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Thursday 25th August 2016

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RCL Cruises shake up

THREE senior appointments have been made within the RCL Cruises Australasia team.

Ex-CLIA Australasia managing director Neil Linwood has climbed into the role of director of operations, bringing with him over 25 years of experience.

Kathryn Valk has been named director of sales & marketing and Melinda Ryan has been promoted to head of revenue & planning.

Valk was most recently exec gm of marketing & sales with Ardent Leisure Group's theme park & attractions division & Ryan comes from a role for Royal Caribbean as senior revenue analyst.

MD Adam Armstrong, who was appointed earlier this year said he is confident the new recruits will "do a tremendous job in leading our brands through this milestone season - & well into the future".

More appointments on **page 7**.

Today's issue of TD

Travel Daily today has eight pages of news and photos, plus full pages: (**click**)

- Rail Plus
- AA Appointments jobs
- InPlace Recruitment

FCTG TTV up, profit down

FLIGHT Centre Travel Group's record \$19.3 billion TTV for the last financial year (**TD** breaking news) has seen the company sell \$50 million worth of travel every day, according to managing director Graham Turner.

However a decline in international airfares due to airline price wars saw the company miss key carrier targets which meant the travel company did not receive expected incentive payments.

Flight Centre recorded its "third best profit result in a challenging trading climate," with profit before tax amounting to \$345m, a decline of 5.6%.

Net margin was also impacted, with Flight Centre spending more on upgrading its network, a \$12 million increase in depreciation and amortisation, and "multimillion dollar investments in initiatives to drive longer term growth".

Turner said Flight Centre had incurred almost \$7 million in EBIT losses from its internal start-up businesses, brands that were exported to new geographies,

and "small corporate acquisitions that delivered a footprint in new and strategically important markets".

The shock Brexit vote also ended up costing Flight Centre about \$3 million in foreign exchange losses as the British pound was devalued.

Flight Centre's overall profit figure also included \$17.3 million in non-recurring gains such as an \$11 million refund from the ACCC after the price fixing court action, and a \$6.3 million gain on the sale of FC's NZ head office.

More from Flight Centre on **page four** of today's **TD**.

AZ on Tasman flights

VIRGIN Australia has sought approval from the govt to enable Alitalia to codeshare on services on the New Zealand route.

VA yesterday informed the Int'l Air Services Commission it plans to request a variation to Determination 118 to NZ in order to permit the utilisation of capacity for codeshare services with the Italian airline.

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AirAsia complaints

KUALA Lumpur-based budget carrier AirAsia was one of the most complained about businesses in NSW during Jul, according to the state's Fair Trading Complaints Register. AirAsia accumulated negative feedback from 25 consumers, with only real estate company LJ Hooker (31) and retailer Harvey Norman (29) receiving more. Group buying firm Groupon was also among the businesses to cop some flak from the public with 11 objections received.

Flight Centre had 10 complaints. Consumer group CHOICE today heralded NSW Fair Trading's complaints register, urging the program to be deployed across the country.

SLH enters Wales

SMALL Luxury Hotels of the World now has a presence in Wales in the United Kingdom, having welcomed the new Palé Hall country house to its network of independently-owned hotels.

The property is located on the edge of Snowdonia National Park in North Wales and opens on 01 Sep - www.slh.com/palehotel.

italktravel TV campaign

THE Express Travel Group's italktravel franchise brand will this weekend launch a TV campaign on the Ten network, aiming to capture business for members during the earlybird airfare season.

The promotion will highlight the group's Book Safe Agent customer protection policy (**TD** 13 Nov 2015), showcasing the importance of booking with not just any agent but one that offers "full agent and supplier insolvency protection to all italktravel customers".

Express Travel Group ceo Tom Manwaring said the campaign would feature on the Studio 10 morning show, complementing italktravel's digital strategies to "provide a perfect platform to deliver the key messages of 'Born

to Experience' and 'Born from Experience'".

He said this "resonates perfectly with the italktravel customer base and the outstanding service and travel experience from the franchise store owners and frontline consultants".

The TVC will also showcase exclusive offers, unique product and a wide array of experiences, tapping into the core of the italktravel brand message as "creators of unique and memorable travel experiences," Manwaring added.

