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Friday 30th Oct 2015

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## MH sales team restructure

**MALAYSIA** Airlines has today given redundancy notices to some staff at its offices in Perth, Darwin and Adelaide, as part of plans which will see the carrier's Australian sales operations consolidated into Sydney and Melbourne.

The airline's restructuring has already seen the axing of its daily Kuala Lumpur-Brisbane services (**TD** 25 Jun) as well as reduced frequencies to Perth, Sydney, Melbourne and Adelaide.

MH confirmed the move in a statement, saying the closures would "allow us to optimise efficiencies and provide the best service possible through improved use of technology".

Under the new structure, Perth will be serviced by the Sydney office, and managed by Gabrielle Vicari who is now responsible for sales in NSW, ACT, Queensland

and Western Australia.

And effective 01 November the Adelaide and Darwin sales offices will be operated from Melbourne, under the management of Damien Van Eyk who will look after Victoria, SA, Tasmania and the Northern Territory.

"All flight frequencies, airport operations and accounts will continue to operate as normal in each region," the carrier said.

"Malaysia Airlines is concerned for those employees affected," the statement added.

## SQ fastest LHR-SYD

**SINGAPORE** Airlines has adjusted the timing of its flights from London to Singapore, making for faster connections through to Sydney which it claims makes it the fastest carrier between the UK and Australia.

Under the new schedule SQ305 now departs LHR at 0905 and lands in SIN at 0605+1 - and with a layover of just one hour connects to SQ241 at 0705, landing in Sydney at 1755 for a total travel time of just 21h 50m.

## APT slams Viking tool

**APT** has taken the unusual step of commenting on a competitor, in a reaction to Viking River Cruises' new 'dare2compare' online tool (**Cruise Weekly** yest).

APT sales chief Debra Fox told **TD** the tool is misleading to both consumers and travel agents, with inaccurate pricing and omissions which present a "dishonest comparison".

"Viking and APT are not like-for-like comparison products - a fact that we know the travel trade will already be aware of," Fox said.

"With its new tool, Viking communicates in terms of quantity and not quality," she added, with the site listing the number of sightseeing options rather than elements such as APT's exclusive Royal Invitations on its Magnificent Europe cruise "that Viking simply can't match".

Fox said a more honest approach would have been to compare the Viking product with APT's sister brand Travelmarvel for a more realistic like-for-like comparison.

APT has formally requested that the Viking comparison site be taken down until Viking can provide a 'clear and honest' tool.

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## Rail Journey Comp

**TOMORROW** is the last day to enter **Travel Daily's** Oct comp to win a 9-day Edinburgh, The Highland and Islands Great Rail Journeys tour for two, courtesy of TraveImarvel.

The details of the comp are on **page six** & if you have missed any of the daily questions they can be accessed at [traveldaily.com.au](http://traveldaily.com.au).

## Noma bookings open

**THE** Sydney incarnation of Rene Redzepi's iconic Noma restaurant in Copenhagen will debut on 26 Jan next year, with bookings for the eatery's ten week Australian "residency" (**TD** 27 Jul 2015) opening at 10am this morning.

The Noma Australia menu is priced at \$485 per person, and there will also be an "all-Australian beverage pairing" or non-alcoholic pairing, as well as a short wine list.

See [noma.dk/australia](http://noma.dk/australia).

## CVFR new Malindo Air GSA

**AIRLINE** Rep Services, the GSA company of the CVFR Travel Group, has been announced as the Australian/NZ representative for Malaysian carrier Malindo Air.

The appointment has been made in the lead-up to the airline's new Australian services (**TD** 14 Sep), with 11 weekly flights between Perth and Kuala Lumpur set to debut from 19 Nov 2015.

CVFR Group managing director Ram Chhabra said the company was proud to be chosen.

"Malindo Air will be a strong player in the Australian market, with an extensive network in South East Asia and the South Asian subcontinent," he said.

Luke Crawford, whose career includes roles with Travelport, Scenic Tours and United Airlines, has been appointed as Malindo's head of sales and marketing in Australia.

Malindo Air is available for

booking in Sabre, Amadeus and Travelport and is part of the Australian BSP, with commission payable at 5%.

Malindo Air ceo Chandran Rama Mutty said the new Perth flights would offer "seamless connectivity options" to Indonesia, Singapore, Nepal, Thailand, Sri Lanka, Bangladesh, Vietnam and India.

"Our entry into Australia is an acknowledgement that Australia is an important market to capture, and we have plans to extend our wings to other major cities in Australia in the near future," he said.

