

travelBulletin

NTIA SPECIAL FEATURE 2017



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**NATIONAL TRAVEL
INDUSTRY AWARDS**

**2017 SPECIAL
EDITION**

2017 afta NATIONAL TRAVEL INDUSTRY AWARDS WINNERS

CATEGORY 1 // BEST TRAVEL AGENCY GROUP (50 STORES OR MORE)

Helloworld Travel

CATEGORY 2 // BEST NON BRANDED TRAVEL AGENCY GROUP

Magellan Travel Group

CATEGORY 3 // BEST TRAVEL AGENCY RETAIL – SINGLE LOCATION

FBI Travel

CATEGORY 4 // BEST TRAVEL AGENCY RETAIL – MULTI LOCATION

Phil Hoffmann Travel

CATEGORY 5 // BEST TRAVEL AGENCY CORPORATE – SINGLE LOCATION

Spencer Travel

CATEGORY 6 // BEST TRAVEL AGENCY CORPORATE – MULTI LOCATION

Goldman Travel Corporation

CATEGORY 7 // BEST NATIONAL TRAVEL MANAGEMENT COMPANY

Corporate Travel Management

CATEGORY 9 // BEST ONLINE TRAVEL AGENCY (OTA)

TripADeal
www.tripadeal.com.au

CATEGORY 10 // BEST BUSINESS EVENTS TRAVEL AGENCY

The Events Authority

CATEGORY 11 // BEST TRAVEL CONSULTANT – RETAIL

Lena Nielson
Flight Centre Sydney International Airport NSW

CATEGORY 12 // BEST TRAVEL CONSULTANT – CORPORATE

Alison Irwin
Stage & Screen Travel Services NSW

CATEGORY 13 // BEST TRAVEL AGENCY MANAGER – RETAIL SINGLE LOCATION

Danny Englman
FBI Travel VIC

CATEGORY 14 // BEST TRAVEL AGENCY MANAGER – RETAIL MULTI LOCATION

Stuart Ingram
Destination HQ VIC

CATEGORY 15 // BEST TRAVEL AGENCY MANAGER – CORPORATE SINGLE LOCATION

Chérie Drummond
Corporate Travel Management NSW

CATEGORY 16 // BEST TRAVEL AGENCY MANAGER – CORPORATE MULTI LOCATION

Andre Moten
Corporate Travel Management QLD

CATEGORY 17 // YOUNG AGENT OF THE YEAR

Millicent Rusby
Carlson Wagonlit Travel SA

CATEGORY 18 // BEST DOMESTIC AIRLINE

Virgin Australia

CATEGORY 19 // BEST INTERNATIONAL AIRLINE – ONLINE

Emirates

CATEGORY 20 // BEST INTERNATIONAL AIRLINE – OFFLINE

Finnair

CATEGORY 21 //
BEST CRUISE OPERATOR – DOMESTIC DEPLOYMENT

Royal Caribbean International

CATEGORY 22 //
BEST CRUISE OPERATOR – INTERNATIONAL DEPLOYMENT

Royal Caribbean International

CATEGORY 23 //
BEST RIVER CRUISE OPERATOR

APT

CATEGORY 24 //
BEST TOUR OPERATOR – DOMESTIC

Contiki

CATEGORY 25 //
BEST TOUR OPERATOR – INTERNATIONAL

Topdeck Travel

CATEGORY 26 //
BEST CAR/CAMPERVAN RENTAL OPERATOR

Hertz

CATEGORY 27 //
BEST TOURIST OFFICE – INTERNATIONAL

Tourism New Zealand

CATEGORY 28 //
BEST SPECIALTY WHOLESALE

Wendy Wu Tours

CATEGORY 29 //
BEST WHOLESALE – AUSTRALIAN PRODUCT

Sunlover Holidays

CATEGORY 30 //
BEST WHOLESALE – INTERNATIONAL PRODUCT

Qantas Holidays & Viva Holidays

CATEGORY 31 //
BEST AGENCY SUPPORT SERVICE

Cover-More Travel Insurance

CATEGORY 32 //
BEST SALES EXECUTIVE – INDUSTRY SUPPLIER

Elizabeth Hutchison
Air New Zealand

NSW

CATEGORY 33 //
YOUNG SALES EXECUTIVE – INDUSTRY SUPPLIER

Stephanie Hu
Fantasea

NSW

CATEGORY 34 //
BEST HOTEL/RESORT GROUP

Shangri La Hotels and Resorts

CATEGORY 35 //
BEST REGISTERED TRAVEL INDUSTRY TRAINING INSTITUTION

The Learning Collaborative (Travel Training Australia)

