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Thursday 23rd March 2017




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ATPI Voyager restructure

GLOBAL travel management business ATPI Voyager has announced a new management team for its Australian operations, with Lesley Owen promoted to local managing director.

Owen has been with the company since 2011 as director of supplier relations, and before that held several airline roles in Australia including with Qantas, Virgin Australia and United.

The UK-founded ATPI group acquired Voyager Travel in 2014, with the deal followed by further local expansion including the acquisition of Plan B Travel last year (**TD** 05 Jul 16), along with NZ TMC Business World Travel.

Following the integration of Plan B Travel, David McHardy has been appointed as ATPI Voyager general manager for Western Australia, reporting to Owen.

Also based in Australia is ATPI's

global chief operating officer, Peter Muller, who relocated here at the start of the year.

"As we look forward to continuing our successful growth of the last year it is important that we bring together the right team with the right insight, knowledge and expertise.

"Both appointments are internal promotions, reinforcing the high calibre of our personnel and further strengthen our trans-Tasmanian proposition following our acquisition of BWT and Plan B last year," Muller said.

More corporate travel news including our popular Corporate Chatter column from Karen Tsolakis on **page eight**.

New TD recruits

TRAVEL Daily continues to expand, with Rebecca Le Bas and Matt Bell the latest additions to our crack team of travel industry writers dedicated to bringing you the latest news across our portfolio including **TD**, *Cruise Weekly*, *Business Events News* and *travelBulletin*.

More appointments on **page 11**.

What the?.. 11 pages!

Travel Daily today has eleven pages of news, including two photo pages for **Atout France** plus a full page from: (**click**)

- AA Appointments jobs

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Wu free SIN stopover

COUPLES booking a Wendy Wu Tours India, Nepal, Sri Lanka, Myanmar, Vietnam, Cambodia, Bhutan, China or Tibet trip departing between 01 May-30 Nov will receive a free two-night Singapore stopover, if booked by 13 Apr - **CLICK HERE** for details.

CX protests VA/HNA term

CATHAY Pacific Airways has questioned the duration of Virgin Australia's proposed alliance with HNA Group between Australia & China, but has openly told the competition watchdog it "does not object" to the joint venture.

In a submission to the Australian Competition & Consumer Comm, Cathay Pacific said its only gripe with VA's proposed tie-up with HNA, Hong Kong Airlines and HK Express was the requested 10 year authorisation.

Echoing sentiments by Air China (TD yesterday), Cathay Pacific gm of international affairs Kinto Chan told the ACCC a 10-year term is

"inappropriate", citing a forecast of massive growth between the countries over the next 2 years.

Chan also said Virgin Australia/HNA's sought-after duration could see the claimed efficiencies and customer benefits of the alliance delayed, instead focusing on the operational efficiencies first.

"A shorter initial authorisation will encourage the parties to implement the customer facing benefits as soon as possible so that they are then able to show the effect of the Alliance and whether or not it results in the benefits they claim at the time of re-authorisation," Chan stated.

787-10 maiden flight

BOEING has earmarked the first test flight of the Boeing 787-10 Dreamliner aircraft for 31 Mar.

The carbon-composite aircraft is the third Dreamliner variant and has a capacity of 330 pax in a typical two-class configuration, about 14% more than the 787-9.

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[CLICK HERE for further details](#)

California STAR Search

Visit California is searching for agents who will be the faces of their new digital training platform, California STAR. A video competition has been launched and agents are invited to submit a 15 second video with their STAR tips about travel to California.

For contest details:
star.visitcalifornia.com/au



ETOA terror reaction

THE European Tourism Association (ETOA) has moved to assure travellers the UK remains "one of the safest countries in the world to be a pedestrian" in the wake of a terror attack that left five people dead in London.

ETOA said the incident near the Houses of Parliament in Westminster is "obviously a matter of deep concern", but said it "has to be viewed in context".

"Anywhere there are cars, fatalities occur. In terms of traffic safety, Britain happens to be a world leader.

"The intentional nature of this incident makes it newsworthy. It does not make the UK any less safe...It will still be one of the safest countries on earth to visit.

"London remains open," it said.

MEANWHILE, Australia's Dept of Foreign Affairs & Trade issued a fresh travel advisory for the UK following the attack.

Smarttraveller recommends that tourists "remain vigilant, monitor media reporting and follow the advice of local authorities".

Australia's level of advice for the UK is unchanged at "exercise normal safety precautions".

