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Thursday 29th January 2015

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ATAS signup deadline near

AFTA member travel agents must complete their application for the AFTA Travel Accreditation Scheme by 31 Mar, with any who miss the deadline to be delisted from the Federation.

The reminder came in an email to AFTA members this morning, with accreditation gm Gary O'Riordan saying that in accordance with the new AFTA constitution implemented last year, membership will be required to be terminated after that date if agents aren't part of ATAS.

There are already over 2,600 ATAS accredited agent locations across Australia, O'Riordan said.

ATAS participants were also urged to register their business profiles so that they are visible via the search function on the ATAS consumer site.

"Over 33% of all consumers who visit the ATAS website search for an accredited agent," he said.

2015 marketing initiatives will include radio, online and print promotion of ATAS, participation in the Travel Industry Exhibition in Jul and a new online travel blog at atas.com.au, which is part of the organisation's digital strategy to drive consumers to the website.

STB regional shuffle

SINGAPORE Tourism Board has appointed John Gregory Conceicao as regional director Oceania, replacing predecessor Kenneth Lim.

Eight pages of news!

Travel Daily today has eight pages of news, a front cover page for Avalon plus full pages:

- AA Appointments jobs
- inPlace Recruitment jobs
- Club Med

10% off Avalon sailings

AVALON Waterways is offering a 10% saving off all 2016 Europe and Southeast Asia river cruises booked from its newly released Preview brochure (see cover).

The 2016 guide includes 30 itineraries on the Seine, Rhone, Rhine & Danube in Europe and Mekong and Irrawaddy in Asia.

Discounted prices are available until the release of Avalon's main 2016 brochure in coming months.

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Aquire adds partners

QANTAS' business rewards program Aquire has expanded its partner numbers to 20.

The new members incl Harvey Norman Commercial, Storage King & Meemeep, with points per dollar spent ranging from 1 to 3.

Health check for tourism

TOURISM in Australia has undergone a period of "structural consolidation" in the three years to the end of Jun 2013, according to the latest trade health check by Tourism Research Australia (TRA).

A national snapshot from the latest report released yesterday revealed 17,000 businesses closed down over the period, with TRA saying this "seems to reflect a chance in the balance of tourism business sizes, rather than being a sign of a troubled industry".

In this time, 19,000 non-employing and micro businesses of 1-4 staff disappeared, while 2,000 small, medium and large firms with 5-200 staff entered.

As of Jun 2013 there were 266,649 tourism businesses in Australia, making up 13% of a total 2.1m businesses overall, the drop following similar trends

noticed in the whole economy.

Washup from the GFC was blamed for a large portion of this turnover, which TRA said contributed to an improvement in productivity by allowing larger businesses to contribute more.

The vast majority (95%) of the Australian tourism industry was made up of self-employed, micro and small businesses but contributed only 32% of revenue.

Conversely, the remaining 68% was provided by medium and large firms of 20 staff and more.

Despite the downsizing in terms of overall business numbers, tourism employment increased with 24,300 new jobs leading to a 4.6% improvement in revenues.

This translated to increased consumption by visitors, with national spend growing by \$12 billion to \$110 billion annually.

The majority of businesses were in NSW, Qld and Vic, but TRA said regional operations contributed a disproportionate share of revenue, with 38% of businesses located outside of cities but providing 44% of revenue.

More from the TRA on **page 5**.

Tjapukai ceo named

TJAPUKAI Aboriginal Cultural Park in Cairns has announced the appointment of Greg Erwin as its new chief executive officer.

Erwin will take up the new role on 02 Mar, with outgoing ceo Geoff Olson overseeing the final stages of the park's \$12 million redevelopment.

Erwin has 20 years of industry experience, moving from his previous role as gm of Mossman Gorge Centre as well as a range of management roles with Accor, including gm of Novotel Cairns.

"The investment of Indigenous Business Australia in the redevelopment of the Cultural park underlines their commitment and creates a wonderful opportunity to write a new chapter for Tjapukai," he said.

Erwin said he was focused on delivering a world class product, building on trade partnerships and strengthening Indigenous employment.

Also new to the Tjapukai team is former Skytrans sales executive Barry Weare, who will be the park's business development manager - more appointments on **page 8** of today's *Travel Daily*.

AIR NEW ZEALAND 

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Win a trip to Austria!

GET your running shoes on - this month's issue of *travelBulletin* includes an opportunity to be in the 2015 Vienna City Marathon.

Austrian Airlines is inviting the industry to be part of a team of four runners, joining Gianni Di Stefano, LH Group sales manager.

