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Travel Daily AU

First with the news

Fri 4 Jun 10

Page 1

EDITORS: Bruce Piper and Guy Dundas
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Jetstar flags NZ long-haul

JETSTAR is actively considering the deployment of A330 aircraft into the New Zealand market, with ceo Bruce Buchanan today confirming he would progressively unveil additional services over the next six weeks (*TD* breaking news).

The announcements, in the lead-up to the first anniversary of Jetstar's NZ domestic operations, will also cover the deployment of a seventh Jetstar A320 into the NZ domestic market, which Buchanan said would create about 50 new airline jobs for pilots, cabin crew and other staff.

etm adds consulting

CORPORATE travel agency etm travel has today announced a new alliance with tourism and travel consulting firm Butler Caroye.

The merger will see the creation of a new 'etm corporate services' division, with the deal giving the agency's clients direct access to Butler Caroye's Tony O'Connor who has extensive industry knowledge, analytical tools and experience.

"On top of a very solid IT and service base, we now add the best-in-market procurement knowledge and processes," said etm director David Hummerston.

O'Connor said his move into etm would see the TMC provide its clients with a full range of auditing, analysis, benchmarking, cost reduction, supplier and procurement services.

The deal follows recent recruitment by etm which has seen Andy Kendrick appointed as ceo, while Martin Klopfer (ex MINT Organisation) is the company's Events Manager.

8 pages of news!

Travel Daily today has eight pages of news and photos, plus full pages from: (click)

- AA Appointments jobs
- Avis Scholarship - closes Tue

"Jetstar now has a pathway towards future strategic growth in New Zealand through our ongoing success and strong customer demand for our low fare services," Buchanan said.

Half of Jetstar's six NZ A320s fly on domestic routes, while the other three operate trans Tasman flights from CHC and AKL.

Buchanan said the deployment of two-class A330-200 aircraft in NZ would support the launch of "first time value based long haul Jetstar international services to New Zealand.

"With a well established brand, strong and efficient on-time operations, a partnership in growth with major New Zealand airports and a great Kiwi workforce, Jetstar is well advanced to deliver this next round of sustainable low fares flight expansion," he said.

FJ AKL-Suva route

FIJIAN flag carrier Air Pacific has announced the resumption of international flights into the country's capital, Suva, with a once weekly operation from Auckland to commence 02 Jul.

A second weekly 737-700 flight will debut 02 Aug, with the return of international flights into Suva hinted at during the recent Bula Fiji Tourism Exchange (*TD* 20 May).



The launch of TIME is getting closer
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www.travelindustrymentor.com.au

Qantas ZQN boost

QANTAS this morning announced the addition of seven supplementary services between Melbourne and Queenstown, NZ to support demand over the peak summer period, as well as extra flights for the ski season.

QF regional gm for NZ, Grant Lilly, said the move would see a fourth weekly service operate during the peak period 18 Dec 2010-29 Jan 2011 using a 737-800.

The extra summer flights are on top of extra Qantas flights to Queenstown from Melbourne and Brisbane during the ski season.

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Travel Daily AU
First with the news

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EDITORS: Bruce Piper and Guy Dundas
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10 GOOD REASONS TO VISIT NEW CALEDONIA

6 It's not touristy
New Caledonia has so much to see and do, but is not overrun by tourists.

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CLICK HERE FOR THE OTHER 9 REASONS

BI 777s earlier

THE delivery of Royal Brunei's 777-200 (TD Wed) has seen the carrier bring forward its first BNE flight using the updated aircraft.

GDS displays now show that the first Bandar Seri Begawan-BNE 777 flight is scheduled for 18 Jun, while the 777 service to Dubai and on to London Heathrow will commence operation 17 Jun.

EY signs with Malev

ETIHAD will shortly offer services to Budapest under a new codeshare partnership with Hungarian carrier Malev Airlines.

The pact will become effective in Sep, with the EY code to be placed on Malev services operated between Budapest and Athens, Paris, Brussels, Milan and Frankfurt - with the Maleve MA code reciprocally placed on Etihad flights between those cities and Abu Dhabi.

MEANWHILE Etihad is also set to introduce a second daily Airbus A330-300 service on the Abu Dhabi-London route, with the aircraft replacing the current A340-500 operating EY19/20 - in addition to the current daily EY17/18 A330 service.

Arrivals slow during Apr

SHORT term visitor arrivals into Australia dropped back slightly during Apr, with a 0.2% month on month dip in the trend estimate for inbound tourist visitation.

The slight reduction is probably related to the huge disruption caused by the Iceland volcanic eruption which closed European airspace and impacted aviation around the world for more than a week during the month.

Currently arrivals are 3.4% higher than a year ago, with year-on-year growth in visitors from New Zealand (up 3.6%), China, (+13.8%), the US (+2.4%), Japan (+9.7%) and India (+10.5%).

The fastest growing market over the last twelve months was Korea, with numbers up 21.4%.

The Australian Bureau of Statistics figures also show a decline in visitation from Malaysia, down 5.2%, and Hong Kong which dipped 4.6%, while the biggest top ten market to decline was the UK which saw 8.4% less visitors to Australia than in Apr 2009.

The trend estimate for short term resident departures was up

0.4% despite the disruption, with outbound numbers currently 10.9% higher than in Apr 2009.