Govt security update

THE Australian Government has acknowledged changes made to temporary additional security measures adopted by the US and UK for certain inbound flights from Middle Eastern and North African countries.

The stricter rules mean no electronic devices can be carried in the cabin, with the exception of mobile phones and medical devices (**TD** yesterday).

Minister for Infrastructure Darren Chester said the govt was working with the industry & int'l partners and would "adjust its security settings if needed."

Chester emphasised Australia had a strong transport security system in place to prevent acts of terrorism, enhanced this week.

MEANWHILE, Qantas is advising agents that changes to onboard carriage of electronic devices on select flights to the US, UK and the Middle East have no impact on its services.

"Customers travelling with codeshare and interline partners to the US or UK should check the requirements of the operating carrier," QF said, adding that it will monitor the situation.



Window Seat

DUBAI is renowned for having the world's biggest and most extravagant landmarks, and now it can also boast the most expensive burger.

The burger is called the 'Seven Emirates Burgerstack' and was created by chef Russell Impazzi and Sheikh Mohammed bin Abdullah Al Thani.

It features seven patties, aged cheddar and veal bacon in a saffron brioche burger bun, topped off with seven spices and Harissa burger sauce.

It was offered as part of a Pink Caravan breast cancer charity auction, hosted at Galeries Lafayette, Le Gourmet and the Dubai Mall.

Bidders battled for an hour before the burger sold for the equivalent of \$13,000.



THANK YOU FOR NOMINATING
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We are delighted to receive nominations for:

Category 18: Best Domestic Airline

Category 19: Best Airline International - Online

Category 32: Best Sales Executive - Industry Supplier
Kirstie Egan

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JQ Vietnam approval

JETSTAR Airways' new flights from Sydney and Melbourne to Ho Chi Minh City have received approval from the International Air Services Commission (IASC).

This week the IASC gave JQ's parent firm, the Qantas Group, a green light for seven frequencies per week on the Vietnam route.

It said no other applicants were seeking capacity on the route and believed approval "would be of benefit to the public".

The determination is for a five year term starting 21 Mar.

Jetstar plans to launch routes to SGN from 10 May.

Picnic Island sole use

TASMANIA'S Picnic Island is now available for sole use after the addition of a modern interpretation of a beach shack that sleeps up to 10.

The private island, off the east coast, is home to penguins, sea eagles, dolphins and seals.

American stake in CZ?

AMERICAN Airlines is reportedly in talks to purchase a US\$200 million stake in China Southern Airlines.

The move would give American a foothold in the rapidly growing Chinese market and comes after Delta Air Lines' purchase of a minority stake in China Eastern Airlines in 2015.

Bloomberg is reporting that advanced talks are underway between AA and CZ, "according to people familiar with the matter."

It says the talks centre on AA buying US\$200 million in the Chinese carrier's Hong Kong-listed shares under a private placement.

American has declined to comment on the matter, *Bloomberg* says, while China Southern had yet to respond.

AA recently complained it was being blocked from launching flights from Los Angeles to Beijing by a lack of slots at the Chinese capital, despite having route approvals (**TD** 02 Feb).

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VA retains Tom Bradley spot

VIRGIN Australia will keep its place at the Tom Bradley International Terminal in Los Angeles after a major airport shake-up planned in May.

The relocation of VA's alliance partner Delta Air Lines from Terminals 5 and 6 to Terminals 2 and 3 has prompted one of the largest reshuffles ever mounted at a US airport (**TD** yesterday), however the Australian carrier has confirmed it will retain its existing location after the move.

Virgin also announced new lounge arrangements at Tom

Bradley, with Velocity Platinum members able to access the Emirates Lounge and Velocity Gold members welcome at the Etihad Airways First and Business Class Lounge.

SEPARATELY, Alaska Airlines has confirmed the name of VA's sister carrier, Virgin America will be dropped in 2019 under its merger.

However, Alaska says it will "adopt many of the brand elements" that Virgin America is known for.

Chimu flood relief

CHIMU Adventures has launched initiatives to support people affected by floods and landslides in Peru last week.

The South American specialist has organised a fundraiser through its Make A Different (MAD) project - **CLICK HERE**.

Tigerair Whitsundays

TIGERAIR Australia today launched direct services between Brisbane Airport and the Whitsunday Coast.

The A320 service will operate four times a week, backing Whitsunday flights already offered from Sydney.

Tigerair now offers 10 weekly flights on both routes.

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SKAL GC chaining of the guard



THE Skal Club of Southern Gold Coast has elected Richard Doggett as the third president for the organisation.

