



23 April 2009

## WELCOME TO IN TOUCH WITH TTNQ

### FROM THE CEO'S DESK



This week TTNQ is hosting or co-hosting a world of travel professionals. They're here to see for themselves the activities and accommodation that sets Cairns and the Great Barrier Reef apart from every other destination. Among these VIP visitors being treated to the red carpet are wholesalers, travel agents and Continental Airlines regional Port Managers from Japan; conference and incentive organizers from the UK; high-level retail agents from the USA; and an incredible group of 17 product managers from around Europe here for Cairns on Stage.

I'm happy to advise that Johanne Flynn will step into the acting position of Director Sales & Marketing for Cairns Region Convention Bureau for the next three months while we implement our very active Business Tourism agenda. After this period we will go to market to fill the position. Johanne is a business tourism sector specialist with particular knowledge and expertise in Tropical North Queensland's meetings, conferences and incentives. Johanne spent two years as a professional conference organizer, followed by six years with the Cairns Convention Centre then 12 months teaching Event Management in Kuwait before joining our CRCB team early last year. As many of you will know, Angela Uhlig leaves TTNQ after a distinguished six-year tenure as Director of the Bureau. We wish Angela every success and happiness for the future.

Again, I urge you to step up in the debate about sustainable local government funding for tourism marketing. Please write to your local councillors and the media. Tell them about your business and its supply chain, about your employees and their families. Demonstrate how your business contributes outside tourism into the general economy of our region. Give your support to Cairns Regional Council to find a way to increase funding for tourism marketing to support jobs and businesses across the entire community.

**Rob Giason**  
**Chief Executive Officer**

## NEWS

### **Cairns on Stage**

Seventeen hand-picked travel professionals from across Western Europe converged on Tropical North Queensland this week. TTNQ in partnership with TQ and Qantas has arranged workshops and tours of local tourism products. Decision-makers from travel wholesalers in Germany, Italy, France and Belgium will see the quality of local tourism products, and have first-hand experience of how activities can be combined for holiday packages for their clients.

### **BEA UK corporate famil**

Nine very happy UK Conference and Incentive buyers have just left Tropical North Queensland. Secured by Cairns & Region Convention Bureau, and in conjunction with Business Events Australia this dual destination famil showcased Tropical North Queensland and Melbourne.

The majority of the qualified buyers had never visited the Cairns and Great Barrier Reef region before and participated in a three day program showcasing a sample of business tourism activities available in the region.

### **Japan Sales Calls and Tokyo Marine Diving Fair 2009**

Harry Niihori's recent sales trip to Japan included strategic discussions with a range of airlines (JQ, CO, PX, JAL, ANA) to develop further opportunities for additional services and increased capacity into Cairns. He also clocked up some 50 constructive meetings in Fukuoka, Hiroshima, Okayama, Osaka, Nagoya and Tokyo, talking to wholesalers (JTB, KNT, HIS, NTA, JALPAK, Hankyu, Nishitetsu, Meitetsu) about tactical trade/consumer activities for the coming summer period.

[See photo](#)

Harry represented TTNQ at the Tokyo Marine Diving Fair/Beach Resort Fair 2009. TTNQ participated in conjunction with Tourism Queensland, Tourism Australia, Jetstar and TNQ diving operators to promote Cairns and Great Barrier Reef, as the world's premier diving/resort destination. The diving fair attracted over 50,000 consumers during the three day event (3-5 April). [See photo](#)

### **Australian Geographic Eco Holiday prize**

Tourism Tropical North Queensland and Australian Geographic magazine and retail stores have partnered to boost demand for eco holidays in TNQ. The April edition of Australian Geographic features Tropical North Queensland. "Water so clear and blue you'll feel like you're swimming in the sky" the article says.

The magazine's 420,00 readers and customers of the 50 Australian Geographic retail stores throughout Australia, have the opportunity, between 20 April and 18 May, to win an eco holiday in Tropical North Queensland.

### **Tqual Grant program**

Federal Minister for Tourism, Martin Ferguson has launched Tqual Grants – an \$8.5 million competitive grants program to promote strategic investment in quality and innovation in the Australian tourism industry. [Read more...](#)

### **2009/2010 Meeting & Incentive Planners' Guide**

The Cairns & Region Convention Bureau invites you to showcase your product and maximise opportunities in the highly lucrative business tourism market with the 2009/2010 Meeting & Incentive Planners' Guide. The guide is designed to be the 'must have' publication for event organisers to plan their next conference, event, exhibition or incentive in Tropical North Queensland.

### **Best Tourist Office**

TTNQ has been nominated for BEST TOURIST OFFICE in the 2009 Australian Federation of Travel Agents National Travel Industry Awards [www.afta.com.au](http://www.afta.com.au) These industry awards recognise businesses and personnel who demonstrate outstanding service, marketing excellence and business acumen to the travel and tourism industries. Voting opened 20 April and finalists will be announced 18 May.

### **Reef Lounge**

Cathay Pacific has taken over administration of newly christened "Reef Lounge" in the International Departure Lounge at Cairns Airport. The facility is intended to be a common-user area for other participating carrier's top-tier members and Business Class passengers. Passengers have access to PCs and the World Wide Web from the Reef Lounge. TTNQ supplied logoed wallpaper for the lounge's PCs and a link to the TTNQ holiday website. [See the TTNQ Wallpaper here](#)

### **Rivertrain**

[Daintree Rainforest Rivertrain has reopened.](#)

### **Refit for Osprey V**

Down Under Dive advises that Osprey V will be undertaking a major refit between 18 May and 1 June 2009 affecting all associated products.