The biggest outbound growth was recorded to Indonesia, with 60,000 Aussies heading there, up a whopping 39.7% compared to a year ago.

There was also very strong year-on-year growth to Thailand (up 27.7%), Fiji (+23.3%), China (+16.8%), the USA (+14.5%) and Singapore (+13.9%).

The only outbound market to decline during the month was the UK which was down 5.3%, again probably due to the ash disruption.

Rex applauds govt

REGIONAL Express has praised a newly issued federal government Declaration and Direction under the Trade Practices Act which "secures access and reasonable pricing for regional airlines at Sydney Airport" through to 2013.

The move means that any price increases at SYD for regional carriers will be capped to CPI, as well as being submitted to the ACCC for scrutiny.

Rex MD Jim Davis said the carrier was pleased that the issue had been addressed in a "timely and efficient manner," with commercial pressures at the airport, due to legislated caps on maximum hourly runway movements, tending to favour the use of large jet aircraft at the expense of smaller planes.

MEANWHILE Rex has also two new frequencies between Mt Isa and Townsville in Queensland, with Fri and Sun flights set to debut from 14 Jun.

Flights depart TSV 12.20pm and arrive ISA 2.20pm, departing ISA at 2.50pm and arrive TSV 4.50pm.



Window Seat

ONLY in America.

A woman who was run down by a car in Utah in the US is suing internet giant Google for about \$130,000 because she says the accident was due to inaccuracies in its online mapping system.

Lauren Rosenberg was using the Google Maps service on her Blackberry to make her way around Park City, and says the instructions told her to walk along Deer Valley Drive, which is a highway without footpaths.

She was struck by a car while on the road, with court papers saying she suffered "severe permanent physical, emotional and mental injuries".

A NEW events venue in the USA is looking for 250 highly skilled volunteers to help with some extremely important testing before it opens.

The Pittsburgh Penguins National Hockey League team is set to launch a new arena, but before the official opening needs to see what happens when all of the facility's 250 toilets are simultaneously flushed.

400 specially trained flushers and officials will be on hand at the Consol Energy Centre for the 'flush-a-palooza' event next Thu.

POSSIBLY not an appropriate reminder for air travellers?

Denver Airport in the USA has attracted some criticism after erecting a 26-foot high statue of Anubis - also known as the Egyptian God of the Dead.

It's part of the promotion of an upcoming King Tut exhibit at the Denver Art Museum.

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Travel browser

EXPEDIA in the UK has launched a new "dedicated web browser for travel enthusiasts" in a collaboration with Microsoft.

It's actually just a customised version of the latest version of Microsoft's Internet Explorer program supplied with every copy of the Windows operating system.

Expedia said the program would enable users to choose a particular destination and automatically check weather forecasts and currency fluctuations, with other features including pre-defined Favourites and 'customised Webslices' that bring external website content into the Expedia page without needing to open new tabs and search windows.

Standard features of the browser are also being touted for their travel booking benefits, including the SmartScreen Filter which is claimed to help users protect themselves from online identity theft, as well as InPrivate browsing which ensures secure connections to stop credit card details from being viewed by third parties.

AC summer flights

AIR Canada has today announced new services to Barcelona and Athens to coincide with the launch of seasonal flights from Toronto-Dublin/Madrid, and Montreal-Rome.

The new non stop seasonal services from Toronto and Montreal to Barcelona and Athens will operate using a Boeing 767-300ER aircraft.

AC will operate 14 Europe destinations and 217 flights each week over the summer period, including a second daily flight to Paris from Montreal and the launch of year round services to begin this month from Brussels and Copenhagen.

Peanuts off menu?

POSSIBLE changes to aviation regulations in the USA could see the serving of peanuts banned on flights across America.

Officials are seeking public comment on the issue, with a range of options under consideration ranging from an outright ban through to the creation of a "peanut-free zone" on planes, or no change at all.

Hanging out in Hangar 9



ABOVE: Newmans Holidays and Air New Zealand recently hosted an educational to Auckland for this lucky group of Harvey World Travel consultants from Queensland/NT.

Part of the trip included a VIP tour of Air NZ's new Hangar 9 facility in downtown Auckland, where they enjoyed a sneak preview of the carrier's revolutionary SkyCouch and the other features of its new long-haul travel experience which

launches later this year on NZ's new 777 aircraft.

Pictured with their Air NZ hosts are, back row from left: Nicholas Pyrih, HWT Indooroopilly; Sarah Steere, HWT Gatton; Connie Humby, HWT Darwin; Natalie Ball, HWT Northlakes; and Daniella Ferguson, HWT Strathpine.

Front row: Philippa Lawson, Newmans Hols sales exec QLD; Gigi Huxley, Newmans Hols Groups Manager; and Caroline Travers, HWT Bundaberg.

virginatlantic.com/experience

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Virgin atlantic

Insight expands winter program

INSIGHT Vacations has almost doubled its low season offering, with the release this week of its 2010/11 *Winter Europe and Eastern Mediterranean* brochure.

National sales manager David Farrar told *TD* this morning that 12 new itineraries have been added, bringing the offering to 29 tours across Europe, Egypt, Jordan and Turkey during the northern winter months.

The expansion reflects the increasing popularity of travelling during the quieter season.

"I can remember 8 years ago when our winter program was just a double-sided flyer," he said - in contrast to the new brochure which is more than 50 pages.

