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# Travel Daily

First with the news

Tuesday 12th April 2011

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ISSN 1834-3058

## DFAT ANZAC update

**THE** Department of Foreign Affairs and Trade has prepared a special 'Consular Card' for Aussies travelling to Turkey and France for the upcoming ANZAC day.

The document contains Australian Consulate contact information, a list of ANZAC Day service times and locations as well as useful trips for travelling in the region.

Visitors to commemorative sites in Turkey are warned to expect "airport-like screening," with items such as alcohol and large backpacks prohibited - see [www.smartraveller.gov.au](http://www.smartraveller.gov.au).

## Rail Plus live link to UK fares

**RAIL** Plus has today launched a new direct link allowing agents to purchase UK point to point tickets for their clients at prices up to 80% cheaper than before.

The move follows changes from UK rail operators who have given international markets access to the cheapest, most flexible fares.

Rail Plus is offering direct access to the fares 24/7 via its online link to the Euronet reservations system.

The fares are instant purchase and are yield managed, which is a major change from previous UK rail offerings in Australia.

For example, a first class fare between London and Edinburgh was previously priced at about \$340, but under the new system is available from just \$123.

The fares are fully commissionable, with Rail Plus sales and marketing manager Greg McCallum telling **TD** the change is likely to deliver agents with new business.

"We have seen sales of European point to point fares increase by more than 50% over the past few years, but the UK market has been relatively

stagnant because Australian travellers have been denied access to the cheaper fares," he said.

It also makes life easier for agents because for the first time e-vouchers will be available for UK rail travel, rather than requiring couriered paper tickets.

Fare categories include 'Anytime', 'Off-Peak' and 'Advance Fares', with the cheapest Advance tickets going on sale 12 weeks before travel and including an automatic seat reservation.

VisitBritain's Mark Haynes has backed the move, saying the availability of discounted fares online would make it easier for Aussie travellers in the UK to move beyond London.

"Now, agents can be confident in their ability to quickly secure the best available prices for travellers who want to venture beyond London and explore all the other fascinating cities and regions Britain has to offer," he said.

## Hahn Air signs 4 more

**HAHN** Air has interlined with four new partner airlines, that will see the global sales and distribution agent expand its e-ticketing platform to include Ukraine International Airlines (PS); Dutch Antilles Express (9H); Czech Connect Airlines (CQ) and Arik Air (W3).

## Indochina cruise brox

**TRAVEL** Indochina has launched its first ever river cruising brochure due to strong demand for the product from this market.

See today's **Cruise Weekly** for info - [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

\*\*\*\*\*  
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## All the industry news

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

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## Cheap fares rise 15%

**DOMESTIC** airfare prices are on the increase again, according to figures released in the latest Air Fare Index by the government for the month of Apr.

The greatest spike from this month to last, was seen by 'Best Discount' airfares, which rose more than 15% to an index level of 62.2, up from 52.5 in Mar 2011.

'Full Economy' and 'Business Class' fares also went up 2.5 and 0.6 index points respectively.

## Google ITA deal approved

**INTERNET** giant Google looks set to proceed with its purchase of airline reservation software firm ITA (**TD** 27 Apr 10), after the US Justice Dept released a series of conditions relating to the deal.

The department said it will require Google to continue to develop and license travel software after it takes over the firm, with ongoing software research and development and "internal firewall procedures" to ensure websites using ITA software will "be able to power their websites to compete against any airfare website Google may introduce".

If the deal had proceeded under the initially proposed terms, the Justice Department said it would have "substantially lessened competition among providers of comparative flight search websites in the United States".

Google will also be required to provide mandatory arbitration under certain circumstances, as well as implement a formal reporting mechanism for incidents where it's seen to be acting in an unfair manner.

The proposed outcome "assures that airfare comparison and booking websites will be able to compete effectively, providing benefits to consumers," according to a DOJ statement.

Google said it's excited at the approval of the deal, saying "it's important to us that ITA continue with business as usual".

The company has formally committed to allowing ITA customers extend their contracts until 2016, as well as making a range of other undertakings aimed at making ITA technology available to other websites.

Google said it plans to combine ITA systems with its own technology to "develop exciting new flight search tools for all our users," according to senior vice president Jeff Huber.

## QantasLink sets sail

**QANTASLINK** has announced it will be the naming rights sponsor for this year's Brisbane to Gladstone Yacht Race, expanding its long-running association with the event which starts 22 Apr.

## Constellation adds 4

**CONSTELLATION** Hotels is adding to its Australian network with four coastal apartment style properties in Cairns, Coolangatta, Newcastle and Lorne.

The Australis Cairns Beach Resort and Australis Kirra Surf Apartments will come online in May, while the Chifley Grand Central Apartments in Newcastle and Chifley Lorne Resort and Apartments will be added to the portfolio when they open in 2012.