As part of the changing of the guard, Doggett (**pictured left**) received his "Chains of Office" from outgoing President of two years Peter Doggett (right), who is not related.

Currently the club has 40 members and aims to secure 50 newcomers by Sep, by attracting members from its catchment area of Burleigh Heads south to Byron Bay on NSW North Coast.

The club holds its monthly breakfast meetings on the third Tue of each month at Currumbin Creek RSL.

Uncover the gem that is the city of Rondo in Spain in the March issue of *travelBulletin*.

CLICK HERE to read *travelBulletin*



EU: move or get lost

LEADERS from the European Union have told UK based airlines to move to Europe after Brexit or lose major routes.

The EU warned airlines including British Airways, easyJet and Ryanair that they will need to relocate or sell off shares to EU nationals if they want to operate within continental Europe.

EU's tough line may encourage the UK to reciprocate on Europe airlines operating in the UK.

easyJet would be hit the hardest as it only has an Air Operator's Certificate (AOC) in the UK and Switzerland, however easyJet is the process of creating an EU company to obtain an EU AOC.

Ryanair is an Irish airline and won't be affected, but with strong investment from the UK, it may need to shift shares to the EU.

The Guardian said BA won't be affected, but parent company IAG is likely to disinvest shareholders to be majority EU-owned.

Sydney for 1st timers

SYDNEY has been named in the top 10 destinations for first-time travellers, based on research carried out by Booking.com.

The global study of over 15,000 travellers identified the NSW capital as the only city outside of Europe that novice holidaymakers yearned to visit.

Sydney was rated the eighth most popular destination.

Topping the list was Paris, followed by Barcelona, London, Vienna and Malaga.

Also in the top 10 were Venice, Rome, Zurich and Berlin.

Pax death on DL flight

A SUSPECTED drug mule aboard Delta Air Lines' Flight 41 from Los Angeles to Sydney has died.

According to 2GB, the incident saw passengers on the flight remain on the tarmac at SYD for 90 minutes after the jet landed.

The woman was understood to be flying onwards to Perth.



Thank you for your nomination.
Together we bring Australia to life!

Cat 24: Best Tour Operator – Domestic

Cat 32: Best Sales Executive – Industry Supplier – Victoria Turnbull

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CX website merger

CATHAY Dragon will merge its website with the main Cathay Pacific website from next Wed in an effort to create a smoother experience for users.

Customers will be able to book from all departure points across the airlines' combined networks through the single portal.

The website merger is part of the rebranding process for the former Dragonair, to bring it into line with the wider Cathay branding identity.

NCTC 17/18 brochure

NEW Caledonia Travel Connection has released its 2017/18 brochure for the South Pacific territory.

The brochure is divided into seven regions including the popular destinations of Noumea, Bourail, the Isle of Pines and the Loyalty Islands.

New for this year is a series of self-drive holidays making it easier to explore the French territory and its landscapes.

CLICK HERE to download.

Adina Melb West End

TFE Hotels will open a new Adina Grand Apartment Hotel Melbourne West End as part of an expansion of the group's Grand brand.

The 92-apartment hotel will occupy seven levels in one of five buildings being developed by Trenerry Property as part of a \$350 million project in inner-city West Melbourne.

TFE Hotels ceo Rachel Argaman said Adina Grand Apartment Hotels would bring "the next level of sophistication" to the Adina brand, with several to open over the next five years.

The group is preparing to announce details for Grand properties at Australia Square in Sydney and Queens Wharf in Brisbane, in addition to a recently announced Canberra site.

The Melbourne property is due to open in late 2019.

Avianca to Boston

COLOMBIAN airline Avianca will begin direct flights from Bogota to Boston from 02 Jun.

The new services will operate four times a week aboard an Airbus A319 aircraft for 120 pax in a two-class configuration.

Flights will connect via Bogota with other cities including Rio, Santiago, Lima and Quito.

Agents visit Kenya's big hole!



AFRICA'S wildlife turned on a superb show for a group of six top-selling Australian agents recently, giving them a succession of memorable sightings.

The group, from Victoria and South Australia, travelled as guests of The Africa Safari Co and explored Kenya and Tanzania.

They visited Nairobi and Mount Kilimanjaro, then explored the Tarangire National Park, Lake Manyara, the Serengeti National Park and the Ngorongoro Crater.

The group was fortunate to see the wildebeest and zebra migration in the central Serengeti, as well as plenty of lions, rhinos, elephants and other game.

