



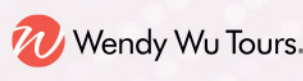
NTIA 2019

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Trafalgar MD appointed

TRAFALGAR'S newly appointed Managing Director for Australia, Jason Wolff (**TD** breaking news) is set to take the reins in late Apr, with Trafalgar global CEO Gavin Tollman describing him as "a passionate leader that will continue to succeed Trafalgar as the leader in our category".

Tollman said Wolff's diverse experience across a variety of senior management roles and his "ability to think outside of the box" made him the perfect candidate for the role, which has opened up due to the appointment of Matthew Cameron-Smith as MD of AAT Kings (**TD** 12 Feb).

Wolff will join The Travel Corporation after just over three years as Head of Marketing for Flight Centre, with other previous



roles spanning retail brands such as Supercheap Auto and BCF/Ray's Outdoors where he spearheaded the brand direction and marketing teams.

He brings with him experience looking after private brand development, CRM, social and e-commerce strategies as well as category management, multi-site operations, due diligence and acquisition skills.

More appointments on **page 5**.

NTIA sponsors

THE Australian Federation of Travel Agents (AFTA) is today highlighting the sponsors of the National Travel Industry Awards (NTIA) 2019.

For more, see the **cover page**.

Today's issue of TD

Travel Daily today has six pages of news and photos, a front cover page for **AFTA NTIA's** plus full pages from:

- Norwegian Cruise Line
- AA Appointments jobs
- Bentours



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DISCOVER HOW



NCL cruise offer

NORWEGIAN Cruise Line (NCL) is giving away a seven-day cruise aboard *Price of America* to its top 15 travel agencies.

Deposit a minimum of \$10,000 in products by 30 Jun to enter. For more details see **page 7**.



EUROPE RIVER CRUISING 2020 OUT NOW!



EARLYBIRDS UNTIL 30TH APRIL

15 Day Classic Splendours

NO SINGLE SUPPLEMENTS*

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Qantas sales restructure

EXCLUSIVE

QANTAS has confirmed major changes to its Australian sales teams, including the “reshaping” of key leadership roles within its Agency Partnerships division.

The move was detailed to staff earlier this week, with the review aiming to “optimise resourcing and capability in key sales channels to maintain revenue and share momentum”.

The current Sales Operations function will be expanded to Sales Operations and Delivery, while Agency Partnerships is being restructured to “align resources around the go-to-market channels of Corporate, SME and Leisure, as well as preparing for the execution of the Distribution strategy and associated agency dealing opportunities,” an internal memo stated.

Three new Regional Manager roles will cover Qld/NT, WA/SA, and Vic/Tas, while the sales roles in Tas and SA will become State Manager positions.

“As a result of the changes... there will be a number of impacted roles and reporting line changes across Sales and Distribution,” the update said.

All open roles, including Regional Manager, State Manager, Agency Partnership and New Business positions will be advertised in the coming days.

“We believe these changes will put us in an even better position to deliver on our priorities and

set us up for long-term success,” staff were told.

It’s understood that there will be no changes to the overall number of roles in the sales team, with all existing staff able to apply for jobs within the new structure and local representatives still in place for agency partners in each state and territory.

A Qantas spokesperson told **TD** “our focus continues to be on delivering on our key priorities for our agency partners and mutual customers”.

FAA follows suit

THE Federal Aviation Administration (FAA) of the United States has decided to ground the 737 MAX, despite its earlier statement of the aircraft showing “no systemic performance issues” (**TD** 13 Mar).

Dennis Muilenburg CEO of The Boeing Company said, “We are supporting this proactive step out of an abundance of caution”.

“We are doing everything we can to understand the cause of the accidents in partnership with the investigators, deploy safety enhancements and help ensure this does not happen again.”

MEANWHILE, The Civil Aviation Department of China’s Hong Kong Special Administrative Region Govt has temporarily prohibited the operation of all Boeing 737 MAX aircraft into, out of, and over Hong Kong.

