Fijian Resort & Spa offers outstanding value for families where up to two kids under 12 can stay, play and eat free! All rates include breakfast daily and complimentary internet, and the resort offers plenty of activities for both adults and children, including a 9-hole golf course, a putt-putt course, kayaking, snorkelling and a magnificent spa.

Right now Rosie Holidays is offering agents the chance to win your very own 7-night luxury Fiji escape, just make a booking to enter. For more information call 1300 133 524.





Thursday 30th Oct 2014

## BA floats A380 cabin

**BRITISH** Airways has operated its first A380 service from London Heathrow to Singapore, with BA kicking off a series of promotional festivities to celebrate the launch.

The superjumbo will operate the service three times weekly on Wed, Fri and Sun ex LHR, with B747 on other days, adding 4,000 seats per month on the route.

Ahead of the touchdown, the carrier promoted the new A380 route by flying Hollywood movie star Gwyneth Paltrow from LA to Singapore to star in a photo shoot.

Paltrow is pictured below nestled in a British Airways Club World Business class seat while delicately floating on the rooftop infinity pool of Singapore's iconic Marina Bay Sands resort.



## Chicago gets NZ taste

**NEW** Zealand Trade & Enterprise will showcase the best of the country in Chicago residents in the lead-up to the first All Blacks rugby match to played on US soil in over 30 years this weekend.

The rugby world champions will play an exhibition match against the USA Eagles at Soldier Field in a match which is already sold out.

Kiwi food, wine, culture and business innovations are now on show in the city, with a range of activities available to all residents.

Events include a Haka Exhibition at the Field Museum which will be open until 01 Dec; a NZ trivia event at Fado Pub; NZ cheese and wine tasting events at selected restaurants city-wide and chances to meet the team & win airfares to NZ thanks to Air New Zealand.

## Peru coming to town

**TRAVEL** agents are invited to register to attend one of three roadshows next month showcasing the popular South American nation of Peru.

Hosted by PromPeru, the nights will adopt a different networking format where agents will stamp their 'Peru Passport' as they move around to visit exhibitors.

Interactive quiz rounds will then follow, with a range of travel prizes up for grabs at each event.

The PromPeru roadshows will take place in Sydney on 18 Nov, Brisbane on 19 Nov before closing in Melbourne on 20 Nov.

**CLICK HERE** to register to attend.

## ITP adds Azerbaijan

**PHILOSOPHY** Travel, located in the Eastern European nation of Azerbaijan, has become the newest travel partner of the International Travel Partnership.

The Baku-based organisation specialises in corporate services including Events and Meetings and Inbound Travel Management.

## SKAL elects leader

**TURKISH** hotel executive Salih Cene has been elected by delegates from 87 nations as the new World President of travel networking organisation SKAL.

Cene, who has been a member of SKAL for over 30 years, served as vice-president during the last term and will lead the organisation for the coming year.

## Cap arrivals to Phuket

**TOURIST** arrival numbers to the holiday island of Phuket are "at tipping point" and should be tightly controlled, the Thai Hotels Association southern chapter said.

According to *TR Weekly*, chapter president Krisda Tansakul said he had floated an idea to screen tourist arrivals to focus on high-yielding, or "quality" tourists rather than sheer mass numbers.

He added visitor numbers should be kept in line with accom capacity, due to large groups leading to surges in illegal hotel operators who do not pay taxes.

## Sydney 500 packages

**VIRGIN** Australia Holidays has launched a new travel package for V8 Supercar fans keen to travel to Sydney for the season finale race at Sydney Olympic Park in Dec.

Priced from \$476pp, the deal includes return airfares with checked baggage, two nights accom and a three-day track pass.

## ACTE member benefit

**TRAVEL** buyer members of The Association of Corporate Travel Executives will receive free registration to all 2015 events as one of its member benefits, the organisation has announced.

Valued at more than \$2,500, the benefit aims to reduce attendance barriers and encourage members to take advantage of membership.

