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Travel Daily

First with the news

Friday 4th October 2013

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NZ ups stake in Virgin

AIR New Zealand ceo Christopher Luxon has once again reaffirmed his confidence in the Virgin Australia management team and strategy, as he today confirmed federal government approval for an expansion of the carrier's stake in Virgin Australia to 25.9% (**TD** breaking news).

Luxon said Virgin provides an "ideal complement to our own network" as well as a respected partner in the Australian market.

NZ will immediately jump to 22.9% via an existing forward contract, with a further 3% permitted under 'creep' provisions of the corporations act.

Fiji tourism expo turf war

TOURISM Fiji's boss is confident come May next year, international tourism buyers will have only one exhibition to consider attending.

Former Flight Centre NZ md turned Tourism Fiji chief exec Rick Hamilton last night emphasised trade shows should not be 'cash cows' but run purely to boost the host destination's tourism profile.

His remarks follow news Tourism Fiji will launch its own tradeshow, dubbed Fijian Tourism Expo (FTE), going up against organisers of the Bula Fiji Tourism Exchange (BFTE).

FTE will be held in the new Sheraton Conference Centre in

Denarau from 05-08 May, while BFTE is being held for the second year held at the InterContinental Fiji on 26-28 May (**TD** Tue).

Speaking to around 100 trade partners at a function in Sydney, Hamilton stated: "We are here to promote tourism. We aren't here to make money, and that's very important."

BTE has the opportunity to grow the market and help Fijian tourism operators "do better" on the international stage, he said.

His event will provide greater flexibility than its rival, and Fijian operators would be given "first right of refusal" for space before it is made available to non-Fijian tourism suppliers.

An air-conditioned venue in the gateway to Fiji - being Denarau - are other big selling points.

Stand sizes and displays will not be confined to a '2x2' booth, he added, as "we want to make the show more financially attractive, particular to suppliers on the outer islands who can't necessarily afford it."

Hamilton said Tourism Fiji was working to ensure more hosted buyers from long-haul int'l markets would be represented after this year's BTFE had just a solo int'l buyer from the UK.

Tourism Fiji is also looking at subsidies to make it cheaper for long-haul markets to attend.

"We need to incentivise to get people down here," he suggested.

He told media that come May next year, the choice for buyers to decide on which event to attend would be made easier with only one show likely to be left standing.

See **pages 3** and **4** for more on Tourism Fiji, including its new ads.

Rocky Mtr appoints

STEVE Farrelly has been appointed as national sales manager Australia and New Zealand for Rocky Mountaineer.

Farrelly was most recently a state sales manager with Insight Vacations.

Today's issue of TD

Travel Daily today has six pages of news & photos, plus a full page from: (**click**)

- AA Appointments jobs

g'Day LA!

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Tassie agent on trial

LEE-ANNE Levett from Tasmanian travel agency The Travel Studio has been charged with "computer related fraud" according to the *Hobart Mercury*. Levett will stand trial in the Supreme Court in Feb next year after pleading not guilty in Hobart Magistrates' Court this week.

Travel part of DFAT

ADMINISTRATIVE orders published by the government today have confirmed that the tourism portfolio will reside within the Department of Foreign Affairs and Trade. Andrew Robb will be responsible for Tourism in his role as Minister for Trade and Investment. **MEANWHILE**, Foreign Minister Julie Bishop has reminded travellers that the government cannot be relied upon to come to their rescue if they commit crimes overseas. In contrast to cases of disaster or political turmoil, Bishop said tourists are responsible for their own actions. Bishop urged people to obtain travel insurance and check Smartraveller advice before a trip.