Bentours offer

HURTIGRUTEN has extended its offer for a chance to win a cabin for two people on a 17-day cruise onboard *MS Roald Amundsen* until 31 Mar.

For information on how to enter the competition see **page nine**.



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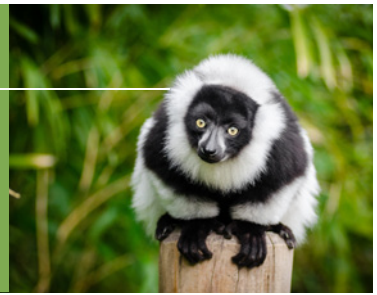
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Discover the exotic creatures that inhabit Madagascar in the March issue of *travelBulletin*.

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travelBulletin



dnata APAC CEO

AIR services provider dnata has appointed Dirk Goovaerts as the company's Regional CEO for the Asia Pacific region.

He joins from Saudi Ground Services Company, where he held the position of Chief Operations Officer since 2016.

Explore's Aussie focus

UK-BASED adventure tour operator Explore Worldwide is ramping up its investment in Australia, with the company reporting a 19% uplift in sales since the beginning of the year.

Head of Sales Ben Ittensohn told *Travel Daily* the business has seen "phenomenal growth" since its partnership with Adventure World (*TD* 17 Oct 2018).

"We went from having very limited trade support to the army that is Adventure World around every state in Australia, and off the back of that, we now have the capacity to heavily invest in the Australian market," he said.

"After a really strong Jan/Feb, we came out of the box in Mar really hard, showing double

digit growth from the first of the month until now which really shows how far we have come."

Explore Worldwide's local focus includes a more tailored approach, with the company working hard to ensure all departures suit preferred dates such as school holiday periods.

Additionally, the company is preparing to launch a new brochure aimed at Australian families which will feature 12 of its top-selling family-friendly itineraries.

Explore has also released a raft of new dates for its popular Highlights of Lebanon tour, which was reintroduced to the portfolio due to high demand.

"We are constantly working with the trade to ensure we remain relevant to the market, and evolving our brand to match local demand," Ittensohn said.

Domestic pax up

THE latest figures from the Bureau of Infrastructure, Transport and Regional Economics report that the number of pax travelling on domestic flights throughout 2018 came in at 63.56 million for the 12 months to Dec, a growth of 1.8% when compared with the previous corresponding period.

Regional airport passenger traffic was also up, reaching 24.92 million, 1.9% higher than the previous year.

The busiest route was MEL-SYD, which carried 9.25m people over the year, up 1.7%.

BNE-SYD took out second place with 4.8m, also up 1.7%.

BARA bites back

THE Board of Airline Representatives of Australia (BARA) have responded to the Productivity Commission's (PC) draft report on the economic regulation of airports, stating it was "surprised to learn the PC questions the motivation of international airlines about the quality of airport services".

"There is no basis to assert that international airlines have sought to 'game' the regulatory system by giving low ratings," said BARA ED, Barry Abrams.

Window Seat

STAYING at a hotel comes with its own set of advantages - who doesn't love room service and those fluffy robes and slippers?

But what if you could go one step further and have the entire property to yourself?

Choice Hotels Asia-Pac is offering one lucky traveller and 50 of their friends the chance to win a weekend stay at one of five hotels, "without a single hotel guest in sight".

The winner will have exclusive use of their chosen hotel over the course of an entire weekend, as well as receive an \$800 VISA gift card to spend.

To go in the draw, entrants must select their hotel, say why they deserve to win and who they would bring.

More info is available **HERE**.

Wu wedding invite

WENDY Wu Tours has launched a new tour that offers travellers the chance to be a guest at a traditional Indian wedding.

The nine-day adventure includes tours of Delhi, Agra and Jaipur, with guests invited to be involved in the pre-wedding celebrations as well as the big day itself.

The tour departs Australian capital cities on 05 Nov, and is limited to 28 people.

Phone 1300 128 738 for more information.

