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Monday 16th November 2015

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Trade unites behind France

ATOUT France director Australia Patrick Benhamou says he's been overwhelmed with messages of support from the travel industry after Fri's terrorist attacks in Paris.

"Words are inadequate to fully convey the sorry, the outrage and the incomprehension created by vicious and gratuitous acts of warfare such as those recently committed in Paris against innocent civilians," he told **TD**.

Atout France has advised there are likely to be delays at airports and on Eurostar because of extra security, with travellers asked to arrive early and carry passports.

Border control checks have been implemented at all entry points into France, with Disneyland Paris to reopen tomorrow but the Eiffel tower closed until further notice.

"We thank deeply the travel industry for your act of kindness and are hopeful that the city of Paris will remain the favourite

city in the world for Australian travellers," Benhamou said.

Authorities have declared a nationwide state of emergency which will be in place for at least 12 days, giving officials additional powers to deal with the situation.

DFAT's Smarttraveller advice for Paris & the Ile de France area has been raised to the "reconsider your need to travel" level.

Sabre chief gone

JEREMY van de Klundert, who was appointed as head of Sabre Pacific about 18 months ago (**TD** 11 Apr 2014) has left the company effective immediately.

A Sabre spokesperson told **TD** "we are very supportive of Jeremy's decision and wish him every success," with no details of a replacement at this stage.

Van de Klundert was supposed to present at last weekend's Independent Travel Group conference in Singapore but didn't appear, despite featuring in a full page ad in the conference program (**pictured**).



Today's issue of TD

Travel Daily today has seven pages of news, plus full pages:

- AA Appointments jobs
- Travel Trade Recruitment

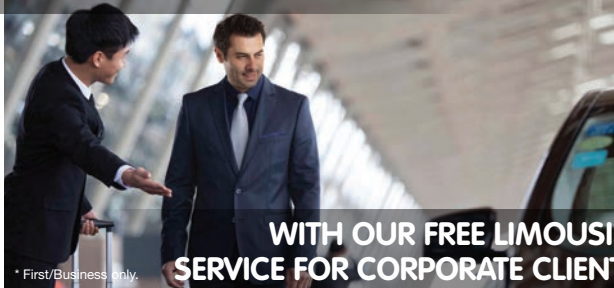
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VA cutting PER MCT

VIRGIN Australia's new Perth terminal is likely to reduce minimum connecting times to about an hour, according to ceo John Borghetti who made the remark at a preview of the facilities last Fri.

VA's new terminal will feature 28 self-service check-in kiosks, seven service pods for customer assistance and self-service bag drop facilities - the first of its kind for Virgin in Australia.

The terminal is earmarked to officially open on 22 Nov.

MF doubles XMN/SYD

CHINESE carrier Xiamen Airlines is cranking up capacity on direct flights between Xiamen & Sydney, boosting frequency from two to four weekly during Feb.

The additional Boeing 787-8 Dreamliner flights will operate ex Sydney on Tue and Thu.

Xiamen Airlines will inaugurate the XMN/SYD route on 06 Dec.

Express adds dashboard

THE Express Travel Group has unveiled a new "Express Performance" travel agency control panel which will present a fully transparent view of product sales data to members.

The company's executive gm Ari Magoutis revealed the project at the Independent Travel Group conference in Singapore on Fri, with the new dashboard providing a host of features including consultant profitability profiles and sales records.

The system will roll out in the first quarter of 2016, with Express currently in the process of populating it with sales data by agency for the last two years to make benchmarking easy.

"As our partners give us information it will be housed in this system and you'll be able to see it," Magoutis promised.

Agents attending the conference were thrilled at the innovation

which will allow them to track their performance in selling ITG's preferred suppliers.

Owners and managers will also be able to take reports from their mid office systems on a monthly basis and add the data into Express Performance to get a holistic view of their business.

KPIs such as gross consultant sales vs commission, product sales by category and sales by supplier along with historical comparisons will all be included.

Magoutis said the cost of the Express Performance system would be "quite minimal - about \$10 per week - and you can see the power of what it can deliver".

Other IT initiatives unveiled at the conference included "Express Wiki" - a new centralised online resource which carries all of the information and instructions for using the group's array of IT products all in one place.

Travel Daily

on location in
Singapore

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

THE Independent Travel Group conference wrapped up with a gala dinner on Sat night at which members from across the country were honoured for their performance.

