



AOTHotels news October 2013

Welcome

Welcome to our first AOTHotels newsletter for Commonwealth Agencies.

This monthly newsletter aim is to update Agencies on the WoAG Accommodation Program and communicate new enhancements to meet and exceed Agency requirements.

We will also suggest ways Agencies can maximise the efficiencies than AOTHotels bookings systems provide, as well as keep you updated on the accommodation program and our suppliers.

We hope you find the newsletter beneficial to both your travel management area and your travellers alike.

We are delighted to now have completed the transition of FMA Act Agencies to AOTHotels. My team and I, look forward to continuing to work with you to deliver the full benefits of the WoAG Accommodation Program.

Rohan Moss

General Manager
aothotels.com.au



TripAdvisor is the leading global provider of independent hotel reviews and has become an important part of the decision making process for many travellers.

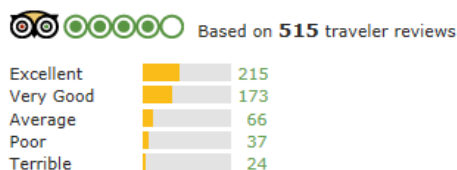
AOTHotels will this month add TripAdvisor reviews to our booking portal to further enhance information on accommodation providers within the program.

Any review placed by Government travellers will be automatically provided to us, to allow AOTHotels to continually review hotels within the program.

To see reviews, simply click on the TripAdvisor logo next to each hotel in the search results.

Hyatt Hotel Canberra
Commonwealth Avenue, Yarralumla | Canberra 2600

TripAdvisor Traveler Rating:



Most Recent Traveler Reviews:

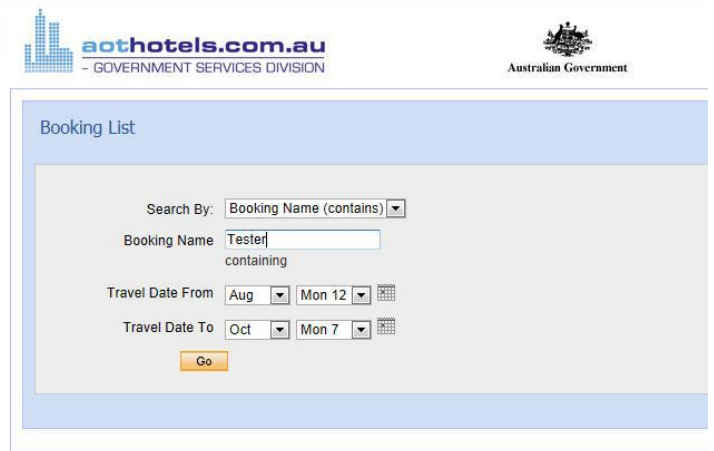
AOTHotels New Portal Enhancements

With the transition of all Agencies now completed, AOT’s Distribution Systems team has now shifted their focus to the development and implementation of suggested enhancements to the AOT Portal. The following enhancements are now live;

Additional Options to Retrieve Bookings Online

Prior to this enhancement, bookings could only be retrieved via the booking by reference number. The enhancement now allows for two additional retrieval options:

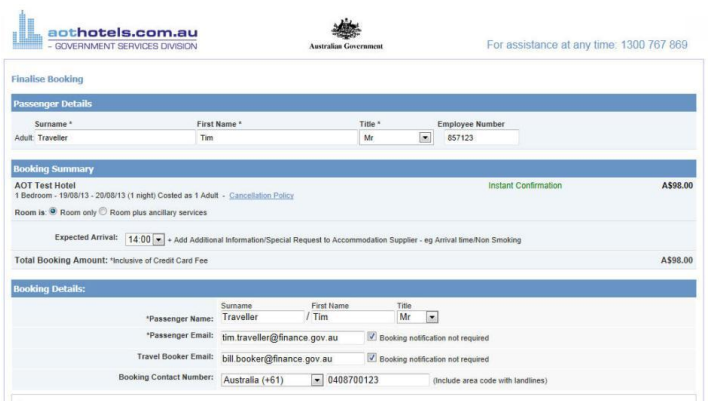
- All bookings created by a specific user will be able to be retrieved by reference number **or name**.
- Agencies will be able to nominate designated “Super Users” who will be able to retrieve all bookings created by the Agency, filtering by travel date.



Automatically Send an Email Confirmation to both Booker AND Traveller

The Portal previously only allowed the email confirmation to send automatically to the traveller, with the option to enter an additional email address (of the travel booker) on the following page. This enhancement now allows both fields to display on the same page:

- Both passenger and travel bookers email addresses will auto populate from their profiles.
- A tick box option is available to advise if email notification is not required for one of these fields.
- If the traveller and travel booker are one and the same, the Travel Booker email field will not display.