The winter pricing is always cheaper than during peak season, but this year currency fluctuations and a strong summer performance

Bristol to grow

MACQUARIE Bank-owned Bristol Airport in the UK has been given the go-ahead for a major expansion which could see it almost double its capacity from 6 million to 10 million passengers a year by 2019-20.

has also enabled Insight to drop its prices even further, with some winter tours as much as 18% less expensive than trips on offer at the same time last year.

Travellers also benefit from less queuing, top hotel rooms and cheaper prices in the off season, Farrar said.

For the first time the winter program also offers the new *Select Choices* program which launched in the main Insight brochure last Oct - aiming at independent travellers who want to explore destinations on their own, with the backup of an experienced tour guide.

New additions this year include a 'German Christmas Markets' tour leading in at \$1699ppts for 8 days, departing 23 Nov-14 Dec.

Full details of the program at www.insightvacations.com.au.

The Apple of her eye



ABOVE: Karen Hitchings from Travelscene Toorak was the major winner of the recent Sunlover Holidays, Tourism Queensland and TTNQ 'Tropical Treats' campaign incentive which ran in Apr-May.

She's pictured above right receiving her prize of a fantastic new 13" Apple MacBook Pro plus Microsoft Office Software with Dawn McKiernan of Travelscene American Express (left) and Jill Lance of AOT Holidays.

Other incentives in the campaign included weekly prize winners each receiving the latest Apple iPhone 3GS.

UA Microsoft deal

UNITED Airlines has announced an agreement with Microsoft under which it will equip all of its planes with the software giant's Zune digital audio service.

Passengers will be able to listen to up to 21 different playlists programmed by Zune, in a range of genres from rock, soundtracks, pop through to classical music.

VA, NZ dismiss near miss claim

V AUSTRALIA and Air New Zealand have downplayed suggestions of a "near miss" in Fijian airspace after the *Fiji Times* published details of an alleged incident near Nadi on 07 May, which the paper said could have resulted in a collision.

Both carriers have responded by saying they were "well aware of each other's presence in Fijian airspace and were never at risk of crashing".

DL FF seats cheaper

DELTA Airlines has advised members of its SkyMiles loyalty scheme that effective immediately it's removing so-called "redemption fees" which it previously charged passengers who booked Award Tickets within 20 days of departure.

Previously the carrier charged members of the scheme up to US\$150 for last minute award bookings.

Wendy Wu UK appt

WENDY Wu Tours in the UK has named Andrew Hancock as its head of product and operations, taking over from Jonathan Wilson who's currently helping establish the company's new US office in New York.

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This new position will be responsible for:

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- Coordinating our advertising across Australia, creating POS material for sales executives, preparing newsletters and supporting roadshows, workshops etc
- Analysing business performance, forward bookings, revenue and BSP
- Conducting sales calls and managing key relationships within a small defined sales territory.

Candidates must have a strong record of achievement in the travel industry with at least seven years' broad experience in sales and distribution, a high level of technical skill with fares and, ideally, experience in formulating pricing strategy. Attractive remuneration and employment conditions will be offered.

Applicants must already hold the right to live and work in Australia.

Resumes with covering letter should be sent to jobs@philippineairlines.com.au by **Wednesday 16 Jun 2010**.

Only short-listed candidates will be contacted.

**For further information contact:
Brett McDougall on 1300 888 725
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Sapphires and the Suburb



LAST night World Rewards hosted 50 of its Sapphire members to an exclusive screening of the highly anticipated movie, *Sex & The City 2* (SATC2).

The lucky agents were treated to an evening of luxury, just like Carrie, Samantha, Charlotte and Miranda experienced on their trip to 'Abu Dhabi' in the movie.

On arrival at the new Event Cinema Gold Class complex in Castle Hill, Sydney, guests were ushered to a private Arabian-themed room where they enjoyed canapés and the famous SATC cocktail, the Cosmopolitan, prepared by 'Mr Big' bartenders.

Sapphire members then excitedly shuffled into the cinema and got comfy in their recliner chairs, where they were served champagne, dinner and dessert throughout the movie.

World Rewards advertising and marketing manager, Philippa Walker, thanked Sapphire

And pictured to the right in the Arabian-inspired bedouin tent at Castle Hill Gold Class cinemas last night are the lovely ladies behind the World Rewards program - Nina Conacher, Philippa Walker and Nola Melamet.



members for their continued support of The Travel Corporation's key brands.

"We've received a great response and feedback since the re-launch of the World Rewards program in October last year", said Walker.

The travel agent incentive program is based on a three-tiered structure, which allows top performing consultants to earn points faster and enjoy rewards such as tickets to sports and entertainment events, Visa debit cards and special preview screenings like *SATC2* - for more see www.worldrewards.com.au.

Pictured above looking sparkling and enjoying a pre-movie cocktail are Robyn Brown from Insight Vacations with Mimi Hannaford of HWT Gordon and Angie Duckworth from HWT Baukham Hills.

More photos from the night at TD's Facebook page at www.facebook.com/traveldaily.

BA traffic slides

BRITISH Airways says its May 2010 traffic has fallen by "only" 11.5% as the carrier has been hit by the ongoing waves of industrial action by London Heathrow-based cabin crew.

The strike accounted for a 6% drop in capacity, with passenger load factor down 5.4 points on the same time last year to 69.7%.