There were state awards for both ITG and the italktravel fully branded franchise network which is continuing to gain momentum - along with lots of prize draws from generous suppliers.

Including Select, Independent and italktravel agencies the Express Travel Group now comprises 624 members, with TTV up 21% in 2014/15.

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Outbound prime for recovery

ALTHOUGH holiday departures from Australia have significantly slowed this year, recovery is inevitable, and the travel industry is "materially leveraged to this improvement".

That was the key conclusion of Bell Potter Travel & Tourism analyst John O'Shea, in a presentation at last weekend's Independent Travel Group conference in Singapore.

O'Shea, who also presented at the ITG conference last year, gave a detailed analysis of ABS data which he has segmented into holiday travel by age demographic and spending.

The figures, he said, show "strong tailwinds" for the outbound travel sector, with low international airfares, increasing capacity, consumer confidence and household consumption expenditure all auguring well.

By contrast, O'Shea believes there has been a structural

shift to outbound rather than domestic travel, which has shown a steady decline as a percentage of disposable income and in fact will soon be overtaken by international holidays.

Interestingly, he also clearly showed that the lower Australian currency is not having an impact on departures - although it is causing changes in product selection while overseas, such as downgrading to cheaper hotels.

Overall the outbound holiday sector is in a cyclical dip but once the economy recovers there are big opportunities.

"The outbound party is going to continue," he said.

O'Shea also provided significant insight in to the impact that cruising is having on the local outbound market and how airlines, travel agents and suppliers can leverage the sector - details in tomorrow's issue of *Cruise Weekly*.

Qantas trims ADMs

QANTAS has undertaken a review of its Agency Debit Memo (ADM) process, adjusting the way ADMs are calculated for some ticketing errors to minimise costs.

Effective 12 Nov, when there is a shortfall in the amount remitted due to a ticketing error, Qantas will reduce the fee amount to be collected under an ADM to a flat rate of \$60, plus an administration levy of \$22.

For details on where the ADM reduction is applicable see [HERE](#).

Sally book winners!

COURTESY of AccorHotels and due to a huge response to our exclusive competition last Fri, *Travel Daily* has been able to secure two additional copies of Sally Fitzgibbons' soon-to-launch book 'Live Like Sally' to give away.

The winners were Fiona Ellis, Capricorn Travel; Marissa Ivers, QBT Travel and Karsten Horne from Reho Travel.



Window Seat

AMERICAN specialist luggage maker SDR Traveller has launched a bag specially for those who need to transport large quantities of cash.

The "\$1m Hauly Heist" bag is "ideal for the discreet, comfortable carry of up to US\$1 million in used bank notes, while minimising the risk of radio frequency tracking," according to the firm's website.

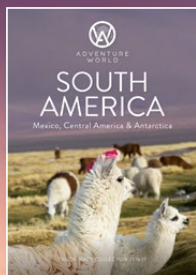
The special pouch (pictured) costs US\$720 and takes three weeks to be hand-made and tested prior to delivery.



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Scenic best dressed

HELLOWORLD Horsham have won \$5,000 cash in Scenic's 2015 best dressed agency competition with their 'Suite 337' video entry. **CLICK HERE** to view the entry.

Botswana beckons Benchies!



WILDLIFE viewing and luxury lodges awaited this group of agents who are currently exploring Southern Africa over 10 days with Bench International.

So far, the group have travelled to Victoria Falls and Botswana, staying at Sanctuary Chobe Chilwero, Kwando Lagoon, Vumbura Plains Camp & Belmond Eagle Island Lodge, located on a private island.

A highlight has been a 10-min helicopter ride over Victoria Falls

in Zimbabwe and a stay at The Elephant Camp.

Pictured at Belmond Eagle Island Lodge in Botswana's Okavango Delta back row from left are Graeme Middleton, The Travel Directors; Julie De Palo, Bench International; a wandering pachyderm and Campbell Squire from helloworld Brighton.

In front are Greg Iton, Alpha Travel; April Selby, helloworld Wairn Ponds and Roslyn Burgess, helloworld Lane Cove.

Frier buys Cruise1st

ONLINE cruise specialist Cruise1st has been sold to its management team, with the new owners including md Australia Carl Frier as well as UK-based ceo Dan Townsley and finance director Caspar Moore.