Full details are in the Jan/Feb issue of *travelBulletin* which will be in the mail next week, but you can also enter the comp by telling us in 50 words or less why you'd like to be part of the event - email sydsalessupport.gp@dlh.de.

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Agent details provided to EU

A **NEW** anti-terrorism plan being developed by the European Commission would see comprehensive details on all travellers required to be provided to security services - including the travel agent they booked through.

The measure includes 42 pieces of information - right down to meal preferences - with some of the details to be all stored on a central European database for up to five years.

There is widespread consensus in favour of the move in the wake of the recent terrorist attacks in France and Belgium, although it is also facing opposition from the European Parliament.

EU ministers will discuss the plan this week at a meeting in Riga, after recently issuing a joint statement saying there was a "crucial and urgent need to move toward an European passenger name record system".

A previous proposal in 2011 was not adopted because of opposition by civil libertarians, however this time the plan has been revised in several key ways including depersonalisation of PNR data after seven days.

Various measures are proposed to protect information including stricter conditions for access to the passenger records, and prescribed rights for passengers to access their data and request modifications or deletion.

The information would be accessible by authorised crime fighting agencies for use in criminal and terrorism cases.

Industry honorees

AUSTRALIA Day honours for 2015 saw a number of tourism industry people highlighted for their professional contributions.

Former South Australian Tourism Commission ceo William Spurr was named an Officer of the Order of Australia for "distinguished service to tourism," after running the organisation from 1999-2007.

Macquarie banker Bill Moss was honoured for a range of activities including establishing a tourism venture in the NT and working with Indigenous communities.

Outback Camel Company/ Australian Desert Expeditions founder Andrew Harper also received an Order of Australia.

New EK A380 routes

EMIRATES will become the first carrier to launch scheduled A380 services to both Dusseldorf and Madrid this year, taking its tally of superjumbo hubs in Europe to 13.

Effective 01 Jul, EK will upgauge aircraft operating as EK055/EK056 between Dubai and Dusseldorf to the A380, while EK142/EK141 to/from Madrid will move to the double-decker aircraft on 01 Aug.

Dusseldorf and Madrid will lift Emirates' global A380 destination count to 34.

Seabourn ship names

LUXURY small ship cruise line Seabourn has revealed the names of its two newest Odyssey-class ships will be *Seabourn Encore* and *Seabourn Ovation*.

Encore is expected to launch late next year while *Ovation* will debut in the first half of 2018.

The new 40,350-tonne vessels will feature one additional deck to Seabourn's *Odyssey*, *Sojourn* and *Quest*, enabling expanded public areas and larger capacity of more than 600 passengers each.

Every suite aboard *Encore* and *Ovation* will feature a private veranda - more details in today's **Cruise Weekly** - **CLICK HERE**.

KQ direct to Hanoi

NEW thrice weekly nonstop services between Nairobi and Hanoi will be introduced by Kenya Airways starting from 30 Mar.

The route will be the only direct link between Africa and Vietnam.

KQ will deploy 787 *Dreamliner* aircraft on the service and will work in partnership with its Hanoi based SkyTeam partner Vietnam Airlines to provide onward access to markets in Japan, Malaysia, Korea and China.

Kenya Airways currently has six *Dreamliners* in its fleet and is expecting three more this year.

The African carrier has flagged the launch of non-stop services to Australia using 787s in the past.



Window Seat

AUSTRALIAN travel agents make their mark wherever they go - as evidenced by a photo tweeted from onboard *Azamara Quest* this week.

Chrissi Shepherdson, Azamara's bdm for Australia and NZ made sure the consultants felt at home while on famil, with the group posing with a fabulous Australia Day cake made on board (**below**).



TOURISM operators in the Northern Territory - not to mention the NT highway patrol - should be gearing up for some rev-head visitation, with the hosts of BBC's *Top Gear* heading down under for their first Australian adventure.

Screening this weekend in the UK, Jeremy Clarkson, James May and Richard Hammond apparently head across the NT in three luxurious touring vehicles - and the drive finishes with a challenge involving a farm, the cars and 4,000 cows.



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ABOVE: This group of travel agents experienced the best of the Philippines late last year on a famil hosted by Sydney-based wholesaler G'Day Philippines.

Flying with Philippine Airlines, the custom itinerary included visits to Manila where they took a scenic drive to Tagaytay to view one of 'the world's strangest wonders' - the Taal Volcano - and to Boracay where they sailed on paraws (a local catamaran built of bamboo) to Puka Beach.

Agents enjoyed stays in Shangri-La hotels and resorts in Manila (The Makati & Edsa) and Boracay, as well as at Discovery Shores and the Marco Polo Hotel.