## New TTC incentives

**CREATIVE** Holidays & AAT Kings have launched new incentives for travel agents, with a range of prizes up for grabs.

In partnership with Tourism Malaysia and Malaysia Airlines, CH is offering 'Buy one night, get one free' on stopovers at Berjaya Times Square in Kuala Lumpur.

Further, for every ticketed MH fare with Creative, agents will earn a \$25 Coles Myer gift card.

Meanwhile, the top 15 sellers of AAT Kings and Inspiring Journeys tours from the 2015/16 Australia brochure will earn a place on a famil to Tasmania in Mar 2015.

Each new booking will earn agents a 'Tassie Devil' icon, with an entry earned for every four new bookings generated - phone the brands for more information.



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 31st Oct to:  
[avalonwaterways@traveldaily.com.au](mailto:avalonwaterways@traveldaily.com.au)

Deborah Hutton is Avalon's brand ambassador.  
Tell us in 25 words or less why you'd like to take a French river cruise with her.



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

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

### **LEADING THE TERRITORY OF WESTERN AUS WA - SALES MANAGER PERTH - SALARY PACKAGE DEP ON EXPERIENCE**

Due to growth, this is sensational travel company is seeking a sales driven individual with both consulting and sales management experience. In addition to assisting with VIP client itineraries, you will spend majority of your days building strong relationships and growing brand awareness. You will be motivated to develop new business opportunities and grow the territories year on year sales. In addition to your strong sales skills, you must be well travelled.

### **\*\*JOB OF THE WEEK\*\* ONSITE CORPORATE TEAM LEADER SYDNEY - EXEC SALARY \$80K ++**

You will need proven leadership skills and have exceptional knowledge of corporate travel to be successful in this new role. Always wanted to work directly for your client? Now is your chance, this global giant are setting up their own travel team in-house, we need an experienced Corporate TL or 2IC who is looking for a new challenge and something very different, great opportunity to steer your career in a new direction, Interviews have commenced.

### **\*\*NEW ROLES\*\* CORPORATE ACCOUNT MANAGER X 2 SYDNEY & MELBOURNE - STRONG SALARY + INCENTIVES**

You will have the skills and knowledge to drive solutions for your clients improving expenditure and creating a lasting impression which will retain clients for the future. As a master of building relationships you will know how to develop those key connections and gain their trust in your ability to do the best for them. Be rewarded with a great salary and stable work company that see growth year on year.

### **STEP UP THE CAREER LADDER ACCOUNT MANAGER INSIDE SALES SYDNEY - EXEC SALARY \$70K PLUS**

Here is a role where career progression is guaranteed if you perform well. Looking for a role to advance your way to an on the road position? Our client is looking for a focused individual to manage and foster long term business relationships as well as new business. You will ideally come from a front line consulting role where you have used your skills to maintain and grow an existing or new database. This role will create many opportunities for the right person.

### **JOIN THE FASTEST GROWING SECTOR IN TRAVEL CRUISE OPERATIONS MANAGER SYDNEY - EXEC SALARY PACKAGE**

Do you have impeccable management skills within the cruise market? Have the ability to manage a busy operations team whilst overseeing product and documentations? This company is looking for an operations manager with exceptional cruise experience. You will work to create a solid team working environment whilst focusing on the development of the department including product offering and itinerary planning.

### **KEY ACCOUNT MANAGEMENT BDM / ACCOUNT MANAGER MELBOURNE - EXEC SALARY PACKAGE**

This fantastic company has a vacancy open with your name on it. Looking after the Melbourne market, you will be self-motivated and utilise your strong negotiation and contracting skills to qualify opportunities and increase sales, growing sales revenue and build strong ongoing relationships with key industry personnel. Your friendly personality, presentation skills & creative ability is required here.

### **YOUR HUNTING SKILLS WILL WORK HERE CORPORATE BDM - SME**

#### **SYDNEY & PERTH SALARY PACKAGE \$80K + Bonuses**

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

### **COMBINE YOUR AM AND SALES SKILLS HERE KEY ACCOUNT/SALES MANAGER SYDNEY - \$100K ++**

You'll be joining a global organization delivering cutting edge solutions to the travel industry, all the while strengthening your relationship across the industry. If you're hungry for success, recognition and career progression this company will offer you all that and more. We are looking for someone with a mixture of Sales and Account Management for this position, Sales is a must. Strong industry contacts is also highly desirable.