The carrier currently operates more than 800 weekly flights on over 40 routes across the region, with a fleet of 16 Boeing 737NGs and 11 ATR72-600 aircraft.

The new Malindo Air number for reservations and sales in Australia is 1300 885 930.

## ACCC draft ruling on VA-EY alliance

**VIRGIN** Australia has welcomed the draft Australian Competition and Consumer Commission decision which proposes re-authorising the airline's alliance with Etihad (**TD** breaking news).

VA ceo John Borghetti said when the alliance launched five years ago, "Virgin Australia and Etihad Airways introduced unprecedented choice and competition for Australians travelling between Australia, the Middle East and beyond".

He said since then VA and EY had worked closely to ensure the alliance continues to generate customer benefits, including the introduction of more codeshare destinations, routes, frequencies and larger aircraft.

The ACCC has set a deadline of 16 Nov for submissions on the draft decision which would see the VA-EY alliance re-authorised for another five years.

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## Rezdy expanding into US

**SYDNEY-BASED** travel booking software provider Rezdy has raised \$3 million in funding which will help the Aussie company expand into the US market.

Founded four years ago (**TD** 24 Oct 2011), Rezdy is an independent operation which aggregates 28,000 products in 73 countries, simplifying the booking and management process for tours and activities.

Rezdy ceo Simon Lenoir said the fundraising, led by Bailador Technology Investments, will help support Rezdy's aim to become the "world's leading channel manager for tours and activities."

"In the last 12 months Rezdy has doubled its customer base and is now connecting more tour and activity providers to more distribution channels than anyone else in the travel industry," he said.

Lenoir said currently 40% of

Rezdy's revenues are generated out of Australia, with the US expansion to be accompanied by the addition of more features.

Rezdy will continue the development of additional API connections to online travel agencies, and will also expand its new B2B platform where tour and activity operators can network and trade with travel agents.

"A lot of bookings in the tour and activity market are done by agents...with the marketplace we believe we have 'cracked the code' to manage the relationship between supplier and agent," Lenoir said.

The Bailador fund has already seen tourism industry success, with previous investments including Australian hotel channel manager SiteMinder which has since become a global leader in the accommodation industry.

## HAL upgrades

**HOLLAND** America Line overnight unveiled a US\$300M "brand-enhancement initiative" including enhancements to the suites across its fleet.

New furnishings, decor and amenities will be fitted along with lighting upgrades, USB outlets, an in-suite espresso machine and an interactive on-demand TV system.

*Eurodam* and *Oosterdam* will be the first to receive the upgrades.

HAL also announced a new collaboration with software firm Utrip which will provide "the most comprehensive and interactive personalised planning and discovery tool in the cruise industry" - including new online Destination Guides being created in partnership with AFAR Media.

And the premium line has announced a new partnership with BBC Earth to bring "world-class fun and factual entertainment on board".

Concerts, films, shows, children's activities and theme cruises will all be part of the program which will roll out across the HAL fleet from Apr next year.

## Qantas extra Hawaii

**QANTAS** will add a fifth weekly service from Sydney to Honolulu over the upcoming holiday travel season, with the additional frequency departing SYD on Mondays from 25 Nov 2015 through to 26 Jan 2016.

The added service becomes a permanent part of the schedule effective from 01 Feb 2016.



## Window Seat

**AN AMERICAN** man has managed to rack up enough frequent flyer points for a global multi-stop journey in Emirates First Class - just by applying for multiple credit cards.

Sam Huang made the most of several loopholes to accomplish the feat, saying he managed to get about US\$60,000 worth of flights by spending just \$300.

He did it by accumulating Alaska Airlines miles - which can be redeemed for EK flights - through a Bank of America offer of a 25,000 mile AS sign-on bonus with new credit cards.

Huang opened personal and business cards, got the miles by making a small purchase, and then closed the accounts before repeating the process every 91 days - earning over 200,000 miles in the process.

When he was ready to make the booking he found there were no routing restrictions, so he was able to take stopovers along the route.

By booking an EK flight to New York from Singapore he actually travelled via Melbourne, Auckland, Sydney, Dubai and Milan - and a second booking from Houston to Singapore took him to Dubai, Rome, Mauritius, Brisbane and Auckland.

A video of his EK First Class experience is at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## TRAVEL CONSULTANT GOLD COAST



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The award-winning Goldman Group is now recruiting for advisors at Goldman Travel and Travel Phase in Sydney, Travelcall in Melbourne, and for our new, innovative independent contractor business, SmartFlyer Australia, established in conjunction with the New York-based SmartFlyer network.