A highlight was spotting four leopards in one day.

Pictured at the Ngorongoro Crater are, from left, are: Rachelle Evans, Eastern Hill Travel Vic; Peter Scott, helloworld Belgrave Vic; Shannon McCormick, The Travel Agency Vic; Mark Nicholson, Phil Hoffmann Travel Gawler SA; Justine De Marchi, helloworld Port Augusta SA; Cristy Joslin, Williamstown Travel & Cruise Vic; and Jules Insall from The Africa Safari Co.

Qatar passport assist

THE Department of Foreign Affairs and Trade has opened its new Australian Embassy in Doha, Qatar, where it is now able to provide consular assistance and passport services.

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If you believe we deserve to win, please vote for Travelport in Category 31 and our sales executives Bianca Orsola-Rose or Haley Crook in Category 32. Voting closes Friday 31 March 5pm AEST

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SNO'N'SKI recently treated 32 top selling agents to a seven-day ski trip in Canada.

Destination British Columbia and Destination Canada jointly hosted the famil which kicked off on 10 Mar and saw agents fly on Air Canada from Brisbane and Sydney direct to Vancouver.

The team visited four ski resorts including Big White, SilverStar, Sun Peaks and Whistler and undertook skiing and snowboarding lessons.

Other snow activities included tubing, ice-skating, snowshoeing, zip lining, snowmobile rides and plenty of apres ski.

The trip was beneficial for the

team who were able to get to know the mountains and identify the distinctions between the four locations, allowing then to better sell each destination.

Sno'n'Ski general manager Daniel Walker said, "This is a once in a lifetime experience."

Bookings have started for the 2017/18 Canadian Winter Season including earlybird specials such as Kids Ski and Rent Free, up to 50% off accommodation and complimentary upgrades.

Pictured are Marty Freyling, Sno'n'Ski, Alex Quilliam-Kennedy, Karl Tailby, Kirsty Heigan, Kylie Jacob and Kimberley Newman, all from Flight Centre.

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* Please note that we would love to be able to contact everyone personally, however, this is not always possible. If you have not heard from us within 4 weeks of submitting your application, we thank you for your interest in joining the QBT team but on this occasion your application was not shortlisted.

Amadeus rail paper

AMADEUS has interviewed the head of IT at NSW Trains Grant Swinbourne about the future of rail in a new paper titled 'Changing tracks: five make or break factors to unlock rail travel in Asia Pacific.'

Among the points addressed is the task of capturing both old and new customers through marketing and merchandising of the conveniences of rail.

Integrating rail content in Global Distribution Systems was seen as key to combatting travellers difficulty in accessing and understanding rail timetables, the paper says.

Adopting a mobile-optimised booking site to adapt to the estimated four billion mobile connections in the Asia Pacific region was highlighted, along with personalising travel service and automating payments.

View the full paper [HERE](#).

HU PEK T2 Lounge

HAIRAN Airlines VIP Lounge at Beijing Capital International Airport Terminal 2 will be open to the public in Apr.

The lounge was designed by Hong Kong interior designer Dr Patrick Leung and can accommodate up to 150 visitors in 12 different areas.

Guests can also enjoy custom-made meals and self-service Nespresso coffee.

W Hotel opens in Goa

W HOTELS Worldwide, now part of Marriott International, has announced the opening of W Goa, located on Vagator Beach.

It has 160 guest rooms and is a one-hour flight from Mumbai and a 90-minute drive from Goa International Airport.

It is the 50th W Hotel globally.

NSW telecast in China

CHINESE reality show *Travel with Superstar* will showcase locations such as Sydney, the Blue Mountains, Mudgee, the Hunter Valley and Newcastle in all 20 episodes of its third season.

Filming will commence on 25 Mar and see two celebrities take a road trip from Gunnedah to Port Macquarie.

Destination NSW is "delighted by the exposure" which will increase the number of Chinese visitors to the state, which last year topped 683,000.

The show will air across China in mid April.

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Refer to GDS for year round AY fares and current specials. The fares shown are with stops in San Francisco, Helsinki, Stockholm and Singapore.

For more itineraries click here ➔

Aloha – Vote Now!

2017 NTIA Awards

Hawaiian Airlines –
Best Online Airline (Cat. 19)

Joyce Weir – Best Sales Executive –
Industry Supplier (Cat. 32)

Visit the AFTA NTIA Vote Link HERE



HAWAIIAN
AIRLINES



Corporate Chatter

With Karen Tsolakis

The Power of Relationships

TODAY'S topic is one I believe important to call out as it affects us all. Relationships. The way people regard and behave towards each other and are connected.