AGENT EXCLUSIVE

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Travelmarvel brox

TRAVELMARVEL has launched its 2020 China, Japan and South Korea brochure, which features itineraries in partnership with Great Rail Journeys.

The brochure features an eight-day tour of South Korea, where travellers will learn how to make kimchi, hear the history between North and South Korea at the Demilitarised Zone and pay a visit to a traditional Hanok Village.

Additionally, the Grand Tour of China includes the Forbidden City, Great Wall of China, and Xi'an's Terracotta Army, along with a three-night cruise along the Yangtze River.

Regional tourism

THE Federal Government has today unveiled a new campaign, "Australia Inc" which aims to attract more working holiday makers to Australia to help "support farmers and boost regional tourism".

"We know working holiday makers who travel to Australia stay longer, spend more & travel further into regional areas than most other int'l visitors," said Minister for Trade, Tourism and Investment Simon Birmingham.

"They also importantly help fill seasonal roles in regional Australia, where farmers often struggle to source labour."



TOURISM Ireland yesterday hosted an event in Sydney as part of its traditional lead-up to St Patrick's Day celebrations this Sun.

Country Manager Sofia Hansson welcomed guests who were treated to an exclusive performance by Sharon Shannon, one of Ireland's top selling traditional musicians.

Hansson also detailed Tourism Ireland's recently launched new global campaign "Fill your heart with Ireland" (TD 06 Feb) as well as the organisation's strategic focus for Australian travellers.

In 2019 Tourism Ireland is aiming to showcase Ireland as the ideal start and end of a European trip, as well as promoting some of the country's unique journeys and regional highlights.

Hansson said local campaigns would be timed to coincide with the traditional Sep-Nov earlybird booking period, complemented by year-round trade communications, along with cooperative marketing.

She is pictured above centre

with Cathay Pacific's new Head of Trade Sales South West Pacific, Vanessa Traille, and Tim Harrowell, Emirates Regional Manager NSW/ACT.

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Working on Mondays and Saturdays, either from home or our office, you will sell our award-winning cruises, ensuring all sales targets are met. You can expect a competitive hourly salary.

To apply, please send a cover letter and your resume to jobsau@vikingcruises.com. Applications close March 21, 2019. Only successful candidates will be contacted. No agencies.

SIGN UP FOR 2019 NRL FOOTY TIPPING

NRL footy tipping is back for 2019 with the grand prize of flights from Emirates to Europe, plus weekly prizes from Expedia.

CLICK ON THE NRL LOGO BELOW TO SIGN IN OR JOIN FOR 2019

SIGN UP BY THURSDAY 14 MAR FOR NRL



Seabourn Venture

SEABOURN has announced that its new purpose-built expedition ship will be named *Seabourn Venture*.

The 132-suite vessel is scheduled to debut in Jun 2021, followed by an as-yet-unnamed sister ship in May 2022.

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ROCKY MOUNTAINEER

ANA offers taste of Japan



ALL Nippon Airways (ANA) last night hosted key trade partners for a culinary adventure in the form of dinner at Sydney's Wharf Teppanyaki restaurant.

ANA is seeing strong demand from Australians as Japan continues to surge in popularity, with key recent developments including the pending launch of new non-stop flights from Perth to Tokyo (**TD** 02 Jan).

The event included a showcase of the cabin products fitted in the Star Alliance member's Boeing 787 flights to Australia, while other ANA news included the upcoming delivery of the first of three Airbus A380s next week.

Pictured above from left are the ANA and Walshe Group team of Yuji Akuzawa, Kevin Peng, Ryo Sadayuki, Jacqui Walshe, Brett Walsh, Eiko Horiguchi, Samantha Van and Ana Marcelo.

Evergreen Croatia

EVERGREEN Cruises & Tours is exclusively chartering two luxury yachts for 2020 as part of an expansion of its Dalmatian coast cruise program.

The *MS Swallow* will be joined by the brand new *MS Lastavica* which is set for its inaugural season in 2020, with both yachts offering 18 modern ensuite cabins, a rooftop jacuzzi, sun deck and swim platform.

