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# Travel Daily

First with the news

Friday 5th February 2016

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## VA axes Port Vila to Apr

**VIRGIN** Australia has confirmed the cessation of flights between Brisbane and Port Vila until Apr, in what is seen as a crippling blow to Vanuatu's tourism industry.

Today, VA issued a commercial policy for passengers affected by its withdrawal of services last Thu, at which time the airline said it was scrapping the VLI service due to the condition of the runway.

VA's decision came just days after Air New Zealand said it was scrapping flights to Vanuatu's primary international airport.

The waiver policy applies to

guests with valid VA (795) tickets issued on or before 28 Jan, for departures up until 01 Apr.

"All Virgin Australia services will be cancelled until Fri 01 April inclusive. Please note, updates will be advised about services beyond this date when Vanuatu authorities release further information," VA said in a memo to trade partners.

Use of the waiver code - SWF28040112VLI - is available until 10 Mar, after which time may result in an agency receiving an Agent Demo Memo.

Guests affected who have not commenced travel are being offered a full refund, while guests who have commenced will be able to obtain a partial refund.

For more details, **CLICK HERE**.

## Scotland trade site

**VISIT** Scotland is promoting its trade portal which offers agents more info on the destination and can connect agents with Scottish businesses - details on **page 8**.

## Today's issue of TD

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

- Visit Scotland
- Travel Trade Recruitment
- Fiji Airways

## Visit USA registration

**THE** trade is reminded there is still time to RSVP for the 2016 Visit USA Travel Agent Expos in Melbourne (15 Feb), Brisbane (16 Feb) and Sydney (17 Feb).

For more details or to RSVP, go to [visitusa.org.au/brand-usa](http://visitusa.org.au/brand-usa).

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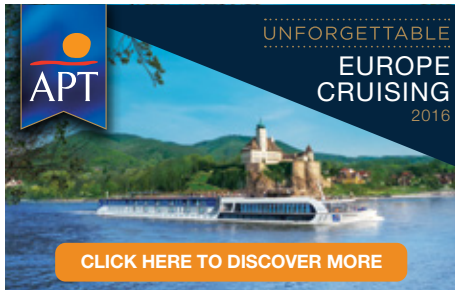
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## Instant Booking live

A **SUCCESSFUL** trial period of TripAdvisor's 'Instant Booking' function for hoteliers in the local market has been fully rolled out.

Instant Booking allows customers to book a hotel on all TripAdvisor's platforms, desktop & mobile, without leaving the site.

TripAdvisor has been testing the process in the Australia market with groups such as Mantra, QT, Rydges, Choice and Best Western - as revealed exclusively by **Travel Daily** last year (**TD** 26 Oct).

Australia, along with Canada, India, Ireland, Malaysia, New Zealand, Philippines, Singapore & South Africa are all new nations where the capability has been expanded, joining launch locations in the USA and UK.

A global rollout of the function is expected in coming months.

Among the global hotel partners operating on Instant Booking are Accor, Carlson Rezidor, Starwood, Mandarin Oriental, Marriott Int'l, Langham and Wyndham.

## SIA Q3 profits skyrocket

**SINGAPORE** Airlines Group has reported a whopping 96% year-on-year increase in operating profit for the Oct quarter.

The carrier's profit surged to SG\$288 million - up from SG\$141 million achieved 12 months ago.

Group net profit increased SG\$72m (35.5%) to SG\$275m during the same period.

Parent company Singapore Airlines - the second largest int'l carrier operating to/from Australia based on latest govt data - achieved an operating profit of SG\$181m (up SG\$94m).

Regional offshoot SilkAir nearly doubled its operating profit, rising to SG\$29m, while partially-owned Tiger Airways Singapore also returned a healthy operating profit of SG\$9m - up SG\$5m.

Low-cost subsidiary Scoot set its best quarterly operating result since beginning operation driven by the airline's "continued expansions and deployment of a

more fuel-efficient 787 fleet".

Scoot, which currently operates a fleet of one Boeing 777-200, six Boeing 787-9s and three 787-8s, also achieved a 37% boost in passenger carriage, while capacity expanded 34%.

Group-wide passenger load factors were up 1.6 percentage points to 80.1%, with only SilkAir reporting a minor dip.

SIA indicated the "challenging" operating period is likely remain, "with travel demand remaining volatile, affected by economic forces and external events.

"On the competitive front, expansion of other full-service airlines as well as low-cost carriers, particularly in Southeast Asia, will continue to exert pressures on loads and yields," Singapore Airlines Group said.

## Delta boss resigns

**DELTA** Air Lines ceo Richard H. Anderson has announced he will step down from the role in May, making way for president Ed Bastian to take over the position.

The airline's succession plan will see executive vice president Glen Hauenstein appointed as president and Gil West promoted immediately to senior executive vp and chief operating officer.