The business was formerly owned by Royal Caribbean, which reportedly put it up for sale earlier this year (**TD** 25 Jun).

"The buyout will allow the company to grow independently," Frier said, with plans to gear up for significant growth and a broader product range.

More details in tomorrow's issue of **Cruise Weekly**.

New Wolgan gm

ONE&ONLY Resorts has named Aussie James Wyndham as the new general manager of Emirates One&Only Wolgan Valley Resort.

Wyndham became Resort Manager at Wolgan earlier this year after transferring from his former role as vice president guest relations at Atlantis, The Palm in Dubai.

He replaces Michael Payne, who took over from Wolgan's founding gm Joost Heijmeyer a year ago.

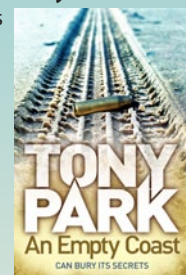
Echo rebrands to Star

FOLLOWING shareholder approval earlier this month, Australian casino owner/operator Echo Entertainment has today begun trading as The Star Entertainment Group.

Star Entertainment also announced today that the Destination Brisbane Consortium, in which it is a partner, has entered into development agreements with the Qld govt for the delivery of the Queen's Wharf Brisbane project, with chair John O'Neill saying "it's a day when the Stars have aligned for the Star Entertainment Group."

Win An Empty Coast by Tony Park

This week **Travel Daily** and Swagman Tours is giving five lucky readers the chance to win *An Empty Coast* by Tony Park.



Sonja Kurtz – former soldier, supposedly retired mercenary – is in Vietnam carrying out a personal revenge mission when her daughter sends a call for help. Emma, a student archaeologist, on a dig at the edge of Namibia's Etosha National Park has discovered a body dating back to the country's liberation war of the 1980s. The remains, identified as Hudson Brand, are a key piece of a puzzle that will reveal the location of a modern day buried treasure. A find people will kill for. But former CIA agent Hudson Brand is very much alive and is also drawn back to Namibia to finally solve a decades-old mystery whose clues are entombed in an empty corner of the desert.

To win, simply be the first person to send through the correct answer to the question below to:

tonypark@traveldaily.com.au

How many fiction novels has Tony Park written?

Accor appointments

ACCORHOTELS this morning announced the appointment of Tricia Cornelius as regional director of sales & marketing for Queensland and the NT.

She takes the place of Charlotte Gutte who is taking up the newly created role of national director of sales - meetings & events.

Cornelius was previously director of sales & marketing at the Sheraton Noosa Resorts.

Chris Lytas has also been appointed as Accorhotels' new director of sales - corporate.



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Brochures

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.



Infinity Holidays - Britain & Ireland Essentials 15/16

The 2015/16 Britain & Ireland Essentials brochure features a new nine-night partially-escorted tour through the Southwest of Britain visiting London, Devon & Cornwall and a 12-night self-drive Castle Discovery Tour from London to Edinburgh. Also new is four private chauffeur driven tours and a seven-night London to Edinburgh Adventure. If Game of Thrones is your style, there's the seven-night self-drive tour from Dublin and around Northern Ireland.



Contiki - Asia 2016/17

Contiki's Asia program has eight trips in Thailand, Vietnam, Japan, China, Laos and Cambodia. The brochure includes two Discovery Plus trips, four In-depth Explorer trips and two and Easy Pace trips. The Discovery Plus tours are an action-packed 14 and 25 days in length and promise to "skip no city, miss no museum, tick all temples". The In-depth Explorer trips range from 10-13 days and are for "the culturally curious" & the nine-day Easy Pace tours are for "take-it-easy travellers".



Sunlover Holidays Queensland Rail Holidays 16/17

Sunlover Holidays new brochure offers a range of packaged rail holidays at all fare levels, including accom and touring. Experience the Outback aboard the Spirit of the Outback or The Westlander, visiting Longreach & Charlesville or for those travelling to northern Queensland, there's The Inlander, Savannahlander, or Gulflander. For a coastal experience, there's the Spirit of Queensland or Tilt Train and experience journeys.



Qantas Holidays - Arabian Peninsula 2016

Qantas Holiday's brochure has a range of itineraries, sightseeing and accommodation suggestions in Abu Dhabi, Dubai and Oman. Adventures include the Heritage Dinner Safari, which offers a visit to the Dubai Desert Conservation Reserve by vintage Land Rovers, a falcon demonstration, followed by an authentic dinner buffet. Not to be missed is the newly opened luxury Taj Dubai, offering five restaurants and

bars. Also on the cards is desert stays in hotels such as Al Maha Desert Resort & Spa or Bab Al Shams Desert Resort & Spa.