Along with a number of site inspections and hosted meals to better familiarise themselves

with the product on offer in the Philippines, the agents were pampered with a signature massage at Mandala Spa, took a tricycle ride on White Beach & had plenty of free time to shop.

The group are **pictured** above with G'day Philippines director Stephen Muscat (right) and md Rose (fourth from right) at Discovery Shores, Boracay.

Participants included Cheryl Ryan, 123 Travel Conferences; Jennifer Stedman, Check You In Travel; Joanne Warne, Sister Act Travel; Natasha Hargraves, Illawong Trave Services; Narelle McNicol, Nationwide Travel; Sally Waller, Time Fly's Travel; Tatiana Volfman, Exotic Voyage and Barbara Koryzna-Kijowski from All Tours & Travel.

Sebel Launceston sold

THE 4.5 star Sebel Launceston has been sold to a "local buyer" in a deal worth close to \$10 million.

Featuring 49 self-contained one- & two-bedroom suites, the hotel is centrally located and features two conference venues.

Resort Brokers Australia says the sale of the boutique property attracted interest from national & overseas parties in NSW, Qld, Vic and Singapore.

The buyer is a local investment company which has established a background in tourism and hospitality, with existing motel & hotel assets in NSW and the ACT.

It will continue to operate under the Sebel brand, Accor's upscale apartment hotel brand.

LAX record arrivals

DOMESTIC and international passenger arrivals at Los Angeles Airport have soared in 2014, with the airport serving more than 70.6 million passengers - an increase of 6% on the year prior.

Over one-quarter of arrivals at LAX were from pax disembarking int'l flights - a jump of 7% on the year prior - setting a new record.

Domestic patronage was up 5.6% on the year prior and breaking through the 50 million mark for the first time.

LAX's previous highest domestic tally was set in 2000 with 49.8m.

Skymark bankrupt

JAPANESE low-cost carrier Skymark Airlines has filed for bankruptcy protection with 71 billion yen (AU\$760m) in debts.

The carrier's president Shinichi Nishikubo has stood down from the role, replaced by cfo Masakazu Arimori, while the company will be delisted from the Tokyo Stock Exchange on 01 Mar.

Skymark is Japan's third largest carrier and operates a fleet of 35 Boeing 737s and Airbus A330s.

An order for six Airbus A380s was cancelled by the aircraft manufacturer in Jul after it failed to raise cash to pay instalments.

Parra PARKROYAL ext

PAN Pacific Hotels Group will pump \$25m into a new extension of the PARKROYAL Parramatta in Sydney which will see the hotel become the largest in the suburb.

Construction of the new seven-storey tower will begin in Mar and is earmarked to take 15 months.

The new structure will feature a Club Lounge, 40 Club and 50 Premium rooms, expanding total room count to 286 by Jun 2016.

Four meeting rooms will also be added, boosting PARKROYAL Parramatta's conference and meeting spaces to 12 rooms, making it the largest meetings & events hotel in Parramatta, Pan Pacific Hotels Group said.



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Louis Cruises launches a new brand, Celestyal Cruises.

Say Kalimera to Celestyal Cruises!

Celestyal stems from celestial, which means "pertaining to the stars" and "heavenly" or "divine". By launching Celestyal Cruises, Louis Cruises focuses on the real Greek experience, already enjoyed by thousands of visitors.

Celestyal Cruises will include all the Aegean, Ionian and Adriatic Sea destinations and will be addressing a call to the international market promoting classic or new cruises full of Greek gastronomy, Greek culture and entertainment, new themed programs and personalized service that defines Greek hospitality! Celestyal Cruises is here to enhance **the real Greek experience!**



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Wine maturing for NSW

AUTHENTIC food and wine related experiences located near to wineries and fresh produce are key elements in the growth of wine tourism in NSW, according to Tourism Research Australia.

A recent study conducted by TRA together with analysis firm Instinct & Reason studied the perceptions and motivations of travellers from different parts of Australia in the first half of 2014.

In the year ending Sep last year, over 780,000 domestic travellers took overnight trips to wineries in NSW, staying over 2.6 million bed nights and spending \$701 million.

The study found wine travellers were becoming more astute and passionate about the niche product and related experiences.

Respondents rated the ability to sample local produce, meals and wine-related educational activity as essential to a winery visit.

Proximity to home also ranked high, with the Hunter Valley, Blue Mountains, Mudgee, Southern Highlands, Blue Mountains and Canberra the most popular regions to visit for wine getaways.

Different regions saw varying

numbers of tourists depending on the traveller's residential location.

Two-thirds of visitors said they were "extremely satisfied" or "satisfied" with their experience.

Destination NSW responded to the findings, saying the results were reflective of the investment and promotion put forth during campaigns by the NSW Govt.

