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*Terms and conditions apply.



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Kyoto insider tours

THE Kyoto Convention & Visitors Bureau has released a series of insider-guided tours exploring the Japanese city in detail.

Options include Nijo-Jo Castle, a Traditional Craft Tour and the neighbourhood of Gion - [CLICK HERE](#) for more details.

Trafalgar takes on Africa

EXCLUSIVE

TRAFALGAR will introduce its first African tour program in Dec, capitalising on the recently purchased operations of Cullinan Holdings in an effort to establish a major presence on the continent.

The operator will offer a choice of 10 guided holidays in nine countries, ranging from "mini stays" of 4-5 days up to "country explorer" and "regional explorer" options of up to 15 days.

The program is on sale now, with discounts of up to 10% for tours paid in full by 01 Nov.

Speaking to *Travel Daily*, Trafalgar ceo Gavin Tollman said the company aimed to establish its Africa presence rapidly and expected take-up from the Australian market to rival that of its Asia program.

"I'm hoping to meet our Asian numbers in year one, and I believe that is our opportunity,"

Tollman said.

The program is a first for Trafalgar, despite the Tollman family's origins in South Africa.

"We always wanted to go to Africa, but I wanted to make sure we could control every element of the experience delivery ourselves," Tollman said.

"Unless we put our own ground operations in, or we purchased somebody, we wouldn't do it."

Tollman said the Africa launch had been made possible by The Travel Corporation's purchase of Cullinan and its Thompsons Africa DMC in Mar, after several years as a major shareholder.

Africa brochures are now being distributed, [CLICK HERE](#) for info.

Today's issue of TD

Travel Daily today has six pages of news and photos, plus a full page from:

- Travel Trade Recruitment

GC Tourism Week

DESTINATION Gold Coast has announced plans to hold its first Gold Coast Tourism Week from 01-07 Jul to showcase the industry's economic role.

Events coincide with the Gold Coast Marathon and the Logies TV awards - [CLICK HERE](#) for more.



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MORE INFO

AC turns on wi-fi

AIR Canada has begun offering satellite wi-fi services on its Boeing 777-300ER aircraft, the first stage in a fleet-wide roll-out. The service, through Gogo, provides the ability to stream TV and movies and will be extended to all aircraft by mid next year.

Malindo MEL takes off

MALINDO Air has inaugurated its third entry point into Australia with the inaugural Melbourne to Bali service departing this morning on a Boeing 737-800. The airline is the third to serve the route and will operate seven times per week, adding a combined 118,260 seats flying both ways annually.

Melbourne Airport chief of aviation Simon Gandy said the addition created more choice and frequency for travellers flying to and from Indonesia.


“The full service carrier also opens up connections to Indonesia and beyond, with opportunities for Victorians to explore other Indonesian leisure destinations, such as the world’s largest Buddhist temple in Yogyakarta, Central Java,” he said.

The flight continues to Kuala Lumpur, with connections to South East Asian regions and the Indian sub-continent available.

Malindo Air’s daily service will arrive at 4:40am & depart at 7am. The carrier entered the Australian market with Boeing 737 aircraft to Perth in 2015 (**TD** 19 Nov 15) and last year added a Kuala Lumpur-Bali-Brisbane return service (**TD** 03 Apr 17).

Silversea Asia pack

SILVERSEA has released an all-inclusive package promotion on Asia voyages in 2018-19, involving free Economy flights or Business class upgrades from \$999 o.w. Also included are pre-cruise hotel stays, transfers and shore excursions - book by 31 Jul.




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Insight USA 2019

INSIGHT Vacations has launched its 2019 USA & Canada program featuring 15 journeys.

The release has also seen 35 individual travel experience options included such as lobster fishing in Shediac Bay in Canada to sledding with a team of huskies in Alaska.

Extra departure dates have been added for the popular New England’s Fall Foliage and Jewels of Alaska itineraries.

