Travel Daily First with the news



MCY Property GM

THE Sunshine Coast Airport has continued its spate of appointments, placing Antonio Tolo in the new role of General Manager Property, Retail and Parking Services.

He was previously GM Property & Planning for Gold Coast Airport.



Income takes off at FC

FLIGHT Centre agents have reported a significant boost to their earnings over the past year in the latest Travel Daily salary and employment survey.

On average, Flight Centre agents declared a total income (salary and bonus) of \$78k from Jul 2018 to Jun 2019, with TravelManagers at \$69k and Helloworld Travel agents at \$55k.

The average income across the retail sector was recorded as \$62k.

The results for Flight Centre comes almost a year after an ABC report on underpayment of staff (TD 22 Aug 2018) and the roll out of a new Enterprise Bargaining Agreement for leisure sales staff (TD 24 Aug 2018).

According to the results, 54% of Flight Centre agents said their base salary had increased over the prior year.

Earnings in the retail sector however still trailed behind other sectors with average

earnings reported in aviation reaching \$89k, hotels and resorts averaging \$86k and travel support services reaching \$80k.

The survey yielded over 1.300 responses with a total of eight industry sectors examined.

On average most salaries across the industry landed between \$50k to \$90k, with 47% of respondents saying they did not receive an additional bonus.

Of those that reported earning a bonus, 23% received up to \$5k, while 18% earned an additional \$5k to \$20k and 12% collected between \$20k to \$100k.

More results from the survey will be published in Travel Daily next week.

Today's issue of TD

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

• Travel Trade Recruitment

CX, Lufthansa deal

CATHAY Pacific and Lufthansa Group carriers will expand their codeshare deal on services between Hong Kong and Europe from 17 Jul.

The expansion includes CX services to be operated by LH from Hong Kong to FRA and MUC.







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Get ready to fill your eyes with sights, and your belly in Burgundy in the July issue of travelBulletin.

> **CLICK** to read trave|Bulletin

Melb Alipay card

ALIPAY has partnered with the City of Melbourne to launch the Melbourne City Card.

The mobile tool has an interactive map of the city's tourist precincts & provides geotargeted promos from retailers.



DISNEP DESTINATIONS

FFPs rewarding again

AIRLINES' frequent flyer programs are becoming more rewarding for members with greater seat availability at lower prices, research reveals.

The annual IdeaWorksCompany Reward Seat Availability Survey found 13 of the 20 "top airlines" assessed offered improved overall reward availability in 2019 compared with 2018.

US carrier, Southwest's Rapid Rewards, topped the overall Economy class ranking, with a 100% availability score, followed by Etihad's Guest program, while passengers could secure reward seats on 85% of Qantas flights through its Frequent Flyer scheme, down 5.7 points.

The survey also found airlines have cut the unweighted average air reward price by 17% since 2014.

Etihad's Guest and Turkish's Miles&Smiles, were the top programs for long-haul flights, offering Economy class reward seats on 98% of flights, compared

AC turbulence

AN AIR Canada flight from Vancouver to Sydney was diverted to Honolulu this morning after 37 people were injured during unexpected turbulence.

One passenger told ABC News "everyone hit the ceiling of the plane", during the incident.

The airline is now looking at options to resume the flight.

to the average result of 69.6% across the airlines surveyed.

"Frequent flyer programs have evolved to become complex beasts," the authors said.

"When programs were launched nearly 40 years ago they offered a single First class reward available on any flight without capacity controls.

"Programs have focused too much on the sale of miles and points to partner accrual networks rather than building loyalty to the airline.

"The results of the 2019 IdeaWorksCompany Reward Seat Availability Survey demonstrate airlines are taking a more balanced approach, which acknowledges the need to make reward programs rewarding again."

Malaysia incentive

MALAYSIA Airlines has launched a group incentive for Australian travel agents offering a discount and giving away Business class flights.

