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# Travel Daily

First with the news

Thursday 12th February 2015

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THE JITO website has been expanded with a resource centre for job seekers, complete with advice on interviewing and a free resume template.

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The USA Discovery Program is an exciting new agent training tool to give you all the information you need to sell the USA!

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## Govt supports VA/DL pact

THE Dept of Infrastructure and Regional Development says the alliance between Virgin Australia and Delta Air Lines has been of benefit to Australian consumers & tourism since it was approved in 2011, and is consistent with Australia's overarching aviation policy objectives.

VA and DL are seeking a ten year re-authorisation for the alliance which includes wide-ranging cooperation on pricing, sales and marketing, frequent flyer, scheduling and procurement.

The Department's submission analyses trans-Pacific traffic, saying load factors have dropped over the last five years, with the VA/DL alliance, the QF/AA alliance and United Airlines continuing to provide "substantial, ongoing and effective competition in the marketplace".

The government office also said it considers that Virgin Australia's 'virtual network' underpinned by relationships such as the Delta Air Lines alliance "forms an important contribution to the long term sustainability of their international services".

The ACCC is now consulting with the carriers, and expects to make a draft determination in Mar/Apr.

## Carnival over for Tammy Marshall

CARNIVAL Australia senior vice president Tammy Marshall is set to depart the company in a restructure of its executive ranks.

Marshall joined Carnival in Oct 2012 and headed up P&O Cruises commercial operations as well as World's Leading Cruise Lines.

Under the new structure, Sture Myrmell has been appointed senior vice president in an expanded role which combines hotel operations and commercial functions, while Peter Little has been promoted to senior vice president fleet operations.

For the full story on the Carnival restructure, see today's issue of *Cruise Weekly* - [CLICK HERE](#).

More appointments on **page 8**.

## Nine pages of news!

*Travel Daily* today has nine pages of news & photos, a front cover page for JITO plus full pages: ([click](#))

- AA Appointments jobs
- Travel Trade Recruitment

## Register for Muster

TOURISM NT is accepting registrations for the 2015 Muster trade show being held in Sydney on 04 Mar at The Ivy and in Melbourne on 05 Mar at Park Hyatt Melbourne.

For full details, [CLICK HERE](#).

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## Egyptair to Jakarta

**STAR Alliance member**  
Egyptair last week commenced a new route between Egypt and Indonesia, with a twice weekly Cairo-Bangkok-Jakarta service operating using Boeing 777-300ER aircraft.

# 50

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## 50 REASONS TO CELEBRATE OUR 50TH ANNIVERSARY!

Win a 12-night Denali Explorer Alaska Cruise for two, including up to AU\$5,000 eZAir® credit to fly you there and back. PLUS 49 AU\$100 EFTPOS Gift Cards to be won.

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Ends 11:59pm AEDT 28/2/15. Open to Aust. & NZ residents 18+ who are employed as a travel agent and registered with Princess Academy program. Major prize must be taken by 29/8/15. Click above for Conditions.

## 10 year BARA authorisation

**THE** Australian Competition and Consumer Commission has proposed the granting of authorisation for ten years to the Board of Airline Representatives of Australia (BARA) - three years longer than the seven years proposed by BARA itself.

A draft decision issued by the ACCC yesterday would allow BARA to continue to collectively bargain on behalf of its current and future members, which comprise international carriers operating from Australia.

The ACCC noted BARA's submission that it has already been authorised to negotiate

on behalf of airlines for almost ten years, and that no relevant suppliers have elected not to engage with the organisation.

There has been widespread support for BARA's application for re-authorisation, and no complaints against the group's conduct under the previous authorisations, leading to the ACCC's proposal for a decade long extension of the agreement.

Key suppliers covered by the proposal include Airservices Australia, the Bureau of Meteorology, technology firm Unisys Australia and the operators of "Designated International Airports" which include Adelaide, Brisbane, Cairns, Darwin, Melbourne, Perth, Sydney and the Gold Coast.

## BYOJet parent raises \$1m in capital

**DISRUPTIVE** Investment Group (DVI) this morning confirmed the successful completion of a capital raising, with commitments to raise \$1 million via the placement of 83.3 million new shares worth 1.2 cents each.

DVI is the owner of BYOJet as well as Check-in.com.au and is in the process of acquiring another online operation in the form of iBuyNew.com.au.

The company says it is also currently considering raising further equity by holding an extraordinary general meeting to seek approval for a further placement, and/or conducting a share purchase plan.

## Fifth Evergreen ship

**EVERGREEN** Tours has today confirmed the addition of a fifth Europe river cruise ship to enter its fleet in 2016.

*Emerald Belle* will be a carbon-copy of 182-pax sister 'Star Ships' *Emerald Sky* and *Emerald Star* which debuted last year and *Emerald Dawn* and *Emerald Sun* that are scheduled to begin operation in a few months time.

