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Travel Daily

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Monday 2nd March 2015

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Win a trip to Ireland!

THIS month's *Travel Daily* competition will see one lucky reader win a fabulous trip for two to Ireland.

The prize includes return Economy flights from Australia for two - including taxes - a seven day Focus on Ireland guided holiday courtesy of Insight Vacations, and pre and post tour accommodation in Dublin.

See **page six** for details.

NRL starts this week

THE start of footy season rolls on with the National Rugby League competition for 2015 kicking off this Thu.

In addition to our current Super 15 tipping, **TD** is running an NRL tipping competition with a prize of two return Economy tickets to Dubai, courtesy of Emirates.

Sign up free for **TD** NRL tipping today at nrl.traveldaily.com.au.

Today's issue of TD

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

- AA Appointments jobs
- Travel Trade Recruitment

Travel Counsellors focus

TRAVEL Counsellors has flagged significant investment in the Australian market with md Steve Byrne saying he sees strong opportunities for growth here.

Speaking to **TD** last week in the lead-up to the Travel Counsellors conference in Canberra on the weekend, Byrne said last year's private equity investment in the company (**TD** 30 Oct) has provided a strong platform to expand the business which was a pioneer of the home-based model here (**TD** 06 Jun 2007).

"The fundamental message hasn't changed - but we are reinvigorated and focused on what we need to do here.

"Not all countries offer the same opportunities for growth," Byrne said, with Australia having strong fundamentals for Travel Counsellors including a buoyant outbound market, a large pool of professional travel agents, and many customers who value the good service agents provide.

Byrne said the group's current members in Australia enjoy a strong reputation and have a 60% repeat business rate.

The new regulatory environment is also opening doors for Travel Counsellors, which recently launched into Western Australia after holding back for some years due to the former licensing regime.

TC now has four members in WA and a number more are poised to join the group, Byrne said.

The company is making heavy investments in technology, with a number of innovations in its Phenix platform - specifically tailored for Australian travel counsellors - unveiled over the weekend at the TC conference, with more to follow in the next few months.

Mantra Tassie push

MANTRA Group is ramping up its presence in Tasmania, today announcing the addition of two new Mantra properties.

Hotel Collins in Hobart and the Hotel Charles in Launceston will both rebadge under the Mantra brand from 30 Apr, taking the group's tally in the Apple Isle to six locations, including Peppers Cradle Mountain Lodge.

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GK launch KIX-HKG

JETSTAR Japan has expanded its route network on an international front for the first time with the debut of its new Osaka Kansai-Hong Kong service on Sat.

Prior, the LCC serviced 11 domestic ports across 18 routes.

CEO Miyuki Suzuki said the new thrice weekly A330 service caters for pent up demand for low fares from both the Japan and Hong Kong markets.

Suzuki said demand for the new route has "been even stronger than we anticipated."

"We've seen how low fares have rapidly changed domestic travel for Japanese consumers... so we're pleased to provide them with the choice of a new int'l destination on our map," she said.

CHG Bangkok office

HONG Kong-based Cachet Hotel Group has established an office in Bangkok, headed up by Aaron Griffiths as pres of Southeast Asia.

Comm queries TA's value

THE Productivity Commission's research paper on the state of Australia's international tourism industry (**TD** Thu) has questioned the value of Tourism Australia's destination marketing business.

Section 3.3 of the 178-pg paper assessed govt support for tourism, highlighting that some studies have used "flawed techniques...to estimate the economic benefits of destination marketing".

The report said there are several publicly available studies to estimate the effects of TA's int'l destination marketing, but few by state & territory tourism agencies.

"While studies suggest that Tourism Australia's destination marketing expenditure significantly increases visitor expenditure in Australia, the net benefits to Australia are likely to be significantly less than the additional expenditure, and may even be negative," the paper said.

The Commission said future

studies should "explicitly attempt to estimate the net benefits to Australia of the international destination marketing undertaken by Tourism Australia and by the state & territory tourism agencies".

In its Nov submission to the Commission, Tourism Australia said its role "to grow demand and foster a competitive & sustainable tourism industry is fully justified on efficiency grounds."

