



Friday 7th August 2015









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Arrivals up 6.6% in 2014/15

SHORT term visitor arrivals into Australia jumped 6.6% in the twelve months to 30 Jun. nearly three times the growth rate of departures which increased 2.4%.

According to ABS figures released this morning, New Zealand was the top source market for Jun, adding up to a 6.8% increase over the year.

The fastest growing market was China, in second place for the month with 55,100 visitors.

Next was the USA, in third place with 11.9% annual growth and the source of 47,500 visitors in Jun, ahead of Singapore with 42,200 and Malaysia at 27,200.

The UK, India, Japan, Hong Kong and Indonesia rounded out the top ten, with double digit annual growth coming from China (up 21.2%), India (up 12.7%) and the USA (up 11.9%).

The only top ten market to see a

GA reducing AMS

GARUDA Indonesia will cut one of its weekly Jakarta-Amsterdam flights from 25 Oct 15, reducing frequencies to five weekly - three non-stops and two via Singapore.

decline in the last year was Japan, with numbers down 3.1%.

In trend terms, departures actually declined by 0.1% between May and Jun, with outbound travel dropping slightly to Indonesia, the USA, Fiji, Italy and Singapore.

Indonesia was the most visited destination with 104,000 Aussies, followed by the USA with 94,700 and then NZ with 90,600.

Over the last twelve months, the fastest growing outbound destinations were China, up 14.9% and New Zealand which rose 8.9%, while numbers grew marginally to other countries such as Indonesia (up 2.6%), the USA (up 2.2%), Fiji (up 3.3%) and Italy (up 0.2%).

Travel declined to the UK (down 0.9%), Thailand (down 3.9%) and Singapore, which fell 5.5%.

Today's issue of TD

Travel Daily today has six pages of news, including a photo page for helloworld plus full pages from: (click)

- AA Appointments jobs
- Travel Trade Recruitment



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ASIANA AIRLINES



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Vale Nicole Blake

THE Australian travel industry is this week mourning the tragic loss of Nicole Blake, who died last weekend of cancer aged just 40.

Nicole was a much-loved and respected consultant, with roles at Sanford International Travel and Spencer Travel where she had worked for the last 11 years.

We have been overwhelmed from across the industry with tributes to Nic, who was a regular entrant in *Travel Daily* competitions over the years.

She will be sadly missed by all who came into contact with her.

A funeral service will take place at 11am next Mon 10 Aug at St Cuthbert's Church, 34 Park Rd in Carlton, NSW, followed by a celebration of her life.



WELCOME to *TD'*s regular snow conditions update, providing info on the latest snow falls, depths and lifts in operation across key ski-fields in Australia and NZ.

Here's the latest snow reports:

- Falls Creek 112cm / 13 lifts
- Perisher 122cm / 46 lifts
- Thredbo 122cm / 14 lifts
- Charlotte Pass 122cm / 6 lifts
- Mt Hotham 108cm / 13 lifts
- Mt Buller 61cm / 19 lifts
- Coronet Peak 75cm / 8 lifts
- Remarkables 100cm / 6 lifts
- Mt Hutt 75cm / 3 lifts
- Cardrona 6ocm / 7 lifts
- Treble Cone 99cm / 4 lifts

Tigerair heading offshore

VIRGIN Australia's low-cost Tigerair offshoot will launch its first international flights next year, taking on the Adelaide-Bali, Perth-Bali and Melbourne-Bali routes currently operated by Virgin (TD breaking news).

The move aims to stem losses in the carrier's international operations, with VA's full year accounts released this morning confirming "increased competitive pressure, particularly in the South East Asian and long haul markets".

VA international revenue fell 3.3% on the previous year and the underlying earnings of the division was a loss of \$68.9m.

The shift will see Tigerair Australia operate single-class 737-800 services on the Bali flights from ADL, PER and MEL, while VA metal will also withdraw from the Perth-Phuket route from 31 Jan.

Tigerair's Bali services will operate using former Virgin Australia Boeing 737 aircraft.

Ramada China boost

WYNDHAM Hotel Group has committed to eight new Ramada branded properties in China, to open before the end of 2017.