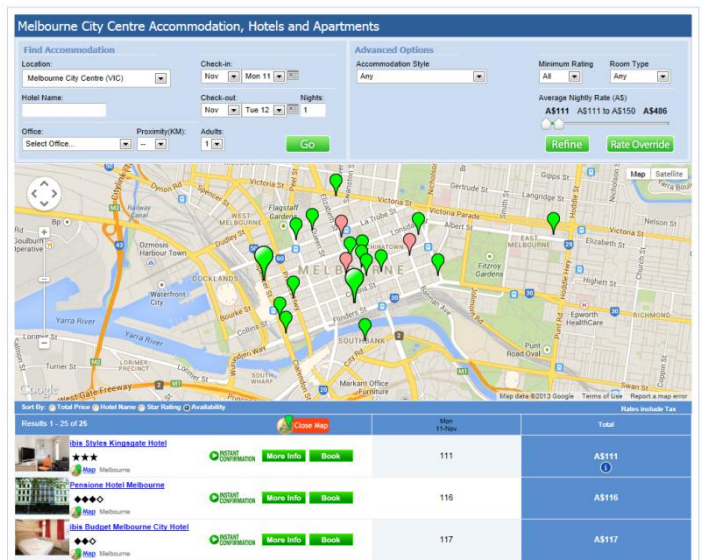


Results Search – Lowest Price Ascending

Along with the existing hotel search result sort, hotels can now be listed from lowest instant confirmation hotels to highest. To request the change simply email gsprofiles@aot.com.au

Current options available to Agencies are now:

- Highest price instant confirmation hotels within ceiling to lowest.
- Listed by instant confirmation hotels, highest star rating with lowest price ascending by each star rating.
- Lowest instant confirmation hotels to highest.



Supplier Update

So far for 2013/14, a total of 1757 suppliers are providing dedicated WoAG rates and inventory.

The major increase has occurred in regional and remote areas with a 51% increase vs. 2012/13, with nearly 1100 regional and remote suppliers now in the program.

WoAG Total Suppliers

State	2012/13	2013/14	% Change
ACT	48	64	33%
NLK	1	1	0%
NSW	339	501	48%
NT	35	62	77%
QLD	266	405	52%
SA	72	116	61%
TAS	47	64	36%
VIC	310	383	24%
WA	101	161	59%
Total	1219	1757	44%

WoAG Regional Suppliers

State	2012/13	2013/14	% Change
ACT	0	3	
NLK	1	1	0%
NSW	216	344	59%
NT	21	41	95%
QLD	203	310	53%
SA	25	59	136%
TAS	47	38	-19%
VIC	143	180	26%
WA	66	113	71%
Total	722	1089	51%

2013/14 Rates

For 2013/14 AOTHotels rates have either decreased or marginally increased in-line with CPI increase vs. the prior year.

This compares positively with rate increases of 10% reported by Australian Business Traveller. One TMC on the WoAG panel reported AOTHotels' rates to be on average \$18 per night lower than rates it was able to obtain for Agencies prior to the WoAG Accommodation Program being established.

City	2013/14 vs. 2012/13 - % Change
Canberra	-2%
Sydney	2%
Melbourne	1%
Brisbane	0%
Perth	+3%
Darwin	+3%
Adelaide	-1%
Hobart	-1%

Groups Online

Group quotation requests are now online at aohotels.com.au

The new online system provides a printable group quote for Agencies and instantly transmits the group requests to the selected suppliers to reduce the quotation response time.

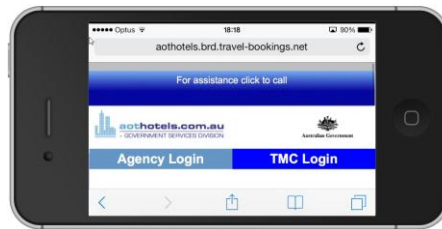
To view a video presentation of the NEW group system, press CTRL and CLICK below to watch.



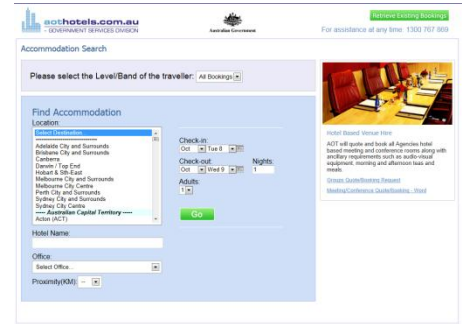
New Mobile Site

Coming this month

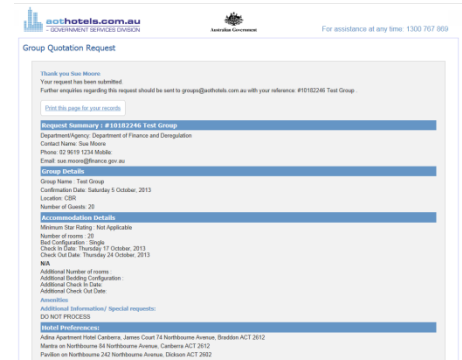
AOTHotels new smartphone and tablet mobile site will be released in October 2013. The responsive design automatically detects if you are on a smartphone or tablet and re-sizes based on your phone or tablet screen size.



The mobile site is scheduled for launch mid-October and a mobile and tablet App is to follow soon after.