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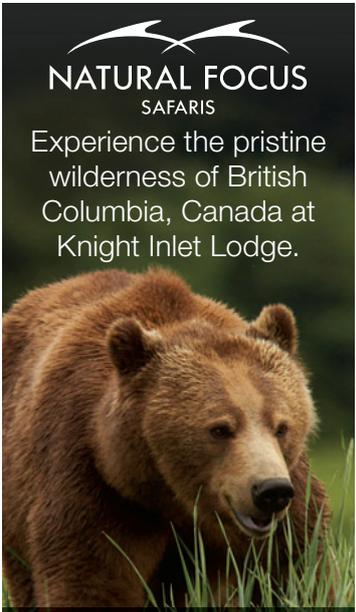
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## Warning on dodgy job candidates

THE ongoing skills shortage in the travel industry is likely to see a proliferation of job applicants offering false references, according to AA Appointments md Adriana D'Angelis.

She told **TD** the issue is becoming an "increasing problem," with the recruitment company experiencing several instances in recent months of forged references or even candidates who have had a friend impersonate a previous manager to provide a verbal reference.

"On each occasion, further investigation with HR/Payroll departments of the previous employer have discovered that the applicant was dismissed for gross misconduct," D'Angelis said.

"In a candidate short market it is often tempting to hire new staff without thoroughly verbally checking and validating referees and/or just accepting written ones," she added.

This often leads to major complications down the track, D'Angelis warned.

## \$40m Qld benefit from new Jetstar flights

**JETSTAR** claims its new direct flights from Auckland to Cairns have the potential to generate up to \$40 million for the Far North Queensland economy annually.

The new service debuts today, with JQ Aus ceo David Hall saying the route "will be a welcome benefit for Queensland tourism during its recovery from recent significant natural disasters."

Auckland is Jetstar's 11th destination to be served from Cairns, which now also offers 95 weekly return JQ services to seven other Australian cities.

## AF A380s to SFO

**AIR** France has announced seasonal A380 flights between Paris and San Francisco, with the A380 to operate 06 Jun-04 Sep.

## Window Seat

**VIRGIN** Galactic must be getting closer to launching its commercial sub-orbital space flights - it's started advertising for so-called 'pilot-astronauts'.

However the pool of applicants is likely to be fairly small, with requirements including being a graduate of a "recognised test pilot school," while "prior spaceflight experience is also desirable," the ads state.

### ONLY in the UAE?

A new 'Superbus' is set to go on trial in Abu Dhabi, with claims it could carry 23 passengers at speeds of up to 250 km/h.

A Dutch invention, the vehicle made its debut as a prototype yesterday at the Abu Dhabi Mobility and City Transport Expo.

The electric-powered vehicle (pictured below) is a "cross-over between a bus and a limousine" and could cut the traveltime for the 160km between Abu Dhabi and Dubai to just over 30 min.

It's 15m long, with 16 doors, and if the project goes ahead would run on a dedicated "speed track" highway between the cities, before switching to normal roads for drop-offs.



## NRL Rd 5 Winner

CONGRATULATIONS

### Norman Barry

from Qantas Catering

Norman is the top point scorer for Round 5 of **Travel Daily's** NRL industry footy tipping competition, and has won five days car hire anywhere in the world, courtesy of **Compass Car Rental**.



## Major Prize Sponsors

**1st Prize:** 4-night holiday to Dubai & Abu Dhabi, courtesy of **Emirates** and **Jumeirah Hotels & Resorts**



**2nd Prize:** 4-night holiday to Kuala Lumpur & Penang in Malaysia, courtesy of **AirAsia** & **Parkroyal**



**3rd Prize:** Apple iPad 2, courtesy of **Compass Car Rental**



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## ACCC slugs JAL with \$5.5m penalty

**THE** Australian Competition and Consumer Commission yesterday fined Japan Airlines \$5.5 million for its role in an airline cartel that had fixed surcharges on cargo flights into Australia.

JAL is the seventh international airline to be implicated and fined accordingly in the cartel.

Watchdog chairman Graeme Samuel said JAL had admitted to making and giving effect to illegal

price fixing understandings with other int'l carriers, and because of its co-operation "has earned it a significant discount on the penalty that otherwise would have been sought."

JAL was charged in relation to its imposition of fuel surcharges between Dec 2003 and Oct 2005, and insurance and security surcharges between Jan 2003 and Oct 2006, on international carriage of freight from Singapore to destinations across the globe, including Australia.

Samuels said JAL had also agreed to "facilitate further assistance" to provide evidence against other respondents.

The fine against JAL takes the total combined penalty against all airlines involved to \$46.5 million.

Other carriers the ACCC has proceedings against include Singapore Airlines, Cathay Pacific, Emirates, Korean Air Lines, Air New Zealand & Thai Airways Int'l.

## Emirates ski specials

**EMIRATES** has sale fares to Auckland and Christchurch in time for the 2011 ski season, on sale until 24 Apr and travel from 01 May to 31 Aug.

