

MYSTERY SHOP



Where is this shop?

Our roving reporters have been out and about again and this time we've snapped this Flight Centre store. But where is it? We need the name of a town or city. If you know and can give us the answer you will be in to win a bumper selection of Lonely Planet books.

The prize has jackpotted because despite a few good guesses no one actually pinpointed last week's location as Ashburton.

To be in to win this week, send the answer to competitions@promag.co.nz with Mystery Shop in the subject line.

Qatar works on visas

Qatar is working to establish an efficient and transparent tourist visa application system that caters to travellers from around the world looking to visit Qatar.

This follows the signing of an agreement between Qatar Airways and Qatar Tourism Authority with VFS Global – a provider of visa processing services. The agreement comes as the country steps up efforts to attract and welcome more visitors in line with Qatar National Tourism Sector Strategy 2030.

Business, events, pleasure: Bringing it all together is key

Providing a full travel management solution, focusing on duty of care and keeping ahead of the game in terms of technology and innovation are all keys to success for corporate travel agencies now and in the future, says Paul Halford, marketing manager of Orbit World Travel.

'Duty of care and meeting client expectations in this area is becoming more and more important. How we communicate with the organisation, their travel arrangers and the individual travellers – that's a huge part of what we do now,' he says.

'Client safety and well-being when they are travelling is a top priority to us as well as our clients.'

Halford says that for Orbit, travel management is much more than price and the bottom line.

'Orbit has a tag line of "Travel that inspires", which may not immediately resonate with business travel – but is very much about emphasising the total experience and offer for clients.'



Paul Halford

DNSW quiz is back

The Destination New South Wales quiz nights are returning this month.

There are prizes to be won at each event, including a three-night Sydney holiday for two flying Qantas, with tickets to Handa Opera on Sydney Harbour and a Bridge Climb.

The Auckland event is at The Albion on Hobson St in the CBD on 27 September, with Christchurch following on the 28th at Lone Star Riccarton. Both events run from 5.30 until 7pm and there are no restrictions on the number of team members.

RSVP: penny.labelle@dnsw.com.au

'It is all about providing a seamless, hassle free experience for the traveller. That may be through our extra level of service for clients, it may be our travel app, or it may be from a hotel upgrade. Either way, it is about having the best products, services, solutions and technology available for our clients.'

Halford says that having Orbit Holidays and Orbit Groups and Events within the Orbit business gives clients extra value.

'People are looking for an end to end travel management solution – for their meetings and group travel needs, their personal travel, and of course their business trips. For us it is about providing all of that.'

He says Orbit Holidays is continuing to see an increase in business travellers looking for breaks or extending their time away and adding on a relaxing weekend or activity. 'Because we are part of the House of Travel group we know there is real value in also handling our clients' personal holidays.'

Awards 'all about team' says Bell

For Jackie Bell, winning the travel agency manager – corporate category in the TAAZ National Travel Industry Awards last year was a 'nice to have' personally.

However, she emphasises that for her the real recognition was about the team.

'It is always great to be recognised by the industry, but there were plenty of other people in the management team who also could have been successful. It was really a thrill to be part of the whole apx experience – the company was a finalist in three categories and won them all.'

Bell recalls that she was actually away during the awards night. 'That was a shame but I was delighted to get the messages.'

Based in Christchurch, Bell is now national manager with The Travel Brokers.

'It's been a steep learning curve on another side of the business, but still within the helloworld family.'



Jackie Bell

TRAVELinc MEMO

Your personal magazine twice a week

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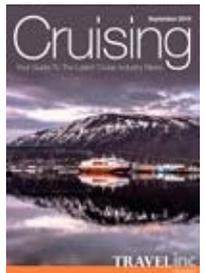
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'Television may insult your intelligence, but nothing rubs it in like a computer.'

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