CATEGORY 36 //
BEST TRAVEL WRITER – CONSUMER

Julie Miller

CATEGORY 37 //
BEST TRAVEL AGENT TECHNOLOGY INNOVATION

Custom Designed Group Management System
Travel & Sports Australia

CATEGORY 38 //
EMIRATES TRAVEL CONSULTANT SCHOLARSHIP

Stefania Lasek
Travel by Design

NSW

CATEGORY 39//
**PEOPLE'S CHOICE
– ATAS TRAVEL AGENCY OF THE YEAR**

Kingscote Travel

SA/NT

NTIA 2017



MC Anjali Rao with Express Travel Group's Tom Manwaring



AS THE exclusive media sponsor of the National Travel Industry Awards, *travelBulletin* is proud to present this special supplement showcasing the excitement of the 2017 NTIA which took place the new International Convention Centre Sydney on Saturday 22nd July. While winning an NTIA award is a great achievement, the NTIAs are an annual highlight of the year for all participants including nominees, finalists and their colleagues, as the industry gathers to celebrate one another's achievements during the previous twelve months.

NTIA 2017 was no exception. We congratulate AFTA on a fabulous night which has continued the event's long tradition of encouraging excellence in the industry.



Topdeck

THANK YOU BEST TOUR OPERATOR - INTERNATIONAL

A massive #TOPDECKER thank you to agents, industry partners, AFTA and everyone who voted for Topdeck as Best Tour Operator - International.

The award is an incredible acknowledgement of the combined efforts of the team. Topdeck takes so much pride in delivering life-changing travel experiences for customers and are so delighted to be recognised.



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NATIONAL TRAVEL
INDUSTRY AWARDS

WINNER 2017





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NATIONAL TRAVEL
INDUSTRY AWARDS

WINNER 2017

Thank you

BEST TRAVEL AGENCY RETAIL - SINGLE LOCATION

BEST TRAVEL AGENCY MANAGER - RETAIL SINGLE LOCATION

A special thank you to all our industry partners, clients and our outstanding team of dedicated professional Travel Advisors.





The team from Virgin Australia.

‘We work hard to keep challenging and provide the best experience we can. This is a testament to the industry that supports us...and the teams at Virgin that help make it happen’

Stuart Pike, general manager industry and corporate sales, Virgin Australia
Best Domestic Airline: Virgin Australia

BEST SALES EXECUTIVE – INDUSTRY SUPPLIER: ELIZABETH HUTCHISON, AIR NEW ZEALAND

AIR New Zealand’s Elizabeth Hutchison is a familiar face on stage at the NTIAs and already has an award in her trophy cabinet.

“I’m shocked, but it’s amazing because it’s two years in a row for me,” she said.

Last year’s victory gave her a boost, allowing her to face the judges with added confidence this time around.

“It didn’t make me complacent, but I felt more comfortable and it was a bit more fun to enjoy the process while it happened,” she said.

“I just really focussed on what I actually achieved in the past year, since last time. I had won a prestigious Air New Zealand award so I talked about that, and I talked about how I’d worked on growing my agents since the previous year and what I’ve been doing to help make a difference in their business.”

She attributed her victory to having “drive and passion” and strong support from her agents.



Royal Caribbean Cruise Lines Australia head of sales Peter McCormack with the Best Sales Executive – Industry Supplier, Elizabeth Hutchison of Air New Zealand.

CHUFFED.

We’re as excited about our sixth win in this category as we were for our first.

‘Best Travel Agency - Corporate Single Location’

Thanks for helping us go ‘above and beyond’!



**SPENCER
TRAVEL**

above & beyond
a Division of Spencer Group of Companies Pty Ltd

**EMIRATES TRAVEL
CONSULTANT
SCHOLARSHIP:
STEFANIA LASEK,
TRAVEL BY DESIGN**

WHEN it came to making a list of her greatest achievements, Stefania Lasek already had one at the top. Just being a finalist for the NTIAs was one of her proudest moments.

"So winning this award just trumped that," she said.

In her presentation, Lasek wanted to put a big emphasis on her role in a small family business with a 15-year heritage – one that "has been going from strength to strength."