For a sneak peek of the video see traveldaily.com.au/videos.



Ensemble growth

THE Ensemble Travel Group has added three new corporate agents to its ranks in Australia, who will be accessing the company's hotel program offering special rates at more than 300,000 properties worldwide.

For the MICE market Ensemble also offers on-location specialists in over 100 countries to assist with events of any size.

NT website refresh

TOURISM Northern Territory says it expects traffic to its newly launched consumer website to triple to 3 million visitors annually.

Replacing www.travelnt.com, www.northernterritory.com has a "modern, fresh and innovative" look that is mobile responsive.

The portal has been developed in partnership with other NT departments, including NT Parks & Wildlife and Arts & Museums, aimed at providing "a better overall experience".

"Northernterritory.com now includes everything consumers will want to know about tourism in the Northern Territory as well as information about NT conventions, parks, arts, events and heritage/history," the tourist organisation said.

IMAX Sydney closure

THE world's largest IMAX cinema, IMAX Darling Harbour in Sydney, will close its doors on 25 Sep ahead of its demolition.

The redevelopment of the site, which will include a luxury 588-room hotel (**TD** 28 Jan) and new 430-seat gigantic movie screen, will take three years to construct.

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Thursday 25th August 2016



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Travel Daily

on location in
Vanuatu

Today's issue of *TD* is coming to you courtesy of **Vanuatu Tourism Office and Air Vanuatu** who are hosting the **Tok Tok industry trade show at Iririki Island Resort & Spa** this week.

THE official opening ceremony for the Tok Tok industry trade show at Vanuatu's Iririki Island Resort & Spa took place this morning, welcoming a host of media and buyers to the annual event which runs through until this Fri.

After a fruitful morning at the event, hearing from key suppliers about what's new for the archipelago this year, we will be touring the country's new convention centre.

The day will be topped off with evening canapes at the Holiday Inn Resort in Port Vila.

Vanuatu bouncing back

PORT Vila's troubled runway has definitely affected tourism numbers this year but Vanuatu Tourism Office's (VTO) general manager Linda Kalpoi said the island nation is still hoping to match 2014's visitor arrival figures, despite a slightly slower start to 2016.

Speaking exclusively with *Travel Daily* at VTO's travel trade show Tok Tok this morning, Kalpoi said visitor arrival stats are already above 2015, however, they do not make comparisons with last year due to the path of destruction caused by Cyclone Pam last Mar.

"We have had good feedback from wholesalers that Jun and Jul were getting back to 2014 levels", Kalpoi said, adding that exact figures are yet to be confirmed.

"If we did not have the issues with the airport's runway we would definitely be making the numbers. I know for sure we would," she said.

A full repair of Port Vila runway is scheduled to be carried out by the end of the year.

A major push driving Vanuatu's tourism figures upwards has been VTO's new consumer campaign carrying the tagline "It's been right in front of you all along".

Funds pumped into social media have seen a strong return with growth across all Vanuatu Tourism Office's online channels.

Kalpoi said she was impressed with the work of seven bloggers who detailed their trips to archipelago earlier this year.

This year's 13th annual Tok Tok industry trade show, which kicked off at Iririki Island Resort & Spa today, is another key factor supporting their tourism industry.

"Tok Tok really helps with the Government's tourism budget which is allocated," Kalpoi said.

"Already today govt delegates attending have commented how important the industry is".



Window Seat

THE "Flying Bum", as Britons have affectionately dubbed the Airlander 10 aircraft, has crashed on its second test flight in a comically slow fashion.

Neither the Flying Bum's pilots or its ground crew were injured but the flight deck was damaged in the crash.

The cause of the incident is being investigated.

The aircraft's behind is pictured, or **CLICK HERE** to watch the moment it very gradually nosedives.



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AIR CANADA



Thursday 25th August 2016

FC's global youth vision

FLIGHT Centre says it ultimately aims to become the "dominant global retailer of student and under-30s travel products" both on- and offline, via its Student Flights and StudentUniverse operations.

The aspirations were revealed in this morning's annual results announcement (**see p1**) - and as well as travel sales, the vision includes providing experiences to this group including touring, accommodation and event-based products.