GM Angus Crichton said the addition of another vessel in 2016 will provide guests with an even greater opportunity to sail on its five-star product, specifically built for the "4-star plus" market.

"The stylish and innovative 'Star Ships' are exactly what the market has been waiting for."

Crichton told **TD** the ship would be constructed in Amsterdam at the Den Breejen shipyard.

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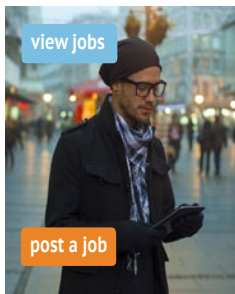
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Personal Travel Manager,  
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## Celebration specialist launches

THIS week has seen the official launch of ‘The Celebration Travel Company,’ a new business founded by industry veterans Peter Cooney and Yvette Cubbin.

Cooney, who was with Globus for 14 years and has also worked with Creative Holidays and Royal Orchid, told **TD** the group is targeting the niche “celebrations and milestones sector”.

“Over the years we’ve seen a noticeable increase in travellers who are taking overseas holidays to commemorate something special,” Cooney said.

“Our hotel and resort packages

feature exclusive, handpicked accommodation options that we have personally visited and reviewed,” he added.

“We have the inside knowledge and contacts to prepare packages that are memorable.”

Special experiences can be organised for guests, and the company’s commissionable product initially focuses on Bali, Fiji and Hawaii, with plans to expand across the region - see [celebrationtravelcompany.com.au](http://celebrationtravelcompany.com.au).

## FTE registrations

INTERNATIONAL buyers keen to participate in Tourism Fiji’s second Fiji Tourism Exchange are encouraged to register online as soon as possible to secure a spot.

The event will be held at the Denarau Island Convention Centre from 16-18 Jun and is expected to attract 250 operators and business exhibitors.

FTE 2015 has been scheduled to run immediately after Tourism Australia’s ATE annual trade show to entice more long-haul buyers to visit the South Pacific Island. See [www.fijitourismexpo.com](http://www.fijitourismexpo.com).

## Luxperience expands

LUXPERIENCE today announced the appointment of David Paterson as its new senior sales and sponsorships manager.

Paterson joins Luxperience from London where he worked for a decade in the exhibition and event sector, including four years managing the ILTM portfolio.

Rachelle del Rosario has also been appointed by Luxperience as business development mgr.

More appointments on **page 8**.



## Window Seat

THE Tourism Authority of Thailand has confirmed its support for a special Valentine’s Day event this weekend which it is hoped will highlight the country as a honeymoon venue.

Thailand’s first ever Dance Marathon is being staged by the Ripley’s Believe It or Not! Museum in Pattaya, with the organisers breathlessly hoping for a new world record.

“The event will be a real physical challenge because to beat the record, couples will have to dance together continuously for more than 35 hours without changing partners,” a TAT statement said.

The previous record was set on 16 Nov 2008 at Acapulco Guererro in Mexico, which truly put the location on the global wedding and tourism map.

Previous Valentine’s Day extravaganzas at the Pattaya museum include a Hug Marathon in 2003 and 2014, a Kissing Marathon in 2011 and 2013 and a Wife Carrying Race in 2009.

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Addis Ababa	AUD 1450*	AUD 5200*
Entebbe	AUD 1500*	AUD 5500*
Kilimanjaro	AUD 1750*	AUD 5900*

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## London regulations

**LEGISLATION** which currently makes short-term letting of London homes via websites such as Airbnb illegal is set to be amended.

Currently, anyone wanting to rent out their London property for less than 90 days is technically required to apply for planning permission, although the rules are only actively enforced by a small number of local councils.

Once the 40-year-old laws are changed, planning permission will no longer be required.

"The reforms will help boost London tourism, by increasing the availability of competitively priced accommodation and reduce the number of houses lying empty," said UK Housing Minister Brandon Lewis.

## Bulgari to Maldives

**MARRIOTT** International has announced its first property in the Maldives, with an 82-room Bulgari resort to be developed in conjunction with Indian group Panchshil Realty.

Located in the Raa Atoll northwest of Male, the luxury property is expected to debut during 2018.

## A321neos for Asiana

**ASIANA** Airlines has signed a letter of intent with Airbus for the purchase of 25 A321neo aircraft.

The planes will be configured with 180 seats in a two class arrangement, and will be used for regional and domestic routes within Korea.

## TA website overhaul

**TOURISM** Australia yesterday revealed a fresh face for the [www.australia.com](http://www.australia.com) website as part of a major digital revamp designed to improve the site for users and entice more people to plan & book travel to the nation.

Phase 1 has launched in time for a new cooperative campaign with Virgin Australia (**TD** Tue).

The site is more mobile-friendly, making it easier to search, filter and share travel experiences.