"Being a travel consultant is more than just sitting behind a desk and buying tickets for people," she said. "You're also a colleague, you're also looking after your family, you're also looking after your business and you're looking back to the whole industry. I can't believe I've won, I'm blown away."

**BEST TRAVEL
AGENCY MANAGER
– RETAIL, SINGLE
LOCATION: DANNY
ENGLMAN, FBI
TRAVEL**



FBI Travel's Danny Engelman with Virgin Australia's Ann Elliott.

DANNY Engelman is quick to point out his award is the result of a team effort.

"We've got an amazing team, staff who have been at FBI for decades," he said. "We run a good tight ship and I guess to a degree I have the best job in the world – managing an A-team of staff."

As the manager of a long-standing Melbourne agency with an established team, Engelman said he had placed an emphasis on the company's recent development when it came to facing the NTIA judges.

"We talked about our evolution and how the team has evolved," he said. "Many of them pre-date me and the industry has changed drastically, so we have to focus very much on the service side of things."

"We're entrenched in the luxury market and even though that's perceived as an easier market it's a tough market to please. And they've really embraced that and it's changed the dynamic of who we are – we're now perceived as leaders in luxury."

helloworld
TRAVEL
THE TRAVEL PROFESSIONALS

Thank you

To all Helloworld Travel agency members, to our suppliers,
to our industry partners and to our wonderful staff.

We are delighted to be awarded:
BEST TRAVEL AGENCY GROUP
(50 OUTLETS OR MORE)
for the **SECOND YEAR RUNNING!**



WINNER
2016 • 2017

BEST TRAVEL AGENCY GROUP (50 STORES OR MORE): HELLOWORLD TRAVEL

HELLOWORLD Travel has gone back to back this year after winning the same award last year. The company fought strong competition from Flight Centre and Travellers Choice. Julie Primmer, head of branded network at Helloworld Travel said it was a win for all the agents that Helloworld works on the behalf of.

“Our agents are hardworking, loyal and amazing at what they do with an enormous amount of experience,” Primmer said.

Helloworld had been listening to its agents' needs and desires more over the past 12 months, and this had made the travel agency even stronger.

“We are implanting so many new things into the business and I think that all of these new initiatives that we are bringing to the table have made our agents stronger, and have enabled our network members to trust us, feel loyal to the brand and go from strength to strength.”



Helloworld for business' David Padman, Vanessa Hudson from Qantas, Julie Primmer of Helloworld and Qantas' Rob Harrison.



Topdeck's Kerry Tate with Julie King of Dubai Tourism

‘It’s been a long time in motion – we’ve been operating for 43 years now and this is the first time we’ve taken out a gong, so it’s very exciting’

Kerry Tate, general manager product and operations Asia Pacific, Topdeck Travel
Best Tour Operator – International: Topdeck Travel

BEST TRAVEL CONSULTANT – RETAIL: LENA NIELSON, FLIGHT CENTRE EDGECLIFF

FLIGHT Centre's Lena Nielson was overwhelmed with being awarded one of the industry's top gongs after receiving commendation for the same category in 2016.

“It was so unexpected, it is very exciting to receive such an award. I'm not good with presentations, but I just spoke from the heart with the passion I have for the industry,” she said.

Nielson, who recently moved from Flight Centre Sydney International Airport to the Edgecliff store, said it was great to be able to celebrate with all the other Flight Centre people.



THANK YOU.

To all of our valued Travel Industry Partners who voted for us as:

“Best Car/Campervan Rental Operator”

We are once again delighted to be recognised for this prestigious award.



Hertz®

Magellan Travel Group is thrilled to have been awarded Best Non-Branded Travel Agency Group at the 2017 National Travel Industry Awards.

We congratulate our Magellan members on receiving this outstanding industry recognition and we thank our industry partners for your ongoing support and partnership.

We are proud to have had 10 Magellan members recognised as finalists across various categories at the NTIA this year and we specifically congratulate Stuart Ingram of Destination HQ and Spencer Travel for the awards they received.



afta

NATIONAL TRAVEL
INDUSTRY AWARDS

WINNER 2015



afta

NATIONAL TRAVEL
INDUSTRY AWARDS

FINALIST 2016



afta

NATIONAL TRAVEL
INDUSTRY AWARDS

WINNER 2017

Congratulations to our members and thankyou to our industry partners

Magellan[™]
TRAVEL GROUP



MAGELLAN Travel Group returned to the winner's circle once again by dominating a strong contingent of hopefuls in the Best Non-Branded Travel Agency Group. Managing director Andrew Macfarlane said it was a fabulous accolade for member agencies.

