

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Tuesday 26 February 2013

Issue 2552



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## Flighties: Record Profit, NZL Strong

Flight Centre today reported an AUD98.1 million net profit for the six months to 31 Dec—up 13% on the previous corresponding period.

In announcing the results the travel retailer says it has set new sales and profit milestones for the first half of 2012/13, adding that its outlook is 'marginally ahead of its targeted full-year growth after eight months'.

Overall, nine of Flight Centre's 20 countries and regions were profitable, with four contributing record EBIT, and global leisure and corporate sales were both up for the

period under review, despite volatile conditions in some countries, says the company.

### ... Kiwi EBIT Doubles

In his operational review Flight Centre managing director Graham Turner said the company's earnings before interest and tax (EBIT) for H1 had more than doubled in New Zealand, against H1 last year.

Flight Centre New Zealand achieved a total transaction value (TTV) of \$298 million for the six months to 31 Dec—up 10% on the previous corresponding period. The Kiwi business also posted an AUD2.1 million EBIT. Local Flight Centre executive general manager Mike Friend says H1 has been very strong for the New Zealand business compared to last year. "We look forward to that continuing. The expos were extremely successful this year, and we're expecting our strong start [in H1] to continue this financial year, and into the next," he says.

### Travel On The Up

Kiwi and Aussie travellers intend to take more than one holiday this year and will spend more doing so, according to a Skyscanner survey. Almost three quarters (71%) of 1000 respondents said they would take more than one holiday; 42% plan to go away at least three times; and almost 40% expect to spend more this year on their travel, Skyscanner says.

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TABS ON TRAVEL TODAY **Instant Poll**

**What will be the fastest growing market sector in 2013?**

**CLICK HERE TO VOTE**

**Sports & Events?**

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Melbourne Flower & Garden Show

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### Win A Trip To New York

Qantas is giving agents a chance to win a trip for two to New York in a new incentive launched at the Discover America show last week. Agents who sell and ticket any QF flight to North America 21 Feb-31 Mar and send the details to QF are in the draw to win one of two trips for two. The draw will be made 03 Apr. E-mail booking references to [michelleweir@qantas.com.au](mailto:michelleweir@qantas.com.au)

### LA Crowd For Hire

Got a client you really need to impress? A company in LA promises to recreate the feeling of being famous by providing fans for hire, who follow their subject around taking photos and asking for autographs—often tricking passersby into thinking they are the real deal. Crowds on Demand hires aspiring actors to pose as fans and paparazzi. The most popular option is a celebrity airport greeting (from USD4999). See [crowdsondemand.com](http://crowdsondemand.com)

### VA Comings & Goings

Industry sources are eying the comings and goings at Virgin Australia with interest.

In Dec local VA international sales wholesale manager Tracey Austin resigned. Earlier this month VA's CHC-based sales manager Bruce Moffat also resigned—and the carrier then confirmed it was evaluating the role and expected to recruit in the near future. Just a week after Moffat's resignation, VA's Australia-based global manager alliance and international strategy Vanessa Young, who had been working closely with the New Zealand market, also resigned.

### ... Shirley To VA Role

But the news isn't all resignations. Yesterday VA confirmed former Qantas head of commercial New Zealand Shirley Field had been appointed VA general manager sales strategy. She starts in the Aussie-based role in the new financial year.

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**QF Grand Prix Winner**

Jenny Knight of United Travel Waiheke has won two tickets to Melbourne in the Melbourne Grand Prix Qantas Frequent Flyer promotion and agent incentive. Agents who booked their clients on QF flights between 21 Jan-17 Feb and registered their client's details on-line went into the draw for the tickets.

**Rocky Incentive**

Adventure World and Rocky Mountaineer have launched an exclusive agent incentive, with a trip for two in GoldLeaf up for grabs. Consultants that book any Rocky Mountaineer trip until 30 Apr will go in the draw. The prize includes passage for two on the First Passage to the West, Journey Through the Clouds or Rainforest to Gold Rush itinerary, and one-night accommodation in either Kamloops or Quesnel.

