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ITG launches 'Book Safe'

THE Independent Travel Group this morning announced a new 'Book Safe Agent' end supplier failure and agency insolvency insurance policy.

CEO Tom Manwaring told delegates at the annual ITG forum in Singapore that all italktravel franchise stores will automatically qualify for the policy, and strongly urged Independent Travel Group members to also get on board.

He said the new policy was vital to reinforce the strength and safety of the company's brands in the eyes of consumers - particularly in the light of several recent agency collapses.

The Book Safe Agent policy includes distinctive branding (pictured) which participating agents will use in-store and on all collateral, and will require



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members to either be part of ATAS or to provide audited financials to ITG.

The policy will cost \$4,200 per year, but Express will subsidise this making the price \$3,600.

As well as covering failure of the store, it protects against collapse

of any preferred suppliers and a range of business insurance features such as employee fraud.

Manwaring said he believed the initiative gives his members an unfair advantage.

"The whole industry has to step up and become more professional," he remarked.

Air NZ to Ho Chi Minh

AIR New Zealand will expand its network in the Pacific Rim, today revealing it will operate seasonal services to Ho Chi Minh City over a five-month window next year.

The Auckland-Ho Chi Minh City route will fire up in Jun, operating thrice weekly using Boeing 767-300 aircraft.

Tickets will go on sale in 2016, subject to regulatory approvals.

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Travel Daily

on location in
Singapore

Today's issue of *TD* is coming to you courtesy of the Express Travel Group which is holding its annual conference at Singapore's Fullerton Hotel.

THIS year's Independent Travel Group Business Forum has welcomed a record 180 delegates to Singapore.

It's the group's sixth annual conference, with the last five years seeing it grow more than tenfold from just 17 attendees to 180 this week, more than half of whom are ITG group members along with strong support from preferred suppliers.

Presenters during the conference will include AFTA ceo Jayson Westbury and John O'Shea Travel & Tourism Analyst from Bell Potter Securities - more details in Mon's *Travel Daily*.

AFTA slams agent fraud

AFTA ceo Jayson Westbury says he's determined that the perpetrators of travel agency collapses over the last 18 months will end up in prison, saying the industry needs to focus its energy on "weeding out those who think committing acts of fraud is an acceptable way to run a travel agency in Australia".

Speaking at the Independent Travel Group conference in Singapore this morning, Westbury noted that in the 27 years of the TCF regime there was just one

travel agent fraud conviction - and that was an agency owner in the Northern Territory where the TCF didn't have any jurisdiction.

"Now we have people going to jail," he said - and in response to another call for a return to the previous arrangements by TravelManagers director Barry Mayo, Westbury said "no government will regulate nor impose anti-competitive schemes against an industry to protect consumers against fraud."

"Even the insurance industry is not expected to cover fraud, why on earth would the travel industry want to do that?"

MEANWHILE Westbury also confirmed 96% of ATAS participants have renewed their membership, and as well as elevating standards the scheme was providing ongoing resources to promote the scheme to consumers - see story at **right**.

\$999 to San Francisco

QANTAS has a sale on its soon to launch San Francisco route, with Economy class return fares ex Sydney priced from \$999.

The promo is valid for travel from 13 Jan-16 Jun, 05 Jul-08 Sep and 04-31 Oct 2016, on sale to 25 Nov or until sold out.

ATAS TVC rolls out

THE long-cherished ambition of the travel industry to tout the benefits of booking through an agent to a massive consumer audience will come to fruition this weekend, with the first ever prime time ATAS TV advertising campaign (*TD* breaking news).

AFTA ceo Jayson Westbury revealed the new commercial at the ITG conference in Singapore.

To debut on Sydney's Channel 9 from Sun, the 15s spot will also be showcased on the Nine digital network, and Westbury also confirmed plans for a regional roll-out of the ads in early 2016.

"This new activity will have a powerful impact and mass exposure reaching more than four million consumers in total".

MEANWHILE Westbury also hailed the downgrading of Ebola screening measures (*TD* yest) which will see incoming pax no longer required to complete the Travel History Card from early Dec.