"Our efforts have helped promote the many producers, restaurants and wineries that make NSW Australia's number one food and wine destination," NSW Deputy Premier & Minister for Tourism Troy Grant and Minister for Regional Tourism John Barilaro jointly commented.

Aloha slot machines

GAMING machines could be added to international gateway airports in Hawaii as a move to help fund infrastructure projects.

According to *Hawaii News Now*, a State representative proposal said the measure, if implemented, should be limited only to people leaving on an international flight.

Acting HTA ceo Ronald Williams said legalised gambling would dilute and the destination's brand & distort its image among tourists.

Andaz enters Canada

HYATT Hotels Corp will open its maiden Andaz branded property in Canada next year after entering a deal with Claridge Homes to develop the brand in Ottawa.

Andaz Ottawa Byward Market will feature 200-rooms and is slated to debut in mid-2016.

AA/UL codesharing

ONEWORLD partners American Airlines & SriLankan Airlines have sought approval to codeshare on a number of transatlantic flights.

SriLankan Airlines is seeking to add its designator code to AA's metal on routes from Dallas/Fort Worth to Frankfurt and Paris CDG, Chicago to Paris CDG and New York JFK to Paris CDG.

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Interested applicants should forward their resume before 6 February 2015

Dilli.ching@worldaviation.com.au

Only successful applicants will be contacted.



Qantas B747 donation

CITY of Canberra, Qantas' first Boeing 747-400 aircraft will be donated to the Historical Aircraft Restoration Society in Mar to be preserved for public display.



Club Raro overhaul on show

THE newly renovated Club Raro Resort in Rarotonga, Cook Islands opened its doors to this group of agents earlier this month.

Agents were treated to an experience of the destination over five days, the trip sponsored by Air New Zealand and a host of Cook Islands tourism operators.

To celebrate the opening, a range of special industry offers have been released by Club Raro Resort, including one night free and additional nights at NZD\$99.

Agents staying elsewhere are encouraged to pop in for a visit with a NZ\$30 lunch credit, with both offers valid until 30 Mar.

Pictured above at the refreshed resort from left in the back row is Luke Jones, Go Holidays; and

Raumati Barbara from Coconuts Travel Marketing.

Front row: Shane Robertson, Infinity Holidays; Janine Keys, House of Travel; Janne Malcolm, Our Pacific; Christine Robbie-Ulberg, United Travel Lower Hutt; Ashna Ali, Air New Zealand Holidays; Lucy Fox, Flight Centre Te Awamutu; Trelley Reihana, Lifestyle Holidays; Troy Barbara, Coconuts Travel Marketing; Arama Framheim, Flight Centre Botany and Melissa Plumb from Infinity Holidays.

Robots tickets gone

OVERWHELMING demand has been experienced for Contiki's 'Robots Unrivalled' Japanese dinner experience, with tickets to all six sessions gone in 7 minutes.

The tour operator said over 6,500 people had pre-registered in advance of the ticket sale.

Boeing's record sales

AIRCRAFT manufacturing giant Boeing signed a record US\$152 billion in net orders last year, financial figures for the full year released today highlight.

Earnings for the year jumped up 19% compared to 2013, with revenues up 5% to \$90.8 billion.

The company's order backlog for commercial aircraft now represents \$502 billion, with a formal guidance for 2015 showing plans to deliver between 750-755 aircraft to customers this year.

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Garuda joins the five-star club



GARUDA Indonesia proudly accepted its "Five Star Airline" award from aviation survey group Skytrax, with the ceremony this week in Jakarta also including Ignasius Jonan, Indonesia's Minister of Communication.

Jonan said receiving the award "not only improves the airline's reputation but also that of Indonesia in the eyes of the world...this is indeed something exceptional".

New Thai Pullman

ACCOR has announced the formal opening of Pullman Khao Lak Katiliya Resort and Villas.

Introductory rates start at THB3,300 per room per night, with Accor regional chief operating officer Patrick Basset saying the property "has all the essential elements that fit the Pullman's DNA," including top leisure facilities and services as well as full event and meeting facilities.

New ports for Vistara

HYDERABAD and Goa will join the route network of new startup Indian carrier Vistara from 20 Feb and 01 Mar respectively as part of an aggressive expansion plan.

PR rejigging Australia

PHILIPPINE Airlines is revising its operations between Manila and Sydney, with GDS screens showing services reducing from the current daily operation to five per week, along with an aircraft switch from an Airbus A340 to A330-300.

The move is effective from this Sun 01 Feb, and the airline's thrice weekly Manila-Melbourne flights will also be operated by A330-300s rather than A340s from that date.