MD Graham Turner confirmed the company is looking closely at other sectors, including financial services for both staff and external clients.

"Services currently include financial planning, travel industry tax returns, home loans and money coaching," he said.

Flight Centre is also incubating innovation, through investment

in a local venture capital fund as well as working with tech players Fishburners and Little Tokyo 2.

Other growth areas include Flight Centre's in-destination Travel Experience Network which is expected to evolve to include a global network of Destination Management Companies, tour operators and hotels, Turner said.

Corporate key for FC

THERE are "clear opportunities to fast track future growth" in Flight Centre's corporate business, according to md Graham Turner, who this morning said the company was one of the top five travel managers globally.

He said expansion in key international markets continues to be on the cards, building on FY2016 corporate TMC acquisitions in the Netherlands, Malaysia and Mexico.

FC staff to grow

FLIGHT Centre is expecting its global workforce to exceed 20,000 in the coming year, as it reaches the "3,000 business milestone".

Sales staff numbers are forecast to increase by 6-8%, and the company predicts its TTV will exceed \$20 billion for the first time in 2016/17 - nine years after it reached \$10 billion, and two decades after topping \$1 billion.

"Shop growth will primarily be in larger footprint stores," said md Graham Turner, such as flagship hyperstores in CBD locations and megastores in super regional shopping centres.

Turner said the new George Street, Sydney hyperstore which opened this month is now Flight Centre's largest shop globally, and will ultimately house as many as 150 people in multiple teams.

Flight Centre will also continue to export existing brands, with BYOjet now launched in the UK.

EVT profit jumps 20%

RYDGES, QT and Atura hotel brands parent, Event Hospitality & Entertainment Limited (EVT) have registered a net profit after tax of \$130.2m for the FY ending 30 Jun, up 19.6% on the year prior.

The firm said the hotel & resorts unit of the business recorded a "strong uplift in normalised profit", particularly so for the QT and Atura brands which have gained "significant brand awareness, loyalty and traction".

The segment saw net profit jump 25% to \$51.8 million this FY, fuelled by "continued positive growth" from QT Sydney and QT Canberra.

Hotel occupancy increased two percentage points and average room rates rose 4.4% to \$168.

EVT's managed hotels in Darwin, Perth and Brisbane were all negatively impacted by a "continued weakness in the resource and mining sectors," the Australian company said today.

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GOING PLACES TOGETHER

Thursday 25th August 2016

TNZ Syd push success

TOURISM New Zealand's recent eight week 'Every day a different journey' outdoor advertising marketing blitz in Sydney (**TD** 21 Jun) has proven a success.

The tourism board has reported a nine percentage point increase in people from Sydney now actively considering a NZ holiday following the campaign.

Tony Saunders, TNZ gm Australia said "The results clearly show that heavy weight outdoor advertising is highly effective in growing the size of those actively considering New Zealand for a holiday and improving perceptions of NZ's accessibility".

The ads also raised awareness of the North Island Touring and South Island campaigns.

DC's record year

AUSTRALIA has embedded itself as the fourth largest overseas visitor market for Washington, as Destination DC achieved a record 21.3m visitors to the city in 2015.

The results are a 5% increase on 2014 and overseas visitation was up 7.8% on the prior year.

China was the top overseas visitor market, followed by the United Kingdom and Germany.

SQ points on Mileslife

USERS of Chinese mileage earning App Mileslife can now earn KrisFlyer miles through lifestyle spending in China.

Members can redeem KrisFlyer miles with Singapore Airlines and SilkAir tickets or upgrades.



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Majestic Princess sneak peek



PRINCESS Cruises has revealed two new restaurants will be among the features unveiled on *Majestic Princess* when she sails her inaugural voyage on 04 Apr.

Chinese restaurant Harmony, created in partnership with chef Richard Chen will join Le Bistrot in the atrium, serving casual French home-style dining.

The new additions will join Chef's Table Lumiere, Crown Grill & Bar and Alfredo.

In the entertainment domain, the first two shows to be seen on *Majestic Princess* will be "Fiera" and "Fantastic Journey" and guests can enjoy Movies Under the Stars, as well as water and lights show, Water Color Fantasy.

SeaWalk, the industry's first glass floor walkway at sea and SeaView Bar, with "flair" bartending will be on board.