The promotion will run until 31 Aug and will provide a 5% discount for group departures of 10 or more Economy or five Business class passengers who are departing by 31 Dec.

The agents who book the most passengers and the largest single group will win two Business class tickets each.

CLICK HERE for more details.

Travel Daily

Danube River

Today's issue of TD is coming to you courtesy of APT, which will this week christen its brand new AmaMagna on the Danube River as it cruises between Budapest and Vienna.

OUR time aboard the AmaMagna is coming to an end, with the ship now having been formally christened in a lavish ceremony last night.

Dignitaries from the Austrian town of Grein - along with a couple of the local royalty including a distant relative of Queen Elizabeth - presided over the event in which the ship was formally named by USTV personality Samantha Brown.

In a "you had one job" moment she unfortunately didn't manage to smash the traditional bottle of Champagne on the first attempt - to check it out CLICK HERE.

But that didn't matter at all, and the festivities continued into the night with a spectacular acrobatic and drumming performance on the ship's sun deck, followed by a fireworks display.

AmaMagna now continues her current week-long itinerary into Germany, while APT still has space available on a special 2020 departure of the megaship which will take guests from Budapest to the Black Sea.





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How about them apples?



MEMBERS of Connections Group's corporate travel division, CT Connections, volunteered at food charity, SecondBite, recently.

The team donned their fluro vests and got stuck into helping the organisation's fight against food insecurity, which impacts more than 3.6 million Australians

including, single parents, children the elderly, recent migrants and families on welfare.

SecondBite redistributes "rescued food" that would otherwise have been wasted.

Pictured, the CT Connections volunteers sorting apples at SecondBite.



Scenic brochure out

SCENIC Luxury Cruises and Tours has launched its 2020/21 South East Asia brochure, featuring sailings of the Mekong, Yangtze and Irrawaddy Rivers.

New for 2020/21 is a combined 25-day cruise and tour of Vietnam and Japan called Luxury Mekong and Japan in Focus, priced from \$24,285 per person.

Other key itineraries include the 11-day Luxury Mekong and Temple Discovery Cruise, the 18-day Highlights of Vietnam Cambodia and Luxury Mekong trip and the 22-day Essence of Vietnam, Cambodia and Luxury Mekong journey.

Scenic has also released a range of earlybird offers available until 31 Oct.

The deals cover flights on bookings for a Mekong journey of 13 days or more, or any Myanmar journey of 14 days or longer and an early booking discount of \$200 per person.



Window Seat

THERE were some very special guests today in Grein, Austria, for the christening ceremony of APT's new *AmaMagna*.

Locals really got into the spirit of celebration, with dress-ups including a regal couple who looked remarkably like former Emperor of the Austro-Hungarian Empire, Franz Joseph and his gorgeous wife Sisi.

They're **pictured** below with APT Travel Group MD Chris Hall.







Ama/APT brothers from another mother

THE close relationship enjoyed by APT Travel Group MD Chris Hall and AmaWaterways' Gary Murphy (pictured) typifies the bonds between the familyowned firms.



helped establish AmaWaterways along with Rudi Schreiner and Kristin Karst, with APT owner Geoff McGeary also a key part of the partnership which has proven so fruitful over the years.



WELCOME to TD's snow conditions update, providing information on the latest snow falls, depths and lifts in operation across key Australia and New Zealand's most popular ski-fields.

Here's the latest snow reports:

- Falls Creek 50cm / 8 lifts
- Perisher 45cm / 30 lifts
- Thredbo 44cm / 10 lifts
- Charlotte Pass 44cm / 4 lifts
- Mt Hotham 40cm / 7 lifts
- Mt Buller 28 cm / 8 lifts
- Coronet Peak 65 cm / 7 lifts
- The Remarkables 78cm / 6 lifts
- Mt Hutt 70 cm / 3 lifts



Murphy and Hall were both at the christening of AmaMagna overnight (see details in today's issue of Cruise Weekly) which included plenty of entertainment for the passengers, locals and dignitaries taking part.