Latest government data shows PAL's outbound seat utilisation to Manila was just 58% in Oct from all its Australian ports, while inbound loads sat at 74%.

CX dropping premium economy to India

CATHAY Pacific is set to phase out premium economy service on some of its flights to the Middle East and South Asia, with the routes to be operated by two class A330 aircraft instead.

Affected destinations include Chennai, Delhi, Hyderabad and Mumbai in India; Doha, Riyadh, Dubai and Bahrain in the Middle East; and Male, Maldives plus Colombo, Sri Lanka.

Doha will be the first port to switch effective 29 Mar, followed by Riyadh on 02 May, Bahrain on 01 Jun and Dubai on 01 Oct while the South Asia changes will also be implemented during Oct.

"I believe that Garuda's gift to the Indonesian people is the fruit of hard work, determination and consistent performance of the management and all Garuda Indonesia employees, to deliver the highest standard of service to their customers," he added.

Skytrax has designated just seven carriers as "Five Star Airlines," with GA joining Singapore Airlines, Cathay Pacific, Qatar Airways, Asiana Airlines, ANA and Hainan Airlines.

GA president and ceo Arif Wibowo is pictured above receiving the award from Skytrax ceo Edward Plaisted, with the airline's President Commissioner, Jusman Syafii Djamal, looking on.

Ritz-Carlton Malaysia

RITZ-CARLTON has announced plans for its second property in Malaysia, with the Ritz-Carlton Petaling Jaya to be part of the Empire City development.

It's scheduled to open in 2016.

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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".

The role of General Manager Guest Services will be based in the Head Office of Scenic Tours in Newcastle; is an executive level position; and is responsible for overseeing all facets of the guests experience ensuring effective and efficient delivery of the day to day functional operations of the Customer Service Centre including Reservations, Flights, Operations, Customer Liaison and Product Delivery with a focus on excellence, quality assurance, guest experience and continuous improvement.

The GM Guest Services will work closely with the Chief Operating Officer to ensure that business operations maximise customer satisfaction and loyalty by consistently meeting the changing needs of the business; driving performance; increasing standards; and ensuring that an optimum level of quality is delivered to each customer from first contact through on tour delivery to post tour.

The successful candidate will be responsible for, but not limited to:

- Leading, managing and enhancing all aspects of the guests experience;
- Developing strong relationships with internal Customer Service Centres to ensure consistent delivery of the guest experience and full compliance of operating standards;
- Drive the delivery of on tour experience and oversee the management of on road Tour Directors and cruise staff;
- Oversee the management of the Operations, Reservations, Flights and Product Delivery teams to ensure a seamless guest experience and achievement of organisational goals;
- Oversee the management of Customer Liaisons providing guidance in resolving guest complaints and ensuring suitable guest outcomes;
- Contribute to the management of the Customer Contact Centre in order to provide excellence in all aspects of the service;
- Develop, maintain and manage close relationships with all suppliers.

It is **essential** to have the following:

- Tertiary qualifications in Business or related field;
- Extensive skills and experience in similar management roles;
- Experience in managing a Customer Contact Centre;
- Excellent written and verbal communication skills;
- Superior negotiation skills, be results orientated and commercially astute.

A copy of the position description for this role is available upon request. If you are interested and wish to apply, please forward a cover letter and resume to Nicole Robertson – employment@scenictours.com by COB Monday, 16th February 2015.

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Thursday 29th Jan 2015

JAL orders new jets

JAPAN Airlines has firmed up an order with Mitsubishi Aircraft Corporation for 32 Mitsubishi Regional Jet (MRJ) aircraft.

To date, Mitsubishi Aircraft has 407 MRJ jets (223 firm, 160 options & 24 purchase rights) on order, with JAL expecting to take delivery of its fleet from 2021.

MEANWHILE, JAL announced it will be adjusting its 2015 flight frequency on select domestic routes to meet seasonal demand, primarily from Tokyo Haneda, resulting in the reintroduction of continuous summer operations of six domestic routes "to provide enhanced customer convenience".

Virgin Nashville hotel

DESIGN details have been released for Virgin Hotels' newest project in Nashville, Tennessee, which will be situated on the nationally recognised Music Row.

The hotel will naturally have a music theme, with 240 Chambers and Grand Chamber suites as well as 15 residential penthouses.

A rooftop pool and bar area will offer a rotating menu as one of a number of guest dining options, with gym, wellness centre and music studio to feature within.

A-League in the NT

AUSSIE A-League franchise Adelaide United will play a series of pre-season matches in Alice Springs and Darwin under a new agreement with the NT Govt.

NT Sport & Recreation Minister Gary Higgins said the matches will boost NT tourism growth efforts.