The Piazza Atrium will feature

live entertainment throughout the day and evening.

Her first departure will be a five-day Adriatic Sea cruise roundtrip from Rome, after which she will tour Europe on seven-, 14-, 21- and 28-day cruises departing from Rome, Barcelona or Athens.

Majestic Princess will reposition to Shanghai, sailing from her new homeport from 11 Jul.

"With the debut of *Majestic Princess*, first in Europe and then in China, we invite guests to indulge in a world class experience that allows them to completely relax, unwind and ultimately 'come back new'," Princess Cruises vp Australia & New Zealand Stuart Allison said.

For a video, **CLICK HERE**.

Princess Cruises president Jan Swartz and Allison are **pictured** in Shanghai for a function launching *Majestic Princess'* features.



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About the Organisation

Destination NSW is a Public Service Executive agency with responsibility for developing and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

About The Role:

The purpose of the role is to develop Eastern Market inbound tour operator trade relations and implement the Destination NSW international Eastern trade familiarisation program. The role provides key wholesale and retail agents with opportunities to experience NSW tourism products first hand in order to confidently sell and promote NSW products and services. The successful applicant will build and maintain relationships with Inbound Tour Operators based in Australia who represent and/or market to the Eastern international markets, tourism industry bodies and tourism suppliers. The applicant must be fluent in Mandarin, being able to read to HSC (Higher School Certificate) level proficiency. Written Mandarin will be a distinct advantage.

Applying for the Role:

Applications must be lodged electronically via **Jobs NSW** website. Applications submitted via email will not be accepted.

Closing date: 31 August 2016 at 11:59pm

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Thursday 25th August 2016

Tigerair CBR \$59 fare

SPECIAL launch fares on Tigerair Australia's new Canberra-Melbourne route have gone on sale priced from \$59 one way.

The budget carrier announced it would be adding Canberra to its network earlier this week (**TD** Tue), and today revealed the service would start on 08 Dec.

Flight times have been planned to cater for morning & afternoon departures from MEL, suiting the airline's "core market of budget and leisure travellers".

Last month, the ACT Chief Minister Andrew Barr said the govt was keen to entice a low-cost carrier such as Tigerair to reintroduce services to the nation's capital (**TD** 12 Jul).

"We have witnessed overwhelming demand, particularly from the Canberra market, for a low cost airline on this route and we are proud to have responded," Tigerair Australia head of communications Vanessa Regan said today.

Tigerair's everyday fares on the MEL/CBR route will lead in at \$69.

Aloft voice activation

ALOFT Hotels have initiated the chain's 'Project Jetson' initiative, unveiling voice-activated hotel rooms using Apple's Siri assistant.

Two Aloft properties in Boston and Santa Clara in the US are the first to roll out the tech, which enables guests to control the in-room temperature, lighting, play music and more via an iPad.

Scenic agent HUB

AN ONLINE portal designed to equip travel agents with an array of tools to speed up access to information and marketing material for Scenic's cruises and tours has been introduced by the luxury travel company.

Dubbed the Scenic HUB - Travel Agent Resource Centre, the platform aims to drive the use of online resources such as Scenic's booking system, Express Book.

Consultants can access the HUB 24/7 for full details of in market deals, destination info, an artwork creator to customise flyers and more.

GM sales & marketing Michelle Black said the Scenic HUB will be evolved to incorporate an online training module system and live online chat facility in the future.

Register at scenic.com.au/hub.

DestinationQ EOI

EXPRESSIONS of Interest have opened for the 2016 DestinationQ Forum, being held in Mackay.

This year's forum theme is 'Growing Queensland Jobs' and will feature keynote addresses from Queensland Premier Annastacia Palaszczuk, Minister for Tourism and Major Events Kate Jones and Tourism Australia md John O'Sullivan.

Registrations for the 25 Oct DestinationQ Forum are open until 05 Sep, with applicants selected to attend to be notified by the end of next month.

For more info, **CLICK HERE**.



A vacancy exists for a full time **Business Manager NSW – helloworld Branded Network Retail, based in North Sydney.**

This position will play a key role in maximising both individual member and helloworld profitability and provide direction to the helloworld network. To be successful in this role you will be a results driven individual who is passionate, energetic, and able to communicate effectively at all levels and be able to deliver value to the branded retail network by driving company initiatives.