Many of us spend more time at work than with our family & friends. Being human we are also driven by different needs.

There are those that are building successful careers, are managing a business, or rapidly ascending the giddy heights of the corporate ladder. Many work the long hours out of

necessity, others really enjoy their job, working in a team & contributing to their company's goals.

Then there are those who are driven by demons & like addicts, their 'high' comes from relentlessly working 15 hour days, never switching off & God help those that report to them if they don't do the same.

I once worked for a workaholic who would call meetings at very short notice and, "unless you are in an ambulance, meeting starts at 8am tomorrow morning & you had better be prepared!"

Many corporate mission statements use motherhood phrases like, 'Our People, Our Priority', or 'Respect, Integrity, Trust' or 'We Care about our Customers'. OK, so HR gets a tick, the words are framed & carefully positioned in the lobby & back into the Colosseum everyone goes.

How often have you come up against business associates or suppliers who are arrogant, full of self-importance & make you feel they are doing you a favour with their presence, or who are cold, inflexible & do not care if you left the negotiating table upset or in a loss situation as long as they won.

Or someone who has little integrity, is non-confidential & who you do not trust. Equally awful are colleagues who are 'clicky', or the 'white ants' disguised as team mates who burrow away in stealth, undermining you to your boss.

Then there are the blockers. And then there's Dave in Accounts

that just doesn't care.

So where am I going with this?

The above are examples of the type of people we have all come across in business. They can sap one's morale, leave you questioning what have you've done to deserve being boxed in with mongrels or make you seriously consider quitting. At the very least you blacklist future business with Jug Head (and his company) who left you steaming.

Meanness, pettiness & insecurity eventually reveals itself & repels others. However, the good news is that the world of business can be wonderful and an

energising place when people work as a real team, complement each other's skills & treat others as they want to be treated.

Traits I admire gravitate towards & WANT to do business with are the human kind. Warmth, energy, articulate, intelligence, a sense of humour, a straight shooter & a bias to action. A bit of charm is always a bonus too! Also someone who is solutions focused, doesn't take three days to return calls, and has a genuine desire for a win-win negotiation.

Pretty basic. Forging trusted & enduring relationships with all levels of people in business is a great asset that successful people master. People do business with people they like. The way we interact should be positive, with respect, and even if we could not agree on a deal this time, leave the door open by being gracious and with helpful feedback.

Importantly keep in touch. People move on to different roles & thus new opportunities open up. For me, my network of trusted business associates which has been built over many years is one I feel very privileged to have.

Some of us are separated by distance, but we keep in touch & are there to help or support each other as needed, have a mutual care & affection for each other & genuinely celebrate each other's successes. Good luck!

‘The world of business can be wonderful & an energising place when people work as a real team, complement each other's skills & treat others as they want to be treated.’

Travel Daily

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FBI travel team on tour



A COACHLOAD of FBI Travel team members took part in the Virtuoso Travel Week on Tour event in Melbourne last week.

Taking place at the Park Hyatt, more than 30 upmarket hotels from across the globe presented their products to Melbourne-based Virtuoso members.

FBI Travel dominated the event with a whopping 28 travel advisers and agency managers present - who together walked away with eight of the generously provided hotel prizes.

Pictured heading to the showcase are Ruth Leibson, Erica Slutzin, Yehudis Jager, Lauren Spanger, Hayley Serebro, Michelle Adler, Maxine Barron, Sue Levy,

Sam Skinner, Ronit Leshetz, Jerome Isaacs, Debbie Grace, Vera Schwartzbord, Andrea Tinkler, Deb Zimmermann, Esther Oberklaid, Mike Birnbaum and Yaniv David.

Concur integrates risk management

CONCUR has announced the introduction of Concur Risk Messaging, claiming to be the "first integrated traveller risk management solution".

The system captures traveller location data via various products such as Concur Travel & Expense, Concur Mobile, Concur TripLink and Triplt, as well as supplier e-receipts to give travel managers "immediate and unparalleled visibility into employees that may be at risk".

It will also offer the ability to issue pre-travel advisories; two-way messaging via text, email, phone and Concur Mobile; traveller location mapping and reporting; incident analysis; and custom message and alert creation.

Concur president Mike Eberhard said with organisation's data set extends beyond traditionally booked travel itineraries, giving unparalleled visibility.

"During recent global incidents, Concur was able to locate employees in affected areas within an hour," he said.