Second and third-tier cities in Jiangsu, Hubei, Shandong and Sichuan provinces will see seven of the new hotels, along with a 156-room Ramada in Nanjing.

The plan marks a 10% increase in the Ramada footprint in China.

Virgin Australia will continue to operate to Denpasar from Sydney, Brisbane and Port Hedland.

VA will also boost capacity on Trans-Tasman and Pacific routes, adding about 52,000 additional seats to New Zealand, Fiji and the Solomon Islands in 2015/16.

The carrier's overall results were in line with last week's forecasts (*TD* 29 Jul), with VA citing a strong turnaround in its domestic business and a significant improvement in performance for Tigerair Australia.

The carrier's statutory result was a \$93.8 million loss, which was an improvement of \$260 million on 2013/14.

CEO John Borghetti said "as a result of the progress on our strategy to date, we are now on a positive trajectory and on track to significantly improve financial performance again for the 2016 financial year".

MEANWHILE, on top of the new international Tigerair routes, which went on sale at 10am today, Tigerair has also announced additional domestic services from Sydney to Adelaide and Cairns effective early Dec.

A brand new sharklet-equipped A320 aircraft will also boost the Tigerair fleet in Sydney from early next month.

Amazonian upgrades

AQUA Expeditions has announced extensive refurbishments of its luxury Peruvian river cruisers *Aqua Amazon* and *Aria Amazon*.

The project will see all public interior and exterior areas upgraded along with 40% of the suites, with the remainder of the work due for completion in Dec.

"As the leader and pioneer of small ship luxury cruising on the Amazon and Mekong, we want our boats to always be top-ofthe-line and at the forefront of guest comfort and experience," ceo Francesco Galli Zugaro said.

New On The Go md

CARL Cross has been appointed to the newly created role of global managing director for On The Go Tours, responsible for sales, reservations, marketing and operations across the company's offices in Australia and the UK as well as territories in Canada, South Africa and NZ.

Cross has extensive industry experience, having started his career as a travel consultant with STA Travel in Australia and then spending many years with Flight Centre, most recently as gm of Retail Product, Marketing and Consumer Experience with Flight Centre UK.

"I'm so excited to be joining this very successful family-run business," Cross said.

On The Go's gm Pru Goudie is leaving the firm after 7 years.



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EXCELLENCE IN TRAVEL





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LATAM launches new brand

SOUTH American carriers LAN and TAM have taken a significant step in consolidating their operations, overnight announcing they will be formally branded as LATAM (pictured).

The new brand "represents the creation of the largest airline group in Latin America and one of the largest in the world," the carriers said in a joint release.

The rollout of the new corporate brand image across airports, aircraft, commercial offices, web pages, and uniforms has begun and the first changes will be visible in the first half of 2016.

Aircraft cabins and 2 VIP lounges have already been redesigned.

"LATAM will increase optimization of our fleet, provide easier access for passengers



and clients to the best network of destinations in the region while offering a new in-flight experience, updates in service and in-flight entertainment, and innovative technology that gives passengers more control over their travel experience," said board president Mauricio Amaro

He said the choice of "LATAM" as a name always seemed "to be the most natural evolution" of both brands.

Abu Dhabi is just the ticket



ABOVE: The Abu Dhabi Tourism and Culture Authority has been conducting its national roadshow in recent days, with the events wrapping up in Sydney last night after visiting Perth, Melbourne and Brisbane earlier this week.

More than 350 travel sellers attended, with 11 key Abu Dhabi suppliers taking part including Big Bus Tours, Etihad Airways, Desert Adventures, MSC Cruises, Arabian Adventures, Seawings, Jumeirah, InterContinental Abu Dhabi, Virgin Australia and the Royal Rose Hotel Abu Dhabi.

At the Perth event, Michael Harper from Flight Centre

Wembley was the lucky winner of a trip for two to Abu Dhabi courtesy of Etihad Airways, and is pictured with TCA Abu Dhabi's Michael Woods.

Skyscanner joins MSN

AIRFARE aggregator Skyscanner has signed a partnership with Microsoft to use its technology to power MSN Travel searches.

The Skyscanner White Label agreement will cover 31 markets globally, including Australia, New Zealand, the US, United Kingdom, India, Singapore, France, Hong Kong and Mexico.