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Contact Danielle Sperber for a confidential discussion: [danielle@goldmantravel.com.au](mailto:danielle@goldmantravel.com.au)



Friday 30th Oct 2015

## TIME Program 18 graduates



**THE** Travel Industry Mentor Experience (TIME) Program 18 Mentees graduated at a function hosted at Air NZ's Sydney office earlier this week.

The mentees spoke on their six months in the program and listened to the guest speaker for the evening, Leanne Geraghty, gm Australia Air New Zealand.

**Pictured** in the back row are: Derek Morris, Martin Cowley, Karsten Horne, Alastair Fernie, Lance Batty and Zoran Panzich.

In the front row are Toby Paul, Amy Harrison, Jane Reed, Chris Hill, Anne Rogers, Laura Brookes, Justin Glen, Robert Gray and Sarah Martin - lots more pics at [facebook.com/traveldaily](https://facebook.com/traveldaily).



## BA adding Billund

**BRITISH** Airways is set to launch flights between London Heathrow and Billund in Denmark, the town known famous for LEGOLAND.

11 weekly A319 flights will operate on the route from 03 May.

## AA's iSolve app

**AMERICAN** Airlines is set to roll out a new smartphone app for its staff which provides guidance on how to resolve passenger issues.

Dubbed iSolve, the app links to AA's back-end CRM system to gather business rules which tell employees whether a simple apology is appropriate, or an air miles bonus in other cases.

It's part of a suite of customer service initiatives which also include an automated system that proactively emails passengers on delayed flights and notifies them of how the airline is responding to the issue, based on their experience and the fare paid.

## The Force flies AF

**AIR** France passengers heading to Paris with on 15 Dec will see *Star Wars: The Force Awakens* days before the US release.

The airline and EuropaCorp CINEMAS are offering a "Flight & Cinema" package, which includes a cinema ticket & a transfer from the airport to the movie theatre.

Flights included are the AF083 San Francisco - Paris, AF065 Los Angeles - Paris, AF011 New York - Paris and AF009 New York - Paris.

For more info, **CLICK HERE**.

## Vibe, Guvera partner

**TOGA** Far East Hotels has partnered with music stream service, Guvera to make the Vibe Hotel brand more relevant to millennial audiences.

The partnership will provide guests with access to curated playlists which will be rolled out first in the soon-to-open Vibe Hotel Canberra Airport - see **pg 5**.

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Everyday this week *Travel Daily* and Rail Europe GSAs are giving agents the chance to win a \$100 Coles Myer gift voucher.

Eurostar is currently celebrating their exclusive Earlybird offer with Rail Europe GSAs and they want you to join in by giving you the chance to win. Later this year, Eurostar will be rolling out their brand new Eurostar e320 trains.

To win, be the first agent to answer the below question correctly. Send your answer to [eurostar@traveldaily.com.au](mailto:eurostar@traveldaily.com.au)

Are the e320 trains brand new or just refurbished?



## Vibe Hotel Canberra

**VIBE** Hotel Canberra Airport will open on Mon, just 50m from the door of the airport terminal.

The 191-room hotel offers six fully adaptable conference and event spaces catering for up to 200 guests.

The hotel is offering a 25% off opening special for stays until 31 Jan - info at [tfehotels.com](http://tfehotels.com).

## Senior Corporate Travel Consultant Sydney

We are a small boutique travel company located in the heart of Sydney's CBD.

We are looking for a qualified corporate travel consultant to join our team. Our main criteria is the successful candidate must be customer service orientated as we have high net-worth individuals that need prompt, professional and friendly service at all times.

Proficiency in Sabre and ticketing is also necessary. Candidates with SAM experience are also favourable.

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Enquiries to Linda 0418 645 929 or email resume to [acclinda147@gmail.com](mailto:acclinda147@gmail.com)



**DUBAI** Tourism has wrapped up a series of Regional Vic, Tas, Adelaide and Darwin workshops, with an agent in each region taking home a trip to Dubai.

The workshops offered an in depth understanding of Dubai and what the destination offers for all demographics, where to stay, activities and future developments the emirate.

Emirates Airline provided an update on its product and earlybird fares and the prizewinners received EK return tickets (ADL was one return

ticket) and two nights at the JW Marriot Marquis in Dubai.

**Pictured:** Nicole Chaplin, sales executive Emirates; Kirk McDonald, product development manager Emirates Dubai Stopover Program; Nicola Hutchins, travel consultant Escape Travel Hallett Cove and the winner for Adelaide; Jodie Collins, regional sales manager Vic, Tas & SA Dubai Tourism and Steven Peters, EK senior sales executive SA/NT.