Bookings paid in full by 01 Nov 2018 will receive a 10% discount. View the brochure online [HERE](#).



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Travel Daily
on location in
Portland, Oregon

Today's issue of **TD** is coming to you courtesy of Travel Portland.

PORTLAND is a delightful place to explore, either on foot or as part of an organised tour. It's described as one of America's "most walkable cities" and there's so much to discover - such as the local artisan caffeine culture with Third Wave Coffee Tours, which will also reveal some hidden sweet secrets of downtown such as classic donuts.

Or try Forktown Food Tours, offering a snack-sized selection of some of the best restaurants in town along with cafes, chocolate shops and food carts.

If you can time it right, "First Thursdays in the Pearl" is a great event where about 10,000 people gather to enjoy an evening of art, wine and music strolling through local galleries.

Or for something different check out Powell's City of Books - the world's biggest bookstore with over a million volumes. See travelporland.com.

MH ramps up Aus focus

MALAYSIA Airlines (MH) says it plans to add additional capacity from Australia following the positive reinstatement of its Brisbane to Kuala Lumpur services this week (**TD** yesterday).

Speaking to **TD** at a re-launch event last night, MH chief commercial officer Arved von zur Muehlen referred to the airline as "bullish", and said it would look to soon boost Melbourne weekly services from 14 to 17, and Adelaide from four to five flights.

Additionally there are plans for the A330-300 to return to Perth next year and Brisbane flight frequency to increase to five weekly, and possibly daily once demand picks up.

"Australia is a key market for us but we want to be careful with our growth plans - we want to have sustainable growth, and believe we have good longevity here", said von zur Muehlen.

Following the carrier's loss of flights MH17 and MH370 in 2014, Malaysia Airlines has mounted a concerted effort to help regain passengers' esteem.

The recent rollout of its latest

rebrand campaign dubbed "Malaysian Hospitality Begins With Us" had been "very positive", von zur Muehlen said.

The brand refresh was designed to encompass all aspects of customer experience and "bring out the DNA of Malaysian Hospitality", he added.

This was reflected in the airline's products and services including the newly refurbished lounges with live cooking in Kuala Lumpur International Airport, digital innovations focusing on smartphone technology and in-flight entertainment, new wide-body aircraft and the introduction of the latest Best of Malaysia menu on board.

"We have embarked on full service training for all MH staff to bring the Malaysian Hospitality because it's at the forefront of our thinking and everything we've been known for," said von zur Muehlen.

Locally, the Sydney-based MH office has also recently undergone a restructure in its management team; with von zur Muehlen saying there will be more emphasis on working closely with the Australian travel trade - more on **page six**.

Window Seat

NEWS that Trafalgar will offer its first Africa program (**page one**) represents something of a homecoming for the company's South African-born ceo Gavin Tollman, who is delighted at the "poetry" of launching in time for this year's centenary of the birth of Nelson Mandela.

A symbolic inclusion in the Africa program is The Oyster Box five-star hotel in Durban, where The Travel Corporation chairman (and Gavin's uncle) Stanley Tollman took his now wife Beatrice on their first date.

Legend has it the ambitious Stanley decided that night he would one day own The Oyster Box, a goal since fulfilled by The Travel Corporation.

It was also a landmark night for Beatrice, who sampled her first oyster on that date.

"She spat it out. It wasn't quite what she expected," said the younger Tollman.

"Luckily she agreed to go on a second date."

Canberra cycle plan

Tourism Research Australia has released a Cycle Tourism Strategy for the city of Canberra, aiming to provide a framework for the future development of pedal-powered tourism in the region.

Looking at both leisure cycling and specialist mountain biking markets, it says the cumulative economic contribution of cycle tourism by 2030 is likely to be more than \$400 million.

CLICK HERE for a summary.

APT ups QF points

APT is offering its guests five times the regular allocation of Qantas Frequent Flyer Points when they book Kimberley itineraries departing until Sep.