Matai program proving popular



HUNDREDS of agents from Australia and New Zealand are hurriedly signing up to Tourism Fiji's Matai online training course in an effort to be selected for a mega-famil departing next month.

Last night, the organisation formally launched the program at a trade event in Sydney, which will be followed next week by events in Brisbane & Melbourne.

"We want you to experience Fiji like your clients do, with lots of leisure time and not so many hotel inspections," TF regional director Carlah Walton said.

"It's one of these things we want to get out into the industry because it's where we will be passing on a lot of our information to you."

"Fiji is a staple destination for Australians and is a really good way to build your business, easily," Walton added.

Completion of the program will see agent contact details stored on a database to help consumers find a local agent specialising in the destination.

Dedicated educationals just for Matai program graduates to attend will also be offered.

The course, which Walton said

takes "an hour to finish" provides a series of modules focusing on different aspects of the country's offerings for Australian tourists.

These include activities for those seeking action & adventure, romance, peace and relaxation, golf, watersports, ultra luxury, conference facilities and more.

Walton is pictured above centre with Fiji Ambassador and MYER fashion model Kris Smith, newly relocated NSW state manager David McMahon and Fijian warriors Solo and Manasa.

Hertz®

Travel Industry Sales Manager Australia and New Zealand

Hertz started as a 12 car operation in Chicago in 1918, and has since grown into the world's leading car rental company with offices in 150 countries around the world. The company's success is a testament to the calibre of people it employs and we are currently looking for a Travel Industry Sales Manager, Australia & New Zealand to join our Sales team, located in Mascot, Sydney.

The incumbent will report directly to the Director of Sales – Australia and New Zealand and will have regional responsibility across these countries for growing market share and strategically defining and developing the strategy for a portfolio of key customers. You will be responsible for managing the results of key Travel Management Companies (TMC's) and Industry accounts across a broad range of travel, tourism and leisure related distribution segments.

To succeed in this role you will have excellent knowledge, proven track record of managing TMC relationships and strong and professional communication and sales skills. Previous experience within the airline industry with exposure to Asian markets is highly desirable.

You will be highly motivated, enthusiastic and have the ability to work within a team environment and autonomously to garner results. In return, Hertz provides great career opportunities worldwide, development opportunities, staff discounts and a company car. This is an excellent opportunity for a professional looking for a challenging role to develop their career where you can make your mark and deliver sustainable benefits for the business.

Interested? Don't miss out – Apply directly with a cover letter to Lisa Miller, Director Sales, Australia/New Zealand-
lmiller@hertz.com

Applications close Friday 6 February 2015

Previous applicants need not apply.

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Package for two

UP TO US\$300
to spend onboard

FREE Gratuities
for two



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^Terms & conditions apply.

Celebrity **X** Cruises

Nepal aircraft switch

NEPAL Airlines will add an Airbus A320 to its fleet next month, with the new plane to replace Boeing 757 services from Kathmandu to Bangkok and Hong Kong.

MH cheering for Kyrgios



MALAYSIA Airlines invited some of its trade partners to the Australian Open tennis this week, with the group watching the quarter-final match between Aussie Nick Kyrgios and Andy Murray on Tue night.

MH has partnered with 19-year-old Kyrgios to support his career by providing transport to tennis tournaments, with the evening seeing staff from Flight Centre, Consolidated Travel and Webjet enjoy the match.

Pictured above cheering Kyrgios on are Brendan Sawyers, Flight Centre; Vlado Ristevski, Air Tickets; Graham Smith of Travellers Choice and Daniel Buckley of Webjet.

Inset is Dennis Alysandratos of Consolidated Travel with Damien Van Eyk of Malaysia Airlines.



AIME to host Australia Speaks

NEXT month's Asia-Pacific Incentives & Meetings Expo in Melbourne will include a range of high-profile presenters, with the annual Saxton experience this year titled "Australia Speaks".

On Tue 24 Feb at 5.15pm the two hour event will be hosted by Mike Munro, with a group of personalities incl Rod McGeoch, Layne Beachley, Ita Buttrose and thinking woman's eye-candy Mark Bouris (**TD** 07 Jan).

Attendees will also enjoy musical performances from Darren Percival, Anthony Gallea and more - and a networking after-party will see guests able to chat to the celebrities.

AIME director Jacqui Timmins said Saxton events are "always a highlight of our Knowledge program," with tickets available to purchase online for \$89pp including entry to AIME.

CLICK HERE to purchase.

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.