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Visit California comes to town

MASTERCHEF

Australia hosts and contestants recently ventured to California to discover the local food scene (**TD** 08 Jul), but this week California came to visit *Masterchef's* George Calombaris.

The largest tourism delegation ever assembled by Visit California for a sales and media mission has touched down for a series of meetings and events spread across both Australia and New Zealand.

Part of the schedule was a special welcome lunch for the 44 strong delegation at George's newest eatery, Hellenic Hotel in Williamstone, Melbourne.

At the event, the culinary star/



sports fanatic was presented with a Cal Bears cap and jersey in preparation for the Berkeley college football team's arrival into Sydney this weekend.

George is **pictured** donning his fresh new threads, presented by Jennifer Montero, director of Americas and Australia marketing, Visit California.



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CLICK HERE for more information and to apply.

Email your resume and covering letter to jobs@seansttravel.com.au.

AC adding SN code

AIR Canada is expanding its codeshare pact with Star Alliance partner Brussels Airline, with the SN code being added to AC transatlantic flights from 18 Aug.

Vail's Epic Australia launch

PERISHER Valley owner Vail Resorts has this morning launched its Epic Australia snow pass for the 2017 ski season, available for A\$759 for adults, \$429 for students and \$499 for seniors.

The earlybird deal offers unrestricted skiing at Perisher Valley for next year, and can also be used (with some holiday restrictions) at Vail's US properties including Vail, Beaver Creek, Park City, Heavenly, Northstar and Breckenridge.

Skiers and boarders can also lock in the earlybird price with an up-front payment of \$49, with the balance payable in Jun 2017.

Vail's Abby Hein, pictured at an event in Sydney last night, said the Epic Australia Pass pays for itself in just over three days skiing in the USA.

She told *Travel Daily* the Epic Australia pass will also be upgraded at an additional cost to include peak holiday periods.

Hein is holding a tasty maple donut, in honour of the massive "strategic combination" between Vail and Canadian resort Whistler Blackcomb (TD 09 Aug) which is hoped to be finalised in the coming months.

For the upcoming 2016/17 winter in North America Vail is continuing to invest in its properties, with US\$100 million in improvements including a new



four passenger Sun Up Express lift at Vail, a new Peak 7 restaurant at Breckenridge and a major renovation of The Pines Lodge, A RockResort at Beaver Creek.

Dubai invests \$400m into Sunshine Coast

A NEW tourism and community hub is set to be erected in the Sunshine Coast, backed by SANAD Capital and Dubai-based investors, Najibi.

The unnamed project is expected to cost AU\$400m and is pitched to "inspire new standards in the active sports theme park industry on the Sunshine Coast".

Having received preliminary approval from the Sunshine Coast council, master development of the project is expected to commence from 2017.



Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Former Tourism Western Australia Country Manager for China, **Charley Shen** has been appointed by **Tourism & Events Queensland** as its new International Director - China, Hong Kong and Taiwan, effective 20 Sep, based in Shanghai. Shen had been at Tourism WA for the past three years and previously held executive positions with Tourism Queensland between 2006 and 2012.

Trafalgar and sister firm **CostSaver** have announced the advancement of **Conrad McCall** to the position of Manager, Sales & Development. McCall, who was most recently Senior Sales Manager, has over 12 years experience with the company. Meanwhile, **Aimee Cruickshank** has been promoted to the role of Sales Manager, NSW. She has been at TTC for five years, most recently as Inside Sales Coordinator since Aug 2013.

Natalie Hone will join the **VisitBritain** team in Sep as Marketing Digital Executive. She comes from a role as a Marketing Executive for **Crowne Plaza Hunter Valley & Crowne Plaza Newcastle**.

Travel executive **Marg Mulholland** has been promoted to General Manager Land and Sea of **Flight Centre Travel Group**. She has been with the group since 1982.

Outrigger Enterprises Group has appointed UK national **John Allanson** as General Manager of the **Outrigger Konotta Maldives Resort** in the Maldives. Allanson has 30 years experience in hotel & resort management in the Maldives, Vietnam and United Kingdom.