Scenic - Australia 2016/17

Scenic's first dedicated Australia brochure includes tours to Western Australia, the Northern Territory, Tasmania, Norfolk Island and reintroduced for 2016, South Australia. New to 2016 is the 11-day Taste of South Australia and the option to travel on The Ghan from Alice Springs to Darwin on the 11-day Territory Explorer and the 23-day Territory Discoverer & The Kimberley. The program also features a number of new Enrich experiences and hotels.



Freestyle Holidays - UK, Europe & Arabian Peninsula 2016/17

Freestyle Holidays' 2016/17 UK, Europe and Arabian Peninsula expanded brochure features a new selection of regional touring throughout regional England, Ireland and Scotland, as well as an increased focus on the Arabian Peninsula and new Dubai Stopover packages, including the three-day Dubai Heritage Stopover & Dubai Cultural Experience.

Park Regis in Europe

AUSTRALIAN-OWNED hotel management firm StayWell Hospitality Group has confirmed its foreign expansion for the Park Regis brand, with a 253-room hotel to open in Europe in Mar.

Park Regis Birmingham in the UK is StayWell's 17th Park Regis branded property globally and first in Europe.

The property will be located in the former Auchinleck House building on Broad Street.

Jupiters' new kitchen

JUPITERS Gold Coast will open a new restaurant called Garden Kitchen & Bar as part of its \$345 million redevelopment.

Garden Kitchen & Bar is due to open late Dec in the space formerly held by The PA Pub.

It will offer outdoor dining, an open kitchen, communal dining, a semi-private dining room and a deck overlooking the properties lawn and garden.

Botswana camp rejig

SANCTUARY Retreats' Botswana camp, Sanctuary Chief's Camp will undergo an extensive refurbishment and is expected to reopen Jun 2016.

The existing bush pavilions will be re-built to include a private dining area, an outside seating area and a terrace plunge pool.

Monday 16th Nov 2015

SOT spring sale surge

THE newly refurbished *Spirit of Tasmania* ferries achieved their highest number of booking in a single week in more than five years late last month.

According to the Tasmania's Minister for Infrastructure Rene Hidding, the company booked 13,360 passengers for the week ending 01 Nov, just 200 short of the all-time record high of 13,549 set in Jun 2010.

Spirit of Tasmania operator TT-Line moved to a new internet booking platform on 22 Jul, which teamed with the recent upgrades has fuelled increased bookings.

Busabout partnership

BUSABOUT is the official partner of Europe dance festival, Ultra is offering a four-day Hop-on Hop-off Ultra Festival package.

The package includes a three-day Ultra Europe pass, the services of a Busabout crew, three nights' camping accom on the beach with an option to upgrade to apartments in Split, Busabout village in Beachville and guided orientation walks.



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Independent Travel Group in Singapore

TRAVEL agents from across Australia gathered at Singapore's Fullerton Hotel last weekend for the annual Independent Travel Group Business Forum. As well as presentations about new products, the state of the industry and supplier updates there was plenty of time for networking and celebration, with participants making the most of the opportunity to make new friends and reconnect with old ones.

Express Travel Group ceo Tom Manwaring highlighted the company's strong performance in the last year, with revenue up by 25% driven by better yields on airlines, achievement of growth targets and adding more preferred land partners.

"Our vision is to be Australia's leading, independent, integrated travel business...we are the only alternative that puts money into the business and develops brands and systems for our members," he said.

Travel Daily was on location at the event and took these photos - hundreds more on our website and at www.facebook.com/traveldaily.

RIGHT: The ITG team gathered for the traditional conference photograph on the sweeping central staircase of the Fullerton Hotel.



LEFT: New ITG member Kim Simpson from Our Travel & Cruise Experts in Byford, WA with AFTA ceo Jayson Westbury and Express Travel Group chief Tom Manwaring.



BELOW: The Travel Corporation was out in force, strongly supporting the event as sponsor of the gala dinner where Insight Vacations' David Farrar promoted the TTC \$1 million cash giveaway. Pictured during the supplier 'Singapura Market' are Creative Holidays, Michael O'Leary; AAT Kings' David Gendle, Contiki md Katrina Barry, Trafalgar's Adrian Piotto; ITG Victoria bdm Vito Romeo and Insight's David Farrar.