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Topdeck launch into Asia

TOPDECK last night celebrated its launch into Asia, offering 11 tours in eight destinations.

The Asia program - exclusively revealed by **Travel Daily** two months ago (**TD** 23 Sep) - is "soft adventure" focused, either three- or four-star accommodation, and with local guides leading the way.

"It's about trying to get under the skin of the country, but doing it with comfort and going out in cities as well," global brand director Sarah Clark told **TD** last night at a launch party event.

Clark says the tours fill a gap in the market by sitting in-between local transit and coach offerings.

"We didn't want to come in and just put a Topdeck coach in the middle of Asia. It just wouldn't work. We wanted to make sure it

was in theme of the destination."

Modes of transport range from the bullet train, tuk tuks, overnight trains and speedboats.

The major difference between the Topdeck product in Asia and other destinations is the small group size.

"There's a maximum of 20 people and throughout Europe it's usually 45, some are 30, so it is definitely smaller groups and I think that really suits the destination," Clark said.

To ramp up awareness of the new destination, Topdeck is next week launching a web series, with seven videos depicting experiences on offer throughout IndoChina.

"We did a web series as opposed to a promo video because people are really researching and wanting to know exactly the experience that they may be able to get," Clark said.

The Topdeck Asia program visits Thailand, Malaysia, Cambodia, Indonesia, Vietnam, Singapore, Japan and Laos.

More from Topdeck on **page 5**.

\$100 Hawaiian credit

CREATIVE Holidays is offering a \$100 holiday credit when booking Hawaiian Airlines flights to Hawaii combined with either five nights accom or a cruise to Hawaii or mainland USA.

To avail the offer, packages must be booked before 30 Nov.

Sheraton for Adelaide

THE Sheraton brand will debut in South Australia, with Starwood Hotels & Resorts Worldwide announcing the opening of Sheraton Adelaide in mid-2019.

Sheraton Adelaide will be in a 16-story mixed-use development on O'Connell Street, which will comprise luxury residential apartments, office & retail space.

The 160-room hotel will offer two dining venues, a fitness centre & indoor swimming pool, a 300m² ballroom and a total of 700m² function space and an additional pre-function area.

It will be owned by retail property firm, the Makris Group.

Rex wins WA tender

REGIONAL Express has won the tenders for the Perth-Albany and Perth-Esperance routes.

Subject to final negotiations, Rex will enter into contract to operate the routes for the next five-year licence period, commencing 28 Feb 2016.

The Western Australia Government named REX as the preferred tenderer following an extensive review and competitive tender process.

In Sep, Regional Express said it was "contemplating" responding to the tender to improve its balance sheet (**TD** 01 Sep 15).

The airline has recently added three Queensland regulated routes after winning the Queensland Govt's regulated routes tender.




Window Seat

EXPRESS Travel Group ceo

Tom Manwaring today gave an insight into the reason the firm dropped the "Orient" from its longstanding Orient Express Travel Group (OETG) name.

As well as causing confusion in the market, he said luxury operator Orient-Express - now known as Belmond - had raised the issue of name confusion.

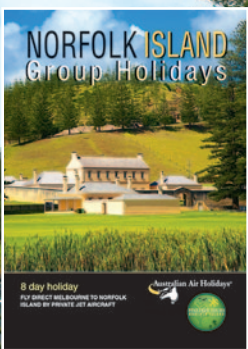
Speaking at the ITG Forum in Singapore earlier, Manwaring said despite now not using the OETG name he has retained the trademark, writing back to the company saying "sacre bleu, get stuffed, we've had the brand in Australia for 30 years".



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Go Singapore Pass

A NEW three-day Go Singapore Pass is now available for entry to SEA Aquarium Singapore, River Safari, Alive Museum, Sky Tower and Float @ The Bay Evening Cruise, priced at US\$99 per adult and US\$85 per child - more info at www.gosingaporepass.com.