A new Managing Director of **CLIA Australasia** will steer the association from 01 Jan. **John Katz** has over 25 years of experience in the travel industry and was most recently Executive Vice President of Grand Circle Cruise Line in the UK. He replaces **Neil Linwood**, who will finish up on 09 Sep to become Director of Operations for **RCL Cruises**.

Stepping up to the challenge, **Rhys Challenger** has been appointed General Manager for **Mercure Singapore Bugis**. He has been with AccorHotels since 1996 and in that time has worked across several hotels in New Zealand, Australia and Fiji.

Aqua-Aston Hospitality and DeBartolo Development have named **Wade Gesteuyala** as General Manager and **Leslie Cho** as Director of Sales of Hawaii's first **Hampton Inn & Suites by Hilton**. Currently under construction, the hotel is scheduled to open in Spring.

Wyndham Danang

THE Wyndham Hotel Group has unveiled plans to build the tallest building in Danang, Vietnam.

Standing at 57-stories, Wyndham Soleil Danang will feature 3,200 guest rooms and is earmarked to open Sep 2018.

VA's VLI suspension

VIRGIN Australia has issued a waiver code to change fees for those affected by the cessation of selected flights in and out of Port Vila between 01-31 Aug.

The code is BW000017, for more information, **CLICK HERE**.

alphatravel

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Aussie tourism surge

THE tourism sector in Australia grew three times faster than the overall national economy in the 12 months to 30 Jun, according to the latest edition of the Deloitte Tourism and Hotel Market Outlook released this morning.

The strong performance has prompted Deloitte Access Economics to further upgrade its forecast for international tourism, with arrivals now predicted to grow at 6.2% annually on average over the next three years.

Strong demand for leisure travel to Australia has seen inbound numbers jump 10% for the year - the fastest rate of growth since the mid-1990s.

International visitor spending grew even faster, up 17.6% and at the same time domestic tourism is also growing at 7.6% - the fastest rate since 1998.

Rail Trails edge closer

LEGISLATIONS to allow non-operational rail lines to be used for another purpose in Tasmania has passed the Lower House.

The Tasmanian Government is pushing for the North East rail corridor to be developed into the North East Rail Trail - a 100km recreational track which sets out nearby Launceston.

Currently, the government retains all non-operational rail corridors for potential future use, but is now considering alternative uses where there is no foreseeable need for rail services and when the alternative demonstrates community benefit.

Brisbane Open House

A TOTAL of 54 of Brisbane's State heritage listed places will open their doors for locals and visitors to explore 08-09 Oct for Brisbane Open House 2016.

Free guided tours will give a behind the scenes look at some of Brisbane's unique buildings, many of which are not usually open to the public.

See brisbaneopenhouse.com.au.

Tok Tok '16 off to a smiling start



DELEGATES were welcomed to "The happiest place in the South Pacific" during the official opening of the Tok Tok Vanuatu industry trade show at Iririki Island Resort & Spa earlier today.

Vanuatu's Deputy Prime Minister and Minister for Tourism Joe Natuman thanked the buyers, suppliers and media from Australia, New Caledonia, Fiji, China and the US for coming to the 13th Tok Tok show.

"This year's Tok Tok is testimony to Vanuatu fully recovering

from Tropical Cyclone Pam and pushing ahead to recover the lost business," he said during his opening speech.

"Tourism is the main driver of our economy so thank you everyone for coming here as a testament to growing our economy," he continued.

Pictured are Vanuatu Tourism Office gm Linda Kalpoi (second from left) & Joe Natuman (centre) during the opening ceremony.

For more images from Tok Tok, go to facebook.com/traveldaily.

Multi-skilled Business Travel Consultants – Darwin

QBT A member of the Helloworld Group

- Seeking **experienced** multi-skilled business travel consultants
- Based centrally in Darwin CBD
- Be part of a newly created, professional team

Due to a very exciting opportunity in the Northern Territory, we have set up new location in Darwin CBD.

We building a team of experienced business travel experts, looking for a unique opportunity to be part of an exciting and new professional team.

As part of the QBT team, you will work in a busy professional environment, contributing to a National team very passionate about travel and delivering exceptional customer service.