"Government intervention in tourism also provides important intangible and equity benefits, above and beyond the purely economic/productive capacity enhancing effects," TA stated.

Last Thu, Minister for Trade and Investment Andrew Robb acknowledged the "important role" Tourism Australia plays in tourism-related market analysis and destination marketing.

He said TA "is absolutely critical" for sharing Australia's offering on the global marketplace.

IAAX refunds coming

AIRASIA X has vowed to speed up the refund process for pax impacted by the failed launch of Indonesia AirAsia Extra flights between Bali and Melbourne just days before Christmas.

Newly appointed group ceo Kamarudin Meranun confirmed on Fri a review of all business aspects "found an issue with our current refund system", which had been "outgrown".

He addressed the "incident" with QZ8501 and unforeseen delay in the Denpasar-Melbourne route approval had created a backlog in the refund process.

Meranun said AirAsia X is in the process of migrating its refund procedure to its global shared services in Penang - expected to be completed within three weeks - which will enable refunds to be churned out in 45 business days.

As a goodwill gesture, AAX will provide guests with a \$50 e-gift voucher for a future AirAsia flight.

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Serko Mobile debut

SERKO has today announced the rollout of Serko Mobile, a purpose-built mobile app that enables business travellers to make real-time changes to travel plans using a mobile device.

Unique qualities of the app include allowing travellers to change flights on multiple airlines and alter hotel bookings through Serko Online, while conforming to Managed Travel Policy.

The Serko Mobile app also receives GPS linked airport travel time alerts, real-time alerts on flight delays and gate changes, allows viewing of itineraries on- & off-line, reserves seats on plane and gives access to contextual maps, directions & local travel info.

CEO Darrin Grafton said the ability to make changes to flights while in a meeting, without have to speak to anyone "is really powerful and differentiates Serko Mobile from all the other travel apps out there".

NT tourism funding

THE Northern Territory Govt is taking nominations from tourism operators seeking to share in a slice of the \$775,000 Tourism Demand Driver Infrastructure Program for projects.

Chief Minister Adam Giles said funds would be available to back "high quality, large-scale projects that deliver a broad benefit across the tourism sector."

Of particular focus is the development of new attractions & infrastructure to entice visitors to visit regional and remote areas of the Northern Territory.

Projects must be categorised as either 'Environmental' (such as enhancing natural assets), 'Built' (MICE facilities, tourist attractions etc), 'Transport' or 'Enabling' (Indigenous Tourism development).

Nominations close on 01 May, with notification of successful recipients expected in Aug.

Funds are administered by Tourism NT - [CLICK HERE](#) for info.

AAX Tasman talks

AIRASIA X last month rekindled speculation it intends to launch trans-Tasman services after Air Asia Group ceo Tony Fernandes said on Twitter "New Zealand is being looked at via Australia".

Fernandes was responding to a tweet after confirming "AirAsia X is closing on European routes including London" on 20 Feb.

In 2008, AirAsia X's former ceo Azran Osman-Rani revealed to **Travel Daily** the budget carrier was considering flights across the ditch to Auckland or Christchurch from Perth or the Gold Coast - it's only local gateways at the time.

"We will get there - it's when," Osman-Rani confirmed in 2010.

Disney Springs work

PLANET Hollywood said on Fri it plans to transform its Orlando venue in the Downtown Disney precinct into a Planet Hollywood Observatory at the new Disney Springs project (**TD** 15 Mar 13).



Window Seat

AWARENESS of the Danii Meads-Barlow Foundation has hit new speeds, with the organisation to sponsor 17 year old rookie Mason Barbera in the 2015 V8 Utes championship.

The organisation was founded by DBT Corporate Travel owner Donna Meads-Barlow and her husband Brian and aims to raise funds for diabetes research.

Barbera had mixed results at the Clipsal 500 in Adelaide this weekend in his sponsored Ford ute (**pictured**), finishing 11th in the first race before crashing out of the second race.



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Haiti advisory lowered

THE Department of Foreign Affairs & Trade has decreased the overall advice for travel to Haiti to 'Exercise a high degree of caution' following a thorough review since its last update in late Oct.