Fresh blood on TA Board

THREE new faces have joined the Board of Directors at Tourism Australia, replacing outgoing members including ex chairman Geoff Dixon (TD 01 Jul), deputy director Kate Lamont and director Sandra McPhee.

Taking up a three year term are Kate Vale, Francis Wong and Hayley Baillie.



Win tickets to see *Tanna*

Travel Daily has partnered with Vanuatu Tourism Office (VTO) to give away five double passes to celebrate the release

of the movie *Tanna*, the first feature film to be shot entirely in Vanuatu, in close collaboration with ni-Vanuatu people and starring an all Vanuatu cast.

Tanna recently collected two awards at the Venice Film Festival and tells the beautiful tale of forbidden love. For more information on travel to Vanuatu **CLICK HERE**.

To win, be the first to send the correct answer to the question about Vanuatu's island of Tanna to vanuatu@traveldaily.com.au

Yakel is a traditional "Kastom village". What does this mean?

Art Series in Brissie

AUSSIE boutique hotelier Art Series Hotels has named Michael Johnson as dedicated artist for its first property in Brisbane, with his work to adorn the property.

Due to open in Jun, The Johnson Apartments is located in Spring Hill and will feature 83 one- & two-bedroom suites, as well as two penthouses with city views.

Offering guests a resort-style pool and deck bar, The Johnson will also be home to a restaurant, two cafes, gym and meeting & event facilities.

Current director and former Virgin Australia boss Brett Godfrey will step into the deputy chair position vacated by Lamont.

Minister for Tourism Senator Richard Colbeck said the new members bring "substantial experience and expertise... across marketing, business, technology and corporate governance".

Vale has over 17 years experience across major digital brands and is the current md of Spotify Australia & New Zealand.

ATEC board member Wong has vast experience marketing Australia as a tourism & business destination, particularly in Asia.

He is the founder and managing director of leading inbound travel company Encounter Australia.

Baillie is the co-founder of Baillie Lodges which launched 12 years ago and has recent history with TA where she has sat on the Food & Wine Advisory Board and was instrumental in driving the Restaurant Australia campaign.

"I am confident the new Board will continue to build on Tourism Australia's achievements and will help to ensure the continued growth of the sector into the future," Senator Colbeck said.

Collette product mgr

COLLETTE has announced the appointment of Michael Stern to the newly created local role of product manager, South Pacific.

Stern's travel industry career has included stints at Oaks Hotels & Resorts, Alpine Tours/Alpine World and Contiki.

Based at Collette's Sydney HQ, Stern will be responsible for creating Collette's tour product in Australia, NZ & the South Pacific.

AA's 777 hanging out in Sydney



AMERICAN Airlines displayed its flagship Boeing 777-300ER to Sydneysiders this morning, with a flyover of Sydney Harbour ahead of the aircraft's new daily services on the Los Angeles-Sydney route which launches on 19 Dec.

AA's joint business partner

Qantas welcomed AA's 777 to Hangar 96 at Mascot (above) as part of a static display to showcase the state-of-the-art aircraft to VIPs, trade partners and media.

Qantas Group ceo Alan Joyce lauded AA, saying the partnership with the US carrier provides unrivalled access for customers.

"Leveraging the amazing American Airlines network to over 150 destinations in North America and our network in this part of the world is an amazing combination.

"American Airlines is our largest partner, we have more codeshares than any other

partner. It's our biggest partner in terms of relationships and this new venture takes it to the next level," Joyce remarked today.

American Airlines ceo Doug Parker said that the joint venture "allows us to do much more for consumers than either of us could



have done independently".

Parker added the oneworld carrier continues to upgrade its fleet at a rate likely envied by competitors.

"We're bringing on a new airplane about every four days at American Airlines, replacing older aircraft - a re-fleeting that has never been seen before in commercial aviation and the aircraft behind us is the best example of that," Parker said.

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GOL int'l shuffle

LATIN American airline GOL has announced flights to Miami and Orlando will become seasonal from 19 Feb and that it is mulling the launch of Havana services.

Topdeck Asia takes off



INDUSTRY VIPs were last night whisked away to The Island, Sydney to celebrate Topdeck's launch into Asia (see **page three**).