Every day you will utilise your specialist technical travel skills to service our clients' requirements from initial enquiry through to their journey return. With each enquiry, you will draw upon your customer service talents to comfortably and confidently engage with our clients.

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At QBT, you will join a team that truly believes in 'Business travel made simple'.

To apply please send your CV to careers@qbt.travel

* Please note that we would love to be able to contact everyone personally, however, this is not always possible. If you have not heard from us within 4 weeks of submitting your application, we thank you for your interest in joining the QBT team but on this occasion your application was not shortlisted.



QBT Business travel made simple

Travel Daily is Australia's leading travel industry publication.

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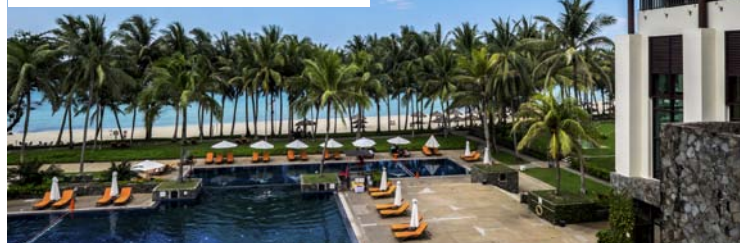
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WIN A LUXURY HOLIDAY

WITH CLUB MED



This month *Travel Daily* and *Club Med* are giving readers the chance to win a trip to Indonesia. The luxury prize includes:

- An all-inclusive 7 night stay in Club Med Bintan Island Resort Indonesia.

To win this great prize, answer every daily question correctly and have the most creative answer to the final question. Send your answers to clubmedcomp@traveldaily.com.au

19. What number would you call to book a Club Med holiday?

Club Med
Premium all-inclusive resorts

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WIN with Rail Plus & Trenitalia



Book and ticket any Trenitalia sector between the 21st July – 31st August 16 for your chance to win one of 3 prizes:

- **1st prize - Hotel Accommodation-Palazzo Versace hotel 2 ppl, 2 nights + breakfast** (max value up to \$1000, Gold Coast accommodation)
- **2nd prize - Delonghi Nespresso Machine** (to the value of \$500)
- **3rd prize – A hamper of Italian food & wine** (to the value of \$250)

Agent only incentive | Winners will be chosen based on highest growth in TI sales from previous year, minimum \$300 in sales growth to qualify | Valid for new bookings made from 21st July - 31st August 16 | Bookings must be paid by 2pm 31st August 16 | This prize is not exchangeable for cash value

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If you are an experienced sales person who is goal driven and self-motivated this unique BDM opportunity is for you. Focusing on the travel education sector you'll work closely with Account Managers in identifying and converting new business leads and referrals along with exploring new opportunities to grow the company's partnerships. This is an exciting new avenue for a global organisation and a role you can really make your own.

***NEW* WHOLESALE TRAVEL COMPANY**

**ACCOUNTS MANAGER / ADMINISTRATION SUPPORT
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Our client is a boutique wholesale company focusing on the finer things in life. You will be responsible for accounts payable & receivable, BAS, banking, financial reporting, together with general administrative duties. To be successful you will be required to have solid account / finance experience, knowledge of Xero and be well presented. This position is 4 days per week (Monday to Thursday) only. Only experienced applicants will be considered.

***NEW* CALLING ALL MANDARIN SPEAKERS**

**INDUSTRY ACCOUNT MANAGER –MANDARIN SPEAKER
SYDNEY – SALARY PACKAGE \$80 + BONUS**

This global travel industry supplier is looking for a talented Account Manager to nurture and grow their leisure travel portfolio of accounts. You will build, maintain and develop strong relationships whilst identifying opportunities for growth, specifically within the VFR market. Ideally you will have come from a consolidation background, have strong relationship management skills. This is your chance to nurture, instead of sell. Apply now!

CORPORATE SALES – LARGE MARKET

**STRATEGIC CORPORATE SALES MANAGER
MELBOURNE – SALARY \$95K + BONUSES**

This leading travel management company is looking for an experienced & driven BDM to join their large market sales team. You will be responsible for acquiring new corporate business, developing relationships & implementing sales strategies to optimise client spend. Attractive salary with uncapped bonuses. Experience as a travel BDM with a proven sales track record along with strong customer service, presentation, communication and negotiation skills essential.