**NZ Aussie Sale**

Air New Zealand has economy and business class fares to Australia on sale to 03 Mar. One-way Seat + Bag fares start at \$184 to Sydney/Melbourne and \$189 to Brisbane, business class fares are from \$609 to SYD/MEL/BNE. Travel dates vary.

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**AUD 'New Normal'**

**Aussie tourism operators are adjusting to the strong dollar and beginning to accept it as the new normal, according to the Tourism and Transport Forum's latest TTF-Mastercard Tourism Industry Sentiment Survey.**

The exchange rate is still the number one concern for the industry, but the number of respondents who rate the dollar among their top three business impediments has dropped to 53% from 62% last year.

At the same time, concern about tourism taxes and charges has risen nine percentage points to 29%, reputation as a desirable destination is up six points to 24%, and inadequate room supply up eight points to 22%. The threat of natural disas-

ters ranked second among concerns. "The tourism industry is getting used to the persistent strength of the Aussie dollar, and the survey shows a growing acceptance that this will be the case for the foreseeable future," says TTF acting head Trent Zimmerman.

**EK Tasman Fares**

Emirates has economy and business class fares for sales to 03 Mar. Inclusive ow fares ex Auckland to Sydney are from \$189, and Melbourne/Brisbane and Christchurch-Sydney from \$199. Business class fares are from \$649 ow AKL-SYD/BNE/MEL and CHC-SYD. Travel dates vary.

**ANA Cancels 787 Flights**

ANA has cancelled all scheduled 787 Dreamliner flights until at least 31 May, including international services Narita-Seattle, Narita-San Jose, Kansai-Seoul and Nagoya-Seoul. The carrier says other routes will be subject to schedule or aircraft type changes. The Haneda-Frankfurt service may be affected by cancellations or aircraft changes. See ana.co.jp

**SQ India Sectors**

Singapore Airlines has new India sector fares available from any of its on-line points (including SilkAir). Destinations include Jaipur, Amritsar, Goa and Mangalore. SQ notes, due to currency exchange fluctuations, all Y class sector fares for Europe, Africa and the Middle East and Europe business class sector fares have decreased.

**AIME Kicks Off**

The Asia-Pacific Incentives and Meetings Expo (AIME) kicks off in Melbourne today, bringing event planners from around the world together to showcase the industry's best meetings and incentives products and destinations. Highlights this year include the Future Events Experience, new mobile app, careers stand and dedicated area for niche suppliers. See aime.com.au

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## Famil Fit For A Queen



### Evergreen River Cruises

Evergreen Tours is to launch two new custom-built ships in Europe in 2014, the Riva Royale and Riva Princess.

"There is clear demand for deluxe European river cruising and Evergreen's new 2014 product will be exceptional. The ship design is high-spec and over 80% of cabins have balconies," says Evergreen gm Angus Crichton. The 180-passenger vessels will operate on the Rhine, Main and Danube rivers on Amsterdam-Budapest itineraries that will 'seamlessly' combine with Evergreen's land tours.

### ... Branding

Initial reports indicated that Evergreen was launching a whole new brand in this market, Riva Waterways. However, Crichton has clarified the ships will operate under the name in Europe—but in the New Zealand and Australia market it will be operating under the Evergreen brand that consumers and industry have known for more than 30 years.

### Cruise Tahiti

GO Holidays has a Paul Gauguin Tahiti and Society Islands cruise package for \$4169pp s/t for sales to 28 Feb or sold out. The 10-night package includes Air Tahiti Nui airfares, three nights pre-cruise accommodation and the seven-night cruise. Cruise departs 01 Jun.

### RCI Global Sale

Royal Caribbean is launching a four-day Global Sale from Sun 03 Mar and including all worldwide sailings departing 01 May 2013-Apr 2014. Clients will receive up to USD200 onboard credit and half price deposits on voyages around the world and across the cruise line's fleet. Fares start from \$1255pp s/t for a seven-night Tasmanian Explorer sailing 12 Dec, and there's also a seven-night Norwegian Fjords cruise on Vision of the Seas from \$1319pp s/t.