Premium traffic fell 6.5%, while non-premium passenger numbers fell 12.5% and the carrier estimated the financial impact of the strike action at £7m a day.

However during the upcoming final planned strike period next week BA said it plans to operate about 80% of its long-haul program because more crew are ignoring the walkout and reporting for duty.

All JFK services will operate, along with all South African flights in the lead-up to the World Cup.

In its monthly update BA said that market conditions "continue to show improvement" and also said new routes to Ibiza and Mallorca from London City airport had launched in recent weeks.

Gap winner

GAP Adventures has announced the winner of its global 'Create Your Own Adventure' competition (TD 09 Feb) which encouraged people to develop their own unique itinerary.

The winner, 23-year old Ryan Fossella, designed a 12-day espionage-themed 'Spy Mission: European Edition' trip covering Switzerland, Germany and Italy and with travellers undertaking a series of 007-style challenges along the way.

The entry - one of almost 7000 received - will be used as the inspiration for an actual tour to be featured in Gap's 2011 brochure.

Pacific Islands grow

YESTERDAY climate scientists released a report detailing the surprising findings that low lying Pacific Islands are not sinking, but are in fact getting larger.

The results were published in the *New Scientist* magazine, with 27 Pacific islands being compared over the last 20 to 60 years with the help of historical aerial photos and satellite images.

All but four of the islands studied had either stayed the same size or grown - some by as much as 30%, particularly those based on coral reefs.

Sea levels appear to have risen by less than expected, with an average increase of less than 2 millimetres per year.

Climate change is still forefront of scientist's minds with Auckland University's Associate Professor Paul Kench saying that although the land may be there, it's possible it won't be able to support human habitation.

SAS looks east

SCANDINAVIAN Airlines has increased its focus on the eastern European market with the appointment of representation company Aviareps as its gsa in the Czech Republic and the Slovak Republic.

SAS currently offers seasonal direct flights between Stockholm and Prague, as well as up to four daily codeshare services via Copenhagen and Gothenburg connecting to other SAS routes.



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Fuel tax safety

MONEY raised by the hike in aviation fuel excise flagged in the May budget will be spent on aviation safety measures, Transport Minister Anthony Albanese announced yesterday.

The 0.702 cents per litre increase from 01 Jul is expected to raise \$89.9 million over the next four years.

Albanese said an extra 100 "frontline safety staff" will be recruited, along with expanded CASA training and ongoing random drug testing of aviation staff.

Air Arabia Egypt

LOW cost UAE carrier Air Arabia has had a new base in Egypt approved by Cairo authorities, with plans to fly from Alexandria to Khartoum and Kuwait, adding to hubs in the UAE and Morocco.

Whirlwind in NSW

LENNOX Head on the coast of northern NSW - just south of popular tourist spot Byron Bay - has been declared a disaster area by the NSW government after being hit by a freak tornado yesterday which carved its way through the township destroying twelve houses.

Big changes for UK agent group

THE Association of British Travel Agents has released a new plan which encompasses a long-term vision for the UK travel industry.

ABTA ceo Mark Tanzer said the body's mission is to 'build confidence at the heart of travel' - both for customers to book and also for travel businesses to invest and grow.

The ABTA Plan lays out a blueprint for the organisation's future - including expanding its membership beyond travel agents and operators to include suppliers such as hoteliers, airlines and car rental firms.

"We can unite the travel industry and make sure the benefits of travel are maximised," Tanzer said.

Under the manifesto ABTA's functions will include its role in public affairs, aiming to "campaign vigorously to influence policy in the UK, Europe and in destinations".

Financial protection is also encompassed, with the current initiative to extend consumer protection in the UK beyond its current scope to boost confidence in the industry and ensure more consumers are protected.

To achieve the plan, ABTA has begun an overhaul to its management processes and is also putting together a new IT and online strategy "to help make sure it is fit for purpose in the modern digital age".



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.

Travel Indochina is offering a 'Hot Winter Escape Deal' for Vietnam Beaches from \$999. The package includes five nights accom at the Hoi An Trails Resort and Spa, VN airfares ex Sydney or Melbourne, internal flights, breakfasts and applicable taxes. Deal on sale to 31 Jul for travel 10 May - 25 Jun and 12 Jul to 15 Sep. For more info or to make bookings call 1300 362 777.

Trafalgar Tours and Emirates are offering a mid year escape to Europe special including economy airfares to London from \$2008 ex SYD, \$1989 ex MEL, \$2014 ex BNE and \$1968 ex PER when booked with a First Class or CostSaver Trafalgar UK or Europe tour. On sale until 07 Jul for travel 01 Jul to 30 Sep. For more info visit trafalgartours.com.au.

Tempo Holidays is offering an eight day Morocco experience from \$820ppts, including seven nights accom, seven breakfasts, one lunch and seven dinners, transport by air conditioned vehicle, airport transfers, sightseeing, entrance fees, portage, hotel tips and taxes. The special is on offer for sale and travel until 30 Oct for more info call 1300 362 844.

Holidays to Europe is offering 2011 Greek Island Cruises at 2010 prices for a limited time only. Book three, four, five or seven night Greek Island/Turkey Cruise on Louis Hellenic Cruises for 2011 to receive this year's rates. Also being offered is a 20 day train journey departing from Venice on 28 Dec and visiting Interlaken, Innsbruck and Prague before finishing in Paris priced from \$9950ppts. For more info visit holidaystoeurope.com.au/specials.