Tourism NZ restructures

"A LARGER, more complex organisation" has seen Tourism New Zealand chief exec Kevin Bowler announce sweeping changes to the tourism group's structure, effective immediately. Announced yesterday, the move comes as the scope of TNZ expands to more areas. TNZ will now be overseen by a Core Leadership Team, comprised of two Directors and three General Managers. Justin Watson, the current gm marketing communications, has been appointed as Director of Trade, PR and Major Events. With him, and on an interim basis, is Andrew Fraser as Acting Director of Marketing. The gms of People, Corporate Affairs & Finance/IT, coupled with the off-shore regional gms - Tim Burgess (AUS/Indonesia), Gregg Anderson (UK/Europe/North and Latin America) and Tony Everitt (North, South & SE Asia) will report directly to Watson. PR and Major Events work will be headed by Catherine Bates, who will also report to Watson. "These new priorities being pursued by Tourism New Zealand led me to review our leadership structure, to make sure it can deliver the most effective and efficient leadership possible and ensure everyone's time is spent more efficiently," Bowler said. The restructure frees up more time for Bowler to "focus on working with TNZ's partners in the industry, both in New Zealand and off-shore, while supporting the business to better meet the objectives of its new three-year marketing strategy," TNZ said.

Ethiad lifts KE c'share

ETIHAD Airways has expanded its codeshare cooperation with Korean Airways, with the pact now covering the carriers' respective services in Africa, Canada and Hawaii. Effective 30 Sep, the EY code is being placed on KE metal from Seoul to Hong Kong, Vancouver, Tokyo Narita and Honolulu, while the KE code is now on Etihad flights from Abu Dhabi to Seoul and Johannesburg. The airlines last month applied for blanket authorisation to share on Korea-US flights (**TD** 04 Sep).

Corporate Sales Strategy Leader

Sydney based.

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Business Development Manager

Perth based.

This role will involve driving new business through the development of long-term partnerships with key influencers and decision makers within the corporate market in WA. Proven experience within a sales role is integral to this position and a background in the airline/corporate travel industry is advantageous.

Sales Support Coordinator

Melbourne based.

Providing administrative support of a team of industry professionals, this role provides the opportunity to move into sales. Administration background in the airline/travel industry with experience using GDS systems and the suite of MS Office programs is desirable.

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Friday 4th October 2013

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Travel Daily

on location in
Kamloops

Travel Daily is today en route from Jasper to Kamloops with the APT group aboard the famed Rocky Mountaineer.

TRAVELLING in the top echelon GoldLeaf class, our group is relaxing comfortably on the train's final westbound service for the season.

Between meals and snoozes we are soaking in the breathtaking scenery as the train leaves Alberta and moves into British Columbia towards Kamloops.

Dining aboard is a master-class in fine cuisine on rails. Breakfast options range from pancakes to omelettes, and lunch menus change daily with all dishes beautifully prepared and served despite the motion of the train.

In between there are tasty side servings of fruits and cheeses along with wines to cap off a fabulous first class experience.

GoldLeaf carriage attendants also keep passengers informed about highlights of the regions passing the huge windows.

Cartel case civil conciliation

SEVERAL airlines including Qantas, Lufthansa, Singapore Airlines, Air New Zealand, Cathay Pacific and British Airways have been ordered to take part in mediation proceedings over an Air Cargo Class Action currently being brought by law firm Maurice Blackburn.

Notices published in newspapers today are inviting Australian companies who paid more than \$20,000 for the carriage of goods by air to and from Australia between 01 Jan 2000 and 11 Jan 2007 to join the action against the carriers.

"The allegations in the class

action relate to an alleged cartel to fix the price of international air freight services, and specifically the level of fuel and security surcharges imposed," according to the notice.

This meant that the prices of international airfreight services supplied by the airlines were "higher than they otherwise would have been," with class action members claiming damages, declarations, injunctions and other orders.

Potential claimants must register their participation by 15 Nov 2013, with a court ordered mediation to take place on 25 and 26 Nov "for the purposes of the parties attempting to reach settlement".

More info on 1800 236 734.

\$199 VA fare to USA

BREAKAWAY Travelclub has trade fares to Los Angeles with Virgin Australia priced from \$199 return (plus taxes of approx \$900), available when booked online.

Fares to New York are \$499 plus taxes, with both fares offered ex Sydney, Melbourne & Brisbane.

Prices are valid over select dates between now and 16 Jun - more at www.bit.ly/VAindfare.

Etihad to Perth

ETIHAD Airways is set to add another Australian gateway early next year, with the *West Australian* reporting that non-stop A330 services are set to commence from Feb 2014.

Citing "sources in Abu Dhabi" the report says that daily flights will arrive at Perth International Airport at 1.40pm and depart at 3.50pm the same day.