Geelong centre

GEELONG will receive \$170 million for a new purpose-built convention centre, under a joint agreement struck between the Federal and Vic Governments.

With capacity for up to 1,000 delegates, the plans also include a 200-room hotel adjoining the precinct.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

TAG has appointed **Jens Penny** as its new Chief Financial Officer (CFO), effective late Apr. Penny brings over 22 years of experience in travel. He was most recently the CFO of dnata Travel Europe.

Avani Hotels & Resorts is set to welcome **Dennis Gordienko** as General Manager of FCC Angkor - **Managed by Avani**, opening Q2 of 2019. Also, **Avani Central Busan Hotel** has appointed **Tyson Bae** to the role of Cluster General Manager, where he will lead the upcoming **Avani Busan Resort** opening in 2020. **Avani Hotels & Resorts Avani Sukhumvit Bangkok**, opening mid-2019 has named **Naowarat Arunkong (Bee)** as its Cluster General Manager.

Chef Beryl Adler has joined **W Bali – Seminyak** as the new Director of Culinary. Adler was previously the Executive Sous Chef at Maitre Cuisinier de France.

Ovolo has welcomed **Joanne Sproule** as General Manager of **Ovolo Central in Hong Kong**, and promoted Operations Manager at Ovolo Woolloomooloo **Tanya Ritter** to the role of Hotel Manager at **Ovolo 1888 Darling Harbour**.

BHMA Hotels and Resorts has announced the arrival of **Jens Reichert** as the company's first Chief Development Officer. Reichert has over 30 years' service, & brings managerial skills to drive the growth of BHMA.

1000 Mile Travel Group has welcomed **Kalani Brown** to the company as its Strategic Client Manager. Brown was previously the Global Account Manager for FCM Travel Solutions in Hong Kong.

VisitCanberra has appointed **Jacqueline Lee** to the role of Business Development Manager for Singapore, Malaysia and India markets. Lee previously worked for the Northern Territory and Tasmania.

Dining on Splendor

CARNIVAL Cruise Line has revealed its new dining options onboard *Carnival Splendor* ahead of her arrival in Australia this Dec.

Set to become "the newest and largest ship" to homeport year-round in Australia, *Carnival Splendor* will feature four new restaurants including Masala Tiger, Fahrenheit 555, Pizzeria del Capitano and Seafood Shack.

A number of all-inclusive family options will also be offered onboard *Carnival Splendor* from Guy's Burger Joint to Lido Restaurant and an a-la-carte menu at the main dining room. For more info **CLICK HERE**.

JNTO school prog

JAPAN National Tourism Organization (JNTO) has launched a new program to drive educational visits from Australian schools to Japan.

The program will involve annual trips for Aussie school body representatives to Japan, where they will visit local schools and be introduced to the "breadth of cultural, adventure, sporting, historical and language learning opportunities".

The annual program is set to "encourage educational tours for schools in the future," said JNTO Sydney Office Executive Director Kana Wakabayashi.

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Jetstar's Launceston livery



LAUNCESTON Airport has commissioned new livery on a Jetstar aircraft (pictured) to promote northern Tasmania.

The livery was unveiled yesterday on JQ737 flying between Melbourne and Launceston and features the northern Tasmanian attractions of Cradle Mountain, Wineglass Bay, Cataract Gorge and the Bay of Fires.

Scenic images on the aircraft exterior have also been replicated throughout the plane, including on tray tables and overhead cabin

storage and a 32-page northern Tasmania travel guide has been developed for in-flight reading.

Passengers on the plane's first trip to Launceston yesterday were treated to local produce and gifts on arrival at the airport.

"The campaign is part of our strategy to encourage domestic travellers to fly into Launceston as the tourism gateway to Tasmania, before they continue on to explore the rest of the state, putting Launceston Airport firmly "on the map," Launceston Airport GM Paul Hodgen said.



