

# travelBulletin

NTIA SPECIAL FEATURE 2018



**afta**

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**NATIONAL TRAVEL  
INDUSTRY AWARDS**

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**2018 SPECIAL  
EDITION**



**afta**

**NATIONAL TRAVEL  
INDUSTRY AWARDS**

# 2018 NATIONAL TRAVEL INDUSTRY AWARDS WINNERS

## CATEGORY 1→ BEST TRAVEL AGENCY GROUP // 50 STORES OR MORE

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- Flight Centre

## CATEGORY 2→ BEST NON BRANDED TRAVEL AGENCY GROUP

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- Helloworld Business Travel

## CATEGORY 3→ BEST TRAVEL AGENCY RETAIL // SINGLE LOCATION

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- Main Beach Travel

## CATEGORY 4→ BEST TRAVEL AGENCY RETAIL // MULTI LOCATION

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- Phil Hoffmann Travel

## CATEGORY 5→ BEST TRAVEL AGENCY CORPORATE // SINGLE LOCATION

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- DBT Corporate Travel

## CATEGORY 6→ BEST TRAVEL AGENCY CORPORATE // MULTI LOCATION

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- Stage and Screen Travel Services

## CATEGORY 7 BEST NATIONAL TRAVEL MANAGEMENT COMPANY

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- Corporate Travel Management

## CATEGORY 8→ BEST TRAVEL BROKER NETWORK

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- MTA - Mobile Travel Agents

## CATEGORY 9→ BEST ONLINE TRAVEL AGENCY // OTA

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- flybuys Travel [www.flybuystravel.com.au](http://www.flybuystravel.com.au)

## CATEGORY 10→ BEST BUSINESS EVENTS TRAVEL AGENCY

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- Event Travel Management

## CATEGORY 11→ BEST TRAVEL CONSULTANT // RETAIL

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- Giselle Pennington Spencer Travel Southside NSW

## CATEGORY 12→ BEST TRAVEL CONSULTANT // CORPORATE

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- Nicole Hay Show Group Enterprise NSW

## CATEGORY 13→ BEST TRAVEL AGENCY MANAGER // RETAIL SINGLE LOCATION

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- Debbi Ashes Helloworld Travel Lane Cove NSW

## CATEGORY 14→ BEST TRAVEL AGENCY MANAGER // RETAIL MULTI LOCATIONS

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- Renee Nightingale Helloworld Travel Albury,  
Wangaratta & Wodonga NSW/VIC

## CATEGORY 15→ BEST TRAVEL AGENCY MANAGER // CORPORATE SINGLE LOCATION

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- Jamie Maclean Corporate Traveller  
Cathedral Place QLD

## CATEGORY 16→ BEST TRAVEL AGENCY MANAGER // CORPORATE MULTI LOCATION

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- Andre Moten Corporate Travel Management QLD

## CATEGORY 17→ YOUNG AGENT OF THE YEAR

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- Courtney Ashes Helloworld Travel Lane Cove NSW

## CATEGORY 18→ BEST DOMESTIC AIRLINE

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- Qantas Airways

**CATEGORY 19→  
BEST INTERNATIONAL AIRLINE // ON-LINE**

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- Singapore Airlines

**CATEGORY 20→  
BEST INTERNATIONAL AIRLINE // OFF-LINE**

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- Finnair

**CATEGORY 21→  
BEST CRUISE OPERATOR  
// DOMESTIC DEPLOYMENT**

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- Royal Caribbean International

**CATEGORY 22→  
BEST CRUISE OPERATOR  
// INTERNATIONAL DEPLOYMENT**

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- Royal Caribbean International

**CATEGORY 23→  
BEST RIVER CRUISE OPERATOR**

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- APT

**CATEGORY 24→  
BEST TOUR OPERATOR // DOMESTIC**

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- APT

**CATEGORY 25→  
BEST TOUR OPERATOR // INTERNATIONAL**

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- Intrepid Travel

**CATEGORY 26→  
BEST CAR/CAMPERVAN RENTAL OPERATOR**

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- Avis

**CATEGORY 27→  
BEST TOURIST OFFICE // INTERNATIONAL**

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- Tourism New Zealand

**CATEGORY 28→  
BEST SPECIALTY WHOLESALER**

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- Bench Africa

**CATEGORY 29→  
BEST WHOLESALER  
// AUSTRALIAN PRODUCT**

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- Qantas Holidays & Viva Holidays