Fares to Christchurch ex Sydney start from \$198 one way or \$358 return in Economy Class or from \$1226 return in Business Class.

Flights to Auckland from SYD, MEL or BNE start at \$369 return in Economy & \$1209 in Business.

## Europe. In style.

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## Intrepid Livin La Viva! Nepal

**RIGHT:** Viva!

Holidays, Intrepid and Singapore Airlines co-hosted a group of eight agents on a famil to Nepal.

The adventure program included white water rafting, a visit to a local farm, temples, local culture, and playing sport with students from a school for the hearing impaired.

Other highlights included trying the local cuisine and the typical tourist attraction....shopping.

Pictured above at the Durbar Square, Chaktapur front row **from left** are: Jayne Walsh, HWT Alice Springs; Haley Louise Cox, Jetset Ashgrove; Roslyn Stock, Bay Travel & Cruise; Tahnee Dobson, Viva! Holidays marketing; Luke Cochrane,



Queanbeyan City Travel & Cruise.

Middle Row: Vanessa Beros, Singapore Airlines Rep; Atina Vertzonis, Travelworld Lake Haven; Saskia Van dongen, Viva! Holidays sales rep; and Kristi Dobson, Intrepid.

Back Row: Manuela Marques, Jetset Bassendean; Marissa Gallo, Travelworld Kingsway; and Annabelle French, Travelrite International Balwyn.

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## Kids snow perks

**ABSOLUTE** Alpine is offering a family fun package when two adults and two children stay at the Balaton 4 apartments in Jindabyne during the snow season, valid in Jun and Sep only.

The Stay 5 Pay 4 deal plus kids stay free offer is priced from \$1164 - phone 1300 278 483.

## eWaterways appoints

**ONLINE** aggregator of small ships, eWaterways, has appointed Business Development Managers for its Australia & NZ operation.

Jenny Bevan and Leonie Prowse will be tasked with introducing the eWaterways business to travel agencies in both countries.

## Bahrain downgraded

**THE** Department of Foreign Affairs & Trade last night revised its travel advisory for Bahrain, lowering it from the 'Do not travel' recommendation to 'Reconsider the need to travel'.

DFAT's Smartraveller website is still warning that "further demonstrations and protests are possible."

## Agent office closures

**THE** Travel Compensation Fund has advised of the closure of Active Safaris, Perth WA and GK & KL Sisely, Sale Victoria, effective 08 Apr, after the travel agents ceased trading.

## Courtyard for MEX

**MARRIOTT** International is to open its first Courtyard by Marriott branded property in Mexico City early next year.

Courtyard Mexico City Airport will have 292-rooms.

## Rocky demographic getting youthful

**THE** age group of the Australian traveller experiencing the Rocky Mountaineer is steadily dropping, according to Director Sales - Asia Pacific, Robert Halfpenny.

Speaking with **TD** in Sydney recently, Halfpenny said the younger segment was "really developing down under".

Australia has been the fastest growing region for the iconic Canadian rail company over the past decade, and is only surpassed by sales from the United States, where the product has been marketed for far longer.

Vice president of Global Sales, Bob Nicholas reiterated the comment, saying the last couple of years the 34-44 and the 45-54 age group were "by far the fastest growing areas of the business", accounting for a cumulative total of 22% of sales.

"Because of our rebranding efforts and our messaging, and how it's tailored, you'll see a much more diverse client from

an age profile," Nicholas said.

Rocky Mountaineer's latest brochure, video clips and online content now features a younger demographic of traveller, "by design."

Nicholas said the "bulls-eye" market will always be the baby boomer.

"We recognise that there's another decade of baby boomers at a minimum, and that will always be the core of our product," he said.

## US ticket agent fined

**AN ONLINE** ticket agent in the US has been fined US\$40,000 for failing to advise its customers booking flights if their service was being operated under a code-share arrangement.

Flythere4less.com was ordered to pay \$20K within 90 days by the US Dept of Transportation, and a further \$20K if the agent violates the code-sharing rule again.



## GROUPS COORDINATOR

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PLEASE NOTE: Applications will not be accepted via recruitment agencies before the closing date.






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Last week's \$250 winners are:

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- Russell Cameron, BULIMBA QLD
- Jo Patton, BATEMANS BAY ACT
- Amanda Stella, MANUKA NSW
- Mark Camilleri, NORWOOD SA
- Lynda Harmer, CHERMSIDE QLD
- Illaina Van Veen, BRISBANE QLD
- Jemma Doidge, ROSANNA VIC
- Tammy Cannavale, PERTH WA
- Stephen Blowers, PERTH WA
- Matthew Brown, CARINDALE QLD
- Rebecca Richards, BONDI JUNCTION NSW
- Hannah Rossi, BRISBANE QLD
- Kristen Logan, CARINGBAH NSW
- David Hackett, AMBERVALE NSW

Payments will be processed at the end of the month





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# Empress Gold Choice Award



**TRAVELLERS** Choice 2010 Gold Choice Award winners have returned from their eight day 'Springtime Along the Rhine' cruise onboard Uniworld River Cruises' *River Empress*.