V Australia is offering an LA and Beyond Sale with Airfares from Sydney to San Francisco from as low as \$1039, Las Vegas from \$1169, Portland and Seattle \$1199, Orlando and Boston \$1269, Los Angeles \$1279, New York and Washington from \$1319.

Anantara Phuket Villas is offering an exclusive travel industry rate to Aussies, with a 'Travel Insider's offer' from THB 4900net for bed and breakfast in a Pool Villa. On offer until 31 Oct; bookings can be made by emailing leanneward@exclusiveresorts.com.au.

Join us for an evening of intrigue

Experience some of the culture and charm of Abu Dhabi at a "Travellers Welcome" event to be hosted by the Abu Dhabi Tourism Authority.

Savour Middle Eastern treats and find out more about one of the world's most intriguing destinations.

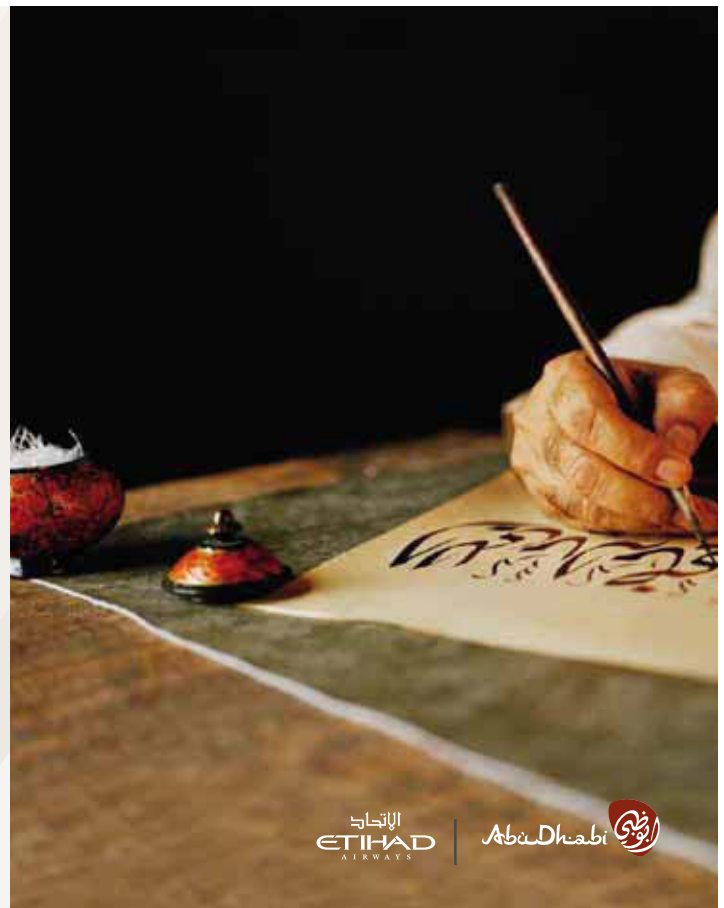
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Event details:

Brisbane	Monday 21st June @ Lightspace
Melbourne	Tuesday 22nd June @ Carousel
Sydney	Wednesday 23rd June @ The Museum of Contemporary Art
Time	5:30PM - 8:00PM

Numbers are limited. If you would like to attend [click here](#) and RSVP. Please highlight which event you will be attending.

Discover the truth behind our promise,
"Travellers Welcome"



Australia booms for TC



THE chairman of Travel Counsellors, David Speakman, says the company's business has boomed in Australia despite last year's economic downturn.

TC held its annual Australian conference in Melbourne last week, with about 60 members in attendance who were urged to focus on the positives.

"Life is 10% fact and 90% attitude - if you believe that business will be good and if you work hard you will get the bookings," he said.

Speakman emphasised the company's relational model of service, impartial advice and building friendships which he said had seen it outperforming - in contrast to a simple transactional model such as the internet and call centres.

A number of Aussie Travel Counsellors were honoured at the

event, including Lucy Fenwick from Melbourne, who was named Best Newcomer after 10 months with the company.

Fenwick, who's pictured above with Speakman (left) and Malcolm Hingley, said the conference had made her and other attendees "feel inspired to be the best in the industry".

Speakman told *TD* this morning that the company would shortly make an announcement about who would head up the local operation following the sudden departure of Peter Watson last month (*TD* 10 May).



ABOVE: At the Travel Counsellors conference dinner, from left: Tina Millington, Louise Bennett, Michelle Riel and Paolo Valle.

e-Kit on video

THE Australian Tourism Data Warehouse says it's responding to industry feedback by launching a new video version of its Tourism e-Kit marketing tool.

The free online tutorials, funded by all of Australia's state and territory tourism offices, have already been downloaded more than 170,000 times in printed format by operators keen to learn about growing their business in the rapidly developing "dynamic online world".

ATDW ceo Liz Ward said the new videos complement the existing tutorials "and were created to assist the busy tourism operator and cater for different adult learning styles".

The videos are now online on the organisation's newly revamped corporate website at www.atdw.com.au.

BJS, SYD sisters

BEIJING Capital International Airport and Sydney Airport Corporation have established a formal sister airport relationship, with a Memorandum of Understanding being signed in a ceremony in Beijing yesterday.