The deal provides five points per \$1 spent, allowing up to 77,475 points per person when booking a Kimberley Holiday and cruise.

The offer ends 31 Jul.

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Macao puts on a show



THIS group of Adelaide agents recently spent four days zoning in on the cuisine, UNESCO World Heritage listed sites and neon-lit attractions of Macao.

Co-hosted by Virgin Australia, Consolidated Travel and the Macao Government Tourism Office, the visit included the evening shows of *Cabaret Francaise* and the *Monkey King*,

while the group stayed in the five-star Okura Hotel at the Galaxy.

Pictured are: Maryanne Perera-Treacy, MGTO Australia; Mai Nguyen, Goodway Travel; Michelle Kerr, GMT Travel; Frank Piantadosi, All Style Travel; Sherrie Butcher, Peregrine Travel; David Wright, Travel Prospects; Kristen Bertram, Consolidated Travel and Joao Sales MGTO.



Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. 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.

A "Book it Now" sale with **Jetstar** has fares from \$35 from Sydney to Melbourne (Avalon). Sale ends 11.59pm AEST Mon - see Jetstar.com.

Carnival Cruise Line has launched a "Shiny Ship Sale" for departures on *Carnival Spirit* and *Carnival Legend*. The promo includes up to \$300 onboard credit per cabin and upgrades - call 13 31 94 for more.

This month **DriveAway Holidays** is offering up to 25% off motorhome rentals, up to 20% off car hire, free days and free upgrades as part of a worldwide sale. See www.driveaway.com.au for details.

Savings of up to \$770ppts are available on the 20 Jul departure of **Intrepid Travel's** eight-day Italy Real Food Adventure - call 1300 458 437.

Abercrombie & Kent has launched a deal offering a nine-day private journey to Buenos Aires, Iguazu Falls and Rio from \$5,785ppts - a saving of \$3,000. Book by 31 Aug for travel by 28 Nov. Call A&K on 1300 590 317.

The Modern Honolulu in Hawaii is offering 30% off all room types plus \$50 resort credit for stays by 31 Aug. Book by 30 Jun - **CLICK HERE**.

Extra commission

TRAVEL The World and Ponant are running an agent incentive to celebrate Ponant's 30th birthday.

Agents booking any Ponant 2018, 2019 and/or 2020 Antarctica cruise or any 2019 Kimberley expeditions by 31 Jul will receive an additional 5% commission and a \$550 Coles/Myer gift card per pax booked.

Bookings for select dep will also receive a \$500pp air credit for clients - call 1300 857 037.