The 10 members were flown to Europe by Singapore Airlines under the accompaniment of

managing director Gary Allomes.

During the cruise the group had time to explore Amsterdam's canals, visit some of Europe's top museums, make traditional German desserts and enjoy the local Rieslings in Bacharach.

This year's Gold, Silver and Bronze Awards will be presented at the Annual Shareholders' Conference, which will be held in Singapore in Oct.

Pictured above at the Cologne Cathedral **from left** are: Gary Allomes, Travellers Choice; Hans Went, Canadian Bay Travel; Sue Holmes, Carine Travel Bug; Brian Slater, Maria Slater Travel; Carol Shaw, Tour de Force Travel; John Hancock, City Beach Travel & Cruise; Gemma Smith, Broadway Travel & Cruise; Jim Cooper, Queenbeyan City Travel; Scott Graham, Uniworld; Gillian Connors, Ucango Travel; and Sue Fessey, Stodarts Travel & Cruise.

Not pictured but present is Carol Evans, Bay Travel & Cruise.

## TAM ups frequencies

**BRAZILIAN** carrier TAM Airlines plans to increase frequencies on flights between Rio de Janeiro, Tom Jobim/Galeao Airport and Frankfurt, New York and London, with the purchase of two new Airbus A330 planes.

The Frankfurt service will operate daily, while New York will increase from four to six weekly departing from May.

Flights to London will be raised from thrice to six weekly services effective 01 Aug.



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## SAS gets govt tender

**SCANDINAVIAN** Airlines (SAS) has been awarded the Swedish government's procurement of air travel for a further year, worth 700m Swedish krona (AU\$106m).

**MEANWHILE**, SAS has announced it will lease five new 737-800NG aircraft and signed a Memorandum of Understanding with GECAS to lease 12 737-700s.

## TraceMyTrip globally

**NEW** Australian social network, TraceMyTrip is to launch into the global market, after reaching one million readers since it launched in Dec last year.

The site allows members to have their own page where they can upload videos, pictures and journal entries as well as create maps and book flights and hotels. See - <http://tracemytrip.com>.

## Newmans next winner

**NEWMANS** Holidays has announced the latest winner in its NZ ski holiday agent promo as Shari from Travelscene Bairnsdale, Kenair in Victoria.

Shari has won return airfares to Queenstown, five-nights accom at The Rees Hotel Queenstown, a three day lift pass and transfers.

WIN TICKETS TO SEE "MARY POPPINS"



TD has teamed up with Qantas Holidays this week and is giving five lucky travel consultants the chance to win a double pass to the preview session of Mary Poppins on 21 April 2011.

As Australia's leading wholesaler specialising in Events, Qantas Holidays proudly offers your clients to come and step into the magical world of Mary Poppins, opening at the Capitol Theatre, Sydney in May 2011.

For your chance to win a double pass to the preview session of Mary Poppins, simply be the first person to send in a correct answer to the question below to: [marypoppins@traveldaily.com.au](mailto:marypoppins@traveldaily.com.au)

From what price can you purchase an adult Qantas Holidays ticket and twin share accom package to Mary Poppins Sydney?

Congratulations to yesterday's lucky winner, Shelley Poten from Corporate Traveller. The correct answer was 5th May.

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1st Class  
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now from just  
**\$123<sup>pp</sup>**

London - York  
1st Class  
was \$264<sup>pp</sup>  
now from just  
**\$109<sup>pp</sup>**

London - Manchester  
1st Class  
was \$210<sup>pp</sup>  
now from just  
**\$119<sup>pp</sup>**

London - Bath  
1st Class  
was \$179<sup>pp</sup>  
now from just  
**\$51<sup>pp</sup>**

New discounted fares are non-refundable, non changeable, instant purchase fares and include seat reservations.

# NT calls for level airport security fees

**NORTHERN** Territory Minister for Business and Employment Rob Knight has raised concerns with the Productivity Commission into the costs of airport security and its impact on airport charges at Darwin and Alice Springs. Knight has called on an

equalisation of security costs nationwide, in order to reduce the per passenger charges at NT airports, in a bid to lure more services and new carriers.

Currently, Darwin and Alice Springs have the highest security charges in Australia.

"The submission argues that security should be regarded as an Australia wide airport system, given that the security of the national network is only as strong as its weakest link," Knight said.

## EK kk's A380 to PVG

**EMIRATES** has today confirmed it will begin thrice weekly services between Dubai and Shanghai Pudong (PVG), as flagged by *Travel Daily* yesterday.

EK will launch A380 flights to its third Greater China city (behind Beijing and Hong Kong) on Wed, Fri and Sun, effective 27 Apr using a 489-seat superjumbo.

## 4-nts on Pearl for \$299

**P&O** Cruises has released some fantastic winter South Pacific deals, sailing onboard *Pacific Dawn* and *Pacific Pearl* in Jun.