DEVELOP THE MARKET

**MARKETING MANAGER
GOLD COAST – TOP SALARY PKG DOE**

Are you a talented marketing executive looking for a fresh new role? You will be responsible for managing the end to end of marketing campaigns across various channels from strategy to implementation & results, working on strategy & branding, producing marketing plans & collateral. Previous experience in a similar role essential along with high level communication, organisation & presentation skills. Top salary and benefits on offer dependent on experience.

MANDARIN SPEAKING

**TRAINING TRAVEL COORDINATOR
MELBOURNE – SALARY TO \$80K (DOE)**

One of the leading suppliers to the tourism industry, this innovative company is seeking an experienced Training Coordinator. Responsibilities will include planning, co-ordinating & directing training & staff development programs utilising both internal & external resources. Overseeing the effective development, implementation & delivery of training programs, evaluating work processes to determine strategies which provide greater productivity.

TECH HEADS THIS IS YOUR DAY

**IMPLEMENTATION MANAGER
SYDNEY/MELBOURNE — \$85 PACKAGE**

Want to work for an innovative, forward thinking, Cutting Edge Company? This supplier to the tourism industry have a vacancy for a senior analyst in their offices based in the city. You will have a thorough understanding of a GDS and have Implementation experience, perhaps you are working for a TMC in a project or Implementation role and looking for a change? This company offer a unique working environment with endless opportunities.

REPRESENT LUXURY

**DIRECTOR OF SALES
BRISBANE – \$110K + SUPER + BONUS ++**

Are you a creative & innovative Director of Sales? Our client is looking for a dynamic leader to join their team to develop & manage the sales team, implement sales strategies & campaigns across all segments, budgeting & forecasting, all to maximise revenues across the hotel. Executive salary package on offer. Experience as a Director of Sales, track record leading a successful sales team along with great communication, presentation & negotiation skills required.

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you told your team they
were doing a good job?**

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Senior Groups Consultant

Sydney

Salary to \$60K + super + travel opportunities

Join this boutique organisation with a difference and arrange group travel to unique European locations. If you have groups experience, Galileo and Crosscheck and a good knowledge of European destinations including cruising and sailing trips, then this would be an ideal role for you! Monday to Friday 9am to 5pm with parking available and the opportunity to meet groups on location.

- Unique Product
- Monday to Friday!

Call Cristina or [click here](#)

Wholesale Reservations Consultant

Inner West - Sydney

Competitive salary on offer

Due to continual business growth of this leading travel brand with a great staff culture, positions have become available in the wholesale division of this well established company. This role involves delivering premium service to travel agents and other industry partners selling worldwide travel and in-house products. Amadeus and Calypso required.

- Varied role
- Supportive culture

Call Cristina or [click here](#)

Supervisor - Reservations

Sydney

Salary \$55K + super

An inspiring brand encouraging it's clients to get out and try new, different & life changing experiences whilst connecting with their surroundings in amazingly beautiful settings. You will lead a small team of specialist sales consultants ensuring a high level of customer service is maintained whilst increasing sales & product awareness via B2B & B2C channels. Previous supervisory/mgt exp.

- Amazing famils!
- Inspiring product range

Email Ben or [click here](#)

Business Development Executive

Sydney North Shore

Salary to \$70K + super + incentives

Join this constantly expanding Event Management Company focused on the not for profit market throughout Australia. They have had significant growth for half a decade & need an experienced BDM with a background in the events industry to further build their business. This role will predominantly involve business development with some account management at times.

- Events Industry
- Expanding business

Call Ben or [click here](#)

Event Coordinator

Sydney location

This varied role will see you supporting the Pharmaceutical Events team for both new & existing clients. You will be involved in managing all logistics for the programs Aust. wide. A supportive company with some amazing mentors.

Email Ben or [click here](#)

Retail Travel Consultant

Sydney City fringe

Mon to Fri only! Leading independent travel co. established for more than 20 years! Handling direct clients over email and telephone you will be arranging travel itineraries to worldwide destinations. Amadeus and Calypso.

Call Cristina or [click here](#)