The operations are expected to operate with Virgin Australia codeshares connecting via AUH to the Etihad global network.

NZ to boost Bali

AIR New Zealand says it will add a third weekly seasonal service between Auckland and Denpasar from 04 Jul-26 Sep 2014.

The extra flight will depart AKL on Fri and DPS on Sat.

Window Seat

TOURISM Fiji's new TV ads which launched last night (see p4) include an inspirational surfing scene with huge rolling breakers and a gnarly surfer heading into the "green room".

However attendees at the launch were told to check out a boogie boarder in the foreground who is paddling into the same wave.

The footage was taken on a reef and in the original video this rider was actually wearing a safety helmet which was "photoshopped" out of the final advertisement - check it out by **CLICKING HERE**.

TOURISM Fiji's ceo Rick Hamilton also revealed that initial plans were that the new campaign should have launched about four months ago.

However at the time it was exceedingly difficult to get suitable 60 second slots to run the ads on Australian TV channels, due to a huge amount of government advertising which had been booked by the Rudd-Gillard administration.

HERE'S an answer for when your phone goes flat on the road.

Scientists at the University of Southampton in partnership with Nokia have set up a special system which can charge a phone using lightning bolts.

The testing was conducted using artificial laboratory lightning, but they said it could work in real life too.

But it came with a strict "don't try this at home" warning.

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Sydney packed out

SYDNEY hotels are reporting 100% occupancies across the Oct long weekend, thanks to the NSW Government Events Strategy, says the Accommodation Association of Australia.

"The International Fleet Review on Sydney Harbour, the NRL Grand Final and the Parramasala Festival in Western Sydney, together with Spring Carnival Racing at Royal Randwick and the Manly Jazz Festival are all contributing to bumper crowds and full beds," said AAA boss Richard Munro.

Next Mon night is still showing available rooms.

Peregrine Euro firsts

PEREGRINE'S 2014 Europe program has 20 new trips including 13 countries it's visiting for the very first time: Azerbaijan, Georgia, Scotland, Ireland, Norway, Denmark, Sweden, Finland, Ukraine, Estonia, Latvia, Lithuania and the UAE.

New programs in Scotland, Ireland, Scandinavia and Eastern Europe have also been added.

Peregrine is offering 10% off all brochure Europe tours (excluding Morocco) for bookings made before 31 Oct 2013 (quote discount code 1483).

Topdeck foodie tour

More than 100 youth holidays make up Topdeck's largest summer program featured in the Europe 2014 brochure.

Among new options are a 15-day foodie trip from London to Rome that visits a Michelin-star restaurant in France; the Balkan Explorer combined with Croatia sailing; a seven-day Greek yacht adventure through the Sardonian Islands and an eight-day Turkey & Greek Island cruise aboard a traditional Turkish motor-boat.

VA re-signs Suns deal

VIRGIN Australia has renewed its sponsorship agreement with the AFL's Gold Coast Suns for a further five years, extended from an initial three years.

The new deal includes signage and hospitality as the club looks to engage with fans & customers.

China office for Fiji

SHANGHAI has emerged as the likely location for Tourism Fiji's next marketing drive, with ceo Rick Hamilton telling **TD** the NTO would establish a team of three in the Chinese city.

He said the China market had "big opportunities" for Fiji, driven by the FIT and dive markets.

Tourism Fiji app soon

A **NEW** state-of-the-art Tourism Fiji app is under development, ceo Rick Hamilton has confirmed to **TD**, expected to be launched within the next six months.

Tourism Fiji forecasts record



TOURISM Fiji's long-awaited new advertising campaign will finally hit TV screens this weekend, pushing the message, 'Fiji - where happiness finds you.'

Unveiled to the trade first last night in Sydney, the campaign will hope to build on a "softening" in Australian tourist arrivals to Fiji.

Running for three-weeks, the ads showcase what Fiji is all about - "the sand, the surf and the reef", ceo of nine-months Rick Hamilton said at Quay Restaurant at the launch function.

"People know about reefs, beaches and diving, but are not so aware of the most endearing feature, Fiji's people and culture," Hamilton said, and these ads aim to explore those facets.