TA managing director John O'Sullivan said the site is more efficient and can offer the international traveller "more personalised & relevant content", based on their location & interests.

## IBM suing Priceline

**TECHNOLOGY** giant IBM has launched legal action against US online travel giant Priceline, accusing the OTA of patent infringement.

The case relates to the operations of metasearch site Kayak, the main Priceline.com website and its restaurant reservations service OpenTable.

IBM is seeking past damages and continued royalties from Priceline, or alternatively an injunction which will stop the OTA from using its technology.

"IBM's patents are being knowingly and unfairly exploited," claimed an IBM spokesman.

## Jetstar revamps SIN

**JETSTAR** Asia is adjusting operations on the Singapore-Perth route, with one of its double daily flights between the cities being replaced by a Jetstar Australia operation.

The move, effective from yesterday, will see flight numbers changed from Jetstar Asia's 3K designator to a JQ flight number.

## Agents Get Smart about Canada



**TRAVEL** agents around the country have been brushing up on their knowledge of Canada over the past two weeks during the annual Canada Corroboree.

This year's roadshow has seen about 800 frontline consultants & wholesalers in Perth, Adelaide, Brisbane, Melbourne and Sydney gain deeper understanding on a range of Canadian travel products and destinations.

With a comical theme of 'Get Smart - about Canada' hosted by secret agent Maxwell Smart from CONTROL, attendees were privy to investigations of KAOS spies and other villains (aka Canadian suppliers) who spilt the beans on new developments, statistics and information on their wares.

Smart's 'investigation' revolved around a collection of Canada's Smart Attractions, Smart Destinations & Smart Adventures.

Agents were required to listen intently and take note of key findings in order to be in the running to win a trip to Canada.

The 'Attractions' interrogated to cough up the latest happenings included Rocky Mountaineer, Banff Lake Louise Tourism and the Calgary Stampede.

'Destinations' under the spotlight included Yukon Tourism, Ontario Tourism, Ottawa Tourism, Tourism Sun Peaks and travel company Brewster Travel Canada.

Among the 'Adventures' were Great Bear Lodge, Tourism Jasper, VIA Rail and Frontiers North.

Nathan McLaughlin, account director from Canadian Tourism Commission's (CTC) gsa, DC Associates, told **Travel Daily** at last night's show in Sydney that agent participation for this year's roadshow had been very strong.

Delegates of Canada Corroboree will today meet with wholesalers in Sydney for B2B talks before concluding this year's tour on Fri.

McLaughlin is **pictured** above (left) with CTC vp International Rupert Peters and DC Associates principal and local head of CTC, Donna Campbell.



## Reservation & Ticketing Agents Full time, permanent

Due to expansion we have created a number of new positions and is seeking experienced and enthusiastic Reservation & Ticketing consultants for our office in Sydney CBD.

Candidates should have 2 years international consulting experience with a travel agent or airline. Strong GDS (preferable Sabre) and fare skills are essential and you possess a passion and drive for sales whose written and verbal skills are surpassed only by the desire to satisfy the customer's needs. Responsibility includes servicing new and existing bookings and a high level of customer service, accuracy and attention to details is essential. No face-to-face sales required as phone and emails are the primary methods of contact with our customers and agents.

Applicants must have the right to live and work in Australia.

Applications should be sent to [sam@philippineairlines.com.au](mailto:sam@philippineairlines.com.au) by Wednesday 18th February 15.

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Thursday 12th Feb 2015



**OCEANIA Cruises' 5-star Marina** sailed into Sydney Harbour yesterday, giving local agents and their clients the opportunity to enjoy a personalised tour and dining experience onboard.

The 1,250-pax vessel boasts six restaurants including traditional French bistro, Jacques; Italian-influenced, Toscana & Pan-Asian specialty restaurant, Red Ginger.

Craig Owens, director of Key accounts and comms at Oceania Cruises said "the company is spending more money on dining than any other cruise line".

All artwork throughout the ship is unique to the vessel, as is Bon Appétit, the world's first Culinary Center at sea.

Marina staterooms are fitted with Westin Heavenly Beds and the largest bathrooms at sea kitted out with Bvlgari toiletries.

2015 marks the third year the Marina visits Australian shores & locals have certainly embraced

the luxury liner's visits here.

"Australia remains the largest source market for Oceania Cruises outside of North America," Owens told **TD**.

Included in cruise fares are non-alcoholic beverages, gratuities, onboard activities, specialty restaurant dining & daily canapés.

Marina will depart Sydney this evening for the commencement of her 31-night Pacific Splendours Cruise which calls into Melbourne, Geelong and Hobart followed by New Zealand and the Pacific Islands, before concluding in French Polynesia.

Owens said "42% of the current passengers on-board Marina will continue onto Auckland".