Fauchon into hotels

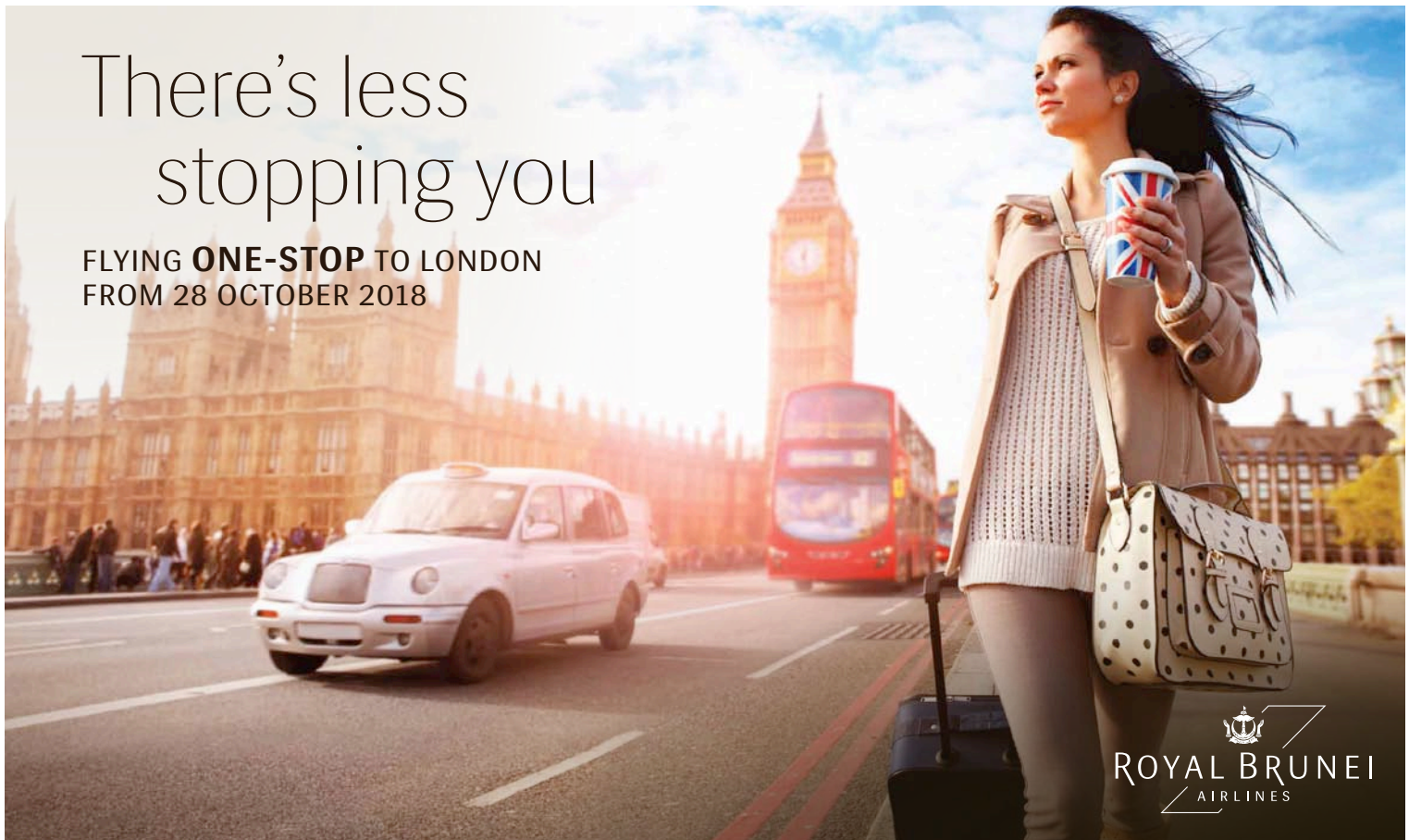
FRENCH food company Fauchon has outlined plans to move into the hotel space by opening 20 boutique properties worldwide by 2020.

The first, Fauchon L'Hotel Paris, will make its debut on 01 Sep and offer 54 rooms.

The hotels will have a focus on gourmet food, with food and beverage operations promised to be "completely unique from typical hotel restaurants".

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Why a growth strategy?

MOST expectant mothers are across their child's developmental stages; the baby is the size of a grapefruit, he or she can hear you, their organs are now fully developed.

Wouldn't it be great if there was a similar gauge for your business? Your business has a heart and it's the size of a pumpkin. Your business can kick and it's the size of a watermelon.

The tricky thing about running a business is that these kinds of diagnostics are not linear.

In the solar system of commerce, there's a black hole called disruption, a worm hole called innovation, and a sun called strategy that we all rely on for light, warmth and - above all else - growth.

Ask yourself: does your business have a growth strategy?

Do you know where you're going? And is it where you actually want to go?

Are you aware of all the opportunities that are out there for your business?

If you answered no to any of these questions, it's time to formulate a strategy.

Growth strategy looks at growth

options within the core business, new areas for growth and the trade-offs required to succeed. It also helps to identify emerging business drivers, shifts in market and their potential future impact.

It explores the three horizons for growth. These are:

- 1) maintain and defend the core business
- 2) nurture emerging business, and
- 3) create genuinely new business.