A highlight for **TD** was the surprise appearance of the late Austrian pop star Falco - the only performer from Austria to ever have a US number one hit.

Falco's doppelganger (pictured below with some of his support act) performed several familiar songs, including the 1985 smash Rock me Amadeus - which, you guessed it, he reworded as "Rock Me AmaMagna" - see all the pics at facebook.com/cruiseweekly.



VOMO child's rate

VOMO Island Fiji has raised its age limit for a child from 12 to 16, allowing children aged up to 16 years to share a villa with two adults at VOMO Island Fiji and be charged the child rate.

The property is also now offering a private transfer from Nadi Airport to Vuda Marina followed by a 35-minute speedboat transfer to the island under the one package.

Previously the two were separate transfers.

Hahn partnerships

GERMAN airline and distribution specialist Hahn Air has added eight airlines into its global network of more than 350 air, rail and shuttle companies in the second quarter of 2019.

Six of the new partners are using the Hahn Air product HR-169, making their flights available to travel agents on the Hahn Air HR-169 ticket.

These include Air Greenland (GL), Air North (4N) from Canada, Cyprus Airways (CY), the Chinese carrier Donghai Airlines (DZ), the Russian airline Nordwind Airlines (N4) and MyWay Airlines (ML) from Georgia.

In addition, Neos Airlines (NO) from Italy and Lao Skyway (LK) from Laos became new H1-Air partners of Hahn Air's sister company Hahn Air Systems.

New Melia hotel

SPANISH hotel group Melia Hotels International has opened Melia Cartagena Karmairi, located in the Colombian Caribbean.

The 147-room adults-only eco-retreat is positioned just 15 minutes from Cartagena De Indias, the second most travelled to destination in the Caribbean.

It also has three dining concepts and a poolside bar and spa.

Odyssey renovation

SEABOURN has completed a multi-million dollar renovation of Seabourn Odyssey, which saw many public and guest areas throughout the ship updated.

Guest suites have been significantly renovated, with new stone tops in Veranda Suites, along with designer bedding soft goods, and sofa pillows, while Premium Suites have new furniture & a fresh colour palate.

All guest suites have new TVs with additional channels, USB outlets on the nightstand and the internet has been upgraded.

Many public spaces also have new furniture and carpet.

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Travel Daily

Friday 12th July 2019

TECHNOLOGY UPDATE

Today's Technology Update is brought to you Stuba Pacific



Plane crashes are horrible things. Safer than car travel, but when it goes pear-shaped, hundreds of souls are lost.

Local newspapers lead with hysterical headlines of how \$12.80 per hour software engineers did the work, which infers that they are at fault. Sadly, it's a shameful inference from a company who got outsourcing wrong.

I've managed nearly 10,000 days of projects in India, nearly 50 full-time years of employment. It's hard work, it improves with experience and applying the formula. Outsourcing was originally all leveraging the cost of living in India where \$25,000 per annum is a good wage. But cost should not be the only driver to outsource.

25 million people in Australia, 25 million people in IT in India. Critical mass means competition is high which breeds quality: The CEOs of Google, Adobe and Cognizant, are all Indian.

Stuba doesn't outsource – our team are all employees and all of the employees are people! The "formula" for success in not only outsourcing but any team is to treat people like people. Engage with them, value them and facilitate for them to do the best job they can.

Less blame, more ownership, more success.

Mark Luckey, CIO, Stuba



Google Translate

GOOGLE has launched major software updates to the instant camera translation feature within the Google Translate application.

This includes an expansion of languages, language autodetection and translations between non-English languages.

The app now features 88 languages, with the latest expansion now covering Maori and Vietnamese, and all languages translatable between each other.

Xmas TraveLeague

BOOKINGS for the Christmas TraveLeague luncheon open on Mon (15 Jul) at noon.

