

NORWEGIAN JEWEL

— 2018-2019 Season Toolkit —



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BROCHURE

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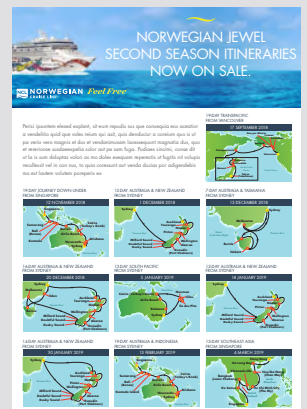
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FLYERS

Access the latest promotional flyers for Norwegian Jewel. Download a promotional flyer and personalise with your agency's own logo and call to action. You'll also find flyers with information to help your clients book the perfect cruise holiday, including school holiday cruises.

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DIGITAL ASSETS

Access Norwegian Jewel digital assets including high-res images, maps, Facebook tiles and leaderboards. We've even included suggested copy to make marketing to your clients even easier.



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Norwegian toolkit

NORWEGIAN Cruise Line is today showcasing the array of travel agent marketing collateral to help promote the 2018/19 Australasian season of *Norwegian Jewel*, including the new Australia, New Zealand, Asia & South Pacific brochure which can be customised with an agency logo and call to action.

A full range of assets is available including flyers, digital advertisements, social media tiles and email signatures in order to stimulate interest in Norwegian's sailings and current offers.

The full range can be viewed from the links on the **cover page** of today's *Travel Daily*.

SilkAir to merge with SIA

SINGAPORE Airlines is set to merge with its regional wing SilkAir, following a "significant investment program" worth more than \$100 million to upgrade the subsidiary's cabin products.

Works are expected to begin in 2020 to "ensure closer product and service consistency across the SIA Group's full-service network," the airline said.

The merger would eventually result in withdrawal of the SilkAir brand and would only take place after a sufficient number of aircraft had been fitted with the new cabin products.

SilkAir aircraft cabins would be fitted with new lie-flat seats in Business class, and seat-back in-flight entertainment systems installed in both Business class and Economy class.

"Singapore Airlines is one year into our three-year transformation program and today's announcement is

a significant development to provide more growth opportunities and prepare the group for an even stronger future," said SIA chief executive officer, Goh Choon Phong.

The merger will see transfers of routes and aircraft between SIA and SilkAir, which the carrier noted was "consistent with ongoing efforts to optimise the SIA Group's network".

SilkAir currently operates 11 Airbus A320-family aircraft and 22 Boeing 737-800 and 737 MAX 8 aircraft, and is currently transitioning to an all-737 fleet.

travelBulletin surge

TOTAL distribution of *TD*'s sister publication *travelBulletin* has jumped almost 20% to more than 5,900 in the last six months, according to figures released today by the Audited Media Association of Australia.

New York Beacon

FACILITIES of the Beacon Hotel in New York on Manhattan's Upper West Side include an on-site restaurant, fitness centre, bar and 278 rooms & suites, each of which has a fully equipped kitchenette.

Learn more on **page 10**.

Helloworld recruits

HELLOWORLD is advertising for a national manager Helloworld Travel Branded Network who will work closely with network head Julie Primmer "to ensure that the network is seen as a partner of choice for both independent travel agents and preferred partner suppliers".

Responsibilities include ensuring key agents are informed of and aligned with national marketing campaigns, as well as ensuring they are retained within the Helloworld branded network.

See **page five** for more details of the national manager role.

Today's issue of TD

Travel Daily today has eight pages of news, a cover wrap for **Norwegian Cruise Line** plus full pages from:

- Travel Trade Recruitment
- Hotel Beacon

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*T&C'S APPLY



Transport summit

FEDERAL Minister for Trade, Tourism & Investment Steven Ciobo has hailed confirmation that Melbourne will host the Union International des Transports Publics Global Public Transport Summit 2021.

It's the world's largest public transport conference, and the first event to be supported by the \$12m Bid Fund Program managed by Business Events Australia which Ciobo launched earlier this year (*TD* 15 Mar).

The summit will welcome 2,000 delegates with an estimated \$9.4m boost to the economy.

Dreamlines takes Cruise1st

THE acquisition of Cruise1st by German cruise OTA giant Dreamlines (*TD* breaking news) has created what is being claimed as the "market leader in Australia and Singapore".

