



# Whispers

Issue 7, July 2002

## GREETINGS

Welcome to the 7<sup>th</sup> issue of Polynesian Whispers.

Firstly, the Whispers team would like to farewell Jacqui Balson who returned to Qantas in May. Balson was seconded to Polynesian for two years and served as the airlines General Manager Commercial during that time. The team would also like to welcome Sala Petelo Vaioulu to the Commercial Department. Vaioululu, who has worked for the national carrier for over 31 years, succeeded Balson as General Manager Commercial and will bring to the post and Commercial Department a wealth of industry experience. The team would also like to congratulate Teuila Setefano on her recent promotion to the post of Yield and Systems Manager and Vincent Fepuleai, Manager Traffic Services, whose portfolio was widened to include extra responsibilities.

This issue of Polynesian Whispers contains brief articles on a Mother Days promotional initiative undertaken by our Australian office, the re-opening of Fagalii Airport, the special flights which the national carrier put on between Apia and Auckland in June and feedback provided by some of the airlines clients, which were posted on the Skytrax Research web site.

Happy reading and remember, if you have any queries, please do not hesitate to contact us.

## Inside this Issue

- 1 Greetings
- 1 Inflight Duty Free Mail Order
- 2 Polynesian Arranges Special Flights
- 2 Fagalii Airport Re-Opens
- 2 Polynesian and Coral Seas Hold Presentation...
- 2 Polynesians Service Praised
- 3 Special Fares & Packages
- 4 Polynesian Offices & Sales Agents
- 5 Polynesian Airlines' Schedule

## In-flight Duty Free Mail Order

As an additional service to the airlines valued customers, inflight duty free mail order has been introduced to avail more locally made items for sale which cannot be carried due to limited aircraft space and weight restrictions. The mail order selection of products includes a range of handmade handbags crafted by village women using age-old traditional techniques and tapa cloth. If you would like to utilize this service when you next fly with us, be sure to call on one of your

## Polynesians Australia Mothers Day Promotion

To celebrate Mothers Day, Polynesian Airlines Australia in a joint venture with a leading Sydney radio station 2GB came up with an exciting family oriented promotional initiative.

Children were invited to write in to the station to nominate their mother for a holiday in Samoa and explain why she deserved a vacation. The contest was won by David Evans. He explained that over the past 10 years, he has undergone dialysis treatment four times every week as well as several lifesaving transplant operations and during that time, his mother has always been by his side to care for him. Evans parents gratefully accepted the prize and Polynesians Regional Manager Australia, Chan Wicks stated that 'the the exercise was truly worthwhile as it captured the spirit of Mothers Day, which is recognising and acknowledging the special roles played by our Mothers'.

Mr and Mrs Evans plan to take their well-deserved trip to Samoa in March-April 2003.

## Book Online!

Book your seat now with Polynesian Airlines from the comfort of your home or office. Simply log on to [www.polynesianairlines.com](http://www.polynesianairlines.com) and you're away.  
*Polynesian Airlines. making life easier for you.*

## Polynesian Arranges Special Flights

On 30<sup>th</sup> June, Polynesian Airlines arranged a special return flight from Auckland, New Zealand to Apia, Samoa. The flight was organised to help meet the significant demand for travel to Samoa.

Traditionally, June to July is one of the airlines peak periods and getting confirmed seats around that time is usually difficult. As reported by the media, the extra demand for seats came from groups wanting to participate in gatherings and meetings, which were held in Samoa.

Apart from Auckland, seats were also hard to come by on flights to and from the airlines other main ports such as

## Fagalii Airport Re-Opens

On Saturday 6<sup>th</sup> July, Fagalii Airport re-opened after resealing works on its runway were completed.

That same day, Polynesian Airlines resumed flights out of Fagalii to Pago Pago, American Samoa and Maota, Savaii, much to the relief of its valued customers who for the past weeks have had to deal with the inconvenience of driving out to Faleolo for all flights to the territory and the big island. The inconvenience is regretted and the airline is pleased that the upgrading of the runway will ensure the maintenance of smooth, safe flight operations. So once again Fagalii Airport which has been looking like a

## Polynesian and Coral Seas hold Presentation Evening

More than 150 top travel consultants from the largest Australia travel agent chain, Flight Centre, attended a recent presentation evening, which was jointly sponsored by Polynesian Airlines and wholesaler Coral Seas. The theme for the evening was *Samoa and the Pacific - the great opportunity for the leisure travel market*. Carlos Lamaison delivered Polynesian Airlines presentation in what many described as a triumphant evening of relationship building between the airlines and Flight Centre

## Travel In Style

*Fly Polynesian Airlines Business Class and let our crew pamper you with award winning wine, champagnes, fine cuisine, international magazines, newspapers and more importantly, the warm and friendly Polynesian hospitality.*

## Polynesians Service Praised

Feedback from passengers who have flown with the national carrier recently can now be found on Skytrax Researchs web site ([www.airlinequality.com](http://www.airlinequality.com)). Skytrax is the leading quality advisor to the worlds aviation industry and its web site also features feedback from clients of other carriers, including Singapore Airlines and Qantas.