Travellers are still cautioned to 'Reconsider your need to travel' to the areas of Bel Air, Carrefour, Cite Soleil and Martissant in Port au Prince due to a "volatile" security situation - for more info, see www.smarttraveller.com.au.

SLH enters Tokyo

SMALL Luxury Hotels of the World has added its first location in the Japanese capital, signing The Tokyo Station Hotel as the group's 9th property in the nation.

The 150 room hotel is positioned in the heart of the city, overlooking the Imperial Palace.

SLH said Tokyo has long been on the top ten list of unfulfilled searches on the slh.com website by members of the group.

CEO Paul Kerr said SLH's debut hotel in Tokyo "is a big deal for both the hotel and SLH".

"It's a renowned hotel in an important city and speaks to our intent to expand in the APAC market. I'm glad we waited to find the right hotel for the SLH brand," Kerr commented on Fri.

Africa, Vietnam 2-4-1

ON THE Go Tours has extended a 2-for-1 promo on its Overland Camping Safaris in East and Southern Africa for departures until 31 Dec if booked by 15 Mar.

The Mt Kilimanjaro Climb safari & other itineraries are excluded.

The company has also released a 2-for-1 deal on its 10-day Very Vietnam itinerary for departures between 01 May and 30 Sep when booked before 15 Mar.

Call 1300 855 684 for details.

DL/FM up codeshare

DELTA Air Lines has sought approval from the US Dept of Transportation to expand its codeshare arrangement with Shanghai Airlines.

The US carrier intends to place its 'DL' code on Shanghai Airlines' flights from its Chinese hubs to Guiyang, Nanning and Tianjin.

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Cruise industry honours its best



VETERAN travel industry journalism stalwart and founder of *Travel Daily* sister publication *travelBulletin* Ian McMahon was deservedly immortalised in the CLIA Hall of Fame on Sat night.

The honour was one of 19 awarded on the weekend at the 2014 CLIA Awards, this year held at The Star in Sydney.

McMahon was honoured for his decades of tireless reporting of the goings-on in the travel and tourism business, inducted by CLIA chairman Gavin Smith and the prior year's inductee Steve Lloyd of CruiseCo.

In all, it was a glittering occasion which celebrated a record year of growth and innovation in the

global cruise industry both in its onboard offerings and in overall passenger numbers worldwide.

The event also included a posthumous recognition of the late Shannon Currie, who played a major part in the rise of cruising in NZ, accepted by his friend Joe O'Sullivan of Cruise World.

Australia's contingent of award winners are **pictured** above, from left is Wendy Allen, Martine Hero, Angie Kelly, Nicole King, Craig Chisholm, Ian McMahon, Gary McCabe (for Ashleigh Fountain), Meg Hill, Carole Smethurst and Michelle McNamara.

Full wrap up from the awards in tomorrow's *Cruise Weekly* - sign up at www.cruiseweekly.com.au.

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Brochures of the Week

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



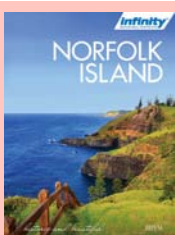
Creative Holidays - Vietnam and Cambodia 2015/16

A dedicated section for the Central Coast of Vietnam prefaces a number of changes made to the Creative Indochina program for this year. Regional itineraries have a renewed focus with redesigned side trips and a wider range of Creative Club hotels offering exclusive benefits for Creative customers. In addition to plenty of hotels and cruise options for FIT use, independent and group tour itineraries also feature, including a 12-night adventure covering the country literally from top to bottom.



Acacia Africa - Acacia is Africa 2015/16

Content in the new guide from Acacia Africa is sold in Australia through Venture Holidays and promoted in this region through YNOT Concepts. The guide caters both to seasoned journeymen and first-time visitors to the continent, offering over 90 departures categorised in six different styles. These include 'Voluntour' projects, Escorted Small Group Safaris and more, catering to all age levels and group sizes. Guests will enjoy informative wildlife talks, game drives and access to some of the region's best hotels.