Although a key focus of the deal is for Dreamlines to enter the UK where Cruise1st is a key online cruise player, the purchase has significant implications for Australia, where Dreamlines launched locally four years ago with the purchase of Cruise Marketing Group's CruiseAway and cruisecentre.com.au operations (*TD* 21 Oct 2014).

Cruise1st Australia comprises more than half of the company's global TTV, with 2016 figures indicating the local business, run by Carl Frier, turned over more than \$50 million.

The takeover was flagged earlier this year (*Cruise Weekly* 15 Feb), with Cruise1st part-owned by Frier and its UK-based

management alongside a 25% stake held by Royal Caribbean.

Dreamlines confirmed that both the CruiseAway and Cruise1st operations in Australia would maintain their offices with about 50 staff members each.

Alastair Fernie, who is the managing director of CruiseAway by Dreamlines, will continue to run the Gold Coast business, separately from Sydney-based Frier who will head up Cruise1st.

Dreamlines said the pair were "aligned on the joint goal to grow the Australian cruise market".

The company said both brands globally would pool their expertise and capabilities to create unique cruise products and experiences for their customers.

"Additionally, the companies will streamline their distribution channels, enabling suppliers to target customers more efficiently and with even greater effectiveness," Dreamlines said.

AC and CA c'share

AIR Canada and Air China have expanded their codeshare partnership on several additional Chinese domestic routes.

Effective from this month Air Canada's AC code is appearing on CA routes from Beijing to Nanjing, Shenzhen, Xiamen and Zhengzhou.

Travel Daily on location in Macao

Today's issue of *TD* is coming to you from Macao, courtesy of Express Travel Group which is hosting its Select Conference.

DAY two of the Express Travel Group 2018 Select conference in Macao is underway.

This morning members of the Select Travel Group had the chance to mingle with sponsors in the product market and learn the latest news and developments in a number of breakout sessions.

In the afternoon there's a dedicated session dubbed 'touring in focus' before attendees take the opportunity to glam up for a lavish evening of awards and celebration.



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TIME seeks more mentors

THE Travel Industry Mentor Experience has put out a call for mentors from across the country as it continues to expand its operations nationally.

Founded in 2009 by Penny Spencer of Spencer Travel Group, TIME has since seen 120 mentors provide career guidance to more than 200 proteges from the travel, tourism, hospitality and aviation sectors through its structured mentoring program.

"TIME's influence is felt coast to coast, but we're growing and need more fabulous mentors right across the country, in our capital cities and regional areas," Spencer said.

"At the end of the day, ambition and aspiration aren't exclusive to Australia's east coast capitals."

Spencer said there was a particular need for Adelaide-based mentors as the organisation prepared for

the inaugural intake of South Australian mentees in Jul - but stressed that it was a national call-out for expertise.

She said mentors were a "veritable who's who" of the finest senior executives in the industry, with the organisation seeking accomplished professionals with a generosity of spirit and an interest in shaping the future of Australia's travel industry and its people.

The TIME program operates one on one within a framework to deliver agreed outcomes for each participant and typically runs for six months - for more info see travelindustrymentor.com.au.

MEANWHILE this month a lucky TD reader will have the opportunity to join the TIME program under the inaugural **Travel Daily** TIME Scholarship.

The prize is valued at more than \$2,000 - for details see **page eight**.

Mantra takeover one step closer

ACCORHOTELS' proposed acquisition of Mantra Group Limited (TD 12 Oct) is likely to be wrapped up next week, after the deal's scheme of arrangement was overwhelmingly approved by Mantra shareholders today.

According to an ASX update this morning, 95.96% of MTR shareholders present and voting at a meeting in Sydney were in favour of the deal, and the total number of votes for the deal represented 99.9% of the company's share capital.

The final stage of the takeover is a Federal Court hearing to approve the scheme, which is scheduled for Wed 23 May.

If given the tick, the companies expect to lodge the appropriate documents with the Australian Securities and Investments Commission on the same day, delisting Mantra and paying investors \$3.96 per share.



Window Seat

AIR New Zealand has joined the Royal Wedding frenzy, this morning inviting selected customers to "travel like royalty" tomorrow.

There's just one catch - you have to share your wedding anniversary with Prince Harry and Meghan Markle.

Anyone flying with Air NZ either domestically or internationally will be offered lounge access, simply by presenting their marriage certificate showing they too were married on 19 May.

Air NZ's Ali Swarbrick said the Auckland international, Sydney, Los Angeles, and Wellington & Christchurch domestic lounges would also be serving celebratory Kir Royale cocktails and elderflower wedding cake.