The Taste of the Tasman four-night cruise on *Pearl* is currently priced from \$299 per person quad share, departing Auckland on 27 Jun.

Or the seven-night Pacific Island voyage to Vila, Lifou and Noumea on 04 Jun ex Brisbane is priced at \$499pp/qs - [pocruises.com.au](http://pocruises.com.au).

## Banyan Tree Macau

**BANYAN** Tree Macau has opened, featuring 246 suites and 10 pool villas, a Banyan Tree Spa with 21 treatment rooms, and meetings/conference facilities.

## High Thai Operatic Tea



**ABOVE:** Thai International Airways hosted a second group of agents to a 'High Tea of Operatic Proportions' last week at the Sydney Opera House.

THAI is giving *TD* readers a chance to win a place to the next High Tea - see the 'Travel Agents Only' section before 14 Apr at [www.thaiairways.com.au](http://www.thaiairways.com.au).

Pictured above at Guillaume in Bennelong **from left** are: Barbara Christian, THAI; Alan Wolfe, Bay Travel; Maggie Poynter, Travelforce; Joanne Goodall, AMEX; Janet Martin, THAI; Rachael Pavia, CWT; Denise Gilfeather, Travelforce; Michelle Michael-Pecora, Travel Managers; Denise Dalton, THAI; and Samantha Hay, Eden Travel.

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Established in 1981, Discover the World Marketing has over 80 offices in more than 60 countries. Discover is the largest travel representation company with more than 55 major clients worldwide. Our Australian office represents a variety of airlines, hotel chains, a cruise line and other global travel companies.

We are currently seeking a highly motivated Air Reservations Team Leader.

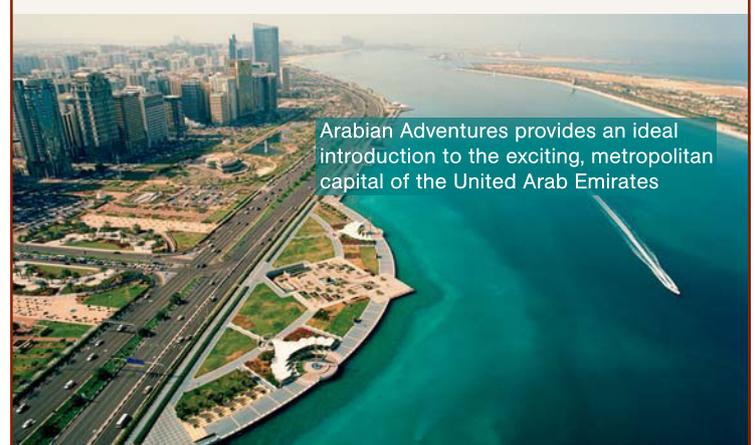
Reporting to the Operations Manager, the successful applicant will provide services in all areas to our Air Clients customers. The applicant will develop and maintain all communication channels and documentation in relation to the position and department. A minimum of 2 years experience in international air fares and ticketing is required and Computer Reservation System (CRS) knowledge is essential, preferably Sabre/Amadeus.

Click here to view the full job description.

Please send all applications to: [hr@discovertheworld.com.au](mailto:hr@discovertheworld.com.au)

Applications close on 2nd of May and only successful candidates will be contacted.

## WIN a Luxurious Holiday to Abu Dhabi!



Arabian Adventures provides an ideal introduction to the exciting, metropolitan capital of the United Arab Emirates

Abu Dhabi Tourism Authority is giving one Travel Daily reader and their guest a chance to indulge and luxuriate in the exotic and charming Abu Dhabi emirate. Fly return economy class to Abu Dhabi courtesy of V Australia celebrating their new flights from Sydney and spend a luxurious 5 night stay at the sophisticated Jumeirah at Etihad Towers near the fashionable corniche area. Enjoy a City Spectacular Tour, a Dune Dinner Safari and return airport transfers thanks to Arabian Adventures.

To enter simply name the images displayed each day (pictured) during the month of April 2011 and send your answers to [abudhabi@traveldaily.com.au](mailto:abudhabi@traveldaily.com.au) by 5:30pm Saturday 30th April 2011.

(Click here for more information).





**ABOVE:** Pinpoint Travel Group has celebrated its growth for Spencer Travel with the opening of a new Travel With Kids office in the Shire last week.

The new store located on The Kingsway, in Caringbah "should prove successful and enjoy a great presence in the local area"

said Pinpoint BDM NSW, Margaret Sibraa.

Sibraa (pictured left) stopped by the new premises to welcome the team and present Manager, Lisa Allen (far right) and her team, Dayna Porter and Angela Clarke, with a bottle of French Champagne and flowers.

SKYTEAM has named Michael Wisburn as its new managing director, who will be based in Amsterdam, taking over from Marie-Joseph Male, from 01 Jun.