Magellan corporate event extended

MAGELLAN Travel Group has confirmed that its inaugural corporate forum, held in Sydney last week (**TD** 17 Mar), was such a success that it will become an annual event.

Hosted at no cost to members, the feedback has been "amazing" according to Magellan Corporate national manager, Scott Darlow.

"All members in attendance have indicated that they have been able to identify areas to improve and increase revenue, and save on costs for their business, and that was the whole point of the day," Darlow said.

Good France goes troppo at Sofitel

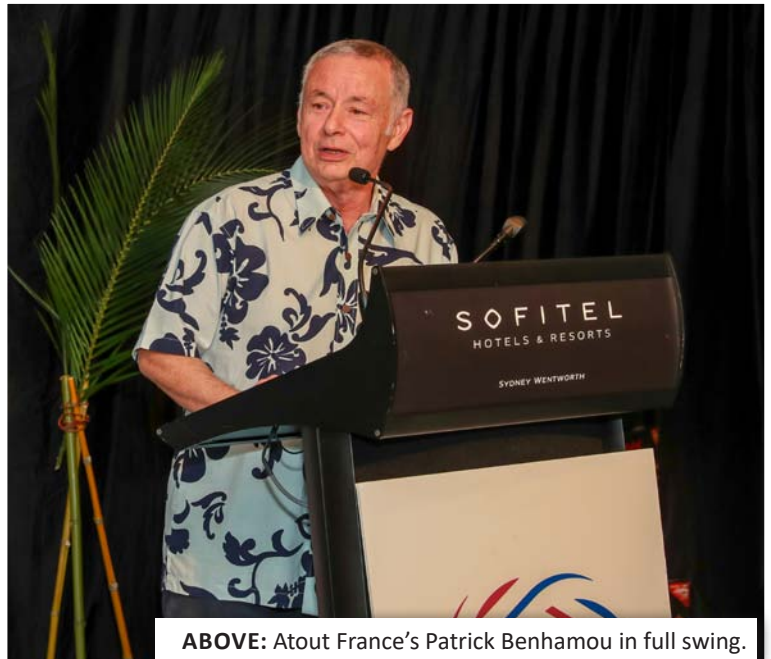
CHEFS Nicolas Bourgois from New Caledonia and Sebastien Prevel from Tahiti, each trained by famous Michelin star chefs, were the star performers at Atout France's 2017 Good France event earlier this week.

Co-sponsoring Tropical France on the night were New Caledonia and Tahiti Tourism, and sponsors LA MAISON DU THE and TEFAL, for a gastronomic menu drawing inspiration from the eminent August Escoffier's epicurean tradition for this tropical version.

Tahitian style "poisson cru" preceded a prawn and crab main dish, followed by similarly tropical dessert delights.



ABOVE: Managing director of Entire Travel Connection, Brad McDonnell with team; Sophie Meunier, Bryony Cumberpatch and Tina Heyer.



ABOVE: Atout France's Patrick Benhamou in full swing.



ABOVE: Mumm Champagne, chilled to perfection for guests.



TAHITIAN dancers take to the floor!



RIGHT: All guests went home happy with a special Tefal grill pan to try their own hand at French tropical cuisine! Bon Appetit!



Good France goes troppo at Sofitel

NOW in its third year, on 21 Mar, over 2,000 restaurants in 150 countries participated in the Good France/Goût de France event to celebrate French gastronomy and this event is orchestrated by the French Ministry of Foreign Affairs and International Development and chef Alain Ducasse.

In Australia, 20 chefs from all over the states cooked a dinner to pay tribute to the excellence of French cuisine and its capacity to innovate and unite people around the common values of sharing and enjoyment in a planet-friendly and healthy way.

From Perth to Sydney, going by Adelaide, Sydney, Canberra and Melbourne, the restaurants will showcase the French lifestyle, regional products to promote the "gastronomic meal of the French" inscribed on UNESCO's list of Intangible Cultural Heritage of Humanity.



TWO lucky winners will spend a beautiful holiday with the compliments of Air Tahiti Nui and Aircalin.

From left are Bryony Cumberpatch, Marie Varnier-Gittard, Robert Thompson, Caroline Brunel and Morgane Blondel.



ABOVE: His Excellency French Ambassador Christophe Lecourtier (right) and Kerrie Corn.



ABOVE: Wivina Chanière of TEFAL presents chefs Nicolas Bourgois and Sebastien Prevel.



TROPICAL desserts did not fail to wow guests!