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Volcano spares Hawaii airspace

ASH plumes ejected from Hawaii's erupting Kilauea volcano have failed to threaten local airspace, despite the US Geological Survey raising its alert level to red yesterday.

Major carriers have confirmed flights are operating as normal, including inter-island services to airports on the Big Island.

Hawaiian Airlines said its operations team was monitoring developments, along with Hawaiian state officials.

"We have been reminding our guests and industry friends that all islands remain safe for travel," the carrier said in a statement.

"The ashfall has been localised to the volcano summit, far from airports," it said.

"Our entire island chain remains safe and our flights are operating normally and travel demand to Hawaii remains strong."

United Airlines said its flights were continuing as normal, though it had waiver policies in place for customers travelling through Hilo and Kailua-Kona.

Jetstar flights are also continuing as scheduled.

LH signs NDC OTA

LUFTHANSA Group has announced an extended partnership with European OTA Travix, which will see a direct connection to LH's "NDC Offer & Order Management System".

The announcement confirms that Lufthansa Group carriers - including Austrian Airlines, Swiss, Brussels Airlines and Lufthansa itself - will make their "most competitive fares and ancillaries only available via NDC based distribution channels".

Travix, which operates brands such as CheapTickets, BudgetAir, Vliegwinkel, Vayama and Flugladen, said the deal would result in cheaper flight offerings and more transparency, with ceo John Mangelaars saying NDC is a "unique opportunity to modernise the air travel distribution towards a customer centric experience".

Scenic incentive

SCENIC, Evergreen and Air Canada will give 15 agents a "money can't buy experience" at the upcoming Canada vs USA ice hockey games in Sydney, Brisbane & Adelaide - [CLICK HERE](#).

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Select Travel Group wins big



DELEGATES at the Select Travel Group conference were treated to a convivial welcome reception in Macao last night with some serious gambling taking place and a competitive auction for prizes capping off the night.

The Sofitel Macao was the setting for a night of dining and drinks before Express Travel Group ceo Tom Manwaring welcomed guests, thanked sponsors and beckoned all to the gambling tables.

Across eight tables, delegates mingled and wagered gaming chips in the plight to build enough wealth to bid for prizes including vintage bottles of wine.

Manwaring is **pictured** centre in the back row, together with members of the Express Travel Group team.

For more photos from the night, head to **Travel Daily's FACEBOOK**.

QF Broome fare trial

QANTAS has released special weekend fares from Perth to Broome as part of a 12-month trial, with one-way flights from \$199 in high season & \$179 in low season, a saving of \$100.


The fares must be booked 60 days in advance.

Marriott on the road




MARRIOTT Int'l has announced dates for its 2018 "At Marriott" sales events in eastern Australia and New Zealand.

Events will involve more than 50 Marriott Asia-Pacific properties, visiting Auckland 28 May, Melbourne 30 May, Sydney 31 May and Brisbane 01 Jun.

For more details email gsoaustralia@marriott.com.



APT TRAVEL GROUP

Business Development Manager – NSW 12 Month Fixed Term Contract

Would you like to join Australia's most awarded tour and cruise company and become part of the ongoing success of the APT Travel Group - now celebrating our 90th year. We are currently seeking a Business Development Manager to join our National Sales Team and be based in New South Wales.

Our BDM's generally come with some travel industry experience. Regardless of your background you have a burning passion for sales and relationship building. Experience in a B2B role will stand you in good stead when working with your customers, and when you represent the business at trade fares and events. Naturally, sales reporting, planning and market analysis will be second nature to you.

To learn more about this exciting opportunity with APT Travel Group and to apply please check out our careers page: <http://www.aptouring.com.au/about-us/careers>

2019 CROATIA CRUISES

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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.

The Retreat Port Stephens is offering a 20% discount on a special winter escape package for bookings made before 27 Sep. The deal includes a two-night cabin stay, a \$30 voucher to use at Crest Birubi Beach and two glasses of wine at Nelson Bay Golf Club. More info **CLICK HERE**.

Savings of up to 7.5% are available on select trips when booking on **Trafalgar's** nine-day Wonders of Portugal travel itinerary. Offer expires 23 Aug with prices starting from \$1,846 per person. Call 1800 78 78 78.

Cheaper airfares are available for Western Australia holidays with **AAT Kings** when booking on its 16-day Western Wonderland tour. Starting from \$5,995ppts, the offer is active until 19 Oct. Visit **HERE** for more.