Annette MacAndrew has been appointed as the new Director of Sales and Marketing for Australia for **Fraser's Hospitality**. She joins Fraser's effective immediately and will be based in Sydney, leading the Cluster team which will have responsibility for all properties including the new Capri by Fraser in Brisbane which opens in Mar. MacAndrew was formerly head of sales for Japanese hotel chain Ishin. Also new to Fraser's is **Naomi Ademokun** who is Director of Sales and Marketing for Capri by Fraser Brisbane. Her career has included former roles with Oaks Hotels & Resorts as well as at Novotel Brisbane Airport.

Cover-More Travel Insurance has taken on former QBE Travel Insurance national sales manager **Paul Cunningham** as Head of Agency Sales.

Bench International has appointed **Nicky Oosthuizen** as its new sales representative in Western Australia. Moving to Bench from New Horizons Holidays, she has first hand knowledge of southern Africa, Kenya and several Indian Ocean resort destinations.

Shannon McGuigan has taken on a new role with **CT Connections** as the company's new Business Manager for Queensland. He was previously a Business Development Manager with Corporate Traveller.

Brisbane Marketing has named **Rob Nelson** as its new General Manager, Conventions and Business Events for **Brisbane Convention Bureau**. He joins the organisation after an extensive career in major events, sport and general management consultancy. Nelson's experience includes time with Events SA at the South Australian Tourism Commission, working on events such as the Rugby World Cup and Tour Down Under.

Hospitality industry internet and managed services provider **Quadriga Worldwide** has promoted **James Cannon** to the role of Regional Director for UK and Ireland. He was previously Head of Sales for the region.

Charles Jack has been appointed as the new General Manager of **The Westin Tokyo**, continuing his long career with Starwood Hotels & Resorts which started 26 years ago at the Sheraton Hobart Hotel. He was most recently GM of Royal Orchid Sheraton Hotel & Towers and The Westin Grande Sukhumvit in Bangkok.

Tourism Australia has named prominent Indian cricket commentator **Harsha Bhogle** as a 'Friend of Australia' to advocate Australian holidays to travellers from India.

American Express Global Business Travel has announced the appointment of **Jennifer Charlton** as Vice President/Head of Supplier Relations for Europe, Middle East and Africa. To be based in London, she joins Amex from Carlson Wagonlit Travel where she was responsible for supplier relations across EMEA and APAC.

Nick Pilbeam has been named as Divisional Director - Travel by **Reed Travel Exhibitions**. He joins Reed after spending most of his career with British Airways and the Avios loyalty program.

Broome & The Kimberley Holidays has appointed **Nerreda Hillier** as General Manager of its Perth office. The company has also named former Sabre Pacific staffer **Fiona Axford** as National Sales Manager.

CIE Tours International has announced the appointment of **Nadine Jones** as its new Business Development Manager for Australia and New Zealand. Jones also represents Dragonfly Africa, Inspired Luxury and KD Tourism & Travel in the local market.

FR corporate focus

IRISH low-cost carrier Ryanair is continuing to target the corporate market, with its Business Plus fast track service to debut next week at London Gatwick airport.

It will also roll out in coming months at Rome and Eindhoven.

Ryanair Business Plus includes a 20kg baggage allowance, free airport check-in, priority boarding and premium seating.

Travel Daily is Australia's leading travel industry publication.

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

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BUSINESS DEVELOPMENT MANAGER
PERTH – SALARY POTENTIAL \$60K - \$80K+

Continuously seeing growth in their corporate travel arm, this global travel company is seeking motivated business development managers to join their progressive team. You will identify and secure new SME business through proactive sales activity and create, develop and maintain strong relationships. This is your chance to showcase your skills and move to a leading travel company that can offer ongoing career advancement and progression.

POWERFUL CORPORATE BRAND

NATIONAL ACCOUNT MANAGER
SYDNEY – EXEC SALARY PACKAGE

If you believe that your career profile would seriously benefit from having a powerful corporate brand behind you, consider this role. You will be an experienced corporate account manager capable of handling a portfolio of VIP accounts. Develop strategic business plans, delivering to agreed objective and targets, be accountable for the ultimate retention and growth whilst mentoring your junior colleagues.

PROMINENT TECHNOLOGY COMPANY

BUSINESS DEVELOPMENT / ACCOUNT MANAGER
MELBOURNE – LUCRATIVE SALARY PKG

This leading travel technology provider is seeking a competent sales professional to join their growing team. You will be responsible for building & maintaining relationships with key personnel in order to develop new business opportunities & retain existing; account management of a portfolio of clients; together with contracting and implementation of new clients. Sales experience & a driven approach essential.

CALL THE SHOTS!

GENERAL MANAGER
BRISBANE CBD – UP TO \$110K PKG + BONUSES

Well known travel company is looking an experienced General Manager to join their close knit team. You'll be responsible for the operational performance of the business & delivery of financial results along with managing and inspiring a team to perform. Extensive travel industry knowledge is essential along with strong negotiation & commercial acumen plus a track record of leading a team to success. An executive salary package + bonuses is on offer.