**Pictured** on the Grand Staircase in front of the iconic Lalique crystal centrepiece is the Oceania Cruises team.

For a gallery of images aboard Marina, see **TD's** Facebook page or [traveldaily.com.au/photos](http://traveldaily.com.au/photos).

## AA Dreamliner routes

**RESERVATIONS** on American Airlines' maiden 787 Dreamliner service will go on sale on 14 Feb.

The US carrier overnight said its launch route using the carbon-composite aircraft would be a domestic service between Dallas/Fort Worth and Chicago O'Hare commencing 07 May.

International services will fire up on 02 Jun, when the AA 787 will be utilised on flights between DFW and Beijing Capital.

A few days later (04 Jun), AA will use its Texan hub to launch its second international route to Buenos Aires.

The oneworld member carrier said it would also deploy the 787 to additional markets in 2015.

AA's Dreamliner feature 28 Business and 190 Economy Class seats (54 in Main Cabin Extra).

## Great Outdoors fam

**AGENTS** have just a few days remaining to qualify for Brand USA and Hawaiian Airlines' Great Outdoors MegaFam, running over eight days from 15 to 24 Mar.

The famil will see up to 55 agents split into five groups and jet off to mainland cities San Diego, Los Angeles, San Francisco, Portland, Sacramento, Seattle, New York and Las Vegas for six nights, before converging in Honolulu for two nights.

Participants will be selected based on the volume of HA flights ex Australia booked between 01 Dec and 15 Feb.

To enter, agents are required to complete the regional expert module of Brand USA's Discover America online training program.

Entries close off at midnight on Sun 15 Feb - **CLICK HERE** for more.



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Scenic Tours is the leading travel company in Australia with operations and offices in all States and overseas in New Zealand, USA, Canada, UK and Europe. Our products are global and vary from river cruising to coach touring with the common objective of exceeding customer expectations as "The Ultimate Luxury Experience".

We currently have a position available for Sales Development Manager to be based in New South Wales responsible for sales in the Sydney CBD and Regional New South Wales.

The role will suit an experienced sales professional with a minimum of 5 years sales development management experience, who has a passion for travel, likes to work autonomously, can manage his/her own "Territory" and enjoys working in a fluid and highly competitive industry.

### The successful applicant will be responsible for:

- Developing sales strategies to increase our network of travel agents;
- Growing sales revenue of all the products in the portfolio;
- Representing the Company at trade and consumer events;
- Managing specific sales and marketing projects as required;
- Contributing to a close knit, supportive Sales and Marketing team;
- Creating and maintaining relationships with industry and trade partners;

### The successful applicant will possess:

- A successful track record of achieving sales targets within previous role of SDM;
- Demonstrated experience in providing professional and credible support to customers;
- Excellent relationship management skills;
- An analytical and creative approach;
- Confidence in presenting and training customers in product features and benefits;
- A passion for pursuing excellence in results;
- A commitment to the team and a desire to help others to be successful;
- Ability to undertake interstate and intrastate travel

We offer a competitive remuneration package including laptop, phone and fully maintained vehicle; ongoing sales and marketing training programs; opportunities to access travel industry benefits; Supportive management and a positive working environment. Scenic Tours is a dynamic company with a great culture and a drive for success.

If you are interested and suitably qualified, please forward your covering letter and resume to Nicole Robertson at [employment@scenictours.com](mailto:employment@scenictours.com).

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## S&P upgrades Qantas

**RATINGS** agency Standard and Poor's has slightly upgraded the credit rating of Qantas Airways from "negative" to "stable".

According to S&P, Qantas still retains "junk" status however a sluggish AUD, low oil prices, truce in the domestic capacity war with Virgin Australia and forecasted half-year profit (**TD 08 Dec**) will "translate into improved metrics for the airline".

It is tipped that QF will regain its positive investment rating in 2016.

## Expedia tech funding

**ONLINE** travel giant Expedia invested US\$686 million into its technology in 2014, which it says is paying dividends for its 435,000 hotel partners worldwide.

In its full year report for 2014, Expedia saw a 26% jump in room nights booked globally.

The company said it developed a number of new technology enhancements to help consumers research and book across a range of devices.

Highlights of the year included the launch of its Sell Tonight last-minute inventory platform and Real-Time Feedback feature.

The Expedia brand itself saw a new tablet app which included a feature that allows simultaneous searching of flights and hotels.

## Geoffrey Hutton sings for Selma



**MEMBERS** of the industry were this week treated to a pre-release screening of *Selma*, a story celebrating the groundbreaking achievements of civil rights leader Dr Martin Luther King.

Filed in Montgomery, Alabama and many other locations in the US south, the film's release also coincides with 50 years since the iconic Selma civil rights march.

Kent Marketing welcomed the trade to the screening, organised for Travel South USA member state Alabama.