Travellers can save 15% off select 2019 USA trips with **Contiki** until 04 Jun. Listed tours include a 14-day Eastern Discovery trip from New Orleans to NYC, visiting the White House and the grave of JFK. Call 1300 266 845 for further information.

Intrepid Travel is currently offering a 20% discount on any Adventure Cruising departure in Thailand, Vietnam and Indonesia when bookings are made before 14 Jun. See the full deal details **HERE**.

Gear up for Bike to Work

GAVIN Tollman is hoping to prompt a chain reaction of agents cycling to work, with the Trafalgar ceo taking to two wheels today in support of Bike to Work Day.

A keen advocate of cycling to his office in Geneva, Tollman is pledging to plant a tree with sustainability partner One Tree Planted for every agent that tweets or tags him with a photo of them riding their bike to work. The agent with the best photo will also nab themselves a prize of environmentally friendly bike accessories, including a bike helmet and backpack.

To get involved, tweet Tollman via [@gavintollman](https://twitter.com/gavintollman) or tag [instagram.com/gavin.tollman](https://www.instagram.com/gavin.tollman).



Intrepid Rhino trip

INTREPID Travel has launched a seven-day itinerary in Kenya which visits the last remaining northern white rhinos.

The trip is designed to be an interactive conservation experience with the goal of helping to building awareness and fund research to support rhinos and endangered animals.

BA jumps queue

BRITISH Airways (BA) has signed up to the TSA Precheck program in the United States, meaning its customers can now benefit from shorter security queues in American airports.

Accepted BA clients will not have to remove shoes, light jackets, or belts, and laptops can also remain in hand luggage.



National Manager- Helloworld Travel Branded Network

We're seeking an experienced and self-motivated **National Manager** for our Helloworld Travel Branded Network.

Located in **North Sydney**, you will play a key role in:

- Increasing revenue and profitability of the Helloworld Travel Branded Network;
- Management responsibilities, including managing and growing network revenue streams, strategic planning, relationship management and communications;
- Ensuring each State Manager maintains their high level strategic plan for their own portfolio of agents
- Assisting key agents in driving staff productivity by developing procedures to monitor conversion success, customer service standards and cost of seat analysis

In addition, the **National Manager Helloworld Travel Branded Network** will be responsible for managing state based sales teams, ensuring they are reaching their targets. For more information click [here](#).

If you are interested in applying for this role, please send your resume to careers@helloworld.com.au

Sheraton Carlsbad

THE Sheraton Carlsbad Resort & Spa in California is set to unveil a host of upgrades including a brand new lobby area, 169 revamped guest rooms, and the addition of a new restaurant called 7 Mile Kitchen.

The changes are scheduled to be finished by early Jun and the resort will share the amenities with the brand new Westin Carlsbad Resort & Spa, opening on the same campus in Jul.

"We're proud to unveil a completely refreshed resort this summer to both guests and locals alike," said Chris Draper, managing director of the Sheraton Carlsbad Resort & Spa.

Maya Bay rejuvenates

THAILAND'S Department of National Parks, Wildlife and Plant Conservation has confirmed a four-month ban on visitors to Maya Bay so that the site can regenerate from overtourism (**TD** 04 Apr).

The bay, located in Hat Noppharat Thara-Mu Ko Phi Phi National Park, will be closed to tourists from 01 Jun to 30 Sep.

The rest period will see a marine evaluation study conducted.

The move follows a similar decision made by the Philippine Government recently which opted to close the popular tourist island of Boracay for six months from last month (**TD** 11 Apr).



Trade Marketing and Operations Executive Australia and New Zealand

Tourism Ireland would like to advertise the role of Trade Marketing and Operations Executive - Australia and New Zealand based in Tourism Ireland's Sydney office, Salary Scale is AUD\$64,000 to AUD\$79,000.

Tourism Ireland has the unique responsibility for marketing the island of Ireland overseas as a holiday destination. It delivers world class marketing programmes in 23 markets across the world and reaches a global audience up to 600 million each year.

Candidates must have permanent residency in Australia to be eligible to apply for this post.

Screening is by Application Form only. **CLOSING DATE** for receipt of applications is 12.00 noon (GMT) on **Tuesday, 29th May 2018**. Late applications will not be accepted.

Please click on Tourism Ireland's Corporate Site www.tourismireland.com/About-Us/Careers to download the application form and role profile.

Cox & Kings hit the road



COX & Kings' self-drive specialist brand Self-Drive 365 has launched in India and is designed to be a one-stop planner for road trips across the country.