**A group of top-selling Kiwi agents has just returned from a Tasman crossing onboard Cunard's Queen Victoria, experiencing the line's famous White Star Service.**

The 16 agents sampled a mixture of Cunard's signature services, including High Tea in the Queen's Ballroom, a pub lunch at the Golden Lion, the Royal Ascot Ball as well as some more serious product training, says Cunard New Zealand sales manager Belinda Clark.

The vessel will sail on a 116-night world voyage including South America next year, and sales are already

### Capt Cook Appointment

Captain Cook Cruises Fiji has appointed Karl Evans as its Fiji-based gm. Evans is charged with growing the Captain Cook Cruises brand and has extensive experience working in the South Pacific.

### Hurtigruten Anniversary

Hurtigruten is celebrating 120 years of cruising with a series of special excursions, departures and promotions this year, says local representative Discover the World Marketing. Anniversary sailings include one onboard MS Midnatsol ex Bergen 21 Jun and MS Lofoten sails from 01 Jul. There's also a menu inspired by food from 1893, folk music and sailing on the Lyngen fjord. Clients booking the Classic Roundtrip voyages will receive NOK1200.

'taking off' for the sector, she adds.

Fresh from her first experience on a Cunard ocean liner, United Travel Eltham's Nicola Lambkin says Queen Victoria lived up to all of her expectations.

"It was a really great first experience on an ocean liner. A highlight was high tea and watching the ballroom dancing in the Queen's Room each evening. Even a couple of the younger agents got up and danced with the gentleman hosts," she says.

Lambkin adds that the way the atmosphere onboard changed as passengers emerged from their cabins for dinner harked back to the grand old era of travel.

"I learnt a lot and am quite passionate about selling it."

Pictured before the ball with Captain Inger Krugel in front, from left Ana Isusqui. Middle: Karen Kerr, Robyn Featherstone, Gail Littin, Elizabeth Lynch, Belinda Clark, Nicola Lambkin, Pam Cowley, Natalie Succar, Vanessa Harrison, Jessica Plunkett. Back: Michelle Sutton, Annalea Sewhoy, Penny McDonald and Isabel Dimock.

### Cruise Hols Hours

Cruise Holidays advises it will be running on skeleton staff and limited office hours tomorrow when Oceania Cruises Marina arrives in Auckland. The office will close 1600 and skeleton staffing will remain in effect until 05 Mar, with normal office hours. Normal staffing levels resume 06 Mar.



## VOYAGES TO THE HEARTLAND OF AMERICA

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## VA Profits Down After Challenging H1

Virgin Australia's first half profits fell 56% with the introduction of the Australian carbon tax and Qantas clawing back its share of passengers after it grounded its fleet in 2011 over industrial issues. The carrier's statutory profit after tax was AUD23 million, down 56% from AUD51.8 million. VA blamed the result on the introduction of the Australian carbon tax, and the positive impact the Qantas grounding had in 2011. VA chief executive John Borghetti says the carrier had to carry the cost

of the carbon tax due to 'aggressive competition' in the market.

"The group has delivered a solid result in a difficult operating and economic environment, reflecting the significant progress we have made in diversifying our revenue base and improving cost control, while continuing to enhance the customer experience," he says.

The carrier's Game Change strategy has boosted revenue performance, which was up 5.4%, building on the 18% increase in revenue in the previous corresponding period—and in the context of the highest domestic Australia capacity increases since Jetstar launched in 2004.

Meanwhile, revenue generated through VA's international business increased 7.9%.

### QF US Fare Sale

Qantas has fares to North America on sale to 04 Mar, starting at \$1599 to Los Angeles, \$1899 to Dallas and \$1999 to New York. Travel dates vary.