Tenth QF A330 refurb

QANTAS has now refurbished ten of its Airbus A330 aircraft. all of which are operating on domestic and international routes featuring the new Business Suite as well as new Economy cabins.

The carrier has released a timelapse video detailing the transformation of each aircraft - a process involving the installation of more than 2km of new wiring and 200 square metres of carpet.

The upgrade program for the full 28-strong A330 fleet will take a total of 226,000 man hours - to view the timelapse video, see www.traveldaily.com.au/videos.

ATAB agent specials

THE Australian Travel Agent Barometer has signed a new agreement with Trebeca, a subsidiary of ID90 which has been established to provide industry discounts to some of the world's largest airlines.

The Trebeca product offers up to 70% discount on hotels worldwide, as well as discounted activities and car hire.

ATAB subscribers can access the deals at no charge via the "travel benefits" tab at www.atab.net.au.

Benefits for Sky Blues

ETIHAD Airways has boosted its partnership with the Manchester City Football Club, offering new and enhanced rewards to club fans and Etihad Guest members.

Rewards including discounted flights, club merchandise, match tickets and access opportunities have been added to the Etihad Guest Sky Blue rewards program, an offshoot of the existing system.

New route for JQ 787

DREAMLINER service between Melbourne and Singapore has been inaugurated by Jetstar, with the route becoming the first longhaul 787 service offered by JQ.

The aircraft change replaces the Airbus A330s currently flying the five-times weekly service.



Window Seat

ASTRONAUT Buzz Aldrin has this week revealed one of his most treasured possessions an expense form in which he claimed about \$33 from NASA for his 1969 trip to the moon.

The paperwork (below) appears to all be in line, including full documentation of his round-trip itinerary (Houston-Cape Kennedy-the moon-the Pacific Ocean-Hawaii-Houston) and a copy of the receipt for the claim which appears to be reimbursement for use of his own car for part of the journey.



Showing that there is really no escape from bureaucracy, Aldrin, the second man to set foot on the moon, also sent a tweet detailing the customs declaration he and his fellow astronauts had to complete after re-entry on 24 Jul 1969.

The cargo listed (below) includes "moon rock and moon dust samples".

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Friday 7th August 2015



HAWAIIAN Airlines president and ceo Mark Dunkerley stopped in to visit his Sydney-based team during his Australia visit this week.

Dunkerley was in town to present a keynote address at the CAPA Aviation Summit which took place at the Sheraton on the Park.

The HA boss told delegates at the summit that Hawaiian was currently unlikely to add new destinations in Australia due to softening demand associated with the weak Australian dollar.

He also spoke of his opposition

to closer ties between Qantas and American Airlines on US flights.

No visit to Sydney would be complete without a trip to the famous sands of Bondi Beach.

Prior to flying home, Dunkerley headed out to North Bondi Surf Club to check out the club's new rescue boat, with Hawaiian livery.

He is **pictured** above right with Hawaiian Airlines regional director Australia and New Zealand Gai Tyrrell, and **inset** with Ignite Travel Group (My Hawaii) managing director Randall Deer.



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.

A luxurious stay in the wilderness at **Wilpena Pound Resort** and **Ikara Safari Camp** in South Australia is available at 45% off normal prices under a new deal released this week. Guests booking a minimum three-night stay at Wilpena can access rooms starting from \$130 per night, with \$161 per night opening up luxury 'glamping' in a Safari Tent. The offer is valid for booking until 21 Sep, for stays until 31 Mar 2016. Phone 1800 805 802.

The Northern Territory is on sale through **Broome & The Kimberley Holidays**, with deals to both Darwin and Alice Springs at a discount when combined with return Qantas flights. Land-only packages in Darwin start from \$567ppts, with Alice Springs priced from \$1,262ppts including a two-night Kings Canyon tour. Details on 1300 357 057.

Luxury Thailand resort **Rayavadee** has launched an offer exclusively for travel agents, offering 50% off with up to five free nights with a five-night stay during the month of Sep 2015. Minimum three-night stay required, with daily brekkie included. For details on how to book, **CLICK HERE**.

Book a last-minute dash to the snow, with **Trackers Mountain Lodge** at Falls Creek offering three days of free snow ski hire as part of three-night peak season room rates, priced in total from \$750 per adult and \$450 per child, valid until 23 Aug. For info, see www.trackers.com.au.