LEFT: Virgin Australia encouraged agents to dress up for a photo competition - a challenge enthusiastically embraced by ITG's Jonathan Nelson and Ari Magoutis, pictured with VA's Felicity La Terra and Danielle Trimarchi.

BELOW: The top achieving italktravel members celebrate with network manager Greg McCallum.



RIGHT: The ITG conference welcome drinks were hosted courtesy of the Singapore Tourism Board at Shangri-La's Rasa Resort on Sentosa Island. Pictured with some special new friends are Cathay Pacific's Melanie Carrazza and Talbot Henry from SureSave.



RIGHT: Conference MC, TV presenter Anjali Rao with Jackie Gordon from Express Travel Group.



EY Morocco growth

ETIHAD Airways is launching thrice weekly services between Abu Dhabi & the Morocco capital of Rabat starting 15 Jan, using Airbus A340-500 aircraft.

Quest Chatswood debut



QUEST Apartment Hotels has expanded its portfolio in Sydney with the opening today of Quest Chatswood on the city's north shore.

The property (pictured) offers 100 studios, one- and two-bedroom serviced units and is located at 38 Albert Avenue, not far from Victoria Avenue and the major retail centres of Westfield Chatswood & Chatswood Chase, and walking distance to Chatswood Station.

Quest chief exec officer Zed Sanjana referred to Sydney as a "key component" in the hotel operator's growth strategy.

Sanjana said: "Sydney is one of our key growth areas for the coming decade - expanding our presence in this diverse & thriving city will strengthen our brand and cement our position as the accommodation provider of choice for travellers doing business in this state."

Quest Chatswood is the second



of five brand new properties to open in NSW over the next 18 months, with Quest Liverpool opening in Apr.

The three other developments to open in 2016 include Quest St Leonards, Quest Bella Vista and Quest Macquarie Park.

Inset: Quest Chatswood franchisees Carlos and Edith Del Rosario in the lobby of the hotel.

V Air Japanese routes

TAIWANESE low-cost carrier V Air is adding new four weekly flights from Taipei to Nagoya on 15 Dec, daily flights to Osaka from 23 Jan and daily flights to Fukuoka starting 25 Jan.



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New Caledonia

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Pacific heart

RAMADA PLAZA
NOUMEA - NOUVELLE CALÉDONIE

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

11. What is the main characteristic of the Ramada Plaza Noumea steakhouse L'Entrecôte au 360?



Camel touring funds

RED Centre-based company Uluru Camel Tours has received an injection of \$53,000 by the Northern Territory Government to enhance its entertainment area for bigger functions.

Uluru Camel Tours will use the funds to expand a section of paved area that also serves as a multi-purpose entertainment venue for conference and events.

The operator is the largest camel farm in Australia and has over 60 working camels used for short rides & longer guided tours.

easyHotel Gulf move

ULTRA low-cost hotel group easyHotel has signed a deal with UAE-based MAN Investments to introduce the "super cheap" brand to the Gulf region.

The first property earmarked by the duo will be a 300-room hotel in Dubai's Bur Dhabhi zone.

By 2017, it's expected easyHotel will boost its room count to 600 across the UAE and Oman, with at least 1,600 by the end of 2020.

easyHotels is majority owned by the founder of no-frills airline easyJet, Sir Stelios Haji-Ioannou.

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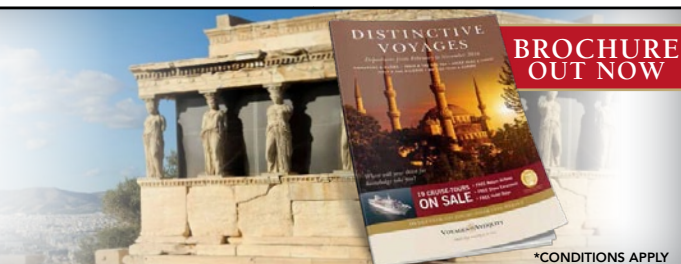
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Publisher/Managing Editor: Bruce Piper Editor: Guy Dundas Editorial email: info@traveldaily.com.au

Contributors: Jasmine O'Donoghue, Jenny Piper, Sarah Piper

Advertising and Marketing: Sean Harrigan and Lisa Martin - advertising@traveldaily.com.au

Business Manager: Jenny Piper - accounts@traveldaily.com.au

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MICE OPERATIONS/ACCOUNT MANAGER

SYDNEY – SALARY PACKAGE TO \$87K

If you have experience driving a team forward and providing great leadership and motivation, this Team Leader role will provide you with an exciting portfolio of corporate Groups to oversee whilst managing the day to day work of the team. You'll have strong fares knowledge plus Groups experience so you can lead by example and be the "go to" person. This role offers great variety and ongoing scope for development.