Self-Drive 365 offers a diverse range of routes for customers including winding hill-climbs, arrow-straight highways, tunnels of trees, and beach-hugging coastal roads.

"Self-drives are fast gaining popularity in India with enthusiasts wanting to explore foreign, as well as domestic destinations at their own pace and with their favourite cars

and bikes," said Self-Drive 365 business head Debolin Sen.

"Self-Drive 365 is set to be the pioneer of self-drive tours in the country," he said.

The brand manages the insurance, rental documentation, trip itinerary, and accommodation for its clients and also offers a 24x7 support service.

Some of the Indian road trips available include The Heart of the Himalayas, Into the Tiger's Lair, and East Coast Life routes.

Pictured: Simon Bernardi, Leon Ellas, Rizbe Daruwala, Debolin Sen, and Sanjeet Johner.

Office Manager

italktravel Rutherford

Hunter Global Travel Services, Trading as italktravel Rutherford are looking for a highly motivated Office Manager to join our experienced team.

We are a member of the Express Travel Group which is an exciting company that is constantly evolving in this ever changing industry.

Now is a good time to consider a "change" and make a difference in our business. This full time role is incentivised and includes an attractive salary package for the lucky candidate.

To apply for this role you must have the following attributes:

- Minimum 5 years travel industry experience preferably management experience
- Proficiency in Galileo or other airline reservations system essential
- Great customer service skills, time management and organisational skills
- Exceptional communication skills with the ability to drive sales, meet targets and motivate your team
- A "Can Do" attitude and willingness to continue to learn and develop using the wide range of training programs and supplier events on offer
- Be a great team player and lead by example

Please send your resume and cover letter to:
mark@maitland.italk.travel

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Syd & Mel traffic up

TOTAL passenger numbers at Sydney Airport for Apr increased by 2.6% on the corresponding period last year, processing an additional 94,000 travellers to a total of 3.68 million.

Domestic numbers saw the most growth for the month, jumping by 3.1% on Apr 2017, with int'l figures up a moderate 1.8% for the same period.

MEANWHILE Melbourne Airport reported a 3.3% jump in passengers for Apr when compared to the previous period.

International pax numbers experienced the strongest gain of 5.8% on Apr 2017, while domestic numbers showed a 2.3% increase.

Marriott Experts

MARRIOTT has beefed up its online search platform Marriott Moments by adding local area expert recommendations to the results listings.

The hotel brand sourced the info by tapping into its global network of local area specialists which includes celebrities who recommend their "must-do activities" in a specific area.

Currently Marriott Moments features over 100 recommendations from actors, athletes, & award-winning chefs.

Chinese travellers seek caravan trips

THE Caravan Industry Association of Australia has released its 2018 Chinese Visitors to Caravan Parks report, with key findings suggesting Chinese travellers are moving away from the big cities in exchange for camping and caravan holidays.

The report says that the typical Chinese tourist is a woman aged between 30-54 who wants improved access to rice cookers, hot water, and wi-fi on trips.

Tas eyes QF school

THE Tasmanian Government is working with key stakeholders in the state's North and North-West in a bid to bring the Qantas flying school to the region.

Devonport and Launceston Airports will be engaged as part of the bid, along with local councils, TasPorts, and TasTafe.

The deadline for the submission is 08 Jun.

Technology Update

Today's Technology Update is brought to you by Excite Holidays.

AI bots: More than just frontline customer service



There's been a lot of talk in recent years about the use of AI and chatbots, primarily as a customer service solution. A

slew of companies, including many in the travel industry, are moving towards at least part of their customer service coming in the form of chatbots. While technologies like these are still in their infancy the risk is always that you save time and money at the real cost of happy customers. A poor customer service experience can be very costly for any business. We still believe in the importance of a real person picking up the phone or on live chat when we get a query from one of our agents.

AI isn't going anywhere, and we believe a great opportunity to utilise this technology is actually in the back end, streamlining quality control processes that ultimately benefit agents without the risk of a poor user experience. Reconfirmations has been a behind-the-scenes service we offer our agents, whereby we confirm the details of a booking with our partner before the travel dates. This allows us to get ahead of any potential issues with a booking that might result in a dissatisfied client for our agents. It has traditionally been a very manual process, with people picking up the phone and making hundreds of calls. Supplementing this checking process with our partners by using AI technology will allow us to quickly verify a large number of bookings and better predict any issues before they happen. The result is a happy client, and an agent that's more likely to win repeat business from them.