THE Atout France team in tropical headdresses: Sarah Elfassy, Anais Leloup, Apolline Pierre, Caroline Dandurand and Sophie Almin.



RIGHT: Atout France's Marc Humphries (centre) and island entourage.



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 email appointments@traveldaily.com.au.

Amanda McCann has been promoted by **Collette** to the newly created role of Head of Sales, Australia. She will be overseeing Collette's sales force and working with key agent partners to increase sales nationally.

Travel the World has moved **Sharon Hando** to the role of National Sales Manager from her prior position as Sales Manager for Queensland.

Justin Southern is the new Sales Manager for Vic, Tas, SA and WA for **Lindbald Expeditions**. Southern comes to the role with nine years of experience at Travelcube Pacific and United Airlines.

FCS Computer Systems (FCS) welcomes **Craig Dennington** as its new Commercial Director for Australia, New Zealand and the Pacific Islands. As part of his position with the hospitality technology operator, he will continue to grow the company's presence in the region.

Eoin Macneil has been appointed by **Hertz** to the position of Vice President for Asia Pacific. Macneil will be responsible for the ongoing direction and management of the Hertz APAC team.

Uniworld has boosted its national sales team with **Hannah Wooden** taking on the role of Sales Manager for Vic and Tas. Wooden was most recently at Singapore Airlines and previously at Down Under Answers Travel, Stella Travel Services and Harvey World Travel.

Royal Caribbean International has recruited **Georgina Maxwell** for the position of Brand Communications Coordinator. Maxwell has extensive river cruising and coach touring experience.

Hahn Air's Jörg Troester has been reelected to the **Universal Air Travel Plan (UATP)** board for the third time. He is currently Head of Corporate Strategy, Industry and Government Affairs for Hahn Air.

Ray Petts has joined **Freedom Road Destinations** as Director of Global Sales as part of their launch into the Australian market.

AKL int'l traffic up 7%

AUCKLAND International Airport has released its monthly traffic stats for Feb 2017, which saw a 7.5% decline in arrivals from China, due to the early timing of Chinese New Year.

Overall traffic increased by 6.8% for international arrivals, which translates into additional 52,000 passenger, driven in part by additional capacity from Asia and the Middle East.

New Zealand pax bound for Australia jumped by 10.6% compared to Feb 2016, and overall increased by 15.2% for outbound NZ traffic.

Australians arriving into AKL grew by a modest 0.6% in Feb, while pax from the United States of America jumped by 32.4%.

Airbnb into Anguilla

THE Government of Anguilla and Airbnb have signed a Memorandum of Understanding to promote the Caribbean country to tourists.

The partnership will create a framework for both parties to discuss industry matters within the country, plus marketing and regulation to meet visitors needs.

Nordica adds TLL/LED

NORDICA will launch flights from Tallinn to Pulkovo St. Petersburg airport from 15 May.

The Estonian airline will operate up to 13 flights a week on Bombardier CRJ900 aircraft, which accommodates up to 88 pax.

The flight will codeshare with LOT Polish Airlines.

New DCA concourse

THE Metropolitan Washington Airport Authority will begin its US\$1b upgrade of Ronald Reagan Washington National Airport in the northern summer.

Known as Project Journey, the upgrades include construction of two new security checkpoints that fully connect the concourse level of Terminal B and C to airline gate areas, as well as building an enclosed commuter concourse to replace the 14 outdoor gates currently serviced by buses from gate 35X and future improvements to roadway and parking configurations.

It is due for completion in 2021.

Hotel Nikko San Fran

HOTEL Nikko San Francisco has unveiled a US\$60m upgrade, which includes 405 new residential-styled rooms & suites.

Located near Union Square, the hotel has a renovated ballroom, event space and meeting rooms.

Thursday 23rd Mar 2017

RCI Euro deployment

ROYAL Caribbean International has announced its plans for the 2018 European cruise season, which will be headlined the world's largest cruise ship *Symphony of the Seas*.

RCI will visit Holyhead on the Isle of Anglesey in Wales as a maiden port of call.

Flam, Molde, and Skjolden in Norway and Isafjordur, Iceland will return to RCI's schedule.

Symphony of the Seas will make her debut in Barcelona in Apr 2018 sailing the Western Med & visiting Palma de Mallorca, Spain; Provence, France; Florence/Pisa, Rome and Naples/Capri, Italy on its maiden voyage.

Bookings are now open.