**CATEGORY 30→  
BEST WHOLESALER  
// INTERNATIONAL PRODUCT**

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- Adventure World

**CATEGORY 31→  
BEST AGENCY SUPPORT SERVICE**

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- Air Tickets

**CATEGORY 32→  
BEST SALES EXECUTIVE  
// INDUSTRY SUPPLIER**

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- Michelle Nickelson      Air New Zealand      QLD

**CATEGORY 33→  
BEST HOTEL/RESORT GROUP**

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- Club Med

**CATEGORY 34→  
BEST REGISTERED TRAVEL INDUSTRY  
TRAINING INSTITUTION**

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- Cornerstone Learning and Development

**CATEGORY 35→  
BEST TRAVEL WRITER // CONSUMER**

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- Jocelyn Pride

**CATEGORY 36→  
BEST TRAVEL AGENT TECHNOLOGY  
INNOVATION**

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- Qantas Learning Hub      Qantas Airways

**CATEGORY 37→  
EMIRATES TRAVEL CONSULTANT  
SCHOLARSHIP**

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- Rachel Husoy Cleary      Noosa Travel      QLD

**CATEGORY 38→  
PEOPLE'S CHOICE  
// RETAIL TRAVEL AGENCY OF THE YEAR**

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- Bicton Travel



AUSTRALIA'S National Travel Industry Awards once again saw suppliers and travel agents pull out all stops in 2018, kicking up their heels to honour the successes of the last twelve months in spectacular style.

As the NTIA's exclusive media sponsor, the Business Publishing Group including *Travel Daily*, *Cruise Weekly*, *Business Events News* and *travelBulletin*, is proud to present this special supplement showcasing the excitement of the Sydney ICC event on Saturday 21st July. While winning an NTIA award is a great achievement, the night also included the event's largest ever pool of





lucky door prizes courtesy of Qantas, Air New Zealand, the Star Alliance and Council of Australian Tour Operators members, plus a rocking performance by Anthony Callea which had the whole crowd up on their feet.

We congratulate AFTA on a fabulous night which has continued the event's long tradition of encouraging and celebrating excellence in the Australian travel industry.

"The event may be put on by AFTA, but it is the industry which makes it a celebration to remember each and every year," said AFTA CEO Jayson Westbury.





## Best Cruise Operator - International Deployment and Best Cruise Operator – Domestic Deployment: Royal Caribbean International

ROYAL Caribbean International continued its NTIA wining spree, claiming the awards for Best Cruise Operator – International; and Best Cruise Operator – Domestic for the third year running.

The cruise line’s team was out in force to celebrate, with its new Australian and New Zealand vice president and managing director Susan Bonner emphasising the win was a

“tremendous validation”.

Bonner said Royal Caribbean was in it “for the long term” and began its trade relationships “with the end in mind”.

“We know there should never be a one-sided deal,” she said.

“We appreciate our networks and we treat the groups of people we work

with respectfully.”

Bonner acknowledged the company operated in a “very competitive industry”.

“We have constant innovation in what we bring on the ships...so we constantly think about how we can bring better and newer hardware into Australia”.

Since 2005, Royal Caribbean has received the Best Cruise Operator award nine times.



“

I think more than ever before we felt the support of the industry and also we’ve deepened our conversations around collaboration and making sure that we’re listening and leaning in and getting a stronger partnership

”

Alison Webster, CEO – International, Qantas: Best Domestic Airline

## BEST CAR/CAMPERVAN RENTAL OPERATOR: AVIS

JENNY Lorkin, sales manager TMC Pacific for AVIS Budget Group International Group collected the Best Car/Campervan Rental Operator award at this year’s NTIAs on behalf of the AVIS Group.

“I’d really like to thank the team, as we have a new team and I would also like to thank the trade who we deliver service to right around Australia,” Lorkin said.

It’s been six years since the company last won the same award, with this year’s success coming down to “engaging the customer and always being there to surprise and delight their expectations,” Lorkin said.



UNFORGETTABLE  
.....



# Thank you!

**APT – Best River Cruise Operator 2018**  
**APT – Best Domestic Tour Operator 2018**

For the fourth year in a row, APT has been voted by you, our Australian travel agent partners as the Best River Cruise Operator at the National Travel Industry Awards! We are also thrilled to have been awarded Best Domestic Tour Operator for the sixth time in the past seven years.

To say we are delighted would be an understatement, and we want to thank and acknowledge you, our valued industry partners, for recognising our efforts in creating consistently unforgettable holiday experiences. Given your expertise, knowledge and experience in the industry, we are honoured to be considered so highly and very much appreciate your ongoing support.