Overlooking Sydney Harbour, guests were treated to cocktails in coconuts and entertainment from comedian Anh Do.

The 11 Asia itineraries went on sale last week and Sarah Clark, Topdeck Global Brand Director

told **Travel Daily** "quite a few bookings" had already come in.

Clark said the program has to date been "really well" received.

"Agents know all of the competitor product and they can see immediately that it is quite different. Even if the itineraries look a little bit similar on paper, they can see there's little villages and little things that make our offering different."

Clark is **pictured** above with Topdeck director of sales Asia Pacific, Ben Ittensohn.

For more photos from last night's event, **CLICK HERE**.

SeaLink itinerary

SEALINK has launched a fully-escorted seven-night Great Ocean Road, Melbourne and Murray Highlights trip.

The tour explores South Australia and Victoria and includes overnight stays in the cities of Mount Gambier, Warrnambool, Apollo Bay, Melbourne, Echuca, and Mildura.

It departs Adelaide on 29 Feb - for more info, **CLICK HERE**.

Tintswalo open again

THE five-star Tintswalo Atlantic Lodge in Table Mountain National Park has reopened eight months after it was destroyed by a mountain fire.

See www.tintswalo.com/atlantic.



Celebrity Interview with Sally Fitzgibbons



Travel Daily caught up with Australian professional surfer and Novotel's new wellness ambassador, Sally Fitzgibbons.

Sally has won several World Championship Tour events including the Rip Curl Pro Bells Beach in 2011 and 2012, the 2011 US Open and 2012 Australian Open and the 2014 Billabong Rio Pro and Fiji Pro.

As part of her partnership with Novotel, guest will have access to a Sally Fitzgibbons in-room fitness channel, healthy travel tips and a reworked 'Healthy Choices' menu.

What has been the highlight of your career so far?

The first time I rang the Bell was for my first World Tour win. I had so many near misses with five runner-up positions in previous events, so it was a bit of a journey to get to this win. All the planets aligned with it being the 50th Anniversary of the Bells Beach event, which made it extra special as plenty of the past greats were there to watch, the surf was pumping and I just gained this momentum and felt unstoppable. Surfing a lot of heats that day in the freezing cold I was exhausted but so elated I cried.

What is your favourite holiday spot?

It is super hard to just pick one so I'll narrow it down to a few; Jeffrey's Bay in South Africa, Fiji or the Maldives! All amazing locations to surf and kick back and relax!

Who is one person you wish you could sit next to on a plane?

Frieda Caplan or Arthur Ashe.

What is something that annoys you about flying?

I'm lactose intolerant and sometimes the meal options don't cater for that.

How would you spend a day at sea aboard a cruise ship?

I love reading but I usually don't allocate enough down time to enjoy a good book, so I think I would do that.

What is one of the most exotic destinations you have travelled to?

When I think exotic I generally think of the tropics but two other places come to mind for me also. I recently went to Morocco and Nova Scotia on surfing

trips which ended up being quite extreme for different reasons.

What is one thing you cannot leave home without when you travel?

I would have to say my fit ball. It's been everywhere around the world with me on every trip since I was about 15 years old.

Do you have an embarrassing travel story that you can share with us?

I am sure I have many more to come, but my most embarrassing one to date was when I was fairly young. I was on my way home from the Mentawai Islands and must have eaten something bad, a few hours before flying home. I ended up throwing up all over the check-in counter and attendant. I made it onto the plane but looked so bad that the captain ejected me and I had to stay a few more days.

What features do you look for when choosing a hotel?

It's all the little things that add up for me, like a good gym/pool workout space, healthy menu options and friendly check-in staff.

Do you have a travel tip for our readers?

There are so many things that you learn as you travel which is half the fun of travelling. A couple of important ones to remember on long flights is to stay hydrated with plenty of water and get up and stretch regularly, it really does make all the difference. Double check your flight times and also the bookings for cars and accommodation before you get there.

Win an advanced copy of Sally's new book!