### Family Training Sessions

Adventure World has launched two on-line training sessions for The Family Adventure Company on Thu and Fri. The wholesaler says the company's product has been well-received in the New Zealand market, and agents can boost their knowledge of its tours, which range from 15-day Teens on the Trail in Peru, to a 16-day Elephant Paradise young photographers' family holiday to Sri Lanka. The sessions start 0830 on Thu and Fri, and one agent will win a \$50 Westfield voucher. See [adventureworld.co.nz/online-training](http://adventureworld.co.nz/online-training)

### ... Alliance Strength

The VA group recorded a 'significant' increase in codeshare and interline revenue of 56% in the six month period under review, says Borghetti, contributing to the positive turnaround of its international business. VA says a key component of its Game Change strategy is to improve access to global markets to drive further revenue growth—citing its new Sabre-powered booking and check-in system. "We are already seeing the benefits of the system, with our proportion of bookings through the GDS increasing five-fold since its launch in mid-Jan," says Borghetti, adding that the new system is expected to accelerate growth in the corporate, government and high-yield markets.

### GO Gold Coast

GO Holidays has Gold Coast packages with Qantas airfares from \$569pp based on two adults and two children (two-11). The seven-night packages include accommodation at the Surfers Riverside. Clients can upgrade to the Breakfree Diamond Beach, seven nights from \$599pp or Turtle Beach with breakfast starter pack and a round of golf, from \$649pp. Add-ons include Currumbin Wildlife Sanctuary from \$37pp and a Dreamworld and Whitewater World Holiday Pass from \$99pp. GO has details.



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### Marriott MICE Bonus

Marriott has unveiled a Triple Rewards meetings and events campaign across all of its properties in Australia. Customers who book by 02 Apr for events held 01 Apr-30 Sep can choose from three options such as more complimentary rooms and doubling Marriott Rewards points.

### QF Extends Africa Sale

Qantas has extended sales of its current special fares to Africa through to 04 Mar. Fares start at \$2299 to Johannesburg and \$2445 to destinations including Cape Town, for departures to 30 Nov.

### GO Fiji Holidays

GO Holidays has guaranteed availability on accommodation and flights in Fiji for families over the Jul school holidays, on sale until 24 May unless sold out prior. Guaranteed space is available at a number of popular properties, says GO, and group flight departures mean there is guaranteed flight availability. A five-night package with flights, accommodation and bonuses is from \$4175 for two adults and two children.

## New With GO, Wendy Wu Vietnam

The success of Wendy Wu Tours' first Myanmar tour prompted the operator to add a second in its newly-released 2013-14 Vietnam brochure, says GO Holidays.

The tour is one of 20 fully-inclusive group tours to Indochina, with destinations including Vietnam, Cambodia, Laos, Thailand, Myanmar and Borneo.

The new 18-day Hidden Treasures of Myanmar tour includes Yangon, Inle Lake and Mandalay as well as the less-visited areas like Pyay and Monywa.

"Myanmar is fast becoming the hot destination to visit—these tours will sell out quickly," says GO's Emma Robertson. GO is offering an earlybird



deal of the 11-day Vietnam Impressions tour, visiting Hanoi, Saigon, Hoi An and Halong Bay and priced from \$3545pp s/t including Singapore Airlines flights, accommodation, meals, transfers, sight-seeing and one night post-tour in Hanoi (dinner not included on

this night). The deal is valid for sales to 04 Mar and travel Apr-Sep.

### NZ US Add-ons Change

Air New Zealand has made changes to its US add-ons for sales from 01 Mar. Amarillo and Fargo are now available in zone four; VX is now a permitted carrier SFO-AUS and SFO-ANC; and HOU is now showing up as a hub option en route to MIA.



### World Journeys Vietnam

World Journeys have four new Vietnam itineraries which they say are aimed at travellers who are more interested in 'authentic cultural experiences' than staying in luxury hotels. The tours take lesser-travelled routes, visit local hill tribes and stay in more 'rustic' accommodation including home-stays and local hotels. They include the seven-day Far North Exposure, five-day Journey to the Gong Culture, five-day Explore Remote Land of Sea and three-day Mai Chau Valley Off the Beaten Path.