Below are the first (unedited) responses, which were posted on the Skytrax web site:

1. by Lia Agropolous 10 July 2002

Despite the delay due to the weather on a recent trip from Sydney to Papeete. The service on Polynesian was still up to my standards in terms of pitch of class Y seats and inflight entertainment. Legroom was great & 34" gave me a lot of space as I am a tall person needing the space. I found the FA's to be more attentive than Qantas. Service of beverages was carried out far more than other major airlines - snacks etc etc came thru the cabin through out the flight. After a change of crew in Auckland it felt as if the first ones were still there. Friendly smiles always there when you need something. I would agree with Singrid about the excellent service this airline is breaking thru. Possibly the smaller version to Singapore Airlines!

2. by Singrid Thornton 08 July 2002

After a speedy checkin from PH agents on my sector from HNL-APW the service on Polynesian Airlines was excellent. From the time you step on the spacious 737-800 new generation aircraft, you felt the calm cooling interior - together the warm smiles that came with the FA as soon as you step aboard. Meals were great - especially portions were more than Air NZ offer. Would like to praise the wide selection of wine & beverages also. Like to add great legroom & lumbar support seats in Y class prove to be a challenge to FJ & NZ as well. Overall would recommend Polynesian Airlines to anyone who are flying into the Pacific.

3. by Hannick Sondram 02 June 2002

I travel the world with all types of Air Carriers. Samoa is one place I love. This was the first time I have flown with Polynesian Airlines. I usually stick to Air NZ, but for a change I thought I would use the National Carrier. Would like to praise the service of Polynesian Airlines - the aircraft used 737-800 was smooth, very advanced plane considering a little airline with the nation in the South Pacific. The crew were very friendly & attentive at all times. Meals were excellent - restaurant quality. As soon as meals were finished with they were cleared - within 15 min we received top ups of more refreshments. Unlike Qantas & Air NZ you still see the Poly crew hanging around, always there. Whereas Qantas you don't see any flight attendants after meals, they hiding? Overall Polynesian Airlines has an outstanding service in customer commitment & safety. Surely beats all the big guns out there. Like what they say Good Things



# Special Fares & Packages



For more, visit [www.polynesianairlines.com](http://www.polynesianairlines.com)

## Holiday Packages

### New Zealand to Samoa (ex Auckland)

- Hotel Kitano Tusitala            NZD\$1299    Includes American breakfast
- Sinalei Reef Resort            NZD\$2269    Includes tropical breakfast and shuttle tour to Apia
- Coconuts Beach Club            NZD\$2239

All packages include 7 nights accommodation, return economy class airfares and transfers. Rates are on a per person basis while accommodation is on a share twin basis. Special conditions apply and subject to change without notice. Taxes and insurance levies additional.

### Australia to Samoa (ex Sydney)

- Pasefika Inn                    AUD\$1159    Bonus Tropical Breakfast Daily
- Hotel Kitano Tusitala            AUD\$1199    Bonus Free Transfers
- Aggie Greys Hotel            AUD\$1299    Bonus Free Transfers
- Coconuts Beach Club            AUD\$1469    Bonus Free Transfers

All packages include 6 nights accommodation and return economy class airfares. Rates based on twin share. Samoa departure tax additional. All Australian taxes included. Conditions apply. Prices for travel ex Melbourne and Brisbane also available.

### USA to SAMOA

- Hotel Kitano Tusitala            from USD\$1510    (Ex Honolulu)
- Hotel Kitano Tusitala            from USD\$1500    (Ex West Coast)

Includes: 7 nights accommodation, return economy class airfares, airport meet and greet and return transfers. Rate is per person twin share. Prices subject to change.

Special conditions apply to all packages.

Prices are subject to change without notice. These offers were correct at the time this newsletter was compiled/released, however, they may be amended or withdrawn at any time.