"We field some of the greatest agents in the land and we are very proud of them," he said. "This award is a recognition of their excellence and we are very proud."

Macfarlane said since Kevin Dale, Andrew and Trevor Jones created the group, they wanted to bring back value for travel agents and he said this had separated them from their competitors.

"We wanted to bring back value for agents and suppliers in the chain, between suppliers, groups and agents."

He said member agents and suppliers loved the value as it gave them the opportunity to reach Australia's top agents in their network.

‘It is elating for so many reasons, it's a culmination of all the hard work it takes to do what we do and bring everything to life, and the investment we put into people and to support agency community and customer’

Gregory Lording, general manager of wholesale, Sunlover Holidays
Best Wholesaler – Australian Product: Sunlover Holidays



AIR NEW ZEALAND

**Congratulations
Liz Hutchison**

**2017 Best Sales Executive - Industry Supplier
for the second year in a row.**

Thank you to our valued partners for your ongoing support and we look forward to another great year working with you.

Air New Zealand's Virtual Vineyard

Congratulations to the six winners of our Virtual Vineyard competition who won return flights for two and wine experiences in Northland, Hawke's Bay, Wairarapa, Marlborough, Waipara or Queenstown.



THANK YOU!

APT – Best River Cruise Operator 2017

For the third year in a row APT has been voted by Australian travel agents as the Best River Cruise Operator! We would like to thank and acknowledge you, our valued industry partners for your recognition.

We are honoured given your expertise, knowledge and experience, and appreciate your ongoing support.

We are very proud of this achievement in 2017 as we continue to celebrate 90 years of unforgettable!

BEST TRAVEL AGENCY – CORPORATE, SINGLE LOCATION: SPENCER TRAVEL

THE Spencer Travel team were celebrating hard at the NTIAs after winning the Best Travel Agency – Corporate Single Location category among an array of heated competition from Anywhere Travel, Sanford International Travel and Helloworld Travel Newcastle Corporate.

Managing director Penny Spencer said there had been a lot of nerves while waiting to find out if they would take a trip to the podium.

“It is very exciting, you never know if you will win until your name is called.”

Spencer said the nerves meant it was very hard to enjoy Ricki-Lee performing, when there was a 40-minute break before the category. She said the victory was a true testament to how the Spencer team strove to grow the company each day.

“We’re always looking at new ways to grow the business, being innovative, changing the way we do things with technology and getting lots of different gains and productivity within our company and our staff,” she said.



Spencer Travel managing director Penny Spencer with the Qantas team – Rob Harrison, Vanessa Hudson and Marco Webb-Butler

BEST TRAVEL AGENCY MANAGER – RETAIL MULTI LOCATION: STUART INGRAM, DESTINATION HQ

FIRST time nominee Stuart Ingram has come out on top in the Best Travel Agency Manager – Retail Multi Location division, against a hotly contested field. Ingram said it was the ultimate honour.

“I love the travel industry, I love working with the people I work with. The award is a reflection of what I have achieved in the industry and for my employers as well.”



Ryan Davis, Travelport director of sales, Pacific with Millicent Rusby of Carlson Wagonlit Travel.

“I’m really passionate about the industry and I’ve got big hopes in this industry, so I think my presentation highlighted some of those things”

Millicent Rusby, Carlson Wagonlit Travel
Young Agent of the Year

THE BEST INTERNATIONAL AIRLINE – OFFLINE FIFTH YEAR IN A ROW

WE WANT TO THANK ALL TRAVEL AGENTS AND OUR INDUSTRY PARTNERS FOR SUPPORTING US TO ACHIEVE THE AWARD FOR THE 5TH CONSECUTIVE YEAR. WE WILL CONTINUE TO ASSIST YOU AND YOUR CLIENTS WHEN FLYING FINNAIR.

To celebrate our win, Finnair will offer a special business class fare for sale from 25th of July to 9th of August 2017.
[Click here for details.](#)





A BIG Thank You

To our teams, industry partners,
suppliers and all the agents
for your ongoing support
in making this possible!