The B Hive team develops these kinds of strategies for clients using a combination of workshops, stakeholder

interviews, opportunity assessments and research.

What we come up with is fascinating because sometimes the answers are glaringly obvious, and sometimes the real blue sky is way out in left field.

Like a mum-to-be, most business owners are excited, as well as anxious, about the future.

A growth strategy is a bit like getting a scan - it shows you where you're at, it reassures you about the baby's heartbeat, helps diagnose problems early and helps predict how big this thing is going to get!

‘Like a mum-to-be, most business owners are excited, as well as anxious, about the future.’

Tammy Marshall is the Founder of The B Hive, a business transformation consultancy that specialises in the travel, tourism, hospitality, leisure and entertainment sectors. Email tammy@thehive.com.au.

Points trump travel policy

A **SURVEY** commissioned by American Express Global Business Travel (GBT) has found that 84% of Australian business travellers are willing to breach company policy if it means earning more personal loyalty points.

The same research also suggests that employees would break company travel guidelines to gain Business lounge access (82%), fly with a preferred airline (77%), and stay in accommodation

located in a safer position (91%).

GBT vice president & general manager, Australia & South Asia, Jo Sully believes companies need to make sure their travel policies align with business realities.

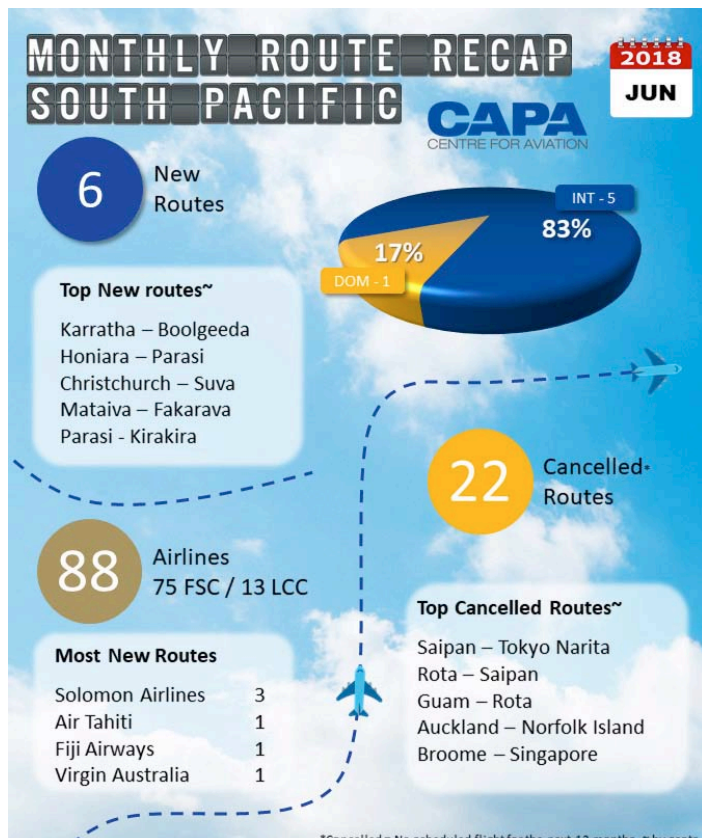
"Businesses need to ensure their travel policies cover the most suitable airlines and hotels," Sully said.

Other motivations included being closer to a venue (94%) & saving company money (92%).

CAPA
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CAPA Insights

CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.



IN THIS week's CAPA Insights, we once again delve into the growing aviation market around the world.

In Jun 2018, 351 new routes will be launched globally, equating to an increase of 3.8% of all routes. A total of 117 countries across all regions will see new routes added.

For the South Pacific region, a total of six new routes will launch in Jun, connecting Honiara to Parasi; Christchurch to Suva; and Mataiva to Fakarava. Domestic expansion plans at Solomon Airlines are leading the charge, accounting for the most new routes in the South Pacific.