Travel Daily has an advanced, signed copy of Sally's new book, entitled 'Live like Sally', to give away. Each copy is valued at \$ \$29.95 and shares the secrets of becoming one of the world's best. For a chance to win, email the answer of this question to: sallycomp@traveldaily.com.au.

What is Sally's role with Novotel?

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Behind the scenes at Bolshoi



THIS group of Helloworld agents were recently treated to a Business famil trip to Moscow and London, hosted by Four Seasons and British Airways.

After touching down in Moscow, the group stayed at Four Seasons Moscow for three nights, with a highlight being a walking tour of the Kremlin, St Basil's cathedral.

Courtesy of Russkie Prostori, the agents were lucky enough to experience a behind the scenes tour of the Bolshoi ballet - not normally possible.

They then headed to London & spent time at the Four Seasons on Park Lane, experiencing amazing food and a river cruise to the Four seasons Canary Wharf.

Pictured in front of the Bolshoi ballet are Maria Kastensson, Russkie Prostori; Spencer Bladon, British Airways; Janine Almada, Maxims Travel; Denis Campbell, Traveltoo; Sarah Hackett, DBT; Jocelyn Abad, Eden Travel; Cathy Favaloro, Four Seasons Hotels; Joe Brown, Journeymasters and Evelyn Cassar, Goldman Travel.

RIGHT: Sunny Spain lived up to its warm reputation for these eight agents on a famil organised by Spain Tourism Board, in conjunction with Qatar Airways and Rail Europe GSAs.

The week-long trip gave the group a chance to explore Barcelona, Madrid and Seville, catching the high-speed AVE train between cities.

Pictured at Plaza de Espana in Seville in the back row from left are Liam Hawkes, Flight Centre Camberwell, Meredith Thompson, Garwood & Turner TA; Myrna Dupont, Qantas Hols/Viva! Hols; Eliza Welsh, Flight Centre Highpoint; Kyia Rogers, Flight



Centre Greensborough; Ingrid Kocijan, Rail Europe and Andrew Judd, Martin & James TA.

In front: Sue Lim, Qatar Airways; Angelina Lee, Spain Tourism Board; Traci Webber, Travel Inspirations and Kay Franklin, The Travel Agency Moonee Ponds.

Selfie-stick fun on the Bund!



WENDY Wu Tours and Air China recently hosted a group of NSW helloworld agents on their first trip to China.

The itinerary was a combination of main cities, Shanghai and Beijing and the green picturesque cities of Guilin and Yangshuo.

Highlights included visiting The Bund, Yu Gardens and night river cruise on the Huangpu River, in Shanghai, a river cruise along the Li River from Guilin to Yangshuo and seeing the Sanjie Yiu Sound and Light Show on the Li River.

Pictured from the back row: Fiona Rice, Travel Authority

Terrigal; Robert Klingelholler, Air Tickets; Emma Tomczynski, helloworld Corrimall; Mary Cvetkovski, helloworld Menai; Chantelle Woods, helloworld Lisarow; Serena Blakeley, helloworld Ulladulla; Sierra White, helloworld Park Beach Plaza Coffs Harbour; Kathie Zagas, helloworld Parramatta; Kris O'Brien, Sylvania Travel and Cruise; Lachlan Burnet, Wendy Wu Tours NSW; Anne Williamson, Mona Vale Travel; Nicola Battersby, New England Travel Centre and Ada Wei from Air China.

Colourful S America with Scenic



SCENIC showed agents around South America on a famil, travelling from Santiago, Chile through the Sacred Valley of the Incas, Machu Picchu and Cuzco.

In Santiago, the agents discovered the Barrio Lastarria district before travelling to the Sacred Valley of the Incas, staying at the Tambo del Inka.

Over the next three days they experienced the Incan Empire including a visit to Hacienda Huayocarri for an Andean lunch and Chinchero village weavers demonstration, and a visit

to the local community and school supported by Scenic in Ollantaytambo (**pictured** above).