The event will be held at Melbourne's Crown Palladium on 11 Dec.

Tickets to the event are \$155, with tables of 10 available at \$1,550 and the cost inclusive of all food and drink at the Ballroom, door prizes and entry to the afterparty.

For more info, CLICK HERE.

Quark renderings

QUARK Expeditions today released new renderings of its polar expedition ship *Ultramarine*, which will set sail in the Antarctic 2020/21 season.

The renderings (pictured) showcase new livery featuring Quark's yellow Q logo, spanning the full height of the ship.

New interior renderings highlight *Ultramarine's* suites as well as a range of public spaces, including the ship's main restaurant, panorama lounge, lecture theatre, ready room, polar boutique, spa, sauna and fitness centre.



BI celebrates return to BNE



ROYAL Brunei invited industry reps to an event at Brisbane City Hall last night to celebrate the launch of the airline operating non-stop services from Brisbane to Brunei (*TD* yesterday).

The event was hosted by Royal Brunei Airlines CEO Karam Chand and Regional Director Australasia Victor Sharan, with many industry partners in attendance, including Flight Centre Travel Group, Consolidated Travel Group, CVFR, Express Ticketing Group & Helloworld Travel.

Pictured at the festivities are: Muaz Roslan, Royal Brunei Airlines; Victor Sharan, Regional Director Australasia Royal Brunei Airlines; Sophie DeKlerk, Travel Partners; Jackson Darmody, Flight Centre; Stacey Baker, Flight Centre; Samantha Torr, Flight Centre; Ryan Sander, Flight Centre; Karam Chand, Royal Brunei Airlines.

RCI's alluring redo

ROYAL Caribbean International has revealed details of a 58-day, \$165 million transformation for *Allure of the Seas*, to be completed by 10 May 2020.

Included in the update will be the addition of a 10-storey Ultimate Abyss, the tallest slide at sea; the Perfect Storm trio of waterslides - Typhoon, Cyclone and Supercell; Giovanni's Italian Kitchen & Wine Bar and more.

Airbnb's NZ deal

AIRBNB Australia & New Zealand is partnering with Orbit World Travel in New Zealand.

Orbit's corporate clients can now access Airbnb's third-party booking tool, allowing travel managers to book and pay on behalf of other employees.

Travel managers and employees can also view and access bookings simultaneously.

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

Emirates has announced its Global Seat Sale, encompassing more than 150 destinations from 10 to 21 Jul. Economy class airfares to Dubai start from \$1,159. For more information, call 1300 303 777.

Wendy Wu Tours' earlybird 2020 specials have landed, with savings of up to \$600 per person available on over 50 tours across China, India and Japan, Vietnam and Southeast Asia. For further information on the sale, visit www.wendywutours.com.au/early-bird.

Return flights are available from \$699 per person for travel on **Insight Vacations'** Treasures of Spain, Portugal and Morocco journey this Autumn. The offer is available until 03 Aug or until sold out, for departures on 16 & 23 Nov. For more information or to book, call 1300 727 767.

An industry special rate is available at the Capella Dusseldorf in Germany. Travel agents can book a Superior Room at €170 (AU\$274) per night, including buffet breakfast. Prices subject to availability. For more information, e-mail reservations.breidenbacherhof@capellahotels.com.



ANA's new cabin products

ALL Nippon Airways (ANA) will roll out 12 completely redesigned Boeing 777-300ER aircraft featuring new cabin products and a refreshed in-flight dining service and cutlery.

The new First class seat, "The Suite", is the most spacious ANA has offered and includes privacyenhancing doors & a 43" monitor.

The Business class offering, "The Room". has flexible doors and a sofa which is double the width to previous Business class seating.

ANA has also completely revamped the self-service bar, which now boasts mini-fridges stocked with beverages and snacks that passengers are free to enjoy at any time.