Nicholas Stavropoulos - Executive Director, Excite Holidays





A+ FOR AI IN TRAVEL

Crypto focus for 442 Travel

NEW Melbourne corporate agency 442 Travel has put cryptocurrency at the top of its transaction processes, allowing its clients to pay for travel with Bitcoin and other digital money.

The company's operations manager Damon Macfarlane said the agency was now accepting Ethereum, Litecoin, Dash and Bitcoin Cash, allowing its customers to travel the

world without concerns about fluctuating foreign currencies or conversion rates.

He said cryptocurrencies allowed travellers to purchase trips instantly while avoiding fees, ATM charges, interest charges and credit card fraud risks.

"It's an industry first for a corporate travel agency and we're proud to offer this new feature to our customers," he said.

AS WE enter an age where conversations with devices are becoming the norm versus the exception and following the launch of Google Duplex earlier this month, it is interesting to explore the growing phenomenon of Artificial Intelligence (AI) and its impact on the corporate travel market.

Google Duplex is being coined the world's most lifelike computer – it responds in a voice that doesn't sound like a robot and doesn't repeat what you say. Essentially, it's an amplified version of Siri that's predicted to eventually expand to a support centre level.

To showcase the capabilities of Duplex, Google Assistant made a phone call to set up a hair appointment at a salon. The receptionist, unaware she was speaking to AI-powered technology, asked the caller (Google Assistant) to hold. The Assistant responded with "mmm-hmm".

While not a live demonstration, Google Duplex remains in its infancy - with ethical questions remaining around whether Google Assistant should have declared it was a computer - the

stunt did ask the bigger question of whether humans and AI can collaborate effectively.

In the corporate travel space there are already some early platforms in operation, Goldman Travel Corporation's travel and expense management system Serko has launched Zeno - a

hybrid of AI and integrated consultant support and expertise. Zeno is seamless, making it easy to book flights, hotels and ground transport in a single itinerary.

While there's still a long way to go in developing and bringing AI to life, the rapid speed at which technology is

advancing means

having a deep and meaningful conversation with a computer might not be as far off as we think.

I believe AI will become an essential customer service feature the corporate travel world cannot escape and is something we will all need to work with and ultimately embrace. If you aren't already using some form of AI in your business – are you open to it?

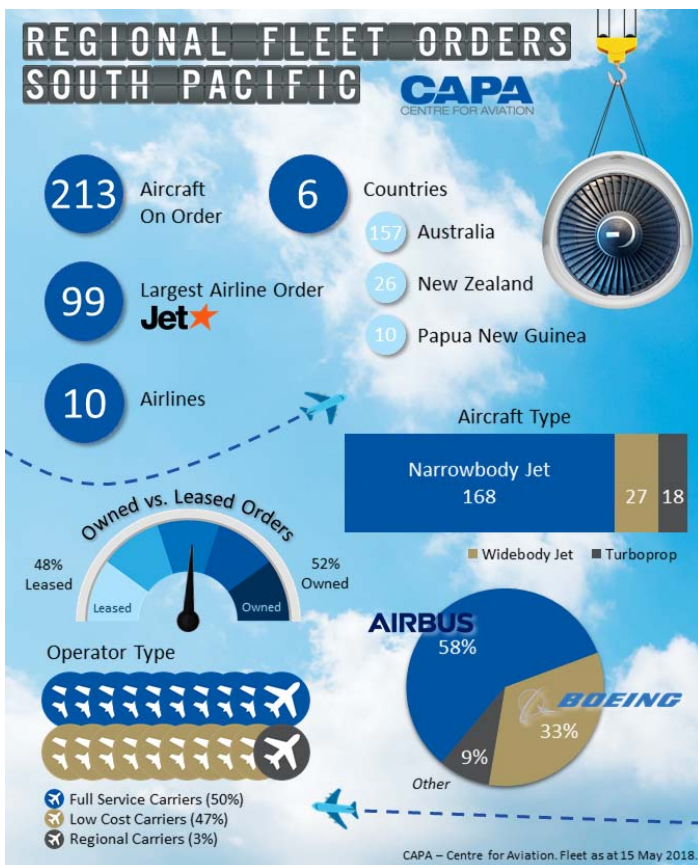
I would love to hear your comments, so please email me: david@goldmantravel.com.au.