"We wanted to demonstrate why Fiji is the happiest place in the world and ultimately to show how this happiness can be transferred to our visitors."

Hamilton told attendees that the trade remains the primary channel from which bookings are drawn, with "7 or 8 out of ten people going to Fiji coming via the trade."

"We're very much trade focused going forward," he said, adding a range of new initiatives were planned for the future.

The ads were originally scheduled to be filmed in Dec last year, but cyclones forced its production to be pushed back until May.

The same cyclone resulted in a double-digit decline in visitor numbers during Q1 of 2013, Hamilton told **Travel Daily**.

Hamilton commended Fiji's tourism suppliers for their rapid bounce-back after the cyclone, with the island nation back on its feet within about three months.

He said a lag in visitors returning was expected from the Australian market but mild weather here had also impacted potential arrivals.

Despite the drop, he predicted 2013 would end with record numbers, fuelled by an 8-9% rise in Kiwi arrivals, a rebound from the European markets (moreso Germany & Italy), and growth out of the US and China.

"Globally we are doing well now", he summarised.

PICTURED from left are Tourism Fiji's Carlah Walton, regional director Australia; Rick Hamilton, ceo and newly appointed director of global marketing, Ken Freer.

CLICK HERE to view the new 15sec, 30sec & 60sec TVCs.

In-house marketing

TOURISM Fiji will centralise its marketing activities to be based in Nadi, moving from the previous instance of having every country & region accountable for its own marketing of the destination.

CEO Rick Hamilton said the goal is to create consistency with the brand as it grows globally, and it needs to be focused in one area.

Heading the NTO's marketing division is newly appointed Ken Freer, who started this week at Tourism Fiji, moving across from a gm role for Western markets at Tourism New Zealand.

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JQ ADL-DPS inaugural

JETSTAR'S new thrice weekly non-stop services between Adelaide and Bali (*TD* yesterday) will commence from 18 Dec, using Airbus A320 aircraft.

Gold Coast campaign

A NEW tourism promotion kicks off next week across TV, print, digital and outdoor ads to remind Australians to book a trip to the Gold Coast this summer.

The initiative by Tourism and Events Queensland (TEQ) and Gold Coast Tourism builds on the blockbuster Gold Coast "And Action" campaign launched earlier in the year.

This second instalment - supported by Gold Coast Airport and Jetstar - will screen until Nov.

More than 60 tourism operators will target key interstate markets with competitive airfares and holiday packages, available for travel until Jun 2014.

Technology Update

Today's Technology Update is brought to you by Amadeus IT Pacific.

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Personalisation, targeted results and instant responses are becoming the catch cries of today's online world and this is where Amadeus has a proud history as an innovator.

Amadeus Master Pricer is a great example with its five different flavours: 'Expert' for offline agents; 'Travelboard' for online; 'Calendar' for flexible date leisure travel; 'Fare Families' for shopping by fare type; and 'Special Offer' for marketing your best fares.

So providing a great online customer experience doesn't have to be difficult - you can start with a ready-made plug-in solution and evolve to a full web service channel when you are ready. Just remember, the key to success online is decent marketing, so be prepared to invest.

If you want to know about more about giving your customers the best shopping experience visit us at a **Discover Amadeus** event in October. Register here.

Stuart Broom
Manager - eCommerce
Corporate & Leisure

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Rose has every reason to smile!



MALAYSIA Airlines and Consolidated Travel have this month presented the major prize of a recent travel agent incentive - a car to the value of \$20,000.

Congratulations to Rose Yong of Extragreen Holidays (**above**) who achieved the highest volume of MAS sales ticketed through Consolidated during the month of Jun.

She is pictured receiving the keys to her new set of wheels from Terence Swampillai, Malaysia Airlines and Steve Alysandratos, Consolidated Travel.

Trafalgar early deals

TRAFALGAR is offering an early payment discount of up to 10% and savings of up to \$848pp on its 2014 Europe and Britain program, in addition to earlybird air deals with Etihad, Virgin and Singapore Airlines, for those who book & pay-in-full by 15 Jan 2014.