*National Travel Industry Awards*



*National Travel Industry Awards*



*National Travel Industry Awards*



“  
I’m just so excited. This is 30 years in the making. I started as a work experience girl when I was 18 and I’ve just kept that passion. I love what I do, I love the industry and I believe customer service is so very important  
”

Michelle Nickelson,  
Air New Zealand: Best Sales  
Executive – Industry Supplier

## Best Travel Agency Manager Retail – Single Location: Debbi Ashes, Helloworld Travel Lane Cove and Young Agent of the Year: Courtney Ashes, Helloworld Lane Cove

DEBBI Ashes is no stranger to the NTIAs, having been a finalist every year since 2007. And although she has won several accolades before, this year provided her first opportunity for a double celebration.

“It’s a mother-daughter double,” said the Helloworld Travel Lane Cove owner manager. “It’s amazing.”

While Debbi was victorious in the Best Travel Agency Manager Retail – Single Location category, her daughter Courtney came away with the Young Agent of the Year award.

The pair attribute their success to high levels of customer service, efforts to combat online competition and their fee for service model – not to mention a strong mother-daughter working relationship.

“We work together amazingly,” Debbi said. “We mesh well, we know our boundaries, we know when to stop, we know when to shut up and we know when to push.”

“And we’ve never had a fight.”



## BEST WHOLESALER – INTERNATIONAL PRODUCT: ADVENTURE WORLD

ADVENTURE World took out the win for Best Wholesaler – International Product at this years NTIAs, with Andrew Hutchinson, head of product and operations, collecting the award.

Hutchinson said the reason for the win came down to “a combination of fantastic product and experiences” along with the “very talented sales team on the road and our agents... We’re only as good as the agents we service”. Hutchinson also thanked the TTC for their support.

“To win this is just the beginning of some celebrations that will start next year,” said Hutchinson in reference to Adventure World’s upcoming 40th anniversary next year.



# AVIS<sup>®</sup>



WE GO ABOVE AND  
BEYOND, SO OUR  
CUSTOMERS CAN TOO.

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Avis is honoured to accept the award of  
Best Car or Campervan Rental Operator  
for 2018.

**AVIS.COM.AU**



# NTIA 2018

## Best River Cruise Operator and Best Tour Operator - Domestic: APT

TAKING out the Best River Cruise Operator award for the sixth time in as many years was APT, taking the gong home ahead of a strong field.

Accepting the honour was APT's Group managing director Chris Hall who was keen to communicate the continued elation despite dominating the category in recent times.

"The whole team is ecstatic. We've managed to maintain our dominance in this award, and it's so important because it's not many awards that are voted by agents and this one is," Hall said.

"When we started in river cruising we partnered with the best and that's AMA Waterways and through our partnership we were able to combine the best of river cruising knowledge and experience together with our fantastic distribution knowledge with travel agents across Australia and New Zealand," he added.

APT added to its successful night by also walking away with the Best Tour Operator – Domestic award.



“

We've been a finalist for the last few years but this is the first time we've actually won. We now feel as though we've accomplished something big and we'll hopefully take this on to bigger and better things

”

Martin Edwards, general manager,  
Bench Africa: Best Specialty Wholesaler



# Thank you!

## BEST HOTEL/RESORT GROUP 2018

### Club Med

worldwide resorts all-inclusive experiences

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RoyalCaribbean  
INTERNATIONAL

BEST CRUISE OPERATOR  
INTERNATIONAL & DOMESTIC DEPLOYMENT

# A BIG THANK YOU

To our valued trade partners for voting us the Best Cruise Line at this year's awards. We couldn't do it without your support.



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NATIONAL TRAVEL  
INDUSTRY AWARDS

WINNER 2018

[VIEW TRAVEL AGENT RATES](#)

\*TERMS & CONDITIONS APPLY.

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## BEST HOTEL RESORT GROUP: CLUB MED

CLUB Med's worldwide expansion has coincided with strong growth in the Australian market, and the company's national sales and customer relations manager Tony Soden believes the travel trade has played a big part in that success.

He sees the company's win in the Best Hotel Resort Group category as a vindication for Club Med's efforts to redefine its image in the Australian market.

"It shows that all the hard work we've done working with the trade to build up the brand for Club Med locally is paying off," Soden said.

"We've doubled our business every year for the past five years which speaks for itself. This award is the icing on the cake."