SYD ceo Russell Balding said the 'win-win' MoU foreshadows joint airport management seminars, staff training and exchange and project cooperation.

SWISS to SFO

SWISS International Air Lines saw its inaugural flight to San Francisco depart from Zurich this week, with the special "flower power" LX A340 (*TD* 28 May) flying non stop to the carrier's seventh North American destination.

LX ceo Harry Hohmeister said the service was performing well.

"The bookings we have received to date are exceeding our expectations and I'm convinced that our new service will be a success," he said.

Sabre training

SABRE Pacific has launched a one hour virtual training course, called 'MySabre Professional', specially designed for experienced consultants to update and enhance their skills.

The one-hour course will be conducted in a series of sessions scheduled to take place on 16 Jun, 06 Jul and 28 Jul, with further sessions planned throughout the year.

Agents wanting to take part can email training@sabrepacific.com.au.



QLD ACCOUNT MANAGER

Based in Brisbane this role is responsible for developing and managing a portfolio of key existing corporate customers across a few main segments and achieving targeted revenue and profitability targets.

Key responsibilities include:

- Developing detailed strategic account plans for identified top customers;
- Preparing professional tender responses for renewal business;
- Forming relevant relationships with local industry bodies and networks, attend trade shows and conferences as required to boost Europcar's profile in the state;
- Providing market intelligence and trends within the industry along with recommendations;
- Monthly evaluating and actioning of customer Net Promoter Score (NPS) results;
- Playing a "hands on" role in growing existing relationships;
- Securing new customers and distribution channels.

Candidates should possess:

- Sales leadership experience, preferably within the car rental or wider travel industry;
- A proven track record of developing and maintaining effective long term customer relationships and driving new business;
- Advanced strategic sales capability.

The successful applicant must be willing to travel both interstate and overseas. In return, the successful applicant will receive a competitive remuneration package including a company vehicle, mobile phone and laptop and other staff benefits.

If you would like to apply for this fantastic opportunity please send your application to: steve.greig@europcar.com.au

Please quote reference number 'SQLD 21/10'.



HRG Australia - A leading global travel management company currently has opportunities for an experienced Account Manager to join our Business Management Team in Melbourne and 2 x Travel Consultants to join our Canberra Team.

Business Manager - Melbourne

We are looking for an experienced, driven and focused Business Manager to join our team in Melbourne.

The successful applicant will have existing travel management experience with a proven track record of successfully working with key clients and have a high drive to succeed.

Travel Consultants - Canberra

Are you looking for a change from retail to corporate? We have some great roles available in our Canberra team. If you have international consulting experience and want to enjoy your evenings and weekends at your leisure, then send through your details today.

If you have the experience for either of these roles and would like to join our dynamic team please visit our web site and send through your CV today www.hrgworldwide.com/au

Applications close Tuesday 15 June 2010

A day at the HKG races

THIS group of top performing Old agents recently enjoyed business class flights to Hong Kong courtesy of Cathay Pacific as part of a combined luxury famil trip with Air Tickets, staying at Langham properties and enjoying a Symphony of Lights cruise.

A day at the Sha Tin races was also part of the itinerary, and they're pictured all glammed up in their race day best, left to right from top: Jillian Young, Travel About; Julianne Godbold, Air Tickets; Karen Bozuwa, MTA Travel; Elizabeth Wallace, Itineraries Travel; Margaret Lawrence, TW Runaway Bay; Howard Field, CX; Kerby Reimer, Complete Business Travel; Simone Eastwell, Pulse Travel; Anne Maree Von Zeppelin, Zeppelin Travel; Scott James, Show Travel; Jenny Gill, HWT New Farm; and Donna Kranas, Travel Concepts.



Club Med 50% off

CLUB Med is reminding agents that its 50% discount offer for all inclusive packages in Bali, Phuket, Cherating Beach, Kani and Lindemans Island will expire next Fri 11 Jun - clubmed.com.au.

WIN A TRIP TO THAILAND



To celebrate its 50th birthday, **Thai Airways International** has teamed up with **Travel Daily** this month and is giving travel consultant readers the chance to win a trip to Thailand for two people.

This great prize includes: two return flights with TG to Koh Samui, five nights accommodation at Sareeraya Villas & Suites, daily breakfast and airport transfers.

THAI is "Celebrating 50 years of the world's most famous Smile" and is looking for the 'Best smile a Dial' in Thailand.

All you need to do to enter the competition is **send in a picture of your favourite 'smile' taken in Thailand during a holiday or an agent famil**. It can be a picture of anybody you've encountered during your trip and must be captioned where it was taken.

The photo with baby elephant was sent in by **Darren Prtridge** from **Show Group Enterprises** and was taken at the **Sheraton Grand Laguna in Phuket**.



Email your entries to: smilecomp@traveldaily.com.au

[CLICK HERE FOR TERMS & CONDITIONS](#)



Europcar

CORPORATE SOLUTIONS MANAGER

Based in Adelaide, this role is responsible for developing new business whilst retaining existing customers across the Business House Key Accounts, Car Replacement and Partnerships in SA and WA states with targets focussing on both revenue and profitability measures.