Prior to the film screening, a short video showcasing a real road trip through Alabama

worked up an appetite for the state's tourism offerings.

Highlights of the region include the Civil Rights Memorial Centre, more than ten championship golf courses and an array of beautiful landscapes, towns, ports & cities.

Kent Marketing's representative Geoffrey Hutton is **pictured** above looking debonair at the event.

## CX Year of Goat sale

**RETURN** Economy Class seats to Hong Kong starting from \$652 are now available in a new 'Year of the Goat' sale from Cathay Pacific.

Fares to 73 destinations across Asia have been reduced, valid for sale from all Australian cities served by CX until 19 Feb, for travel from 21 Apr to 30 Nov.

## Anantara for Malaysia

**MINOR** Hotel Group will bring its flagship Anantara brand to Malaysia as part of a collaboration with Destination Resorts & Hotels.

A location for the resort has not yet been identified and will be announced later this year.



**Destination NSW**

## Manager, Sector Development

- Opportunity to work for Destination NSW
- Cruise/Food and Wine/Youth/Aboriginal focus
- Sydney CBD Location – The Rocks

### About the Organisation:

Destination NSW is a NSW Government statutory authority with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

Destination NSW is headquartered in Sydney, with offices and representatives in Singapore, Shanghai, Chengdu, Seoul, Hong Kong, London, Los Angeles, Auckland, Tokyo and Mumbai.

### About the Role:

The Manager, Sector Development is a key senior leadership position in Destination NSW's Destination Development Business Unit. The role is responsible for strategic planning, stakeholder relationships and project management of programs that contribute to the development and marketing of NSW products, experiences and destinations within specific sectors including Cruise, Food and Wine, Youth and Aboriginal Tourism.

The role requires a senior manager with demonstrated experience in Sector Development and high level project management skills to establish, manage and maintain strong working relationships with industry/sector stakeholders and partners including Industry Associations, Regional Tourism Organisations, tourism operators and commercial partners.

### How to Apply:

Please submit your application including a cover letter specifically addressing the following two targeted questions below and a resume demonstrating the capability and experience required to fulfil the role via **Jobs NSW**. This role is also advertised on the Destination NSW corporate website.

1. Demonstrate your previous experience and extensive knowledge in working collaboratively with tourism industry stakeholders, particularly in relation to Cruise, Food and Wine, Youth and Aboriginal Tourism
2. Demonstrate your planning and project management expertise and proven experience in developing processes and systems to monitor project performance.

**Closing date:** Sunday 15 February 2015

**Enquiries:** Julie Bishop, Group Director, Destination Development, on 02 9931 1134 or [julie.bishop@dmsw.com.au](mailto:julie.bishop@dmsw.com.au)

Applications must be lodged electronically via the Jobs NSW website. Applications submitted via email will not be accepted.

## Amadeus boosts WN

**CORPORATE** booking platforms offered by Amadeus will now feature inventory of US low-cost carrier Southwest Airlines under an expanded corporate tie-up.

Users of the Amadeus e-Travel Management tool will gain access to live availability via an integrated display, airfare rule functionality lowest fares, ticketing and more.

## Real Innovation.

→ Our exclusive Insider Experiences changed guided travel.

→ Always authentic and truly local.



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**TRAFALGAR**

## Sydney hotels fuller

**HOTELS** in Sydney have started 2015 with a positive performance in Jan according to STR Global which tracks hotel occupancy levels and average daily rates.

The firm found supply & demand was up (0.3% & 0.7% respectively), hotel occupancy rose 0.4% year-on-year to 80.7% and average daily rates rose 0.8% to \$199.

## VX Travelport deal

**VIRGIN** Australia's sister carrier Virgin America has signed on as the 89th global airline partner to commit to Travelport Rich Content and Branding.

The platform allows customers to use more sophisticated retailing techniques in order to drive sales of core products and ancillaries, Travelport said.

## EK recruiting 11,000

**EMIRATES** Group says it plans to expand its workforce by over 11,000 new staff during 2015 to support projected growth targets and new aircraft deliveries.

The intake would boost Emirates airline and dnata's global staff size by 6% by Mar 2016, with the majority of positions to be Dubai-based cabin crew.

Other positions include flight operations, engineering, airport services and corporate functions.

Emirates Group currently has more than 75,000 employees spread around the globe.

## Mongolia ride saving

**DISCOUNTS** of over \$1,000 are available on Extreme Bike Tours' 15-day guided motorcycle tour of Mongolia departing on 25 May, with prices starting at approximately \$6,470 per person twin share or for solo travellers.

The special offer applies to booking made before 15 Mar.

To attain the special, email [info@extremebiketours.com](mailto:info@extremebiketours.com).

## Excite service drive

**B2B** wholesaler Excite Holidays says it will hone the skills & boost staffing levels at its customer support centres abroad to better service the needs of customers.