### **TPDD**

Port Douglas & Daintree Tourism has [rebranded as TOURISM PORT DOUGLAS DAINTREE.](#)

### **Tech Dive closes**

Tech Dive Academy Port Douglas has ceased operations.

## **RESEARCH**

A report from TQ's Economics Analyst Robert Boyd says that lower interest rates means there is more cash for Australian households to spend. [Read more...](#)

## **WELCOME NEW MEMBERS**

[Cairns Ports](#) - platinum level

**Cairns Ports** [www.cairnsports.com.au](http://www.cairnsports.com.au)

Cairns Ports Limited (trading as Cairns Ports) has the enjoyable task of operating Cairns Seaport in one of the world's most spectacular environments. Cairns, Tropical North Queensland, Australia, is home to unique World Heritage Tropical Rainforests, breathtaking Highlands, the vast Gulf Savannah and the majestic Great Barrier Reef.

[Shangri-la Hotel The Marina](#) has merged [The Pier complex](#) into its platinum level membership.

**The Pier** [www.thepier.com.au](http://www.thepier.com.au)

Discover the Pier at the Marina and its eight distinctive precincts bringing together all you would expect from a retail shopping centre. From corporate office accommodation to the central café hotspot, the Pier at the Marina also offers designer fashion, an impressive Gymnasium, boutique beauty services, bars, entertainment and waterfront dining and Cairns' only true Farmers Market. An urban lifestyle centre like no other.

[Beijing Consulting Group](#) - bronze member

**Beijing Consulting Group** [www.bjconsulting.com](http://www.bjconsulting.com)

The Beijing Consulting Group is an Australian business consulting firm assisting companies, organizations and government agencies with all aspects of the China market – including: aviation, market research, training, contract negotiation, marketing, in-country representation, translation, interpreting and media. BCG has offices in Beijing and Shanghai and associate offices in Hong Kong and Tianjin.

## UPCOMING EVENTS

Members ONLY Activities	Date	More details
Member induction	29 April	<a href="#">Download Invitation</a>
WHK – free seminar	6 May	To be announced
Networking function	26 May	To be announced
MacDonnells Law – free seminar	3 June	To be announced

- The 2009 Annual Marine and Tropical Sciences Research Facility Conference will be held in Townsville April 28-30.
- Friday 1 May 9.45 – 11am Qld Regional Achievement & Community Awards Launch at Blue Mango in the Mercure Harbourside. RSVP [info@awardsaustralia.com](mailto:info@awardsaustralia.com)
- Aussie Host Workshop 28 May, Cairns TAFE Ph 4042 2557
- The Elandra Resort Mission Beach presents [Tastes of the Tropics 6-11 June](#).

## TTNQ APPLAUDS ACHIEVEMENTS

Geoff Donaghy was presented with the prestigious Outstanding Contribution Award at the Meetings & Events Australia 2009 annual conference. [Read more...](#)

TTNQ member C'est Bon is one of the restaurants being considered for the Cairns Eye critic's award.

Cairns Language Centre has won the Customer Satisfaction Excellence Award for the second year in a row. [Read more...](#)

## ON THE MOVE

Peter Janssen is the new General Manager at Country Comfort Sunlodge.

Tourism Australia's new Marketing Manager in London responsible for the UK, Ireland and Nordic regions is Alasdair Farrimond. Alasdair, previously the Marketing Manager for Travel 2 and Stella Travel in the UK, replaces Tim Jones, now in TA's Sydney office as Marketing Manager for Australia and New Zealand. Alasdair has been replaced at Stellar Travel by Charlie Bateson, ex of Trailfinders and well known to many in TTNQ.

Raging Thunder has new marketing contacts:  
Marketing & Sales Manager, Ms Peta Zietsch, [peta@ragingthunder.com.au](mailto:peta@ragingthunder.com.au)  
Japanese Sales, Mr Osamu Arakawa, [osamu@ragingthunder.com.au](mailto:osamu@ragingthunder.com.au)  
The new arrangements took over from KeAnZU Marketing on 20 April.

## NEWS FROM AROUND THE TOURISM INDUSTRY

### **Name a local bridge**

Queensland Main Roads invites you to name one of four new bridges on the Bruce Highway – over the Tully River; the Tully River overflow; the Murray River and the Mulgrave River. Email [q150bridges@mainroads.qld.gov.au](mailto:q150bridges@mainroads.qld.gov.au) with your suggestion.

### **Dengue fever summit**

International experts will attend a special summit in Cairns this week that has been convened to help prevent dengue fever becoming endemic in far north Queensland.

### **Queensland Week 6-13 June 2009**

There are dozens of ways to celebrate Queensland Week in your workplace. If you are holding an event in 2009 to celebrate Queensland's 150th anniversary, you can access complimentary Q150 promotional material. Register your event on the free [online events calendar](#). For further information visit the [Queensland Week website](#) or Ph 3405 5215.

Send news for In Touch with TTNQ to [Stevie King](#) and include a picture if possible.

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