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Working in partnership with the Australian Travel Industry

Retail Travel Branch Manager

Sunshine Coast, Generous Package, Ref: 2000LM2

Are you looking for an exciting new challenge? We are looking for a motivated and passionate leader to take on a new role with a leading reputable travel agency. The ideal candidate will have spent at least two years in a managerial role motivating, training and mentoring staff, be customer focused with unsurpassed interpersonal and teamwork skills, as well as a solid communicator who can deliver information in a persuasive and informative way. Generous salary plus incentives.

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

Corporate Travel Consultant

Sydney, \$52k + Commission, Ref: 1880PE4

Do you want to work for a corporate and leisure travel management company that seeks to provide genuine best-of-class personal service? My clients are seeking an experienced corporate travel specialist to join them. You will be awarded with a portfolio of dedicated accounts. Not only will you have the time to build rapport & nurture your clients, but you will enjoy being part of this energetic, passionate & caring team. You will be valued & respected as well as being offered career progression.

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

Dive Travel Specialist

Melbourne, Attractive Salary Package, Ref: 2025KF1

A rare travel opportunity has become available to specialise in something you love! Are you a dive fanatic? Do you hold PADI qualifications? Can you tell your clients the best dive spots around the world? An industry leading Travel company is expanding and is recruiting now in a central location in Melbourne! If you are already working as a Travel Consultant with at least 1 years experience using a GDS and have excellent worldwide destination and product knowledge then I'd love to hear from you!

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

Experienced Travel Consultant

Adelaide, \$55k, Ref: 2032DV1

If you have a passion for travel sales and the desire to move into a new challenge within the industry then this could be your dream role. This isn't just another travel consultant opening, this is the chance to work for a company that has an excellent reputation and offers the chance for you to manage your desk. To be successful in this role my client requires an experienced Travel Consultant that is confident in building their reputation further and continuing the development of this agency.

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

Reservation & Sales Consultant

Brisbane, \$45-50k + Super, Ref: 2008SZ1

Want a Monday to Friday role and never work another weekend in a Brisbane CBD location? We have a fantastic opportunity for all Travel Agents and Reservation Consultants to doing some ADHOC group bookings! You must have a passion for Europe and able to confidently sell the destination. GDS skills are required, preferably Galileo. We are looking for someone with a solid focus on customer service and a great attitude and someone with solid experience within a consulting position in the industry.

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

Digital, Social & Communication Administrator

Sydney, D.O.E + Super, Ref: 2002MB1

We are looking for Digital Marketing Coordinators with a passion for digital and social media, with experience in PR communications. The successful candidate must have exceptional editorial writing ability with excellent attention to detail. You will have the ability to work effectively can-do attitude, work collaboratively with others and exhibit reporting skills and improve sales. In return you will have a fantastic opportunity to work for a well known global cruise company.

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

Ticketing & Reservations Consultant

Melbourne, \$48K + Super, Ref: 2036TS1

Exciting opportunity for an experienced wholesale travel consultant to join this renowned travel company in their New Zealand tour division as a Ticketing and Reservations Consultant. This is a varied and stimulating role working with a fantastic team. You will be communicating with agents via phone and email so we need a consultant who can build rapport with ease and provide extraordinary customer service. Passion for New Zealand and strong GDS skills are essential. Generous package on offer!

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

Corporate Consultant

Perth, \$50-52k, Ref: 1877DV5

My client is looking for a Multi-skilled Corporate Consultant to join their expanding and successful team in the Perth area! Your experience within Corporate will be rewarded and valued in this global company and you'll be offered further development. If you have excellent corporate consultant experience then you can succeed in this exciting challenge and build your career further. In return for your hard work you will receive an excellent competitive base salary, company commission + Super.

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



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