“

It's been 14 years of hard work so it's really good to be recognised for what we do

”

Sharyn Van Der Veeken, business development manager, Cornerstone Learning and Development: Best Registered Travel Industry Training Institution



AIR NEW ZEALAND 

## Congratulations Michelle Nickelson

2018 Best Sales Executive - Industry Supplier

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

### Air New Zealand's Grape Escape

Congratulations to the three winners of the Grape Escape competition who won return flights for two and wine experiences in New Zealand.



## Best Travel Agency Group (50 stores or more): Flight Centre

FLIGHT Centre took out the Best Travel Agency Group (50 agents or more) category at the 2018 NTIAs, with COO Melanie Waters-Ryan collecting the award.

“It’s a humbling honour to win because we celebrate a lot internally at Flight Centre so it’s nice to get that external recognition,” Waters-Ryan said.

It was Flight Centre’s first win since 2013, to which she said: “We won because we got our point across to the judges about how much we do in terms of our customers, developing new products, looking after them right throughout the course of the journey.

“We’ve very committed to our people, the health, wealth and professional wellbeing of our people and the industry as a whole...We believe in a travel agent and a shop for people to go to buy travel,” she said.

“Hopefully we’re about to have a record result, a great year, great share price and record TTV.”

## BEST TOURIST OFFICE – INTERNATIONAL: TOURISM NEW ZEALAND

A HEALTHY dose of neighbourly love helped Tourism New Zealand win this year’s award for Best Tourist Office – International.

“It’s great recognition that our neighbours still love us – that even though there are still so many other choices that can be sold, New Zealand is still a preferred destination,” said the organisation’s regional marketing communications manager for Australia Jessica Nikora.

“We continue to work really hard with travel agents to promote New Zealand and try to give them the tools they need to feel really confident in booking trips with their customers.

“We’ve got a strong recipe for success in terms of building awareness of why New Zealand is so different to Australia.”



**NTA** mobile  
travel  
agents

“*Tickled pink*”

We’re “tickled pink” to be named Best Travel Broker Network.  
A huge thank you to our amazing members, suppliers and staff.



Winner  
2018



“

We've always had one guiding core principal and that was to always put the needs of your clients first and everything else will take care of itself

”

Mike Dwyer, Main Beach Travel:  
Best Travel Agency Retail – Single Location

## BEST TRAVEL BROKER NETWORK: MTA – MOBILE TRAVEL AGENTS

IT'S been 20 years since Karen and Roy Merricks began planning a new business model for travel agents in Australia, resulting in the creation of MTA – Mobile Travel Agents.

Having won the newly created category of Best Travel Broker Network, the Queensland couple are now celebrating recognition for two decades of hard work.

“The reason we won is that we're transparent, we're honest about our split, we don't nickel and dime people, and everything is all-inclusive,” Karen said.

“We've built a family business. MTA is a family, and we do care about our people – not only for the good times, but we also support them during the bad times.”



# WINNER OF BEST WHOLESALER INTERNATIONAL PRODUCT 2018

# THANK YOU!



## Best Wholesaler – Australian Product: Qantas Holidays & Viva! Holidays

BRINGING home the top domestic wholesaler honour has provided a resounding endorsement for the long commitment Qantas Holidays & Viva! Holidays have made to local travel, according to Helloworld Travel executive director and head of wholesale Cinzia Burnes.

“I think Qantas Holidays has continued to believe in the domestic market and the travel that Australians do within Australia, and we have continued to put out the most comprehensive brochure range by having different brochures for different states and territories,” she said.

“I think it’s a great acknowledgement of the specialisation of our staff and the fact they put a lot of effort into organising quotes and recommendations to give travel agents.”

Among the company’s highlights this year has been the introduction of a Signature Brochure.

“It highlights the incredible properties and experiences we have in Australia and in more remote areas, and this is where customers are looking for the experience of a travel agent to organise the more unusual holidays in our country,” she said.

## CORPORATE TRAVEL MANAGEMENT: BEST TRAVEL AGENCY MANAGER – CORPORATE MULTI LOCATION and BEST NATIONAL TRAVEL MANAGEMENT COMPANY

CORPORATE Travel Management (CTM) took out the hotly contested Best National Travel Management Company category at the NTIA awards, with the company’s chief executive officer Australia/New Zealand Laura Ruffles attributing the company’s success to its focus on customers.

“I think we won because of the recognition of everything we do with our wider teams and for our customers and within the industry,” Ruffles said.

“We’re going to continue to invest in technology and be able to win and retain our customers,” she added.

CTM’s chief operating officer ANZ, Andrew Moten, also enjoyed some personal success, winning the award for Best Travel Agency Manager – Corporate Multi Location.