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Walsh against runway

BRITISH Airways boss Willie Walsh has described proposed costs for a third runway at London Heathrow as "outrageous" and that IAG as a company would not support the development.

Speaking at the same time as BA announced record second quarter and half-year profits, Walsh said the price tag was the only reason for his opposition.

"We think the costs associated with the third runway are outrageous and certainly from an IAG point of view we will not be supporting it and we will not be paying for it," *Reuters* reported.

Global traffic up

GLOBAL passenger traffic in Jun 2015 experienced a 5.7% increase in demand compared to the year prior, according to new monthly figures from the International Air Transport Association (IATA).

In the Asia-Pacific region, Jun traffic remained strong despite a weakening Chinese economy, with a 6.8% rise compared to the same period last year, while load factors reached 78.1%.

New Spanish Westin

STARWOOD Hotels & Resorts has announced the 2016 debut of The Westin La Quinta Golf & Spa Resort, marking "the return of the Westin flag to the spectacular Andalusian resort".

The property, located about 45 minutes from Malaga International Airport, will feature 172 guest rooms and signature Westin features and will be the 18th Westin hotel in Europe.

UA cements Irish link

STRONG consumer demand for United Airlines services between New York Newark and Belfast has seen the American carrier convert it back into a year-round route.

The only transatlantic service from EWR will continue on its three-times weekly timetable through the northern winter.

Praise at Lizard island

EARLY visitors to the reopened Lizard Island in North Queensland have levelled high praise at the resort's refurbishment following two recent devastating cyclones.

The resort was forced to close after Cyclone Ita ripped through last Apr, and then just days after reopening, it was hit by Cyclone Nathan in Mar (*TD* 23 Mar).

The resort has refurbished its guest rooms, bar and restaurant and added six Sunset Point Villas with private plunge pools that overlook Sunset Beach.

In early Sep, The Villa will open, which has two separate bedrooms, large living area and eight metre infinity plunge pool.

Lizard Island executive director Greg Magi said he was thrilled at how well the reopened property has been received by guests.

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Looking for a new way to engage clients and guests at your next conference, product launch or training seminar? Think HOYTS Corporate Solutions! With tiered style seating, high-definition projectors and the latest in surround sound, you can deliver everything at HOYTS – and in a more stimulating environment than traditional venues. Call 1300 345 664 to make your next function a HOYTS experience!

HOYTS CORPORATE SOLUTIONS

Thanks to HOYTS Corporate Solutions you can win two tickets to see any film at your nearest HOYTS cinema. Valid until November 2015 you have plenty of time to see a film of your choice

To win, be the first person to answer the question correctly. Send your answers to houts@traveldaily.com au

What date is the movie *Spectre* released in cinemas across Australia?

Congratulations to yesterday's winner, Rachael Mirtschin from Cruiseabout Hervey Bay.

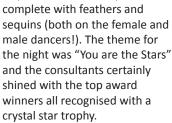


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A galaxy of award-winning helloworld stars

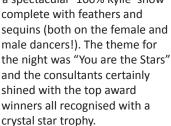
THE helloworld Frontliners Forum 2015 in Cairns finished off with an amazing Gala Awards night sponsored by Qantas, who provided Nathaniel Willemse from X-Factor fame as the dinner entertainment.

This was followed by a spectacular '100% Kylie' show



Network and David Padman, Head of Associate and Affiliate Networks presented the top award winners for helloworld branded and helloworld associates and were incredibly

impressed by the submissions received this year and



Julie Primmer, Head of Branded

the number of worthy winners!

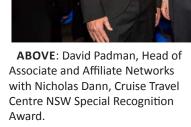












RIGHT: Sarah Anne Bignall, helloworld Belmont WA Recognition Award with Julie Primmer, Head of Branded Network.



ABOVE: Julie Primmer, Head of Branded Network; Kelsey Farmer, helloworld Ellenbrook WA Team Spirit Award with MC Steve Jacobs.

RIGHT: Steve Brady, National Manager helloworld Associates with Angela Kaluzyn, Skilled Travel NSW Top Sales Award.