Win flights to Europe with the Lufthansa Group



experts

This month *Travel Daily* and Lufthansa Group are offering readers the chance to experience their award-winning long haul product on a trip to any European destination served by the Lufthansa Group. The Lufthansa Group prize includes two return economy class flights with Lufthansa Group and their airline partners ex-Australia to **any European destination of your choice**.

The Lufthansa Group - composed of Austrian, Lufthansa and Swiss International Air Lines - offers Australian travelers the world's most comprehensive European network and more than 300 global destinations accessed through their four regional hubs. The theme of this competition is Mixed Class - learn more about the product [HERE](#).

Open to all Australian Travel Agents, the lucky winner will have the most correct answers as well as the most creative entry to the final question. Send your answers to lufthansa@traveldaily.com.au

Terms & conditions

Q17. How many free stopovers are permitted for the Lufthansa Group Mixed Economy-Business class fares?

Lufthansa Group

Austrian



Lufthansa

SWISS

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MANAGE THE MARKET

SALES MANAGER

MELBOURNE – UP TO \$70K PKG + CAR + INCENTIVES

We are looking for an experienced Sales Exec or BDM to join this award winning & respected brand. You will be responsible for managing a territory of retail agents, building relationships, identifying opportunities, developing brand awareness to increase sales. A top salary package is on offer + car + incentives. Experience in a similar role within the travel industry essential, along with great presentation, communication & sales skills. Don't let this one pass you by!

****SENIOR SALES OPPORTUNITY****

DIRECTOR OF SALES

MELBOURNE – UP TO \$130K PKG + BONUSES

This leading inbound travel company is seeking an experienced Director of Sales to come and lead their successful sales division. Managing a team of ten you'll have a strong understanding of inbound travel with the proven ability to build and grow strong client relationships and win new business. A strong salary package along with incentives is on offer plus car parking provided. Apply today to be in the running for this rare opportunity.

TAKE IT ON THE ROAD

LEISURE SALES MANAGER

ADELAIDE – TOP INDUSTRY PKG +++

Are you an experienced leisure sales manager looking for a new opportunity? Get out on the road with this role, calling on the trade, training & educating, presenting the company at industry events, bringing on new business & retention of existing clients through providing exceptional customer service. Experience required as a Sales Exec, existing network of contacts & strong relationship building & account management skills. Send your resume today.

LOVE THE THRILL OF THE HUNT?

CORPORATE SALES MANAGER

MELBOURNE – UP TO \$95K PKG + COMMISSION

Due to expansion this globally recognised and highly respected travel management company requires a talented sales manager to grow their corporate client base including large and SME accounts. You'll be experienced in working within the corporate market, pipeline development and winning new business through to account management and retention of clients. A generous salary package + lucrative commission structure is on offer.

MARKETING GURU WANTED

MARKETING EXECUTIVE

SYDNEY FROM \$75K + BONUS

An exciting and newly created role exists for an experienced marketer to make their mark with this leading travel company. You will work across direct & trade marketing with a focus on campaign implementation & management.

You may also work across inside sales & Product when needed. The successful candidate will enjoy a strong salary package & great career progression. A minimum of 3-5 years' experience in a marketing role is required.

MANAGE & IMPLEMENT STRATEGIES

AREA REVENUE MANAGER

ADELAIDE - \$109K PKG + BENEFITS

Take your career to the next level and join this industry leader as Area Rev. Mgr. Working closely with the GM's, Sales & Marketing teams to implement revenue management processes, forecasting, channel management, budgeting, competitor analysis & management reporting to achieve revenue goals. Great salary package on offer. Previous experience in a similar role a must along with strong communication & organisational skills.

ON THE ROAD AGAIN

TRAVEL INDUSTRY SALES EXECUTIVE

PERTH –SALARY PKG TO \$65K + INCENTIVES

Searching for a company which has a product that can easily be sold and well respected in the market? This is it. As an experienced sales executive you'll easily step in and cover the WA retail market. With a professional brand name behind you and your strong presentation skills, you'll have the ability to influence others and increase sales whilst managing your time effectively and growing industry relationships. Top package plus tools of the trade and sales bonuses on offer.

IT'S RAINING ACCOUNT MANAGEMENT

GLOBAL CORPORATE ACCOUNT MANAGER x 2

SYDNEY- SALARY PACKAGE UP TO \$120K

As a Corporate Account Manager you will be responsible for a portfolio of clients and their travel programs. Build relationships with the objective of identifying opportunities to grow revenues, increase margins and ultimately retain the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication, presentation & negotiation skills to deal with people at all levels up to executives.

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