**Do you have clients who have ever travelled overseas for medical treatment?**

If so, we would like to talk to them about their experience. Such treatment includes (among others) medical checkups and screening, joint replacements, heart surgery, cancer treatment, neurosurgery, transplants, cosmetic surgery, dental work, eye surgery, and reproductive procedures.

Please pass this request on to those clients, asking them to contact (in confidence) the researchers: Assoc. Prof. Brent Lovelock and Dr Kirsten Lovelock, University of Otago, ph 0-3-479 8069 or 027-775 6524. Email [brent.lovelock@otago.ac.nz](mailto:brent.lovelock@otago.ac.nz) or [kirsten.lovelock@otago.ac.nz](mailto:kirsten.lovelock@otago.ac.nz)



## Are You A Sales Extraordinaire In Need Of A New Challenge?

**Are you looking for a new challenge and focus? Are you enthusiastic, outgoing & passionate about travel and providing great customer service?**

We are looking for a Business Development Executive to join our busy & vibrant Sales Team. You will be required to use your sales skills and expertise in maintaining and building on existing relationships with our key customers with a specific focus on the promotion/representation of our extensive product range.

### Your responsibilities will include:

- Management of a regular call cycle including comprehensive sales analysis.
- Promoting the GO Holidays brand with specific focus on our diverse product range.
- Overseeing and presenting at conferences, training and promotional activities.
- Strengthening of existing customer relationships as well as looking for/creating new business opportunities.
- Out of town travel and occasional evening and weekend work will be expected.

### The successful applicant will need:

- Strong background in Sales /Account Management would be an advantage.
- Excellent time management/self-management skills.
- Comprehensive knowledge of MS Office.
- Fantastic relationship building skills.
- The ability to set and achieve goals.
- A minimum of three years industry experience.

This is an exciting role with a very successful travel wholesaler in a fast paced industry. We offer a very competitive package for the successful applicant.

If this sounds like the challenge and the opportunity that you have been waiting for, then please send your applications to: Cath McLeod, National Sales Manager, GO Holidays, P O Box 505, Auckland or email to: [cmcleod@goholidays.co.nz](mailto:cmcleod@goholidays.co.nz)

Applications close Friday 1 March 2013

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**MARCH**

**Spain Tourism Board's  
Spain Product Update**

**Auckland:** Mon 04, Rydges Hotel Auckland (Hobson Room), 1730.

**APE Malaysia**

**Auckland:** Mon 04, The Rydges Hotel, 1730-2000.

**Christchurch:** Tue 05, The George Hotel, 1730-2000.

**Wellington:** Wed 06, Hotel Intercontinental, 1730-2000.

**JAWS PLUS 2013**

**20th Anniversary Roadshow**

**Dunedin:** Tue 12, Mercure Hotel, 310 Princes Street, 5-8pm.

**Christchurch:** Wed 13, Chateau on the Park, 1700-2000. **Nelson:** Thu 14, Monaco Resort, Stoke, 1700-2000.

**Napier:** Mon 18, The Sailing Club, 63 West Quay, 1700-2000. **Wellington:** Tue 19, Level 2, West Lounge, Westpac Stadium, 1700-2000.

**Palmerston North:** Wed 20, Travelodge, 1700-2000. **New Plymouth:** Thu 21, Copthorne Hotel Grand Central, 1700-2000.

**Tauranga:** Tue 26, Yacht Club, Sulphur Point, 1700-2000. **Hamilton:** Wed 27, Wintec Campus, Bill Gallagher Room, Gate 3 Tristram St, 1700-2000.

**Tourism Fiji's 'Bula Marau' Roadshow**

**Queenstown:** Mon 18, 5.30-9.30pm, Novotel Hotel Lakeside (dinner). **Christchurch:** Tue 19, 5.30-9.30pm, Peppers Clearwater Resort (dinner).