LEFT: David Padman, Head of

Associate and Affiliate Networks

with Libby Mullavey, Temora Travel NSW Rising Star Award.

LEFT: David Padman, Head of Associate and Affiliate Networks with Clare O'Neill, Phil Hoffmann Travel SA Customer Service Hero Award.



PPHG thanks frontline team



PAN Pacific Hotels Group (PPHG) paid tribute to its frontline workforce, recognising the contributions of its customer focused service teams this week.

Local and international PPHG representatives met with over 700 clients at a series of events In Melbourne, Brisbane, Canberra and Sydney.

In Sydney at PARKROYAL Darling Harbour, Craig Bond, Pan Pacific Hotels Group area general manager Oceania said: "Customer Connections Week is a really important time to connect with the companies we work with and recognise the bookers and frontline teams on the ground.

"Their support is greatly

HAL stars bust moves

HOLLAND America Line will end its "Dancing with the Stars: At Sea" partnership with a bang, with some big names being added to the final curtain call.

Professional dancers Tony Dovolani and Kym Johnson, along with celebrity personality Carson Kressley and Florence Henderson will join two "Dancing with the Stars: At Sea" Champions Cruises.

Two seven-day cruises onboard MS Nieuw Amsterdam will depart Fort Lauderdale on 03 Jan 2016 and Jan 10, 2016.

Guests will be able to join in the fun by taking in dance lessons hosted by the professionals along with celebrity Q&A sessions.

appreciated within our company."

Pictured above at the event are Grace Lukito, Rosa Vacalcanti, Ravella Loo and Adrian Lazuardi from 4th Dimension with Li Nah Pang of PARKROYAL on Pickering.

Mongolia discount

EXTREME Bike Tours is offering a US\$585 discount on its 15-day guided tours of Mongolia in 2016 if booked before 30 Sep.

A discount of US\$495 is also available for pillion passengers riding behind friends, crew or in the support vehicle, with tours departing Ulaanbaatar on 09 and 23 May & 12 and 26 Sep 2016.

Ibis Styles rebrand

NEW Zealand's Invercargill Apartment Hotel will become the ibis Styles Invercargill from Oct as part of an AccorHotels takeover.

The 65-room property offers studio, one, two & three bedroom apartments with kitchen facilities.

Cyprus' first casino

CYPRUS looks set to have its first casino resort by 2018 after the parliament passed legislation for a "Super Casino".

The complex will have at least 1000 poker machines, along with malls, restaurants, shopping and entertainment venues.

The project is being fast-tracked to boost employment and tourism on the island.

Tahbilk joins UWEA

TAHBILK Winery in Central Vic has joined Tourism Australia's **Ultimate Winery Experiences** Australia initiative.

The historic winery offers a number of tours and experiences 'beyond the cellar door', including a guided tour with lunch.

UK concierge service

THE Hotel Connection has added personal concierge service 'Sincerely Paul' for visitors to England, Scotland & Wales.

The service provides assistance for visitors to arrange private sightseeing tours and reservations to events - ph (03) 9520 2353.

BA's new service

BRITISH Airways is building its Central America network, adding services from London Gatwick to San Jose in Costa Rica, with the first flight taking off on 04 May.



Friday 7th Aug 2015

Amway China event

SYDNEY will welcome as many as 10,000 delegates from China as part of the Amway China Leadership Seminar in Mar 2017, Business Events Sydney advised.

The five-day visit is expected to add millions to the NSW economy as delegates experience Sydney attractions, restaurants & hotels.

Free accom in Tonga

VISITORS to Tonga are eligible to receive one free night accommodation with Majestic Whale Encounters if booking a 2016 tour before 30 Sep.

The free night will be at the Scenic Hotel Nuku'alofa on the main island of Tongatapu.



This month, *Travel Daily* together with Bhaya Cruises Group, Vietnam Airlines, Hai Au Aviation and Sofitel Plaza Hanoi are giving readers the chance to win an amazing Vietnamese holiday. The prize for two includes:

- Economy class flights to Hanoi
- Return airport transfers
- 3 nights' accommodation at Sofitel Plaza Hanoi
- Return Hai Au seaplane transfers to Halong Bay
- 2 night Halong Bay cruise aboard Auco in a Long Quan Suite

Vietnam Airlines, the national carrier of Vietnam flies a modern fleet of planes and offers seamless connections to an extensive global network. To win, answer each daily question correctly and have the best answer to

the final question. Send your answers to vietnam@traveldaily.com.au



5. What is luggage allowance for Vietnam Airlines? Is it mandatory to have passengers' full name as per passport on a Vietnam Airlines ticket? CLICK HERE for a hint.