Anderson, who assumed the top role at DL in 2007 and oversaw the merger with Northwest Airlines in 2008, will be elevated to the executive chairman of the Delta Air Lines Board of Directors.

## St Regis for Jakarta

**STARWOOD** Hotels & Resorts has signed a management deal to open The St. Regis Jakarta and Residences in 2019.

The St. Regis Jakarta element will feature 280 rooms & be part of a new mixed-use development, which includes an office tower.



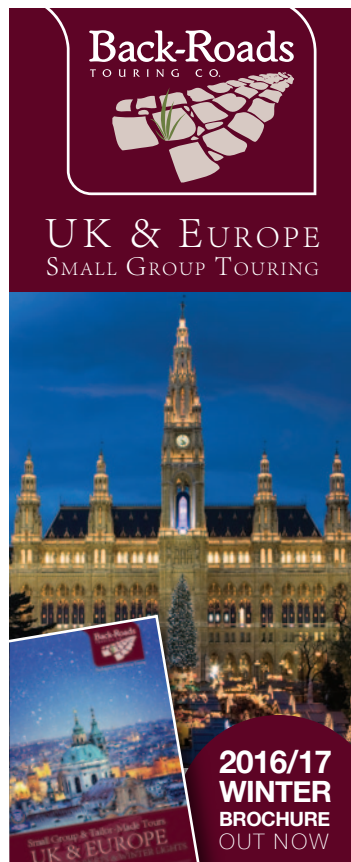
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## IATA: Australia lags behind

AUSTRALIA'S domestic pax market idled for the full year 2015 while other countries flew ahead, according to IATA data.

With a measly 0.4% increase in Revenue Passenger Kilometres (RPK) compared with 2014, Australia was well behind frontrunner India at 20.2%, who was followed by China at 10.9%.

All but Australia saw growth in capacity, with a drop of 0.2% placing the country in last place.

It's not all bad news from the International Air Transport Association, with Australia's pax load factor at 76.7%, behind the US, India, China and Brazil.

Overall, in 2015 global RPKs rose 6.5% on 2014, the strongest result since the post-Global Financial Crisis rebound in 2010.

Demand was boosted by lower airfares, which were approx 5% lower in 2015 than in 2014.

"Last year's very strong performance, against a weaker

economic backdrop, confirms the strong demand for aviation connectivity," said Tony Tyler, IATA's director general and ceo.

"But even as the appetite for air travel increased, consumers benefitted from lower fares compared to 2014."

Australia was competing in a strong market, with int'l pax traffic for Asia Pacific recording a 8.2% increase in demand.

### No Indonesia visa fee?

REPORTS have emerged suggesting the US\$35 visa fee for Aussie tourists entering Indonesia will be scrapped.

Indonesian Coordinating Ministry for Maritime Affairs spokesman Djoko Hartoyo told Fairfax the move is to attract more Australian tourists.

It is the third time Australia has been tipped to be granted free one-month tourist visas.

## TID extends cover

TRAVEL Insurance Direct (TID) is offering pregnant travellers pre-trip cancellation because of the global Zika virus health emergency.

The cover extension applies to pregnant travellers who purchased their TID policy before 25 Jan for travel to destinations listed on the DFAT site as "Zika virus affected".

Travellers can lodge a claim for any un-refundable deposits they are unable to obtain refunds from their airline, hotel and tour provider.

"This means if you're pregnant right now and for the sake of your unborn baby's health you don't want to go anymore, as long as you meet the conditions, your claim with us is very likely to be approved" says Phil Sylvester, Travel Safety Expert at TID.

Normally such a request may be considered a "change of mind" and not be covered.



## Window Seat

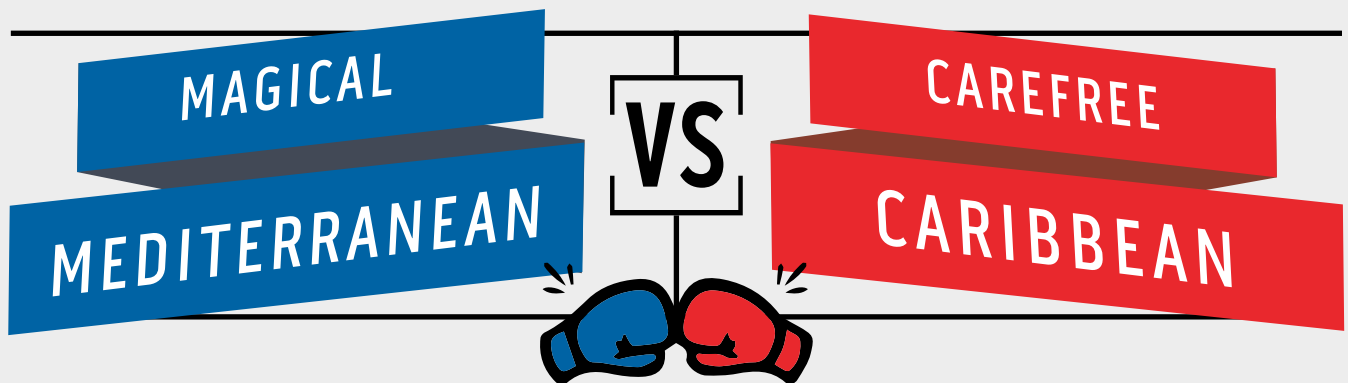
BRISVEGAS' jetsetting koalas Paddle, Pellita, Chan and Idalia have made their way back to their home at Lone Pine Koala Sanctuary.