Recently recruited Excite Holidays director of sales Joana Bonto is heading the expansion, with the firm acknowledging that customer service is its "number one priority".

Bonto's strategy includes extensive training for current and new team members, Excite said.

Additional customer service staff will join Excite's Asia, Europe and local offices, enabling the company to reduce wait times and respond to email queries within 24 hours.

Excite said Australia remains its "primary customer service support" for ANZ based agents.

"With more Australians than ever set to travel overseas this year, our strategically located teams in Europe and Asia will be vital in communicating with our global network of hotels to pre-empt and resolve any issues without delay," Bonto added.

## PER pro Virgin/Delta

**PERTH** Airport has thrown its support behind the renewal of Virgin Australia and Delta Air Lines alliance (see **pg 1**), telling the ACCC the existing pact has benefited Western Australia.

The airport operator said it agrees with Virgin and Delta's position that by working together, they are able to offer "a strong network with a large number of destinations and frequencies".

"This is important to Perth residents and visitors as good connections and visibility in booking systems are key factors in the decision making process of travellers," Perth Airport exec gm Scott Norris told the ACCC.

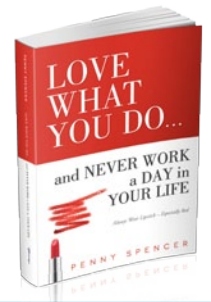
## Counsellors upbeat

**TRAVEL** Counsellors achieved a new record day of sales last month, with global sales topping \$5.4 million on 16 Jan, up from its previous high of \$4.9 million.

The home-based network also saw seven of its 10 best ever days of sale during Jan from its staff in Australia, the UK, Ireland, the Netherlands, South Africa, UAE, Belgium and Canada.

Ten percent of the group's Aussie Travel Counsellors reported their best sales month in Jan, while 13% reached their highest ever monthly commission totals.

### WIN PENNY SPENCER'S NEW BOOK



Entrepreneur and businesswomen, Penny Spencer gives an honest account of what it takes to build a successful business and brand. Filled with advice, this book details Penny's personal experiences that have led to the growth of her company and her profile, including lessons learned and mistakes made along the way.

To win a copy of Penny Spencer's book, be the first person from SA or NT to send the correct answer to the following question to:

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

Name three types of travel that Penny specialises in.

Need a hint? [Click here.](#)

Congratulations to Dylan Lawrey from Infinity Holidays!



### We're Hiring!

Due to expansion and our recent success in acquiring new business, World Travel Professionals is looking for talented individuals to join our dynamic teams.

#### Client Relationship Manager - Sydney

Experienced Client Relationship Managers with at least 10 years industry experience and a minimum of 3 years in a client relationship role. You will be responsible for a portfolio of high profile accounts, compiling and presenting financial service reviews, providing reports and analytical information to identify growth opportunities and travel trends, as well as the implementation of new business.

#### Luxury Travel Specialist - Perth

Experienced leisure consultant with minimum of 5 years experience, with a passion for cruising, niche and luxury travel products a definite advantage.

#### Travel Technology Support - Brisbane

Either travel agency or wholesale experience required, including use of GDS (Amadeus preferred) and a working knowledge of mid/back office systems. Experience with online bookings systems and a background in technology is a distinct advantage, along with the ability to present, implement and support technology solutions.

In return for your knowledge, creativity and professional skills, we offer a great working environment, an excellent salary and incentive package, and the opportunity of working with one of Australia's leading travel management.

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Lisa Story

Managing Director

Email: [lisa.story@worldtravel.com.au](mailto:lisa.story@worldtravel.com.au)

### DESTINATION ANNOUNCEMENT

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## JW enters Shenzhen

JW Marriott Hotels & Resorts has opened its newest location in China, the 356-room JW Marriott Hotel Shenzhen Bao'an, with views of the Pearl River Delta.

## Mantra ramps up for CNY in FNQ



MANTRA Group is reporting a significant spike in room nights from Chinese New Year revellers for its Palm Cove based resorts in Tropical North Queensland.

Peppers Beach Club & Spa and Mantra Amphora are bracing for an influx of Chinese nationals for 'Year of the Sheep' celebrations which get underway on 19 Feb.

The group said Cairns remains a constant favourite for Chinese travellers, with numbers growing each year since 2012.

The latest indications suggest Chinese groups are beginning to venture further out in the region.

Mantra cited China Eastern's daily services into Cairns over this year's CNY festive period in Feb for the boost which has delivered more than double the number of flights operated from Shanghai than what was offered in 2014.

Last year around 20,000 Chinese visitors travelled to Cairns during CNY, with Mantra anticipating that figure to rise sharply.

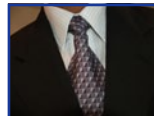
In preparation, its Peppers and Mantra resorts have spruiked up their lobbies with red lanterns (as pictured) and staff well versed in Chinese Service culture and etiquette.