Travel Daily is Australia's leading travel industry publication.

Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry sign up at www.traveldaily.com.au.

Postal address: PO Box 1010, Epping, NSW 1710 Australia Street address: 4/41 Rawson St, Epping NSW 2121 Australia P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769) Publisher/Managing Editor: Bruce Piper Editor: Guy Dundas Assistant Editor: Matt Lennon Contributors: Jasmine O'Donoghue, Jenny Piper, Sarah Piper Editorial email: info@traveldaily.com.au Advertising and Marketing: Sean Harrigan and Lisa Martin - advertising@traveldaily.com.au Business Manager: Jenny Piper - accounts@traveldaily.com.au

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Corporate Travel Business Solutions Manager

Melbourne, \$Competitive, Ref: 1755KF1

Do you have solid BSM experience and a proven sales record within the travel industry ? This leading global Travel Management Company are looking for an experienced Business Solutions Manager to assist with their ongoing client expansion across the travel market within Victoria. You will be responsible for increasing sales within the warm client base already built by the business development managers and sourcing new opportunities and referrals from within the existing client base.

For more information please call Kate on (02) 9113 7272 or click APPLY now.

Retail Travel Consultant

Adelaide, Competitive Hourly Rate, Ref: 1859DV1

Temp consultants! I have a temp role starting ASAP! If you have 12 months plus experience as a Travel Consultant and are trained in Galileo then please let me know! You'll be working in an energetic and hard working environment within the travel industry! Excellent location within central Adelaide and great working hours. If you're free to start asap then this could be your chance to join the temp world! A competitive hourly rate + Super is on offer for the lucky Travel Consultant.

For more information please call Dave on (02) 9113 7272 or click APPLY now.

International Travel Consultant

Brisbane, \$Competitive + Super, Ref: 1653LM1

Do you want to be part of an established Travel Company that can offer great salaries and benefits to its Travel Consultants? Are you passionate about travel, customer service and motivated to earn commission? You will be in a supportive working environment offering great training and career progression opportunities! If you have the experience and are ready to take your career to the top we would love to hear from you! GDS knowledge would be highly advantageous. Interviewing now!

For more information please call Lia on (07) 3023 5023 or click APPLY now.

Domestic Corporate Consultant

Sydney, Up to \$65K + Super, Ref: 1752PE1

An opportunity has presented itself for a confident Domestic Corporate Travel Consultant to make a move into an established and well respected boutique company that has absolute appreciation for their staff. You will have a min of 2 years experience in Corporate Consulting, having used a GDS preferably Sabre with a professional mannerism and strong attention to detail as some ADHOC admin duties will be required. Located near Central Station, Monday to Friday position working 9am - 5pm.

For more information please call Marissa on (02) 9113 7272 or click APPLY now.

Cruise Travel Consultant

Melbourne, \$Attractive Package, Ref: 1813KF4

Are you an experienced international travel consultant with extensive cruise product knowledge? Due to growth, my client is expanding their reservations team and is seeking an experienced Cruise Travel Consultant with a genuine passion for cruise to join their online team in the office based in the Inner Suburbs of Melbourne. If you have excellent destination knowledge, a passion for travel and cruise and proven experience of not only working to but smashing set sales targets then contact us!

For more information please call Kate on (02) 9113 7272 or click APPLY now.

Senior Travel Consultant

Perth, \$55-60k, Ref: 1942DV3

I have a fantastic new opening for an experienced Travel Consultant in the Perth area! If you are passionate about the travel industry and you are driven by sales then this role could be your ideal chance to move into a new role and challenge within the industry! This role isn't just another travel consultant opening, this is the chance to work for a company that specialises in high-end leisure, offers a stable rewarding environment and the chance to progress your career further!

For more information please call Dave on (02) 9113 7272 or click APPLY now.



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