After a scenic rail journey to Machu Picchu where they spent a full day visiting the ancient Inca site and the fascinating ruins, the group headed to Cuzco.

Travelling on the Vistadome train they were treated to spectacular views of the snow-capped peaks of the Andes from the glass dome carriages.

They concluded their travels with a farewell dinner in the cosmopolitan city of Lima.

EY beefs up Jeddah

A NEW third daily morning service will be launched by Etihad Airways on the Abu Dhabi-Jeddah route starting 10 Dec, operated by an Airbus A320 aircraft.



Win a trip to New Caledonia

This month **Travel Daily**, Aircalin and New Caledonia Tourism are giving agents the chance to win an amazing trip to New Caledonia including:

- Two complimentary return economy class tickets on Aircalin
- 5 nights' accommodation in a one bedroom apartment for two including buffet breakfast everyday provided by Ramada Plaza Noumea.
- Return airport transfers



All you have to do is have the most correct answers and the most creative answer to the final question. Send all your answers to newcalcomp@traveldaily.com.au

10. Name the three main Loyalty Islands which are part of New Caledonia.

Need a hint? [CLICK HERE](#)



AVANI Broadbeach

MINOR Hotel Group (MHG) has announced a \$150 million development on the Gold Coast, to transform The Beach Apartments Broadbeach into AVANI Broadbeach Residences.

The hotel is scheduled be completed in late 2017, in time for the XXI Commonwealth Games and is located near the Pacific Fair Shopping Centre.

The 219-key project will include tropical landscaped podium terrace, a resident's lounge, meeting space and an al fresco bar and restaurant.

NCLH ANZ pr reps

NORWEGIAN Cruise Line Holdings has recruited Anne Wild & Associates (AWA) as its pr communications agency for the Australia & New Zealand market.

AWA will be tasked with rolling out an integrated public relation campaign for Norwegian Cruise Lines, Oceania Cruises and Regent Seven Seas Cruises.

Other AWA "past and present" clients include Mat McLachlan Battlefield Tours, Lebua Hotels & Resorts, Sydney Aquarium, Southern Highlands and Singapore Tourism Board.



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.

Hilton Fiji Beach Resort & Spa is running a "Hot Industry Deal" of F\$299 per night in a Studio Beachfront, including full breakfast daily for two and taxes. Book and travel from 15 Nov-22 Dec. To book, email fijibeachresort.reservations@hilton.com and quote the code 'T12015'.

To celebrate the maiden Fremantle visit of its *Pacific Eden* this week, **P&O** is offering new cruise deals for Western Australian holidaymakers. Deals include a three-night cruise ex Fremantle departing on 22 Apr priced from \$499pp. For more, see www.pocruises.com.au/cruisemillionaire.

Bentours has announced a Nov Winter Flash Sale, which will showcase four brand new winter packages. New experiences include Tromso Aurora, Arctic Winter Tale, Under the Northern Lights and Magic of the Arctic and are available for travel from now until Mar. Prices start from \$1,620pp. To book, email res@bentours.com.au.

Book a Strand Cabin, State Suite or Strand Suite with **Strand Cruise Myanmar** and receive a free night at The Strand Hotel Yangon. For stays 04 Jan-30 Apr 2016 and not applicable to 05 & 08 Feb, 25 Mar and 29 Apr departures. For more details, email captain@thestrandcruise.com.

TWC takes Tassie trifecta!



New Virgin Aus cfo

VIRGIN Australia Holding has promoted acting chief financial officer Geoff Smith to the role on a permanent basis.

Smith has been filling the cfo position since Oct following the departure of Sankar Narayan.

Before taking on the acting cfo role, Smith was executive gm group finance for Virgin Australia Group for almost two years.

CEO John Borghetti said Smith's aviation industry experience has been "invaluable to date".

ABOVE: The Tasmanian Walking Company (TWC) won three awards at the recent 2015 Tasmanian Tourism Awards.

TWC took out awards for Ecotourism, Adventure Tourism and also the Qantas Award for Excellence in Sustainable Tourism across all of their three walks, and TWC was the only company to win more than two awards.