Infinity Holidays - Norfolk Island 2015/16

While only a small destination by physical size, the offerings on Norfolk Island pack some punch and can ensure an active holiday for those that seek activity and plenty of R&R for those craving down-time. Backed by emotive imagery, the guide showcases three new hotels along with an 'Ask a Local' section for guests keen to learn more about the destination from the perspective of a resident. Although only eight pages long, the dedicated guide shows it offers more than meets the eye.



New Horizons Holidays - Bali 2015/16

Backed by augmented reality technology, readers of the brochure can access interactive social content showing photos and videos about diving, indulgence and spa packages, forest trekking, river cruising and exploring outer islands. Additional content include lists of 'Top Ten Must-Do' experiences and more general information about destinations. The guide features details on a selection of newly added hotels across the island, with a greater focus on increasingly popular areas outside of Kuta.

United off the hook

THE US Department of Transportation has cleared United Airlines of any responsibility to honour mistakenly priced airline tickets on Trans-Atlantic travel.

Erroneously posted airfares between the US and Europe in First class cabins were advertised from as little as US\$50 (*TD* 13 Feb), with some consumers urging the DOT to uphold their claims.

However, the DOT has said UA will not have to honour tickets sold because customers needed to "manipulate the search process" and exploit a "conversion error" in order to access & book the mistake fares.

TripAdvisor buys up

PERSONAL travel journal app ZeTrip and its Rove product have been bought by TripAdvisor as the global travel site continues its spree of acquisitions.

Rove allows users to log places in the world visited, photos taken and share on social media.

Financial details of the purchase have not been disclosed.

Employees of ZeTrip have been relocated from San Mateo, California to the TripAdvisor office in Palo Alto to be integrated with the existing mobile department.

TripAdvisor says the team will be a valuable addition to its growing mobile app presence.

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Starwood sale settled

STARWOOD Capital Group has completed the sale of the Louvre Hotels Group to the Shanghai-based Jin Jiang International Hotels Development (*TD* 14 Nov).

The final sale amount has been reported in the region of €1.3 billion and comprises 1,100 hotels over three brands in 47 countries.

Expedition info nights

ASPIRING trekkers and active adventure travellers are being encouraged to attend one in a series of information nights to be hosted by World Expeditions.

Sessions will take place in every Australian state & national capital city, with sessions also to be held in Newcastle, all starting at 6pm.

Topics will cover Nepal, India & Sri Lanka, cycling routes of the world, mountaineering and more.

For more information and to register for a seat, **CLICK HERE**.

Deals for Schoolies

SCHOOLIES.COM has reduced the price on a series of its Bali programs for 2015 school leavers, with some land-only programs starting from \$179pp inclusive of transfers, accom and party pass.

Consultants selling packages will also earn 10% commission.

Packages include the services of trained schoolies.com crew and 24-hour emergency contact.



Rd 3 Winner

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CONGRATULATIONS

Claire Dean

from **Qantas Airways**

Jessica is the top point scorer for Round 3 of *Travel Daily's* Super 15 Rugby industry footy tipping competition. Jessica scored a perfect round, earning a total of 16 points including 2 bonus points.

Major Prize:

Two return Economy Class airfares to Dubai with **Emirates**

CS300 takes to the air

CANADIAN aircraft builder Bombardier successfully operated the first flight of its new CSeries aircraft from Montreal on Fri.

The CS300 tested is capable of holding up to 150 passengers and is suited for short-haul to longer transcontinental services.

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Business Development Manager - NSW/QLD

CVFR Consolidation Services (a business of CVFR Travel Group) is looking for a Business Development Manager – NSW/QLD for its growing Consolidation business. CVFR Consolidation Services is one of Australia's largest National Air Ticket Wholesale businesses.

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Six Senses into Bali

ULUWATU will become the home of a new Six Senses Hotels & Resorts property, with the brand confirming the opening of a 97-villa cliffside resort in 2017.

Industry cheers on canoe racers



A BOAT-LOAD of travel industry personnel enjoyed a day on the water this weekend to cheer on the competitors in the 2015 Hawaiian Airlines Sydney Harbour Challenge, now in its second year.

Hosted by Hawaiian Airlines, the event saw hundreds of outrigger canoeists on the harbour to the finish line in Middle Harbour.

The event attracts some of the world's best canoe racers and ends with a sizeable party adjacent to Manly ferry wharf.