**Napier:** Wed 20, 5.30-9.30pm, Peppers Clearwater Resort (dinner).

**For more see Monday's TRAVEL TODAY**

**Junior/Intermediate Consultant Required**

AIM Holidays, the Boutique Wholesaler, based on the North Shore, is looking for a Junior Consultant to join the team.

The person required needs to have had previous travel agency or wholesale experience and have the following attributes:

- Be computer literate
- Be able to work independently and without supervision
- Have good geographical knowledge
- Have a sense of humour
- Be prepared to put in 110% effort

The position will be full time and some sole charge work will be required. Knowledge of Tourplan reservation system would be an advantage.

If interested in being considered for an interview please send CV to: [tony@aimholidays.co.nz](mailto:tony@aimholidays.co.nz)

Applications close Fri 01 Mar 2013.



**Tasmanian Foodie  
Gourmet Getaways**



**Peppers Cradle Mountain Lodge is hosting two gourmet food and wine events in Apr and Jun.**

The Tasmania Food Trail Celebration (27 Apr) includes a wine and cheese tasting and five-course degustation dinner, and allows guests to explore the trail. Peppers has a package including overnight accommodation and breakfast for two starting at AUD560 per couple. The lodge will play host to Tastings at the Top culinary festival 22-24 Jun, with dining experiences including degustation dinners, cooking demonstrations, produce markets and tastings. It has a three-night package encompassing

**QF To MEL And SYD**

Qantas has fares ex AKL to MEL and SYD and CHC to SYD, on sale to 01 Mar. One-way AKL-MEL and CHC-SYD fares are from \$199 or \$649 business, AKL-SYD is from \$189 or \$649 in business. Travel dates vary.

**Sth America Guaranteed**

World Journeys has guaranteed its 34-day Grand Tour of South America journey to go fully hosted ex New Zealand on 21 Jul. Priced from \$20,335pp s/t and hosted by World Journeys director Chris Lyons, tour highlights include the Amazon, a Galapagos cruise, Machu Picchu, Lake Titicaca, La Paz, Buenos Aires, Iguazu Falls and Rio de Janeiro. It includes flights, accommodation, transfers, sightseeing, tipping and 'plenty of meals'.

all scheduled festival events, three night's accommodation, breakfast, two lunches, dinner each night and matched wines, from AUD1695pp t/s.

**Les Mis In Melbourne**

With all the Oscar-hype around the film production of *Les Miserables*, fans will be happy to hear they can head to Melbourne to check out the stage version of the world's longest running musical next year.

Cameron Mackintosh's production premieres at Her Majesty's Theatre in Jun, featuring new staging and re-imagined scenery inspired by the paintings of Victor Hugo.

The new production of *Les Mis* has run for the last three years, in which time it has broken box office records and been acclaimed by critics and fans, says Tourism Victoria.

Tickets go on sale in Oct.

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Enthusiasm, energy and being a flexible team player are the main pre-requisites to this role along with recent retail travel experience as we would be looking for an immediate start. The ability to manage client expectations and go above and beyond is what will set you apart from other travel agents.

With a great base salary and our competitive monthly bonus system in place, this is a unique opportunity with the Christchurch rebuild gathering momentum for you to establish yourself in a great way in this market.

We have a great team environment with an emphasis on providing support and training to help you grow and achieve in your sales role.

**Essential Experience:**

- An ability to grow and maintain excellent customer relationships
- A real passion for people & travelling
- A dedication to providing outstanding customer service
- Strong communication and numerical skills
- Excellent self management skills and an ability to work to deadlines
- A desire to succeed and go the extra mile
- Working knowledge of CRS systems – Amadeus preferred.

Applications Close: Friday, 15 March 2013

If this opportunity sounds like you and you have the skills and sales ability we are looking for please contact Chris for a confidential chat below.

**House of Travel Ferrymead,  
Christine McGillen, Email: [Christine@hot.co.nz](mailto:Christine@hot.co.nz)  
Phone: 03 376 4022 or 027 271 3214**