Staff from the Tasmanian Walking Company team are **pictured** receiving the Adventure Tourism Award.

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SYDNEY CBD – SALARY PACKAGE UP TO \$70k

Are you familiar with booking Relais & Châteaux & Belmond? This is your chance to sell a premium product to VIP repeat clientele. Their loyal passengers trust your advice to design bespoke holidays including flights, cruises, tours and guides to exclusive destinations worldwide. If you have min 5yrs high-end travel exp, exceptional airfare, GDS, customer service and geographic knowledge; you can enjoy all the perks of being a VIP such as top salary, 5* famils, Mon to Fri only & premium office near luxury lane.

HELP IS ON I.T.S WAY

TRAVEL HELPDESK SUPPORT SPECIALIST

SYDNEY CBD – SALARY PACKAGE UP TO \$65K

This leading global travel industry service provider is looking for a tech savvy, service focused professional. Utilise your excellent systems knowledge to assist travel agents with specialist support to their mid-office systems. From initial log to final resolution, you will be the go-to person. If you enjoy problem solving, you will be rewarded with top salary, M-F only & ongoing training/progression. Apply now if you have solid booking systems & accounting expertise, helpdesk pref, exceptional customer service & retail/corp consulting exp.

CRUISE YOUR WAY INTO THIS TOP ROLE

EXPERIENCED CRUISE CONSULTANT

MELBOURNE – SALARY PACKAGE UP TO \$47K + BONUSES

Fancy yourself as a cruise expert? This online cruise specialist services phone and email enquiries from clients, assisting with bookings and enquiries for the luxurious Holland America, Celebrity & Princess Cruises just to name a few. You must have a min 2 years' experience with personal cruise experience and strong knowledge of all the major cruise wholesalers. In return the right candidate will be offered a great salary + bonuses, fun and social team environment and a great city fringe location. Top role!

THE ONLINE WORLD NEEDS YOU

ONLINE CUSTOMER SERVICE CONSULTANT

MELBOURNE – SALARY PKG TO \$57K + BENEFITS

This well-known online travel giant is on the lookout for their next customer service superstar. You must have a minimum 18 months experience with strong fares, current GDS (Galileo) knowledge and your own car. You will be responsible for servicing phone and email enquiries relating to website functionality, new booking requests and/or amendments, ticketing and processing refunds. Located in the city fringe you will enjoy a rotating roster, fun and supportive team environment and top company benefits.

BOUTIQUE OFFICE CLOSE TO HOME

RETAIL TEAM LEADER

MELBOURNE (EAST) - SALARY PKG TO \$70K (DOE)

Our client is looking for an experienced retail travel consultant who is looking to step up to team leader. You will enjoy selling the full package and know the secrets of giving exceptional customer service. Not only will you love working with an amazing team but you will be earning a rewarding salary and working close to home. If you possess 2 years travel consulting experience, strong GDS skills and would love to join an agency that focuses on service rather than a quick buck, do not go past this sensational role. Apply today!

PAVE YOUR WAY!

TRAVEL CONSULTANTS

BRISBANE CBD – UP TO \$45K PKG + \$\$ BONUSES

Here's your chance to join a growing and innovative company that is really going places. Forget about chasing up missing passport details, docs and admin as you'll have a support team there to handle it all for you. All you need to worry about is consulting and planning the itinerary of your clients dream. Plus you'll be rewarded with a strong base salary + \$\$ incentives, free cruises and a real work/life balance. All you need is a min 2 years travel consulting experience, proven sales skills and a positive attitude.

LOVE A CHALLENGE?

PRICE BEAT CONSULTANT

BRISBANE – SALARY PACKAGE \$52K OTE

This global travel organisation is looking for an experienced consultant with a strong understanding of the industry to join them. As a Price Beat consultant, you will work closely with consultants, retail and product teams to ensure the company is offering the most competitive pricing in the marketplace. Enjoy a strong salary package plus the best benefits in the biz. All you need is 2 years international travel experience, strong time management, communication skills & a proven problem solving ability. Call us today!