Kapow for Cvent

CVENT has announced the acquisition of Kapow, an online platform that allows companies to book venue experiences online via credit card.

Kapow currently offers more than 10,000 special event experiences on its site such as America's Brazilian steakhouse chain Fogo De Chao for dining in private rooms, and retail experiences at Nike stores for personalised fittings.

Kapow handles all of the logistics for events and stakes claims to a 20% higher rate on closing deals for clients due to the increased face time delivered.

Radcliffe joins board

AMERICAN Express Global Business Travel (GBT) has appointed Hogg Robinson Group (HRG) chief executive officer David Radcliffe to its board, upon the completion of its acquisition of HRG.

"David brings a wealth of industry experience and expertise and will play an important role as we integrate HRG, delivering continuity and helping to provide value for all stakeholders and shareholders," said GBT chairman Greg O'Hara.

Radcliffe was appointed ceo of HRG in 1997 and is also a non-exec director of Wincanton plc.

Brissie welcomes back MH



MALAYSIA Airlines received a warm welcome in Brisbane on Wed evening after a three-year sabbatical (**TD** yesterday).

The airline suspended the Brisbane to Kuala Lumpur services back in 2015 following the tragedies of MH17 and MH370 the previous year, in a move to cut costs.

MH chief commercial officer Arved von zur Muehlen said Australia was one of the airline's biggest markets, including Brisbane, Australia's third most populous city.

"A lot of Malaysians want to come to Australia and Australians want to visit Malaysia, with both countries having so much to offer," said von zur Muehlen.

According to Qld Assistant Minister for Tourism Industry Development Meaghan Scanlon, the four times weekly direct flights into the city are expected to inject almost \$100m into

the Queensland economy and support up to 240 jobs annually.

"These flights will also help us grow our share of key Asian and European markets by tapping into Malaysia Airlines' extensive network," Scanlon said at last night's MH celebration dinner.

Tourism Malaysia director Ahmad Esa said around 351,000 Australians travelled to Malaysia last year, a 7% decrease compared to the corresponding period in 2016.

"This year our target is to have more than 600,000 Australian tourists, and I believe that the reinstatement of this Brisbane to Kuala Lumpur route will certainly help with arrivals from this region," Esa said.

Pictured at Blackbird Bar & Restaurant in Brisbane is Arved von zur Muehlen (right) with MH's Sydney team; Mark Mulville, Melinda Voon & Gabrielle Vicari, flanked by MH crew members.-

Malaysia Airlines Back to Brisbane



WIN TICKETS TO KUALA LUMPUR WITH MALAYSIA AIRLINES

This month, **Travel Daily** together with Malaysia Airlines are giving agents the chance to win two tickets to Kuala Lumpur flying with Malaysia Airlines return from ADL/BNE/MEL/PER/SYD.

In celebration of the resumption of Malaysia Airlines new Brisbane to Kuala Lumpur flights commencing Wed June 6, you and a friend will fly Economy Class to KUL with Malaysia Airlines.

To win, have the most correct answers to the questions throughout the month, and the most creative response to the last question. Send your answers to mhcomp@traveldaily.com.au

Q5: True or False. MH is the only carrier worldwide to offer First class on the Airbus A350? (HINT)



Terms and conditions apply

Mandarin blaze

A FIRE that broke out at the Mandarin Oriental hotel in London yesterday has forced the property to close its doors until further notice.

The giant blaze, which took 125 firefighters to bring under control, was believed to have started on the building's fifth floor before spreading to other levels in the 181-room hotel.

A major refurbishment at the Madarin Oriental was completed only last month.

Red Planet acquires

RED Planet Japan has announced its newly established subsidiary in the Philippines has acquired the land lease rights to two hotels in Manila.

Red Planet Hotels Manila Corporation plans to open the two properties, Red Planet Manila The Fort and Red Planet Manila Entertainment City, in 2019 and 2020 respectively.