JINGLE YOUR WAY TO LA

Delta Air Lines has partnered with *Travel Daily* to give agents the chance to win flights from Sydney to LAX in Delta's Premium Select cabin.

Delta launches the refurbished B777 in April on the daily Sydney–Los Angeles route. Help them sell the new Delta One and Delta Premium Select cabins – and you could win return tickets to LA!

To enter, come up with a jingle (max 200 words) about the new cabins and the Delta experience. You must include the following words; 'suite', 'daily', 'bed' and 'WiFi'.

Get creative for your chance to experience the Delta Premium Select cabin. **CLICK HERE** for some more information about Delta's new cabins. Send entries to delta@traveldaily.com.au

Lindblad Arctic '20

LINDBLAD Expeditions-National Geographic has released its 2019-20 Arctic brochure.

The program features 20 expeditions including the Nordic passages, Iceland, Greenland, Alaska, the Canadian High Arctic, Norway's Svalbard and Russian High Arctic.

There are also sailings on newbuild *National Geographic Endurance* - **CLICK HERE** to order.

Vietnam ops move

VIETNAM Airlines has revealed plans to move its Moscow operations from Domodedovo to Sheremetyevo airport starting 02 Jul.

The carrier said the decision was driven by a "commitment to high customer satisfaction", with the Sheremetyevo facility "the largest and fastest growing Russian airport with the country's most modern passenger terminals".

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This leading provider of educational tours for primary and secondary schools is on the lookout in Sydney. You will be responsible for managing a portfolio, building strong relationships & delivering presentations to increase & bring in new business. Strong salary plus a fully maintained car. You will have a passion for learning whilst being able to present to large groups.

ON THE ROAD AGAIN

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We are searching for a Sales Executive who is passionate along with the ability to source and secure new business to join this industry leader. You will have a real drive, passion and understanding of the travel market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm

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We have an exciting opportunity available for an experienced business development manager/sales executive to join a market leader. Specialising in group travel you'll be comfortable in retaining and growing your clients' business along with looking for new business opportunities. You will understand the importance of a strong call cycle and be confident in presenting to large groups. Enjoy a strong salary package + bonuses + tools of the trade provided.

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**HOTEL BUSINESS DEVELOPMENT MANAGER - MICE
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Love the thrill of the chase? An expert in the MICE sector? Then this new sales role is for you. We are currently looking for a sales orientated and driven BDM to join this leading five star property in Brisbane. Working closely with the sales team you will be responsible for generating leads, increasing sales, entertaining top clients and facilitating hotel inspections. A strong salary package along with long term career progression on offer. Call to find out more.

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To go in the draw:

Simply book and deposit on any Hurtigruten coastal full voyage (6,7,11 or 12 days) or any Hurtigruten expedition cruise with Bentours until 31st March 2019 and automatically qualify to go into the draw.

The Prize:

A cabin (for up to two people) on the 17-day cruise *Andean Coast – From Rainforest to Mighty Peaks* itinerary departing on the 10th October 2019. Departing from Costa Rica, you will sail the west coast of South America, visiting 5 countries in one expedition, which ends in Chile.

FOR INFO AND TO BOOK, CALL 1800 487 844 OR VISIT BENTOURS.COM/HURTIGRUTEN

*Terms and conditions apply. The prize will be drawn from qualifying travel agents with Hurtigruten Coastal Norway Cruise (6, 7, 11, and 12 days) bookings and/or Hurtigruten explorer/expedition bookings. Bookings must be made and deposited up until the 31st Mar 2019 in order to qualify. Agents must book through the Bentours team or the Hurtigruten team in Australia directly to qualify. A minimum sales target of \$15,000 needs to be reached to qualify for the prize within the stated time. This competition is valid for FIT bookings only that are confirmed and deposited. Estimated value of the prize/cabin on the specified cruise is \$15,000. Flights, hotels, transfers, and onboard credit/excursions are not included in the prize. Please contact Hurtigruten directly on 1800 487 844 or bentours.com.au/hurtigruten for more details.