## EL AL Dreamliners

**BOEING** and EL AL Israel Airlines have agreed on an order for up to nine 787 *Dreamliners*.

Three of the orders will be added to Boeing's Orders & Deliveries website on 05 Nov and the remainder will be posted as further contractual requirements are finalised.

## JNTO, Circul8 partner

**DIGITAL** agency Circul8 has been appointed to manage the Japan National Tourism Organization's (JNTO) digital marketing in Australia.

JNTO said the strategy will focus on interactivity and user-generated content, and will include a mobile responsive website, eDMs, social media strategy & campaign roll out.

## DoubleTree Coventry

**DOUBLETREE** by Hilton at the Ricoh Arena - Coventry in the UK has opened, offering 121 guestrooms, including 50 queen rooms with stadium views, 18 deluxe rooms and two king suites.

The hotel features a restaurant, bar and brasserie and 24-hour fitness centre.

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd.

### To BI or not to BI?



If Business Intelligence (BI) is the question then the answer for travel agents has to be Return on Investment

(ROI).

ROI has two sometimes opposing indications; improved productivity and better customer service. Imagine being able to achieve both by using technology - the oft touted "do more with less" premise. That is exactly what BI can do for travel agents. Imagine being able to give your corporate clients "heads up" on bookings-out-of-policy or produce a full corporate review on demand.

Tramada has used our knowledge of the travel business and feedback from our clients to produce an **optimized BI solution for travel agents** that starts providing benefits straight out of the box. If that's not enough, travel agents can further customize the real-time dashboards and reports to achieve their unique competitive advantage. Tramada consulting services are on hand to help with customisations.

Based on Yellowfin's globally ranked BI platform (Gartner Magic Quadrant & BARC BI Survey) Tramada is able to offer to travel agents of any size an enterprise level cloud based BI solution at a fraction of the cost. This is because we can offer economies of scale through our partnership with Yellowfin and have done much of the leg work up front providing a standard set of reports and dashboards so travel agents can start recognizing ROI quickly.

Jo O'Brien, Chief Executive Officer, Tramada – your technology partner





# Travel Specials

**THIS** week's *Travel Specials* is brought to you by Freestyle Holidays. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).



**Paradise Island Resort & Spa, Maldives** is offering a four-night package in a Superior Beach Bungalow including breakfast and dinner daily, a meet and greet at Malé airport and return speedboat transfers from just \$999 pp. Offer valid for travel 21 Apr 16 to 24 Jul 16. For more, [CLICK HERE](#).

**Hotel Bounty** in Bali is offering four-night packages in a standard room including one FREE night and 30% off rates. Packages also include two FREE cocktail jugs, two FREE Bintang beer vouchers, a FREE one hour Balinese massage for two and 25% off at hotel restaurants and spa treatments. Prices start from \$95pp and valid for travel 10 Jan 16 to 31 Mar 16. For details, [CLICK HERE](#).

Two FREE nights are on offer for all four-night stays at **Best Western Phuket Ocean Resort** in Phuket Thailand. Four-night packages including breakfast start from \$89pp for a Deluxe Superior Room Valid for travel 01 Apr 16 to 31 Oct 16. For info, [CLICK HERE](#).

Fly return to LA with **Qantas Airways** and stay five nights at **The Garland** in Los Angeles from \$2,039pp ex Mel. Packages include one FREE night, FREE Wi-Fi and a FREE Hollywood Trolley Tour. Prices based on check-in 02 Feb 2016. For more, [CLICK HERE](#).

All specials can be found on our website  
<http://www.pinpointtravelgroup.com.au/info/latest-deals/>

## New river tour in Fiji

A NEW "heart-stopping" River Jets thrill ride has launched in Sigatoka on Fiji's Coral Coast.

The jet boat travels along the Sigatoka River, departing Sigatoka Town Mon-Sun every hour on the hour from 10am to 5pm.

Visit [www.sigatokariver.com](http://www.sigatokariver.com).

## Worldhotels KUL

**SAMA-SAMA** Hotel at Kuala Lumpur International Airport has joined the Worldhotels network.

The five-star Sama-Sama Hotel is connected by sky bridge to the main terminal building, and there's also a dedicated hotel check-in counter at the airport.



## Reservations Manager

Unleashed is Australia's most exciting student travel company and now looking for a qualified & motivated Reservations Manager to join their team. Responsible for delivering the highest level of customer service to our network of travel agencies nationwide, this Sydney based role is designed for an individual with great relationship building skills, reservations experience and a desire to succeed.