## JetBlue tick for GND

THE US Dept of Transportation has given JetBlue Airways the green light to commence new services between New York JFK and Grenada in the Caribbean.

JetBlue intends to commence twice weekly flights on the route using Airbus A320s from 11 Jun.

In its application, B6 said it will bring "low fares" on the route to compete with full service carriers.



## 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).

**Lauren Kekwick** has taken up a new role as Digital Marketing Manager with **QT Hotels & Resorts**, moving on from her role as marketing & Communications Manager with **Swissotel Sydney**.

**Abercrombie & Kent** has appointed **Kate Hudson** as its new Regional Sales Manager for Vic. Based in Melbourne, Hudson joins A&K from the UK where she worked with **Dragoman** and **The Imaginative Traveller**.

**Kini Saukuru** has joined **Castaway Island Fiji** as its new Sales and Marketing Manager. Her extensive industry career has included roles at **Matamanoa Island Resort**, **Viwa Island Resort** and most recently at **Musket Cove Island Resort & Marina**.

**Scenic Matavai Resort Niue** has appointed **Simon Jackson** as its new General Manager, replacing interim GM **Brett Inkster**. Jackson has been with the Scenic Hotel Group for seven years, most recently as GM at **Scenic Heartland World Heritage Hotel** in **Hasst**.

**Accor Australia** has this month named **Danesh Bamji** as General Manager of **Pullman Hyde Park**. **Jonathan Dean** takes Bamji's former role as General Manager of **Novotel Brighton Beach**.

**InterContinental Fiji Golf Resort & Spa** has made a number of promotions including the appointment of **Vara Natuilagilagi** as Business Development Manager MICE; **Florence Law** as Marketing & E-Commerce Coordinator; **Viete Teannaki** as Conference & Weddings Coordinator and **Jane Madden-Lesavua** as Business Development Executive - Weddings.

**Pan Pacific Hotels Group** has named **Gino Tam** as General Manager of the 790-room **Pan Pacific Singapore** and **Tina Sim** as GM of the 367-room **PARKROYAL on Pickering**.

**Qantas** has promoted **Stephanie Tully** to Executive Manager, Group Brand and Marketing, replacing **Tim McColl Jones** who left the carrier in Nov. **Tanya Bulkin** has replaced Tully as Head of Brand, Planning and Member Marketing at **Qantas Loyalty**.

Former **Qantas WA State Manager** **Ian Gay** has been appointed as Chairman of **Australia's North West Tourism**, replacing **Chris Ellison** who steps down after five years in the role.

**Stefan Pichler** has this month taken up his new role as CEO of **airberlin**, moving from his former position heading up **Fiji Airways**.

**Crown Towers** has welcomed **Ashleigh Macdonald** as its new Chief Concierge. Macdonald was recently accepted into **Les Clefs d'Or**, and is the first female from Melbourne to join the exclusive group in 15 years.

Cairns-based engineer **Pat Flanagan** has been appointed as Project Director for the **Aquis Great Barrier Reef Resort**.

**Starwood Hotels & Resorts** has named **Charlie Dang** as its new Regional Vice President for Southeast Asia.



### Are you a Travel Sales & Marketing Guru?

We're looking for someone with a passion for the travel industry to be part of our national travel & leisure partnership marketing team. If you're goal driven, have a dynamic personality with a proven senior business development or Director of Sales background, then we'd love to hear from you! The primary focus will be negotiating effective partnerships with high profile national businesses and building positive long term relationships. There is a competitive package including base salary, commission, smart phone, tablet & other benefits.

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Please forward all resumes to [jwright@entertainmentbook.com.au](mailto:jwright@entertainmentbook.com.au)

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**Regus LGW Workpods**

**AUSTRALIAN** travellers flying through London Gatwick Airport can now access new "Workpods" created by serviced office specialist Regus.

Situated airside at LGW's north and south terminals, the Workpods include wi-fi, a desk and chair, power and mobile chargers, a phone and a computer screen.

**Venezuela update**

**THE** Department of Foreign Affairs and Trade has reissued its Smartraveller advice for Venezuela, warning of the likelihood of "significant delays" in processing of passport applications for Australian citizens in the country.

Passport applications for Venezuela are processed in Santiago, Chile, and there are difficulties transferring money out of Venezuela and extended delivery times for couriers.

**NYC&Co in town**

**REPRESENTATIVES** of NYC & Company will conduct industry events in Sydney, Melbourne and Brisbane next week, on the back of the Visit USA program in Australia and NZ this month.

The delegation will once again be led by Makiko Matsuda Healy, who will be joined by representatives from Marriott, New York Hilton Midtown, Wellington Hotel, The Roosevelt and The Mamara hotels.