The new hotels will double Red Planet Japan's total room count.

Bawah Res opens

ECO-RESORT Bawah Reserve located in Indonesia's Anambas Archipelago has opened its doors this week.

The luxurious retreat features 35 standalone suites and is accessible only via the resort's own amphibious seaplane.

Slovenia campaign

THE Slovenian Tourist Board has launched a campaign calling on tourists to the country to share their memories on social media using the hashtag #ifeelsLOVEnia.

The digital push aims to highlight Slovenia's areas less frequented by tourists.

For more info **CLICK HERE**.

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For more information please call Serena on (07) 3123 6107 or click [APPLY](#) now.

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Ready to enjoy the good life? Work Monday-Friday in this hybrid and unique travel role! Excel at delivering professional and personal service? If you can 'hit the ground running', have a minimum 12-24 months travel consulting experience & knowledge of groups and/or corporate clients - then this is the role for you! With fantastic communication skills, extensive airfare knowledge (GDS a must) and a proactive & adaptive mindset, you will work happily within a small team in an autonomous manner. APPLY NOW!

For more information please call Amanda on (07) 3123 6107 or click [APPLY](#) now.

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Due to recent promotions my client is seeking to appoint an experienced, outgoing, enthusiastic, and well-presented full time corporate accommodation reservations agent to join their Sydney team. With a warm smile & friendly disposition, the right candidate will be responsible for creating memorable moments for their corporate guests, from first & last impressions, delivering exceptional customer service. This exciting position requires flexibility along with a good sense of humour & a great personality.

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If you're an experienced retail travel consultant with at least 12 months experience looking for a role where you can grow and develop your career whilst reaping some absolutely amazing benefits this is the role for you. Working 9am-5pm Monday to Friday and only every third Saturday from 9:30am - 1pm you'll be rewarded with a salary above industry standards, commission, personal travel and famil allowances. Working on high end bookings with a great repeat and referral client base.

For more information please call Josh on (03) 9988 0616 or click [APPLY](#) now.

Cruise Travel Specialist

Brisbane, Competitive Salary Package, Ref: 1279CGA1

This leading and reputable travel provides is ever expanding, you will enjoy perks and benefits in return for your hard work. Calling all Cruise Travel Specialists! If you have cruise product knowledge, retail or reservations experience, customer service skills and ability to work to sales targets, this is the role for you! The ideal candidate will enjoy and thrive on delivering the highest levels of customer service at all times whilst meeting call targets and conversion rates.

For more information please call Courtney on (07) 3123 6107 or click [APPLY](#) now.

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A unique role is available for a group travel specialist working for a boutique company. You will be dealing with direct groups & agents while tailoring an international product. Be it 10 people or 10,000 are you up to the challenge? Experience is necessary from either a reservation or group's background along with the drive for long term career progression. Training will be provided but you need to have a love for groups. In return a competitive salary is on offer & a great team environment.

For more information please call Sarah on (02) 9119 8744 or click [APPLY](#) now.

Marketing Manager

Melbourne, \$90k-\$120k, Ref: 3108HC1

This is an integral part of the company's future development and also success in the Australian market. We need a leader in marketing and communications for this growing company! You will develop and manage marketing communications channels that grow locally sourced enquiry in the AU market. This is a hands on position - responsible for newsletter production, social media channels, PR and SEO objectives in AUS. Extensive leadership and marketing experience is essential.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

Boutique Travel Consultant

Adelaide, Up to \$45k + Comms + Super, Ref: 2785HC1

Do you have the gift of great customer service? If you have proven retail sales experience and can manage complex itineraries then this is the role for you. You will be working towards targets and aiming to earn lucrative quarterly commissions in return for a career within a supportive and friendly environment. You will be highly experienced within the travel industry, have GDS skills and have proven sales results. Long term career progression, a great salary & an amazing team are perks to this role.

For more information please call Hannah on (08) 6365 4313 or click [APPLY](#) now.

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