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## Haunted History Trail

**NEW** York's Haunted History Trail has launched a year-round group tourism program.

Six itineraries have been designed to direct group operators to attractions, historic sites and cultural institutions that can accommodate group tours. Visit [hauntedhistorytrail.com](http://hauntedhistorytrail.com).

## Hawaii visitor arrivals

**VISITOR** arrivals for the first nine months of the year have paced slightly over the Hawaii Tourism Authority's (HTA) projections, reaching 6.5 million.

Growth in spending in Hawaii is beginning to plateau, reaching US\$11.3m for the year so far, only 2.6% ahead of last year.

With lower domestic fuel prices, HTA anticipates continued growth from US markets, but is not as confident for the Canada, Japan and China markets, due to unstable economic conditions.



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## Etihad bonus miles

**TRAVELLERS** flying with Virgin Australia between Sydney and Abu Dhabi until 31 Jan 2016 can earn bonus Etihad Guest Miles.

Those in Economy or Premium Economy will be rewarded with double Etihad Guest Miles, while those in Business Class will receive triple miles.

To redeem, book by 15 Nov.

## Hilton West Virginia

**HAMPTON** Inn by Hilton Fairmont has opened in West Virginia, offering 72 rooms, a 58m² meeting space, 'Perfect Fix' lobby, fitness centre, free wifi and a 24-hour business centre.

Travel More

## WIN WITH TRAVELMARVEL

Escorted Great Rail Journeys through Europe have arrived at Travelmarvel in 2016 and to celebrate, *Travel Daily* is offering readers the chance to discover the romance of rail. Every day we'll showcase the many highlights and destinations available on Travelmarvel's Great Rail Journeys.

The person with the most correct answers, and who wows us with the most creative answer to the final question, will win a 9 day Edinburgh, the Highland and Islands tour for two, departing June or September 2016. Send your answers to [rail@traveldaily.com.au](mailto:rail@traveldaily.com.au)

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**\*JOB OF THE WEEK\***

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If you feel your systems knowledge is going to waste & enjoy problem solving then we have the role for you. We are looking for multiple technically savvy consultants to join one of these industry leaders. Assist travel agents or clients with specialist support to their booking systems. From initial log to final resolution, you will be the go-to person. If you have solid airfare, GDS/booking system & top customer service exp you will be rewarded with top salary plus bonuses, ongoing training & progression within these industry leaders.

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**MELBOURNE (INNER) - SALARY PKG TO \$60K (PRO RATA)**  
Tired of working 40hrs per week? Looking to return to the travel industry after a short break? This boutique high end travel agency in Melbourne's inner city are seeking a highly experienced leisure consultant with solid destination knowledge (preferably Europe) to join their highly experienced team. With the flexibility to choose your working hours, you will utilise your high end travel knowledge to offer superior service to these long standing discerning travelers. A min. 5yrs exp plus a small client base.

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This well-established travel company seeks an experienced group travel consultant to assist their long standing clients with all domestic & international group travel arrangements. Minimum 2 years international travel consulting experience, strong fares knowledge, experience with group travel coordination & the ability to work under pressure is essential! You will benefit from an exceptionally great working environment, uncapped earning potential, Monday to Friday hours & benefits including free gym use! Apply today.

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With business booming in the corporate travel market, this National Travel Company are seeing dramatic growth! This internationally focused role will require excellent airfares knowledge and the ability to construct complex itineraries around the world. No two days are the same in this role. If you are an experienced corporate travel consultant looking to work for an award winning TMC, apply now. Only one role remains and with benefits such as a high base salary and added bonuses, this role will not last long.

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This award winning company is looking for a fares & ticketing guru to join their dynamic support team. You will be responsible for the distribution of air product via multiple databases, communicating with suppliers & internal stakeholders, supporting the business by providing a helpdesk facility all whilst using your exceptional customer service skills. Great package & benefits on offer. Min 2 years exp., strong fares & ticketing, GDS & the ability to prioritise & work to tight deadlines. If this sounds like you apply today!

**MANAGE THE SUNSHINE**

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**GOLD COAST – \$45-\$50K + \$\$ BONUSES**

Due to continued growth our client has a great opportunity to join their dynamic team on the Gold Coast as a travel consultant. Your day will involve arranging all types of Domestic & International travel including flights, accommodation, tours and cruises. No more walks in's and time wasters as all your enquiries will be over the phone. Top industry salary, bonuses and great benefits are on offer. If you have 2 years' experience, great sales, GDS and communication skills then we want to hear from you!