Attendees included Helloworld ceo Elizabeth Gaines, The Travel

Corporation ceo Australia John Weeks, Express Travel Group boss Tom Manwaring and many more.

Pictured above from left on the supporters vessel is Charis Ricafuente and Holly Ballard from Hawaii Tourism Oceania; Henry Wong, Manly Council and Andrew Denman from Hawaiian Airlines.

Strength of Amadeus

TECHNOLOGY giant Amadeus has reported a 10.1% increase in revenue for the full year of 2014 in its financial results, out today.

Total travel trade air bookings processed for the year increased 5.2% to 466.5 million, while the company's IT solutions arm used by airlines saw airport technology facilitate 695.4m pax boarded.

1 week of DHS funds

A POTENTIAL partial shutdown of the Department of Homeland Security in the US has been averted after Congress and the Senate voted in favour of a one-week extension of funding.

A looming debt ceiling could see any deal to fund the agency for the remainder of 2015 scuppered, forcing the departments into possibly working for free.

OneSky over Australia

AIR traffic control for both civil and military aviation will come together for the first time under a new OneSky initiative to be rolled out by the Australian Government.

Airservices Australia will work with the Department of Defence to deliver OneSky, which will allow Australia to manage the growth of air traffic movement.

Harmonised management will also allow for minimised delays.

MEANWHILE, Airservices Australia will collaborate with Malaysia and Indonesia to trial new software that tracks the position of flights every 15 mins.

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.

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Publisher/Managing Editor: Bruce Piper **Editor:** Guy Dundas **Assistant Editor:** Matt Lennon

Contributors: Louise Wallace, 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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**INSIGHT
VACATIONS**
The Art of Touring in Style

WIN a trip to Ireland

This month **Travel Daily** is giving the travel industry a chance to win a trip to Ireland, courtesy of **Tourism Ireland** and **Insight Vacations**.

The prize includes:

- Return economy flights from Australia to Ireland for two people (including taxes)
- Pre and post-tour accommodation in Dublin, courtesy of Tourism Ireland
- Insight Vacations 7-day "Focus on Ireland" guided holiday for two (twin share)

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1. Send us a photo that celebrates Ireland's national day by greening yourselves, your business, whatever you want, for St Patrick's day before COB 16th March and,
2. From 17th March answer the daily question correctly and have the most creative answer to the final question

Send your 'going green' photo by COB 16th March to:
irelandcomp@traveldaily.com.au

Having some trouble thinking how you can go green? Check out these guys for some inspiration:



Calls to extend Tasman visa

TRAVELLERS from Australia and New Zealand are crying out for simplified access between the two countries to make attending major events such as sporting contests easier & more affordable.

The outcome was noted in a joint survey conducted by the Tourism & Transport Forum and the Tourism Industry Association.

According to the results, sports fans in both countries are calling for less airport red tape and lower taxes to encouraging higher levels of Tasman leisure crossings.

TTF and TIA found the purpose of travel by one-third of travellers visiting either country was to attend a major event which in many cases was a sporting fixture for cricket, rugby league or union.

"The real shocker is that 70 per cent of Kiwis said there was a major event they had wanted to attend in Australia, but didn't, citing cost as the key deterrent," TTF ceo Margy Osmond said.

"This should be a real wake up call for the Australian Government. There is huge interest in visiting our country, but we're turning away potential visitors through our sky-high tax on air tickets," she added.

Osmond referred to the \$55 Passenger Movement Charge as a major deterrent to travel, calling for the tax to be dropped.

A trial of a common-border visa for World Cup cricket fans could gauge if it should be permanent.

Tjapukai DIY trinkets

TJAPUKAI Aboriginal Cultural Park has introduced an interactive experience that enables visitors to make their own souvenirs.

The Gunda-I experience involves basket weaving, jewellery making & boomerang painting with Torres Strait Islander descendants.

Activities are priced from \$25 per adult and \$15 for children.



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Are you experienced in sales and can you hit the ground running? Make your mark securing new business! These fantastic new roles are a great opportunity to get ahead with a market leader. Your experience in sales has given you the skills in developing leads, building relationships and signing up valuable new business. If you are hungry for success and career progression this company will offer you all that and more so apply now!