## AFTA UPDATE

The latest insights from AFTA's Chief Executive, Jayson Westbury



The World Travel Agents Association Alliance (WTAAA) held its first board meeting for 2011 in Singapore last week to coincide with the IATA, Passenger Agency Program Global Joint Council (PAPGJC) meeting.

WTAAA is moving from strength to strength as it addresses many of the issues facing the global travel industry and more importantly, the issues facing the travel agent.

The WTAAA board discussed many of the common areas across the globe such as an increase in awareness of the travel agent value proposition; the impact of the move to ancillary fees by airlines; social media and the internet, opportunity or threat; and an in depth engagement with senior IATA officials on a global joint value proposition for the agency community.

In addition to this, the PAPGJC held an extensive daylong meeting in which many of the issues surrounding the IATA BSP program were discussed.

Of importance to those who are IATA accredited was that the issues surrounding the use of ADM's and the processing of ADM's as per the resolutions were discussed and debated at length.

One key outcome is that IATA will be taking a more proactive approach to compliance with the ADM resolutions and that more scrutiny will be given to cases in which airlines do not adhere to the resolutions governing the ADM process.

In addition to this, it was agreed that the ADM resolutions would be given consideration at the IATA Passenger Agency Conference which is held in October each year.

A number of other important matters relating to the global implications of the BSP were discussed and it was generally held by those present that the meeting was valuable and provided for an open dialogue between the global agency community, airlines and IATA.

I would also note that IATA will be holding a conference to be known as Passenger Week 2011 around the week of the 10<sup>th</sup> October in Singapore and more information about the conference program will be released in the coming months by IATA.

The discussions on global issues continue via the membership of AFTA to the WTAAA.



## Business Development Manager

Perth, Western Australia

**Excite Holidays** is Australian owned and a leading online Business to Business (B2B) wholesaler, seeking a **BDM for WA**.

### About the Opportunity

As a BDM you will be responsible for gaining new business within the wholesale market through the travel agents within Western Australia. You will grow sales through our current contacts or leads from your existing contacts.

### To be considered for the role you must:

- have minimum 2 years experience in a similar role in the Travel industry
- have strong existing relationships
- have a energetic, positive, and engaging personality
- deliver exceptional and timely service
- have proven sales / KPI target wins
- a history of strong negotiation and closing skills
- must have own vehicle

### Benefits:

You will be employed by a company that takes pride in their employees and provides a dynamic and supportive team culture. You will be welcomed and provided with the right support to achieve continued success.

### On Offer:

- Base salary + commissions
- Mobile phone
- Car allowance

Please forward your Cover Letter and Resume to:  
[careers@exciteholidays.com](mailto:careers@exciteholidays.com)



## Langham PEK lounge

**LANGHAM** Place, Beijing Capital Airport has unveiled its Club L Lounge and Club Floor rooms, including soon to be opened Penthouse suites.

The 24 hour Club L Lounge overlooks the airport and covers two storeys offering four zones - Relax, Refuel, Replay & Revitalise.

## UA cruise travel bonus

**UNITED** Airlines is ramping up its United Cruises offshoot that launched in the US in Jan, offering up to 40,000 Mileage Plus points to members who use a Visa Card to pay for a 13+ night cruise.

Cruises.united.com offers air & cruise deals with Carnival, RCC, NCL, Celebrity and Disney.

**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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## Seeking Career Satisfaction?

Find the Right Job with TMS



### Hot Jobs (Australia) - April 2011

Sydney - 02 9231 6444 - [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne - 03 9602 1809 - [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane - 07 3221 9916 - [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth - 02 9231 6444 - [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions - 02 9231 6444 - [sally@tmsap.com](mailto:sally@tmsap.com)

Temp or Contract Executive - **Alex and Sharon**  
- **Sally Frape**

#### JOB OF THE WEEK!

### Sales Manager, Boutique Expedition Company

- (12 month contract) Salary to \$75K

Our client, a leading high end adventure company specialising in group travel is looking for an experienced Sales Manager. They are looking for a person with previous senior sales experience who will be able to implement a strategic sales plan to successfully move the business forward. You must have solid sales experience working in a travel company or tour operator with proven ability to plan, develop and execute sales strategies. You will have ability to lead, mentor and train staff, coupled with relationship building skills.

Contact **Stacy Balderston** T: 02 9231 6444 E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### Corporate Travel Consultant – Sydney CBD

- Salary 55K

Experienced Corporate Travel Consultant to join a growing corporate team. The right person will enjoy a range of benefits including travel perks, relaxed and friendly atmosphere and lots of variety. Your duties will include consulting over the phone and email, selling travel arrangements to all corners of the world whilst delivering best customer service experience. You will have solid experience in corporate travel, strong product and airfare knowledge, Sabre trained, computer savvy, and ability to work under pressure in a fast paced environment.