The dining service has also been



upgraded, with Business pax given the option to pre-order their meal up to 24 hours before departure.

The first redesigned aircraft will serve the Tokyo/Haneda-London route from 02 Aug.

Pictured is one of ANA's new Business class seats.





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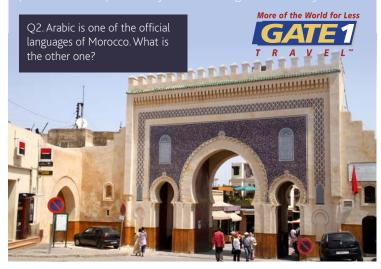
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Applications Close: Friday 19 July, 2019

morocco



APAC looks to tech

TWO in five travellers in the Asia Pacific believe virtual reality and augmented reality could deliver "a more fun and immersive" travel experience, according to a study released by Hilton's loyalty program Hilton Honors

The research found 45% saw the potential of virtual influencers as a source of influence for their next destination, while half said they would be enticed by virtual or augmented reality tours for inspiration for their holiday.

Kogan Zip payment

KOGAN Travel has partnered with Zip, allowing its customers to pay off their holidays in installments.

Interest-free payment options are now available on all international and domestic trips up to \$20,000.

Thredbo renewable

THREDO has signed an agreement with Red Energy, which will see the ski resort completely powered by renewable energy.

The three-year deal will see Thredbo purchase nine gigawatt hours of energy per year.

The announcement is ahead of the launch of Thredbo's Environmental Week, which will take place from 22-28 Jul.

Noosa Unearthed

TOURISM Noosa has launched Noosa Unearthed, a new digital series aimed at showcasing the resort shire's "best-kept secrets".

Once a month, Visit Noosa will showcase local legends, hidden gems and local stories, with the 10-part series showcasing wellness, art, culture, wildlife, surfing and more.

A sneak peek is available **HERE**.

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Join a market leader in a global organisation and be a part of the marketing department. This role requires someone with a great eye for creativity, editing and proofing all copies supplied for layout, ensuring accurate transferal of copy into InDesign along with designing artwork for web, online & reviewing brochure production. You will also have a direct report so an ideal person will have experience working with a more junior member in the capacity of being the Senior designer.

For more information please call Serena on (03) 9988 0616 or click APPLY now.

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Do you have sound understanding of Corporate Travel Sales, Business Development experience and a proven sales record? A Travel Management company are looking for a Business Development Manager to assist with their ongoing expansion across the travel market. You will be sourcing new leads, building rapport and developing relationships with key prospects across corporate prospects. I am looking for someone with good corporate networks in Sydney and a hunter mentality ready to enjoy great \$\$!

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

Pricing Analyst

Sydney, Competitive, Ref: 4132SJ1

A much loved travel company are seeking a Pricing Analyst to join their successful team. The pricing analyst is responsible for developing pricing architecture proposals and setup accordingly, as well as assisting product with coordinating promotions and tasks requested by head of department. Salary negotiable and travel experience preferred. This is a great role to step up into! If this matches your experience I would love to hear from you! Please give me a call for a confidential discussion.

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

Corporate Travel Consultant

Perth, Circa \$65k + super, Ref: 4138SJ1

We are on the look out for a great Corporate Travel Consultant to join a boutique travel management company in their luxurious offices in Perth. Dealing with SME corporate accounts & luxury leisure bookings I require a candidate with experience across both. Using your travel industry experience & excellent customer service skills this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & enjoy a fantastic salary package.

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

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Join a team with fantastic energy & vibrant, mature minded working environment where everyone gets along & has the same goal in mind! We are looking for a PT consultant for either 2 or 3 days per week (flexible with days) to join an experienced team. Min 2.5 years' experience as a travel consultant is required. Greatly hourly rate, KPI related monetary bonuses & additional non-monetary incentives. We welcome anyone with a client base of any size however, this is not mandatory.

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