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A highly skilled Groups Ski Reservations Travel Consultant is required for a dynamic growing ski wholesaler. Are you a travel consultant with a passion for ski holidays and winter sports? Have you experience with group bookings? This could be an ideal role to combine all of these travel niches. As a Ski Specialist, you will sell snow holidays and packages predominately for school group travellers. Build a rapport with clients and use your excellent ski knowledge to create their dream ski trip.

For more information please call Helen on
(07) 3023 5023 or click [APPLY](#) now.

Travel Consultant – Work from Home

Sydney, Up to \$50,000 + Super, Ref: 140MB1

Are you an inbound Travel specialist that has experience in Tailor-made Luxury Travel Itineraries? Would you like to be rewarded with an excellent base salary? Can you quickly & efficiently turn a basic enquiry into a booking? A leading Luxury Travel company specialising in Luxury Inbound Travel are keen to recruit a Travel Consultant to manage their telephone, e-mail and internet enquiries whilst pro-actively building rapport and turning enquiries into bookings to build a solid client base.

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

Travel Reservations Agent

Melbourne, \$45K-\$50K+ Super, Ref: 2125MD2

Know high end travel products? Love going the extra mile and are completely focused on client satisfaction, this could be your next move within the travel industry. A Monday to Friday role, with a fantastic and stable team who are the top of their league, if you have what it takes to be the complete package! If you have fantastic travel consulting experience, customers focused, have amazing product knowledge and love going the extra mile this could be what you are looking for!

For more information please call Megan on
(02) 9113 7272 or click [APPLY](#) now.

Multi-Skilled Travel Consultant

Perth, DOE, Ref: 1506LB5

his boutique travel agency in West Perth are looking for another amazing travel consultant to add to their team ASAP! If you are an experienced travel consultant keen on dealing with some corporate accounts along with retail enquiry, including cruise, then this is the role for you! To be considered you will ideally come from a Sabre GDS background with recent solid experience in providing silver service when it comes to your clients. This is a rare vacancy interviewing now!

For more information please call Lauren on
(02) 9113 7272 or click [APPLY](#) now.

Retail Travel Consultant

Gold Coast, Attractive Package! Ref: 1550PS1

Are you a passionate travel consultant with excellent all rounder product knowledge, solid GDS and admin skills? If you love face to face sales and are used to working to sales targets within a small team environment then this role with a well positioned retail agency may be just to change you are looking for! Excellent family friendly hours and a great team environment is on offer along with plenty of industry benefits! Galileo & CCT consultants are preferred but cross-training is available.

For more information please call Peta on
(07) 3023 5023 or click [APPLY](#) now.

Leisure Travel Consultant

Southern Sydney, To \$65K, Ref: 1606S21

Great opportunity to work within a reputable and well respected retail agency has become available for the right consultant with the right attitude! Working with a small but tight knit group of experienced consultants, you will be apart of a supportive and friendly working environment. This agency has a strong focus on providing a personalised service to customers and require someone with min 3 years experience and is professional and presentable. Sabre GDS knowledge preferred not essential.

For more information please call Serena on
(02) 9113 7272 or click [APPLY](#) now.

Travel & Event Coordinator

Melbourne, \$Competitive, Ref: 1575KF1

Leading Events Management Company are looking for an experienced group travel & event coordinator to look after and manage group bookings for corporate international and domestic events! Manage air bookings, hotel group allocation, booking with suppliers, delegate registration and payments. Be involved in client events, assisting with ongoing supplier negotiation and organisation of event logistics and assist the Events Manager in developing project management plans for each individual event.

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

Senior Travel Consultant

Adelaide, DOE, Ref: 1605LB1

Currently there is a fantastic opportunity for a travel professional with ideally 2+ years experience within a leading travel company in Adelaide. You would be joining a small team working with both domestic and international high end product. This is a rare senior role for those with a proven background in silver service as well as sales, and will attract consultants willing to go that extra mile for their clients. Those with experience working on Galileo and Crosscheck preferred.

For more information please call Lauren on
(02) 9113 7272 or click [APPLY](#) now.



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