## Regional Offices & Sales Agents

### **SAMOA**

Apia Travel Centre Ground Floor, NPF Building, Beach Road, Apia  
Tel: (685) 22172 or 21261, Fax: (685) 20023  
Reservations Tel: (685) 22737 or 22738, Fax: (685) 20023

### **AMERICAN SAMOA**

Travel Centre & Reservations, Tafuna International Airport, Pago Pago  
Tel: (684) 6999126 or 6999127, Fax: (684) 6992109

### **AUSTRALIA**

Sydney Travel Centre, 9th Floor, 99 York Street, Sydney 2000  
Reservations Tel: Toll Free: 1 300 653 737 or (02) 92991733,  
Fax: (02) 92991119

Melbourne GSA - ASA International Pty Ltd  
10th Floor, 43-51 Queen Street, Melbourne, VIC 3000  
Tel: Toll Free: 1 300 653 737 or (03) 96110080, Fax: (03) 96110005

### **FIJI**

GSA - Air Fiji  
Nadi Travel Centre, Nadi International Airport  
Reservations Tel: (679) 722521 or 723189, Fax: (679) 722500 or 724817

Suva Travel Centre, 185 Victoria Parade, Suva  
Reservations Tel: (679) 315055, Fax: (679) 300771

### **NEW ZEALAND**

Auckland Travel Centre, Maota Samoa, 283 Karangahape Road  
Reservations Tel: Toll Free: 0800 800 993 or (09) 3095396, Fax: (09) 3073819

Manukau Travel Centre, Shop 111, Manukau Shopping Centre  
Reservations Tel: Toll Free: 0800 800 993 or (09) 2624197, Fax: (09) 2624203

Wellington Travel Centre, 99-105 Customhouse Quay  
Reservations Tel: Toll Free: 0800 800 993 or (04) 4722544, Fax: (04) 4711489

### **TAHITI**

Tahiti Nui Travel BP 718-98713 Papeete, Tahiti, French Polynesia  
Tel: (689) 430665 or 540200, Fax: (689) 431052 or 540230

### **TONGA**

Travel Centre & Reservations, Cnr Fatafehi & Salote Roads, Nuku'alofa  
Tel: (676) 24566 or 26033 or 26057, Fax: (676) 24225

### **USA**

Honolulu Travel Centre, 2153 King Street, Suite 312, Honolulu - HI 96819  
Reservations Tel: Toll Free: 1 800 264 0823 or (808) 842 7659,  
Fax: (808) 842 7661

Los Angeles GSA - World Aviation 300 Continental Blvd, Suite 610, El Segundo, CA, USA  
Tel: Toll Free: 1 800 264 0823 or (310) 322 9727, Fax: (310) 322 5950

**Email:** [enquiries@polynesianairlines.com](mailto:enquiries@polynesianairlines.com)

**Web Site:** [www.polynesianairlines.com](http://www.polynesianairlines.com)

# Polypass

Explore some of the best South Pacific Destinations-Samoa, Fiji, Tonga, American Samoa, Tahiti

Further options include, cities in Australia, New Zealand and the USA.

Roam the Pacific at your own pace because you have 45 days to do it all!

Special conditions apply. Contact us for more details.

## Inflight Duty Free

While you sit back and relax on your next flight, be sure to check out Polynesians inflight duty free. It's stocked with designer perfumes and colognes, cosmetics, toiletries, Samoan handicrafts and much, much more. Go on spoil yourself. Better yet, take back a piece of Samoa with you.



# Polynesian Airlines Schedule

Effective Until 25<sup>th</sup> October 2002

## From Apia, Faleolo International Airport

### **To Auckland (4 Weekly Flights)**

Every Monday, Thursday, Saturday and Sunday

### **To Sydney (4 Weekly Flights)**

Every Monday, Thursday, Saturday and Sunday

### **To Melbourne**

Every Sunday

### **To Honolulu (1 Weekly Flight)**

Every Wednesday (with connections to Los Angeles, San Francisco, Seattle, Oakland, Las Vegas, Salt Lake City and other US mainland cities)

### **To Nadi (1 Weekly Flight)**

Every Tuesday

### **To Tonga (2 Weekly Flights)**

Every Thursday and Sunday

## From Fagalii

### **To Pago Pago**

Daily Flights

### **To Maota**

Daily Flights

For More Details contact Polynesian Airlines on 22737/22738  
or your IATA Travel Agent

Email: [enquiries@polynesianairlines.com](mailto:enquiries@polynesianairlines.com)

Web Site: [www.polynesianairlines.com](http://www.polynesianairlines.com)