Flight deals start at \$1,359 to Dublin and \$1,375 to Milan with Etihad, and from \$1,485 to Rome with Singapore Airlines, which also includes a free one-night stopover in Singapore.

Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Moorings Hotel, Vanuatu is offering a 50% reduction on all room rates when staying a minimum 4 nights, plus half price Wednesday Melanesian Feast/Sunday Roasts/cocktails and massages for two, for travel and sales through 31 Mar (excluding 20 Dec-10 Jan). Book via wholesalers.

Perisher - which received 15cm of fresh powder this week - is tempting snowhounds for their last chance to hit the slopes with one-day tickets for \$79 for adults and \$39 for children until 7 Oct. And until midnight Mon, Freedom Passes are on sale for \$799 (only pay \$199 upfront), granting unlimited skiing and boarding throughout the entire 2014 season.

Tune Hotel Melbourne is celebrating its early opening on 21 Oct - almost two weeks ahead of its original schedule - by offering every room from \$50 a night. The offer is only available at www.tunehotels.com from midnight today until 30 Oct.

Viking Cruises has re-released its 2014 River Cruises Atlas (with AUD pricing) and extended the earlybird discount of \$1,000 per couple for next year's seasons in Burma, Russia, Portugal, Bordeaux and more. Book before 31 Oct to receive complimentary Silver Spirits drinks package.

RBA's 1st Dreamliner

ROYAL Brunei Airlines has taken delivery of its first Boeing 787 *Dreamliner*, which begins flying regionally to Singapore on 18 Oct.

The 787 begins services to London via Dubai from 01 Dec.

RBA anticipates introducing services using *Dreamliner* aircraft between Brunei and Melbourne from the second quarter of 2014, Boeing confirmed overnight.

New United seats

UNITED Airlines has unveiled a more ergonomic, modern seat design with supportive cushioning and additional storage space in Economy and Economy Plus.

The new multi-tonal look (**below**) will be equipped on its domestic mainline aircraft and regional planes operated by United Express carriers - ultimately on 400 aircraft by 2015.



Confident job seekers

THE travel job market is looking "buoyant" post-election, says Ben Carnegie, business manager of inPlace Recruitment, especially frontline to middle management roles in tourism and events.

He said, "Companies are feeling confident to push forward with recruitment plans that had been on hold and job seekers are prepared to make a move."

Amari into Malaysia

THAILAND'S Onyx Hospitality Group has announced plans to debut the Amari Hotel brand in Malaysia in 2015, launching a 207-room property in Johor Bahru.

STA agents touching the sky



EIGHT very lucky STA Travel agents recently travelled with G Adventures and Singapore Airlines to Nepal on a thrilling eight-day adventure.

Highlights of the trip included trekking through the foothills of the Annapurna Range, visiting isolated villages and enjoying stunning landscapes.

Pictured from left are: Gerry

Tillson, STA Penrith; Jenna Nation, STA Lyon Street; Shiva Chetty, STA Sydney Uni; Andy Carter, STA sales director; Steffanie McConville, STA Southland; Daniel Walker, STA Acland Street; Sally Dowling, STA Eastland; Adrian Martin, SQ; Aaron Johnston, STA Chatswood and Narayan Tamrakar, G Adventures; with Zoe Francis, G Adventures in front.

Metro appoints bdm

METRO Hotels has named Tony Coates as the group's new business development mgr for Queensland/Northern Territory.

The position will see Coates responsible for growing domestic and leisure business to Metro's properties in Brisbane, Ipswich, Gladstone and the NT.

WWT early bookings

WENDY Wu Tours is providing a \$250pp discount on select tours to China, Vietnam & India in 2014 when booked with flights and deposited prior to 24 Oct.

Flights need to depart between 01 Feb and 30 Jun, booked with either Singapore Airlines, Cathay Pacific or Vietnam Airlines.

WIN A TRIP FOR TWO TO IRELAND

Throughout October, **Travel Daily** is giving readers the chance to win a fabulous holiday to Ireland, courtesy of **Tourism Ireland, Etihad Airways, Avis, Ashling Hotel- Dublin, Manor House Hotels & Irish Country Hotels** and the **Beech Hill Hotel – Derry-Londonderry**.