Key responsibilities will include:

- Manage and progress a strong pipeline of key new business prospects;
- Utilise a research based, planned approach to prospecting for new business and achieve required new business targets;
- Prepare professional well presented tender responses and presentations to secure new business;
- Work with prospects that can fulfil our corporate criteria and refer to our Business Direct unit for SME's;
- Work with the sales coordinator on lead generation activities;
- Provide market intelligence and trends within the industry along with recommendations;
- Compile monthly reports and be prepared to rigorously support and defend performance and results;
- Submit sales budgets and targets as and when required.

To be considered for this role you should possess:

- Experience in car rental or a related industry is preferred;
- Strong experience in a Business Development Management or new business generation role in the B2B sector;
- Ability to negotiate at a senior level.

The successful applicant should have strong communication, presentation and tender writing skills. On offer is a competitive remuneration package including a company vehicle, mobile phone and laptop and other staff benefits.

If you are interested in this exciting role, with a well known and reputable company, please submit your application before 11th June 2010, quoting reference number SA 13 /10 to resume@europcar.com.au.

Marque CHC opens

THE Marque Hotel Christchurch was officially opened today by official Dr Jonathon Coleman, NZ's associate minister of tourism.

The property features 171 rooms and suites, free high speed broadband internet access, 'Fresh' restaurant and 'Wet' bar, and is conveniently located only minutes from Cathedral Square.

See www.rendezvousgh.com.

Strap them on

CORONET Peak will tomorrow become the first ski field in Australasia to commence operations for the 2010 season.

There's already a 15cm base of snow after falls earlier this week.

There's keen anticipation of the opening which will see the debut of the resort's new reusable and rechargeable electronic 'mypass' ski lift system.



TOURISM NT
NORTHERN TERRITORY
AUSTRALIA

TRADE ENGAGEMENT UNIT - SYDNEY

The Trade Engagement Unit located in Sydney has a vacancy for a Trade Engagement Executive.

The successful candidate will report to the Manager Trade Engagement and be required to develop and maintain strategic alliances with key national and distribution partners aimed at increasing access to NT Tourism products that ultimately, lead to increased visitation to the NT.

Applicants with demonstrated experience and achievements in working within the travel distribution industry are encouraged to apply.

Applications close on the 16th of June 2010.

For further information and a detailed position description, please visit tourismnt.com.au or contact HR on (08) 8951 8495.



SEX AND THE CITY
\$500 SHOPPING SPREE
Dust off your Manolo Blahniks,
pour yourself a cosmopolitan and log onto
www.aaappointments.com
Register with **AA** in June and go into the
draw to win a \$500 shopping voucher.
5 runners up will win double movie passes.

SENIOR JOB OF THE DAY

ACCOUNT MANAGER – CORPORATE TRAVEL
MELBOURNE - SALARY PACKAGE TO \$90k +

Use your high level skills to secure yourself this outstanding role working for one of the top corporate company's. Servicing Multi Million dollar accounts you will have the skills to jump straight into this role using your exceptional analytical ability to achieve the best for your clients. Being able to assess and make relevant cost saving suggestions along with negotiating with key suppliers you will deliver results for your clients.

IF THE SHOES FITS!!

ACCOUNTS PAYABLE CLERK – 2-3 YEARS EXPERIENCE
SYDNEY CBD – TOP HOURLY RATE OFFERED

Love crunching numbers, spreadsheets and chasing money?? Want to secure yourself a fantastic Accounts Payable temp role with a leading Travel Company? If you answered YES, you are almost there! Just apply with AA Appointments for all top jobs! You must have 2-3 years experience in Accounts Payable, (within the travel industry) highly proficient using MYOB and Tramadax is desirable.

BE A TRAINING SUCCESS

TRAINER – TRAVEL INDUSTRY
MELBOURNE – SALARY PACKAGE TO \$65K

Here's an exciting opportunity to join a popular organisation within the Travel Industry. Essential to this role is experience in soft skill training, customer service focus, communication skills and leadership training. Training qualifications and excellent SABRE CRS experience is preferred. SAMS back office will be highly beneficial. If this sounds like you, this dynamic organisation needs you! Apply today.

STRONG LEISURE CONSULTANTS WANTED!

MULTI-SKILLED SABRE TEMP
SYDNEY CBD - EXCELLENT HOURLY RATE + SUPER

Global TMC looking for a savvy, polished and experienced LEISURE consultant to work in their busy SYD CBD office. You will be a highly motivated, bright, bubbly candidate willing and eager to join this team for an ongoing TEMP role. You must have great communication skills & exceptional customer service skills; strong attention to detail and a sound knowledge of SABRE. Min 3-5 years experience required.

TURN UP THE HEAT

RETAIL TRAVEL CONSULTANT
MELBOURNE (INNER) – SALARY PACKAGE TO \$60K

Attention all experienced retail travel consultants; move to a boutique office and increase your base salary today with this hot role! Working in a friendly, passionate and professional team, you will be servicing a wide range of clientele. As high end enquiries are in the majority, your 5 star product knowledge will need to be top notch. Galileo skills are preferred along with a positive, dedicated attitude.

WHEN ONLY THE BEST WILL DO

CORPORATE /LEISURE TRAVEL CONSULTANT
HOBART - SALARY PACKAGE TO \$75K (OTE)

As the leading agency in Tasmania, this company has built up its solid reputation by providing the highest level of customer service. They now require a customer focused senior travel consultant to join their friendly and successful team. Their ability to maintain staff longevity can be attributed to a fantastic work environment, very generous salary packages, great incentives and supportive management.