Contact **Stacy Balderston** T: 03 96021809 E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### Fares and Ticketing Consultant – Sydney

- Work for respected brand
- Good salary package is on offer

Well known and respected Travel Wholesale Company. They provide a range of travel products across most popular destinations. Currently seeking an experienced Fares and Ticketing Consultant. Duties will include ticketing airfares deadlines, assistance with air related enquires (Air Desk) actioning queues through Galileo, Sabre & Amadeus. You will also be submitting BSP on a weekly basis, actioning refunds and re-issues, issuing ACM/ADM's and checking of air quotes completed by Customer Service staff. The successful candidate will have experience in a similar role within travel wholesaler or consolidator, solid airfare and ticketing knowledge and ability to work towards deadlines in fast paced environment. Min Certificate III in Tourism is required.

Contact **Anna Wachowiak** T: 02 9231 6444 E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or [apply online now!](#)

#### Business Development Managers - MICE SYD BNE MEL

- Great earning potential
- Large travel company with fantastic management and support

This company has a wide portfolio of clients including top blue-chip corporations and major global brand names. You will be responsible for developing and implementing sales strategies within the travel industry and identifying new business opportunities across MICE sectors. You will need to have proven sales experience, a strong work ethic, be confident and highly self motivated.

Contact **Brendan Grant** T: 02 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or [apply online now!](#)

#### Domestic Corporate Travel Consultant – Lower North Shore

- Ongoing training with exceptional management and team
- Respected travel company with fantastic training opportunities

This role is responsible for providing end to end domestic travel management for corporations. This is a great opportunity for an experienced retail or domestic corporate consultant. To be considered for this role you must be experienced in retail/corporate travel, knowledge of a GDS system and back office. If you have strong customer service skills this is the role for you!

Contact **Brendan Grant** T: 02 9231 6444 E: [brendan@tmsap.com](mailto:brendan@tmsap.com) or [apply online now!](#)

#### Business Development Manager - NSW

- Uncapped commission structure
- Training and development

Global TMC currently looking for an experienced Business Development Managers to grow their corporate business in NSW and ACT. The right person will enjoy the range of benefits such as uncapped earning potential, room to grow with Australia's largest TMC, ongoing training and development and career opportunities including working overseas if desired. Some of your duties will include identifying, qualifying and capturing new business; actively contributing to company's growth and delivering results against set objectives. Skills required include background in Business Development Management – Corporate. You will be a self-starter, highly motivated and driven. You will possess exceptional selling and negotiation skills. You will be flexible on working hours and travel. Hard work and dedication is a must.

Contact **Anna Wachowiak** T: 02 9231 6444 E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or [apply online now!](#)



# AA APPOINTMENTS

RECRUITMENT CONSULTANTS

**AA HAS BEEN NOMINATED FOR  
BEST AGENCY SUPPORT SERVICES!  
TO SHOW YOUR SUPPORT VOTE NO 1  
FOR AA IN CATEGORY 23 TODAY**



NSW & ACT – 8/6 O’Connell St – (02) 9231 6377 – apply@aaappointments.com.au

VIC, WA & SA – 1/167-169 Queen St – (03) 9670 2577 – recruit@aaappointments.com.au

OLD & NT – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

**FOR ALL THE BEST VACANCIES VISIT [www.aaappointments.com](http://www.aaappointments.com)**

### THINGS ARE HEATING UP IN THE NORTH! LEISURE TRAVEL CONSULTANT X 4

2x Manly 2 x Mosman – SALARY \$45k - \$60k +

Love giving your clients the best possible service and sharing in their holiday excitement? Still have a passion for leisure travel?

If you are an experienced and travel consultant with strong destination and airfare knowledge who is looking for a change, this is it! Join an award winning travel group who are going from strength to strength. A fun and friendly team, high end clientele plus an amazing salary package with incredible incentives are on offer– all this and work closer to home.

### ARE YOU READY FOR THE BIG TIME?

CORPORATE TRAVEL CONSULTANT x 5  
NORTH SYDNEY – \$65K PLUS OTE

Ready to join the big time and work on high profile blue chip corporate accounts? This Global TMC are expanding and are searching for corporate travel consultants to join their busy North Sydney team. With a min of 2 yrs corporate travel experience you will have strong international airfare knowledge and top service delivery. Working for a global leader you will receive excellent salary plus incentive plus benefits as well as real opportunities for progression.

### LEADER OF THE PACK

CORPORATE CONSULTANT – LEAD AGENT  
MELBOURNE (CITY) – SALARY PACKAGE TO \$65K

This boutique, yet increasingly growing, TMC is seeking a Senior Multi Skilled Consultant to take on the Lead Agent role for one of their major accounts. Working in this new modern office space, you will be excited by this organisation’s vision & presence in the market place. If you possess a minimum 5 years international corporate consulting experience & would like to take the next step before Team Leader, apply now!