PERFECT PRODUCT

PRODUCT MANAGER/TEAM LEADER
BRISBANE – UP TO \$90K PKG + BONUSES

An opportunity exist to join this renowned travel company as Product Manager/Team Leader. Responsibilities will include leading and motivating the product team as well as the negotiation of wholesale contracts and promotional activity with suppliers. We are looking for an experienced Product Manager who has a strong understanding of the wholesale travel sector, negotiation & relationship building skills required along with experience managing a team.

GLOBAL TRAVEL COMPANY

GENERAL MANAGER / CEO
MELBOURNE – SALARY PACKAGE TO \$220K (DOE)

This prominent travel company is looking for an experienced General Manager to join their Australian headquarters. You will be responsible for the operational and financial performance of the business, delivering business plans and budgets, identifying trends to gain market share, along with overall management of the business and its staff. Senior management experience at GM/CEO level essential, together with adaptability & flexibility.

USE YOUR CREATIVE FLAIR

DIGITAL MARKETER
SYDNEY (CENTRAL) – EXECUTIVE SALARY PACKAGE

Facebook, Twitter, Instagram and blogs...Got your attention? Are you a creative digital marketer with a passion for social media? This is your chance to showcase your skills and move to a leading wholesale travel company that can offer ongoing career advancement and progression. Don't miss this outstanding opportunity to be part of an exciting phase of growth. Apply now!

UNIQUE OPPORTUNITY IN CANBERRA

OPERATIONS MANGER
CANBERRA – EXEC SALARY \$85K PLUS

This national TMC is seeing huge growth and is somewhere you want to be! Come on board as their Operations Manager and demonstrate your ability to drive and motivate the team. You'll have the maturity to handle this role running the Canberra based operation while reporting through to head office. A strong corporate travel background is essential for this role. This is a great opportunity to kick start your new year.

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Ben Carnegie

Part-Time Travel Sales Representative - Syd

- ▶ 3 Days per week with flexibility
- ▶ Manage a territory within NSW
- ▶ Maintain your retail relationships on a part time basis!

Our client is an award-winning travel wholesaler. They are currently seeking an experienced Sales Representative to assist managing their NSW portfolio of agencies whilst growing the existing territory. This position is sure to offer the work / life balance you have been seeking!

This flexible position will see you out on the road calling on travel agencies, so a current drivers licence is essential as well as a self-motivated attitude. You will be reporting remotely into your manager who is based interstate, so a dedicated home office will also be required for this role.

If you have a natural ability to develop relationships quickly, are able to present confidently and train effectively on new products and are looking for a part time role - then don't delay, apply now, before this fantastic opportunity is snapped up!

Call Ben or [click here](#) for more details

Upmarket Leisure Manager - Sydney East

- ▶ Looking to work close to home?
- ▶ Variety plus - Consulting, Marketing, Sales & Operations
- ▶ Salary from \$70K + super doe

Well established agency with a high producing team and established customer base of repeat business needs an experienced leader to manage & mentor the team.

Call Sandra or [click here](#) for more details

Snr Leisure Travel Consultant - West Sydney

- ▶ Work/life balance
- ▶ Lots of walk in business to ensure you a stable income
- ▶ Well respected agency with professional management

Our client is looking for someone who enjoys customer service, sales & building customer rapport for a long term client base. Must have a strong leisure background.

Call Sandra or [click here](#) for more details

Senior Account Mgr Corporate - Sydney

- ▶ Salary from \$90K + super + incentives
- ▶ 100% Client relationship management
- ▶ Clients located across the country

As a Senior Account Manager your objective is to retain all existing clients whilst developing ongoing travel mgt programs that are financially beneficial to both parties.

Call Ben or [click here](#) for more details

Retail Development Mgr - Domestic Tourism

- ▶ Based in Sydney CBD
- ▶ National focus for retail growth
- ▶ Salary to \$80K + up to 50% in bonuses

Based in an iconic location, you will use your entrepreneurial abilities to identify where new retail operations can be implemented to further grow this already successful business.

Call Ben or [click here](#) for more details

Team Mgr - Domestic Tour Desk - Adelaide

- ▶ Based at Adelaide Airport
- ▶ Domestic destinations, tours and attraction sales
- ▶ Salary to \$50K + super + uncapped commission

A brand new opportunity to start up a new tour desk at Adelaide airport. You will be heavily involved in the initial set up of the Tour Desk & then sourcing of staff & daily operations.

Call Ben or [click here](#) for more details

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