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**300 Queen St. (07) 3023 5023**



## Senior Travel Agent

**South Side Brisbane, Competitive \$, Ref:1172HB1**

Are you a savvy senior travel agent with skills & know how to build and sell complex high yielding travel packages? Would you like to be rewarded for all your hard work? With the added bonus of being to work close to home in South Side Brisbane! We are seeking an experienced senior travel professional with excellent product and destination knowledge, along with 2+ years experience working with a GDS within the travel industry. The money is there to be made; take that step and apply now!

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

## Product Manager, Sydney

**Sydney, \$70-80k DOE, Ref:1393SZ1**

Calling all experienced Product Managers to apply for this amazing opportunity with an industry leader for a 5\* Touring Company. The overall purpose of this position is to generate profitable revenues by developing and managing products and services. You will be responsible for all aspects relating to delivering a successful Product - Design, Sales, Marketing, Distribution, Yield and Revenue Management for the products which fall under your supervision. An opportunity not to be missed!

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

## Retail Travel Consultant

**Melbourne, \$45-50k, Ref:1568KF2**

Wanting to develop your skills and knowledge to the next level as a leisure Travel Consultant? And earn bonuses at the same time? An excellent opportunity has arisen with this successful and established Leisure Travel Agency based in the Eastern Suburbs of Melbourne, for a motivated, positive and experienced consultant to join their team. This is a unique opportunity to further progress your travel career and work alongside a dynamic and successful team. A competitive salary is on offer.

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

## Travel Consultant

**Adelaide, \$DOE, Ref:1130LB2**

Rare opportunity for an experienced travel consultant looking to expand on their knowledge and grow their career! Are you growing tired of general consulting and enquiry and now looking to specialise in something different? Liaising with clients and suppliers to co-ordinate group air travel, accommodation and ground transport services for high profile clients, this role requires someone with a high attention to detail, speed and accuracy. Preference given if you have Sabre experience.

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

## Travel Sales Support

**Brisbane, \$45 - 50K, Ref:1400AW1**

Behind the scenes role that everyone wants! In order to succeed in the role you will have travel industry experience, understanding of travel suppliers and solid product knowledge. You will be an exceptional negotiator and will enjoy working with numbers. If you thrive in a challenging, fast paced role where you provide solutions, you will love this role. Ideally you will be Calypso trained. Solid base and incentive is on offer for the successful candidate. This role will not last, apply NOW!

For more information please call Anna on (07) 3023 5023 or click [APPLY](#) now.

## Travel Consultant-TEMP/Part-Time or Full Time

**South Sydney, \$DOE, Ref:1890MB1**

We have multiple roles available, Don't miss this great opportunity to work closer to home and escape the daily commute. We are looking for an experienced Travel Consultants who are looking their next change, but want to stay closer to home. Work for well-established companies in a picturesque area of the Sutherland Shire. No two days will be the same with a mix of over the phone, email and walk-in consulting with the potential for some marketing in the mix. Experience using GDS beneficial.

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

## Travel Consultant Wholesale

**Melbourne, \$50-60k OTE, Ref: 6985MD1**

Want to move away from face to face consulting? Would you like to be rewarded for all your hard work? Then come and apply for this fantastic opportunity in wholesale travel. Work with a company that offers a fantastic working environment, product and industry nights & annual famils. We are seeking experienced retail or wholesale travel professionals that must have excellent product and destination knowledge, working knowledge on GDS along with 2+ years experience within the travel industry.

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

## Multi-Skilled Travel Agent

**Perth, \$DOE, Ref:1340LB1**

Experienced travel consultant required for small, successful travel company in Perth. You will be specialising in dealing with some corporate clients as well as retail enquiry, looking after high end products including cruise. To be considered for this role you will have a recent and solid travel consulting background with proven silver service when it comes to clients. If you love tailoring your itineraries and confidently hitting sales targets, then this is the role for you!

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



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