LOVE THE LAND YOU LIVE IN
DOMESTIC WHOLESAL CONSULTANTS
BRISBANE CBD – \$45K - \$50K OTE

Are you passionate about domestic products? Why not put your strong travel consulting skills to good use with this fun and innovative company. Specialising in domestic travel you will enjoy selling wholesale travel and escaping face to face consulting. This role will open the door to many exciting opportunities including career progression, free trips and unbeatable \$\$\$. Don't delay, call today.

GET THE MONEY YOU DESERVE

RETAIL TRAVEL CONSULTANTS
BRISBANE VARIOUS SUBURBS – \$50K - \$60K OTE

Looking for a fresh and exciting challenge? Want to work for a dynamic brand? Look no further. You will enjoy uncapped commission, industry training, unbeatable benefits, discounted holidays and much more. In addition you will have support in taking your career to the next level and make friends for life. Min 1 year consulting experience and proven sales ability required.

AVIS**2010**

Avis Travel Agent Scholarship of Excellence

REWARDING EXCELLENCE FOR 14 YEARS

It's TIME for 2010 scholarship winner

The winner of this year's Avis Travel Agents Scholarship of Excellence will automatically gain a place in the Travel Industry Mentor Experience (TIME), a new program designed to provide selected individuals with career guidance from industry leaders.

Due to launch in July, TIME will twice a year choose 10 individuals to take part in a six-month program, during which they will receive guidance on business development, leadership and communication/networking from respected business owners and senior industry executives. TIME Chairman Penny Spencer, owner of award-winning corporate agency Spencer Travel and a former recipient of the Avis scholarship, said this year's winner would automatically gain a place in the 2011 TIME program.

"Travel agents who take part in the Avis scholarship are smart, customer-focused professionals, eager to push their careers forward," said Spencer. "That's exactly the sort of person we believe will benefit from the TIME program."

Now in its 14th year, the annual scholarship offers you the chance to develop your skills by undertaking international travel, professional business coaching, and product and sales training. This year's winner will also have the option of enhancing his/her formal qualifications in partnership with Southern Cross University. Even if you don't win, you will still gain enormously from the experience because applying for the scholarship will stimulate your thinking and open up your eyes to new ideas.

To apply for this year's scholarship go to: www.avisscholarship.com.



TIME Chairman (and former scholarship winner) Penny Spencer with Avis Travel Industry Manager Russell Butler

Have you got the right stuff?

As a 2008 finalist and the 2009 winner of the Avis Travel Agent Scholarship of Excellence I would encourage any agent who is passionate about customer service to put themselves forward for this extraordinary award.

Whether you have been in travel for two years or 20, you will benefit personally and professionally simply by taking part in the 2010 scholarship. It forces you to reflect upon all the little things you do that demonstrate your commitment to your clients, your enthusiasm towards our industry and your determination to be the best you can be.

The Avis Travel Agent Scholarship of Excellence is not an award

for agents who are only interested in closing sales, growing yields and making profits.

It is an award for people who believe the key to success for any skilled travel professional is exceptional customer service. It is an award for people who understand the power of a genuine smile, the importance of respect and the joy that comes from continually finding new ways to exceed clients' expectations. If that sounds like you then register now.

I wish you the very best of luck!

Lisa Upton



How do I apply?

It's easy. Register on the website at www.avisscholarship.com

How does it work?

- Registration opens 21 April 2010
- Applications must be sent in by mail or email by close of business 8 June 2010

Mail:

Avis 2010 Travel Agent Scholarship of Excellence
Avis Australia
PO Box 204, MASCOT NSW 1460

OR

Level 2, 15 Bourke Road, MASCOT NSW 2020

Email:

scholarship@avis.com.au (please use a zip file)

What can I win?

All scholarship entrants:

- An Avis two-day weekend rental voucher and a certificate of participation

Scholarship finalists:

- An invitation to attend the AFTA NTIA Dinner on 10 July 2010
- Return flights to Sydney and accommodation to attend the finalist judging day on 5 August 2010
- A personal online behavioural profile and a subsequent consultation session with a personal Polonious business coach

Scholarship winner

- Southern Cross University's School of Tourism and Hospitality Management will provide a scholarship for the first year (or equivalent) of a three-year Bachelor of Tourism Management course to a maximum of eight units. The winner may elect to enrol in the course on campus or by distance education, but must enrol in the first session 2011.
- Honorary position on the Avis Travel Agent's Advisory Board for 12 months
- Polonious Resources - Personal Profile, 360 Feedback session and personalised on call Personal/Professional Coaching for 12 months
- International Cruise Council Australasia (ICCA) - 4 training modules
- Return Qantas Airways Business Class airfares to New York for the winner and a companion
- Six nights' twin share accommodation in New York and seven days' AVIS car hire
- Foreign exchange products to the value of AU\$750
- Appointment at Avis World Headquarters to meet senior Avis executives
- Accompanied site visits to New York travel agencies

The Timeline

- Registration opens 21 April 2010 online at www.avisscholarship.com
- Full written presentation to be lodged by 8 June 2010
- Finalists will be announced on 1 July 2010
- Finalist judging day and winner announced on 5 August 2010
- Prize to be taken by 30 September 2011

Note - use of multimedia not permitted throughout the Scholarship process.

See website for full terms & conditions: www.avisscholarship.com