The prize includes:

- Return economy airfares for 2 people to Dublin flying Etihad Airways;
- 9 nights' accommodation (twin share) including breakfast daily;
- 7 days Avis standard car hire in Ireland (pickup & return to Dublin).

Every day **Travel Daily** will ask a different Ireland-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic holiday to Ireland.

Email your answers to: irelandcomp@traveldaily.com.au

Plus, two runner ups will receive an 'Ireland goodie pack', including Lonely Planet Ireland guide, Lonely Planet Dublin guide, Lonely Planet Irish Language & Culture guide, Lyndey Milan DVD, neck pillow and post-it notes.



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Q.4: What is the name of the restaurant at the Ashling Hotel, Dublin?

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JTB Sunrise tours

JTB has released its 2014 program, introducing special interest trips focusing on Japan's nature and World Heritage Sites.

These include three- and four-day mountain holidays in the Kamikouchi and Takayama area, and one-day walking or cycling Mt Fuji tours.

See www.jtbtravel.com.au.

Lots of home agents

A **NEW** Globus Travel Agent Survey in the United States has found 41.4% of respondents classed themselves as being a home-based agency.

Other popular definitions used by agencies included 'destination specialists' (39.2%), 'high-touch service' (31.4%) and/or 'value/deal/price' (23.9%) providers.



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WEEKLY DAILY

Travel Daily TV

business events news

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***NEW* CHAMPAGNE AND CAVIAR
HIGH END LEISURE CONSULTANT
MELBOURNE (CBD) – SALARY PACKAGE \$55 (DOE)**

Sensational NEW luxury high end cruise role in Melbourne! This well established agency is now looking for a senior consultant to join their expanding team. You will be responsible for booking luxury worldwide holidays with high end cruising incorporated. This role could be yours if you have a minimum 6 years international consulting experience and an understanding of high end leisure products. You will be offered Monday – Friday hours only and the highest base salary in town! Call us now to find out more.

**TASMANIA – MOVE TO CORPORATE TODAY
CORPORATE CONSULTANTS
TASMANIA – SALARY PACKAGE TO \$50K (DOE)**

Calling all corporate travel consultants in Tasmania! We have a sensational role for you that will see moving into a well established boutique corporate office and servicing a variety of corporate clients. You will be responsible for booking international and domestic travel arrangements. Working Monday – Friday hours only there has never been a better time to move into a corporate role in Tasmania. This role could be yours if you have more than 2 years consulting experience and a can do attitude!

**TRAVEL EXPERTS - THE CHOICE IS YOURS
RETAIL TRAVEL CONSULTANTS X 3**

ADELAIDE (VARIOUS) – SALARY PACKAGE DEP ON ROLE
We have some new and exciting retail positions in Adelaide that will see you moving away from the time wasters and into retail bliss. With high base salaries on offer and some of the best working conditions out there you would be crazy to pass these roles up. These exciting roles could be yours if you have a minimum 12 months industry experience and can do attitude! If you are sick of the time wasters and sick of your manager taking all the famils then we want to hear from you. Call us now and never look back!

**FOLLOW THE BRIGHT LIGHTS
DOMESTIC WHOLESALE TRAVEL CONSULTANTS
BRISBANE CBD – \$50K OTE**

Do you love the big city lights? Does the thought of being the centre of attention excite you? Then join this industry leader and be in the spotlight. Stop being taken for granted in your current role and go where you will be appreciated. If you are an Australia expert and you love to sell the land you live in then why not lighten up your career with this exciting wholesale role. If you have a minimum 12 months travel industry experience and are looking for the light at the end of the tunnel – this is it!

**THINK TRAVEL IS BETTER AS A GROUP
GROUPS CONSULTANT
BRISBANE CBD – \$50K OTE ++**

Do you love the challenge of group bookings? Need to move away from retail consulting? Here’s your chance. We are currently looking for a motivated and successful travel consultant to jump into this fast paced groups dept. Handling 10pax or more you’ll be responsible for booking worldwide arrangements for weddings, special interest, school groups and more. Top \$\$ are on offer along with rare Mon – Fri hours, long term career progression and a fun and friendly working environment. Call today to find out more!