“To be recognised amongst your peers is very special,” Moten said.

“The founder and managing director of Corporate Travel Management, Jamie Pherous, and our global chief operating officer Laura Ruffles have been instrumental in supporting me and acting as mentors,” he added.



# KIA ORA

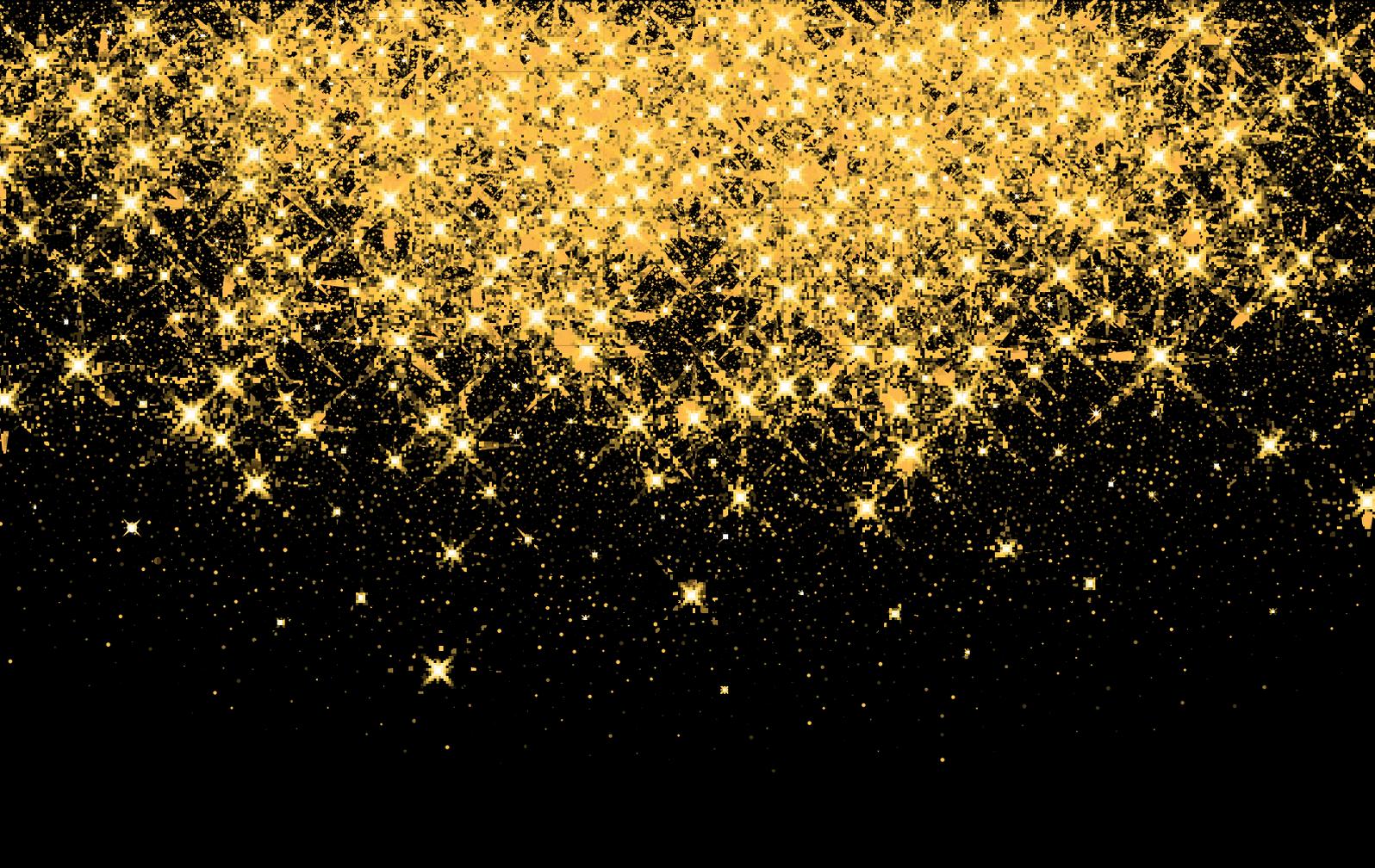


Thank you and kia ora to the travel industry and all of our 100% Pure New Zealand Specialists for voting us “Best Tourist Office International” for the second year running.

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For more information, visit [traveltrade.newzealand.com](http://traveltrade.newzealand.com)

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**CONGRATULATIONS  
TO ALL THE WINNERS  
AND FINALISTS OF  
NTIA 2018**

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