HOLIDAYS



viva! holidays



sunlover
HOLIDAYS



**QANTAS HOLIDAYS
& VIVA! HOLIDAYS
BEST WHOLESALER
INTERNATIONAL
PRODUCT**



**SUNLOVER HOLIDAYS
BEST WHOLESALER
AUSTRALIAN PRODUCT**
for the SECOND YEAR
RUNNING!

‘We try to make it as simple as we can for agents to make sure they know how to sell the product’

Maria Pantazis, regional travel industry sales manager Australia and New Zealand, Hertz Best Car/Campervan Rental Operation: Hertz



Maria Pantazis from Hertz with Expedia's Stuart Udy

BEST AIRLINE INTERNATIONAL – OFFLINE: FINNAIR

IT'S five years in a row for Finnair, and for half a decade the airline's Australian team has changed little. That's one of the reasons the airline feels it has a better understanding of the local market than most other offline carriers.

"I would say that one competitive advantage that Finnair has is its understanding of the local markets," said area vice president Asia & Oceania, Jonne Lehtioksa. "Airline's often build products and systems from head office and try to export them to all markets, but we have the very functional combination of listening to the customers' needs in each market then combining it with our product."

BEST WHOLESALE – INTERNATIONAL: QANTAS HOLIDAYS & VIVA HOLIDAYS

THIS year brought a return to the spotlight for Qantas Holidays & Viva Holidays, past winners that have missed out in recent years.

But with a busy year behind its team, the group is in no doubt as to why it won in 2017.

"We're launching new destinations, we've upgraded our product range and we've launched an updated online booking tool, so it's been a big year of change," said group general manager Gregory Lording.

Having taken on his role almost a year ago, Lording said the company had built a great team and was now in a strong position.

"We've been through a year of change together, implementing these changes, and we've got more ahead," he said "This is just the beginning - we've got more product and more brochures on the horizon."

Lording said the award would provide the Qantas Holidays & Viva Holidays team with a "real boost".

"When you're deep in the machinations of meeting a target and getting new things out, you can get absorbed in that," he said. "So this is recognition for the hard work that goes in."



Qantas Holidays & Viva Holidays group general manager Gregory Lording, winner of the Best Wholesaler International award, presented by Rujiras Chatchalermkit.



 Wendy Wu Tours

BEST SPECIALITY WHOLESALE 2017

WE'RE BUBBLING OVER WITH THANKS

BEST RIVER CRUISE OPERATOR: APT



The team from APT, including group director Robert McGeary (far left) and award sponsor Fred van Eijk, managing director Australia of Travel Counsellors (back, third from right).

APT could be forgiven for feeling a sense of ownership over the Best River Cruise Operator category. "It's a really big deal for us, we've been fortunate to win the category since its inception [in 2015]" said group director Robert McGeary.

"I think the reason travel agents chose us is our sales team work really hard with travel agents and build a strong rapport," he said. "Our product is very strong as well, and our customers keep voting us 10 out of 10 and we work very hard in making sure that customer satisfaction is right up there as good as it can be."

"Our staff know and understand that we're delivering once in a lifetime experiences every single day... and we don't take that lightly. I think that's why travel agents trust us with their very valuable customers."

McGeary said this year's award had come at an especially fitting point in APT's history.

"We're an Australian owned company and it's our 90th year," he said. "We're still privately owned and my father is still at the helm though we have a fantastic executive. It's great to pull this off in our 90th year."

NEW FACE AMONG AIRLINES

IN A category ordinarily dominated by the big two, Jetstar Airways this year celebrated its own small victory in becoming a finalist for the Best Domestic Airline award.

"It means a lot. We work hard every day to continually improve our products, service and operations," said the airline's chief commercial officer Catriona Larritt. "To be recognised by the industry feels like a great reward for all our hard work."

Though not a winner, Larritt said Jetstar would continue to do more to assist and communicate with agents.

"We're making a conscious effort to build our presence and offering in the travel agent community, Larritt said. "We have a small team, but have invested a lot more time the past year to build travel agent relationships from the frontline through to the boardroom."



Jetstar Airways
Finalist 2017 AFTA National Travel Industry Awards
Category #18: Best Domestic Airline

Thank you to our Agency Partners for your ongoing support

Jetstar 

AFTA TRAVEL PAGES HAS FOUND A NEW HOME IN 2018



From 2018, Travel Pages, the only publication endorsed by AFTA, will be published by the Business Publishing Group, owners of *travelBulletin* and *Travel Daily*.

To request a media kit email travelpages@traveldaily.com.au or call 1300 799 220.

travelBulletin


Travel Daily


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AUSTRALIAN FEDERATION
OF TRAVEL AGENTS