‘The rapid speed at which technology is advancing means having a deep and meaningful conversation with a computer might not be far off’

David Goldman is the joint managing director of Goldman Travel Corporation, which is a third-generation travel management company. The company has won multiple awards at the NTIA and is part of the prestigious Virtuoso network.

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 explore the new aircraft on order for the South Pacific region. Over 200 aircraft are intended for our airlines, with 99 of these designated for Australian low cost carrier, Jetstar. Eighteen Airbus A321neo LR will be delivered to Jetstar by the end of 2022 and utilised on key routes from Sydney and Melbourne to Asia.

All of our information comes from CAPA's Fleet Database which houses over 73,700 aircraft from all over the world showing key events during the aircraft life cycle. The CAPA Fleet Database includes over 7.39 million individual lines of data.

TC Duty of Care

TRAVEL Counsellors is working on a Duty of Care function for its myTC app which digital and innovation director Waseem Haq said would be of interest for the group's corporate clients.

If a customer was in a country and an incident occurred, the functionality would allow them to use the app to tell their Travel Counsellor they were safe.

"We've had a lot of corporate clients who have asked for that kind of functionality," Haq added.

The group will this year spend \$11m on technology (TD 07 May).

Uniglobe Spain link

UNIGLOBE Travel has added Spanish corporate and public event specialist Design Factory Travel (DFT) to its network.

The company joins Uniglobe's networks across more than 60 countries and offers customised tours and events.

Its specialties include cruise handling, congress services and research, entertainment travel locations, motorcycle tours and sports events.

DFT founder Patrick Simard said Uniglobe would help further expand international networks.



Celebrity Interview with Layne Beachley

SEVEN times world surfing champion Layne Beachley inspired Travel Counsellors at the group's annual conference this month.

Widely regarded as the most successful female surfer in history, Beachley (pictured) took some time to share with *Travel Daily* some of her top tips and hilarious stories from her 20 years of travelling for her surfing career.



What has been the highlight of your career so far?

My highlight has been the legacy that I have left in the sport both in and out of the water.

What is your favourite holiday spot?

Hawaii. I love visiting the North Shore of Oahu. I lived there for almost five years and Hawaii is a home away from home for me!

Who is one person you wish you could sit next to on a plane?

P!NK! It would be awesome fun, we may drink a little too much but there would be lots of laughs and crazy tales to share!

What is something that annoys you about flying?

The most annoying thing about flying is the so-called random explosives security check. And also the waste of water and perfectly good liquids that we must discard before security!

How would you spend a day at sea aboard a cruise ship?

On a sun lounge by the pool with a steady flow of cocktails & a good book!

What is one of the most exotic destinations you have travelled to?

The Galapagos Islands. It is renowned for having the most

unique & original wildlife including the Blue-Footed Booby and the enormous ancient turtles! It's a really fascinating place!

What is one thing you cannot leave home without when you travel?

My water bottle!

Do you have an embarrassing travel story that you can share with us?

During my professional surfing career, I travelled in Economy for 20 years. On one particular long haul flight between LA and London, I took a heavy sleeping pill. I took this just after finishing my meal and fell asleep quickly. I twitch violently when I'm falling asleep and unbeknownst to me, during one of these twitching episodes, my right hand flung out underneath the table of the poor individual sitting next to me and I flung their food and their glass of coke all over them and I stayed asleep for the next eight hours oblivious to the fact until I woke up almost landing in London and saw the mess that I had created and I felt really bad! Fortunately they were understanding and I apologised profusely!

What features do you look for when choosing a hotel?

Location, price and quality!



Travel Daily TIME Scholarship

WIN A SCHOLARSHIP
VALUED AT OVER \$2,000

This month, *Travel Daily* is providing one reader with a scholarship opportunity through the Travel Industry Mentor Experience.

If you have a heavy respect for learning, self-development and are not shy of being challenged then we want to pair you up with a mentor through TIME.

If you've got what it takes, apply **HERE** and *Travel Daily* could be awarding you with a \$2,000 scholarship.

Further details about TIME can be viewed **HERE** or email **TIME@traveldaily.com.au**

Travel Daily



WN engine checks

SOUTHWEST Airlines (WN) has completed an inspection of its CFM56-7B engines that power its Boeing 737-700 and 737-800, reporting no additional findings of subsurface cracks.

The engine checks were part of an existing CFM56-7B engine inspection program.

United cfo resigns

UNITED Airlines' (UA) chief financial officer Andrew Levy has stepped away from the airline suddenly, causing an immediate search for a replacement.