NYC&Co will highlight the benefits of becoming a NYC specialist via its Travel Training Academy, including trade discounts and complimentary CityPASSes.

Australia is New York's fifth largest source of overseas visitors.

**Free NDC webinar**

**IATA** will host a free online webinar to discuss the latest developments in the New Distribution Capability program.

Taking place on 24 Feb at 13:00 GMT, the session will also include a presentation from SWISS and its technology partner Datalex, who will share the findings from their NDC pilot project.

**CLICK HERE to register.**

**Sydney's newest Skalleague**



**YESTERDAY'S** annual general meeting of industry networking club SKAL International in Sydney saw 2014 president Diane Butler hand over the reins for this year to Verneice Irvine from Quest Apartments.

Butler presented a \$3000 cheque to Associate Professor Craig Munns from Westmead Children's Hospital for gene research, which was raised at Skal's Sydney Travel & Tourism Christmas luncheon in Dec. She also urged members

to continue to promote the organisation to travel and tourism colleagues and associates.

Since Oct, the Sydney club has welcomed seven new members, including Kevin Millard of Redy2Go who was inducted into the organisation yesterday.

Millard is **pictured** above centre with, from left: Walter Nand of MSC Cruises; Verneice Irvine, Quest Apartments; Tara Strickland of Quest Apartments and Matt Symonds.

More info at [www.skal.org](http://www.skal.org).

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As the Flight Manager, you will lead and manage a team of travel coordinators, ensuring the smooth running and delivery of amazing international group travel programs. A minimum of 4 years international travel industry experience, travel management experience and experience managing large group movements including high volume flight coordination. You will not want to miss this unique opportunity in Melbourne.

### SALARY PACKAGE TO \$110,000

#### ACCOUNT MANAGER / BDM

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This award winning travel company is looking for a marketing extraordinaire. The role has a broad spectrum but will focus on online, analytics, EDMs and database management with SEO/SEM experience essential. This is your chance to showcase your skills and move to a company that continues to grow and can offer ongoing career advancement and progression. Don't miss this outstanding opportunity to be part of an exciting phase of growth!

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

### **Domestic Travel Agency Manager**

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A fantastic opportunity has arisen for an experienced travel professional who would like to take their next step into Travel Agency Management. As the Agency Manager you will be responsible for managing the daily running of the agency as well as motivating your team to achieve sales targets, KPI's and sell all things Sydney and Australia wide. This is a hands on role consulting and using your expert travel knowledge and passion for Australia to interact with colleagues and customers.

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Are you an Inbound Travel specialist? A specialist that has experience in tailor-made or luxury travel itineraries? Would you like to be rewarded with an excellent base salary? Can you quickly & efficiently turn a basic enquiry into a booking? A leading Luxury Travel company specialising in Luxury Inbound Travel are keen to recruit a travel consultant to manage their telephone, e-mail and internet enquires whilst pro-actively building rapport and turning enquiries into bookings.

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

### **Retail Travel Consultant**

**Adelaide, Competitive Base, Ref: 1570DV3**

My well renown client is looking for an experienced Retail Travel Consultant to join their expanding team! If you have a passion for Travel and would like to continue your career within a successful company we would love to hear from you! If you consider customer service your forte and are not afraid of a little hard work this could be your opportunity to join a team who are known for there strong work ethic, superior customer service skills and they reap the rewards for their efforts!

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

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As an experienced and highly skilled travel consultant you will need to hit the ground running in an assortment of highly demanding and rewarding temporary roles. Ability to fit right in with the team will allow you to hit the ground running! In return you will be rewarded with great working hours, the chance to work with a genuinely fantastic team, and have the opportunity to build your skills and experience. GDS Expert ability and availability for both week and weekend work is a must!

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

### **Corporate Travel Consultant**

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My client is seeking a professional and experienced Corporate Travel Consultant to be apart of this nationally reputable company. Working with some of the biggest accounts, you will need to have a brilliant work ethic! The ideal candidate will have strong GDS experience, preferably Amadeus, a can do, self motivating attitude and efficient with great time management skills!! The office is open from 8am – 6pm, rotating roster Monday to Friday. Apply now for an opportunity not to be missed!

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My client is offering Monday to Friday hours, fantastic like minded travel team, social events, generous starting salary and yearly famils! Working with a fantastic call centre team, taking client inquires over the phone, email and internet. You will be booking luxury hotels, flights, transfers and tours directly from the public and from travel agents. Successful candidates will have at least 2 years experience in the travel industry within a similar role and competent on a GDS.

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This is a rare opportunity within a retail travel leader for your chance to step into this supervisory position and further develop your career! You will be responsible for managing a small team of consultants and will focus on growing your team and the business, with a company that offers excellent support allowing you to do so. Senior travel consultants encouraged to apply, fantastic salary package available with company benefits for the right consultant. Working GDS experience required.

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



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