Online Group Quote system can be found on right after Agency log-in to the Portal



Agency Printed Group Quote Overview

MOBILE FACTS

62%

Most common smartphone on AOTHotels – Apple iPhone

58%

Most common tablet used on AOTHotels – Apple iPad

NOW OPEN

1888 Hotel - 4.5 star

Pymont, Sydney

Great Rates \$167 per night – walking distance to Sydney Convention Centre



1888 Hotel Lobby



1888 Hotel Queen Room

REFURBISHMENT UPDATES



Rendezvous Grand Hotel Scarborough

Rendezvous Grand Hotel Scarborough Perth – refurbishment now **complete**.

Pullman Melbourne Albert Park – refurbishment now **complete**.

Novotel Sydney Central – refurbishment now **complete**. The hotel has 255 new rooms and bathrooms, with renovations to the pool and lobby.

Novotel Barossa Valley Resort – refurbishment due for completion at the end of December 2013. Work to be completed in blocks to minimise disruption to guests.

Mercure Welcome Melbourne – new Emporium Melbourne Shopping Centre under construction adjacent to property, development due for completion at the end of 2013.

Adina Apartment Hotel St Kilda – refurbishment due for completion at the end of November 2013. Some noise is expected from 7am weekdays.

SPECIAL OFFERS

Mercure Grosvenor – Adelaide

FREE FULL buffet breakfast stays 31Dec13



Mercure Grosvenor Adelaide

Mantra Rate Reductions



Mantra on Northbourne

Northbourne Canberra - Save up to \$107
 Studio \$173
 1 Bedroom \$194 per night
 Murray Street Perth - Save \$87
 Queen Studio \$188 per night

For stays to 31DEC13

Mantra Tullamarine

Free Shuttle to/from Airport now to 31DEC13

Aria Hotel, Clifton Suites and Pavilion on Northbourne - Canberra



4 Hours FREE per night - Stays to 30NOV13

REBRANDINGS

Mercure Hobart and Launceston – now Best Western.

The Victoria Hotel Melbourne – re-branded as Ibis Styles Melbourne, effective immediately.

Quality Hotel Hobart Airport – Now Travelodge Hobart Airport.

FAST FACTS

50%

50% of bookings are made 7 days or less prior to travel

17%

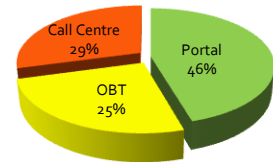
17% of bookings are made 2 days or less prior to travel

69%

68% of all bookings are made online

WANT TO LIFT YOUR PRODUCTIVITY?

Booking Method - September 2013



AOTHotels would be pleased to assist your Agency by conducting training on the AOTHotels portal and your Online Booking Tool in conjunction with your TMC.

Booking online significantly reduces transaction time for travel bookers or travellers.

16 Agencies booked 100% of their bookings online in September 2013.

Congratulations to the two highest booking Agencies who achieved 100% of sales online:

- Australian Sports Anti –Doping Authority
- Productivity Commission

Contact your Relationship Executive to allow AOTHotels to help lift the productivity of your Agency.
relationship@aothotels.com.au

Meet the Team

Jacqueline Poulos – Relationship Manager, AOTHotels – Canberra

Jacqueline has been with the AOT Group since 2006, starting off as a Wholesale Consultant with Sunlover Holidays in Brisbane, before transferring to the Melbourne Head Office and working with the AOT Cruise team, and most recently moving to Canberra as the Relationship Manager for AOTHotels.

The things I like about my job are... the interaction with a range of different agencies, and the satisfaction of seeing agency staff members book via our Portal – it means my training is working!

And the frustrations... not enough hours in my day!

If I didn't work in travel I would be a... flight attendant, or an interior designer.

My proudest moment was... being the AOT All Star (highest performer) for my division in 2012 – and being rewarded with a trip to Saffire at Freycinet!

I try to relax by... walking around the lake in Canberra, and watching Sex and the City marathons.

The last time I feared for my life... being driven to the airport by my brother in Brisbane; to say he drives fast is an understatement.

If I can, I always try to avoid... reverting to Brodburger as a dinner solution; it's a worry now that they recognise me!

I really wish I had... stronger willpower to resist baklava from Lakemba.

The best advice I ever received was... every passing moment is a chance to turn it all around.

My greatest weakness is.... not always being able to say "no".

And my greatest strength... I'm pretty good at baking, just quietly 😊

If I was Prime Minister I would... make my birthday a public holiday – it's the day after Anzac Day, which would mean a 4 day weekend...! Who wouldn't want that?!

If I won \$1 million in the lottery I would... pay off my home loan, and take a holiday... pretty standard answers but they're the truth!

If I could be someone else for a day I would be... Carrie Bradshaw.... I know she doesn't exist in real life, but the shoes! The wardrobe! The gorgeous brownstone in NYC! And Mr Big!



I've always wanted to travel to... Spain to walk the Camino de Santiago de Compostela. It's been on the bucket list for a while and I hope I will have the chance next year.

My favorite holiday was... a solo trip to the Cook Islands. I somehow got upgraded to a honeymoon room with my own private plunge pool, and never got sick of finding an empty beach to enjoy the serenity.

aohotels.com.au
news

aohotels.com.au

bookings@aohotels.com.au

groups@aohotels.com.au

Phone 1300 767 869