UA's senior vice president of finance Gerry Laderman will act in the role until a permanent replacement is found.

Levy joined the airline as its chief financial officer in Aug 2016.

No explanation was given for his sudden resignation.

Qantas USA sale

QANTAS is running a USA Premium sale, offering savings on Premium Economy and Business class fares to Hawaii, New York, Dallas, Los Angeles and San Francisco, as well as on First Class fares to Dallas and Los Angeles.

Return Premium Economy flights to Los Angeles or San Francisco lead in at \$2,999, while round trip Business fares to New York are from \$5,399 - **CLICK HERE**.

Vivid "high lights"

VIVID Sydney will this year feature a Vivid Climb of the Sydney Harbour Bridge where visitors can dance on a lit-up dance floor at the icon's apex.

The installation is part of Vivid Sydney's 10th anniversary and will be available to visit from 25 May to 16 Jun departing at 5:40pm each evening.

NEED TO FIND A PARTICULAR TRAVEL SUPPLIER?

VIEW THE 2018 AFTA TRAVEL PAGES SUPPLIER DIRECTORY HERE

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Working in partnership with the Australian Travel Industry

Luxury Consultant | Award-Winning Store

North Shore, Salary to \$65k + Super, Ref: 3256PE3

My client a well-known bespoke travel company is looking for a superstar retail consultant that excels in customer service & knows luxury travel and how to sell it to elite clientele. You will be rewarded with excellent remuneration along with other fantastic in-house bonuses. Once you join this agency you'll never look back, add this role to your resume & be seen for the strong agent you are. An above average salary is on offer for an experienced dedicated consultant, make your next move now.

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

Corporate Travel Consultant

Brisbane, up to \$75k OTE, Ref: 1971AW2

If you are confident in airfare construction and ticketing and enjoy working with corporate clients, this fast paced and exciting role is for you! Working across a range of business sectors and itineraries, you will be confident, with fantastic communication and interpersonal skills. This is your chance to work Monday - Friday with high end and VIP clients; for one of the world's leading corporate travel and expense management consultancies. APPLY NOW!

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

Upgrades & Amendment Supervisor

Brisbane, Up to \$65k + \$20k bonus, Ref: 3425SZ1

If you are looking for a new challenge and want to work for a company going places with a strong 5 years growth plan, then look no further! This is a business with strong financial security & projection plans for personal and career development. We are looking for someone that's lead a team and want to get out of hands on consulting, you will manage, lead & motivate your team on a daily basis! Teach your team how to upsell, cross sell & looking for opportunities to increase margins!

For more information please call Serena on (07) 3123 6107 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.

Luxury Leisure Consultant

Balmain, \$50-55k + Lucrative Commission, Ref: 7890AJ2

An exciting opportunity is available within the Inner-Western suburbs for an experienced, customer focused consultant. Come join the friendly team in a brand new office specialising in providing memorable experiences to high end clientele. You will comfortable recommending and selling business class flights and luxury products as well as providing superior service to ensure repeat business and referrals from the clients you service. Enjoy an industry high base and lucrative commission.

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

Multi-Skilled Travel Consultant!

Brisbane CBD, \$40-45k + Super + Bonus, Ref: 1263CGA1

Do you have extensive travel industry experience and high standards in your customer service? Located in Brisbane's CBD, this travel sales focused role will be responsible for booking a wide range of products to satisfy repeat and new business needs. The ideal candidate will be proficient in using a GDS, good fares experience and have excellent worldwide destination knowledge. If you have great sales mentality and a true passion for the travel industry this could be the role for you.

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

In-house Graphic Designer x 2

Melbourne, \$DOE, Ref: 3382JP1

If you're an experienced graphic designer looking for a new challenge this is the perfect opportunity for you. There are two roles available - Senior Graphic Designer as well as a Graphic Designer. You'll be producing high quality publications for promotional use such as main brochure range, design artwork for web, online and print. Great CBD location with an amazing company and great salary based on your experience is on offer. This is an amazing opportunity.

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

Customer Service Manager

Perth, Competitive, Ref: 3428SJ1

A fantastic opportunity to work within a leading travel company as their Customer Service Manager. A team of experienced consultants are looking for a motivated & proactive leader. You will ideally have excellent experience in people management, call centre and a passion for travel & cruise. This is a varied role involving strategy and change management. It is a great chance to focus purely on management in the travel industry. A great salary, plus bonuses, modern offices & a central location.

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



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NYC

THE JEWEL OF THE UPPER WEST SIDE

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