### WORK & PLAY

WHOLESALE TRAVEL CONSULTANTS  
PERTH (INNER) – SALARY PACKAGE TO \$43K + OVERTIME  
That’s right, here is your chance to combine work and play in the workplace! This national wholesale travel company is seeking enthusiastic & bubbly personalities to join their vibrant team of reservations consultants! In addition to assisting agents with international travel requests for holiday packages throughout the world, you will have the opportunity to lead agent families! Great working environment.

### COSY COMPANY, CITY CENTRE

CORPORATE LEISURE TRAVEL CONSULTANT  
MELBOURNE CBD – SALARY PACKAGE TO \$57K

Prefer to service clientele that after good old fashion customer service? This well established travel company is seeking an experience travel consultant to assist their long standing clients with leisure and business travel arrangements. Working in this mature office, you will enjoy the relaxed environment & Mon to Fri business hours! NO sales targets & no commission stresses. Sabre skills preferred however not essential.

### NEXT CAREER STEP = CORPORATE TRAVEL

CORPORATE TRAVEL CONSULTANTS x 21  
PERTH (CITY) – SALARY PACKAGES TO \$59K

There has never been a better time to step across to corporate travel! We have numerous companies in Perth that have seen dramatic growth & subsequently require competent consultants to join their teams. If salary, work/life balance & career advancement are high on your list, corporate travel is the sector to join! Monday to Friday business hours only, no sales targets, set salaries! 21 ROLES!

### LET’S GET TECHNICAL

TRAVEL TECHNOLOGY SUPPORT CONSULTANT  
BRISBANE CBD – SALARY PKGE \$55K

Are you sick of travel consulting? Are you computer savvy? Here is your chance to join this award winning co, where you will work behind the scenes offering technical support. If you love a challenge and regularly think outside the square, then this position is made for you. On offer are Mon – Fri hours, a strong \$ salary and an opportunity to work with an amazing team. Min 2 years retail, wholesale, corporate or product helpdesk exp req. Apply Now!

### GET YOUR LIFE BACK!

RETAIL TRAVEL CONSULTANT  
BRISBANE NORTHERN SUBURBS – SALARY PKGE \$41K

Want to work for an agency that doesn’t treat you like just another no.? Our client is looking to bring on a new talented consultant to add to their thriving business. On offer is a great package, incentives and the opportunity of no more long commutes to Brisbane CBD. Even more you will adore working in this close knit team and feel at home from the second you walk through the door. If you are goal orientated travel consultant with min 12 months experience APPLY NOW!

# Europe. In style.

Earn a \$300 Virgin Blue Gift Voucher for every 10 V Australia return tickets sold (departing Australia to Europe via Abu Dhabi)\*

Now departing to more than 14 destinations in Europe^ and the United Kingdom with a quick one-stop service, V Australia offers a whole new world of choice for you and your clients.

- For every 10 V Australia return tickets sold (departing Australia to Europe via Abu Dhabi), receive a \$300 Virgin Blue Gift Voucher
- Vouchers are valid for 12 months from date of issue and are fully transferable

^With our partner Etihad Airways

\*For terms and conditions visit [vaustralia.com.au/competitions](http://vaustralia.com.au/competitions)

## to claim

List all eligible ticketed bookings on the sales tracker form sent via trade release and email a scanned copy to [salesassist@virginblue.com.au](mailto:salesassist@virginblue.com.au) with the words "Europe. In Style" in the subject line no later than close of business Friday 22nd April 2011.

International airline of 



Sell!

Sell!

Sell!

Sell!

Sell!

Sell!

Sell!

# Explore MALAYSIA in Style

## CRITERIA FOR PRIZE 1

The top two agents in Sydney, Melbourne, Brisbane, Adelaide and Perth achieving the highest revenue sales on Malaysia Airlines between 28 March - 22 April 2011 will attend a luxurious famil to Malaysia.

## CRITERIA FOR PRIZE 2

For every return Economy class ticket issued - receive a \$20 voucher for David Jones

For every return Business/First class ticket issued- receive a \$40 voucher for David Jones

Sales Period: 28 March - 22 April 2011

Claim your vouchers by 29 April 2011, please email your local CT sales team

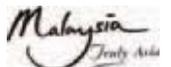


**Consolidated Travel  
Group**



Quikfares

Quickticket



**CONDITIONS:** This offer is open to all full time international selling agents only. Vouchers are capped and will be distributed on a first come, first served basis based on ticket orders received. Valid for tickets issued by Consolidated Travel or via Quickticket between 28 March - 22 April 2011 on 100% MH itineraries ex Australia plated to MH (232) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Malaysia Airlines reserve the right to alter or cancel the promotion any time. Vouchers & tickets (do not include surcharges or taxes) for this promotion are capped and will be distributed at the completion of the promotion, voucher claims must be received by COB 29 April 2011. All claims must be emailed to your local sales team. The top 2 producing agents per state (VIC/NSW/QLD/SA/WA) will be awarded Economy class (Australia/KUL) & Business class (KUL/Australia) familiarisation in June to Malaysia. Consolidated Travel Group ABN 60 004 692 791. Date of issue 28 March 2011.