The koalas were on loan to Singapore Zoo from the Australian Govt to celebrate Singapore's 50th anniversary of independence and 50 years of diplomatic relations between the two countries.

Since heading over to Singapore in Apr, Qantas has freighted 75 shipments of gum leaf foliage for the koalas.



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### Deutsche Bahn to axe sleeper/courette

**DEUTSCHE** Bahn (DB) is set to axe all its overnight sleeper and courette trains from 15 Dec.

A report in the *International Railway Journal* revealed DB was forced to make the decision to cut costs and reduce its deficit.

Last year the service reportedly lost €32 million with serious concerns a similar loss will be faced this year.

DB transported 1.3 million passengers last year (1% of all long distance passengers) - which was attributed to competition from low-cost airlines and the newly-deregulated bus services within Germany.

Nine rails strikes in 2015 no doubt added to a decrease in passenger numbers.

Details regarding a replacement have not been finalised but there is talk of running a number of overnight trains and buses with sit-up seating.

### Aus hotel investment "competitive"

**THE** Asia Pacific market is expect to see an impressive \$8.5m in hotel investment this year following record sales in 2015.

The sale of Westin Sydney for \$445m in 2015 is regarded as a "blockbuster" transaction.

CEO of JLL Hotels & Hospitality, Australasia Craig Collins expects Australia to remain competitive this year "following several trophy asset transactions in the past two years".

Collins said interest remained strong for prime Aussie offerings.

### KC AF/KLM c'sharing

**AIR** Astana has signed a codeshare agreement with Air France & KLM Royal Dutch Airlines covering flights between Astana and Paris, operated by Air Astana starting 11 Mar.

KC's new thrice weekly service is operated by Boeing 757-200.

### New Great Southern garb



**GREAT** Southern Rail has launched its new 'true blue' uniform which will be rolled out to staff this month.

The new outfits are a collaboration between local designer Juli Grbac and iconic Australian outfitter RM Williams.

It's the first time in eight years Great Southern Rail has freshened up its clothing line.

Uniforms will be worn by staff aboard The Ghan, Indian Pacific,

The Overland trains and at all Great Southern Rail terminals.

On board crew will wear navy trousers or skirts with a striped RM Williams shirt, while GSR boarding crew will don an Akubra hat and taupe blazer.

Separate uniforms have been designed for Great Southern Rail's culinary team and its service.

Grbac is the same fashion designer behind Virgin Australia's current line of threads.

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## Carnival boss toasts the trade!



**CARNIVAL** Cruise Line president Christine Duffy has reason to celebrate her first year leading the world's largest cruise line.

Just 12 months into the role, Duffy has come close to completing her mission to step aboard each and every ship in the Carnival fleet, which currently numbers 25.

In Australia this week, Duffy toured *Carnival Spirit* on Wed - inspection number 23 - and is scheduled to check out *Carnival Legend* while in Sydney tomorrow.

Rounding out the ship-wide

exploration, when Duffy returns to the northern hemisphere next week she is set to visit *Carnival Liberty* while in San Juan.

In Apr, Duffy will take delivery of *Carnival Vista* - the line's 26th vessel with a capacity of 4,000 passengers.

The one-time travel agent holds consultants in high regard, saying they are a very crucial element in the booking process.

"I am still a big believer that to get on the right cruise for you, depending on what kind of vacation you are looking for is to get the advice from a professional travel agent," she told **Travel Daily**.

Duffy is pictured (right) with Jennifer Vanderkreeke, vice president of Carnival Cruise Lines Australia during a media event in Sydney yesterday, sampling the Thirty Frog Summer Ale - created exclusively for the local CCL ships by the Lord Nelson.

### travelBulletin upload

**HUNDREDS** of readers have downloaded the Feb edition of **Travel Daily's** sister print title *travelBulletin* on iTunes since the app went live earlier this week.

To download a copy, [CLICK HERE](#).

## QF Wanderlust sale

**QANTAS** Wanderlust sale has started with Economy fares from Sydney, Melbourne & Brisbane to Santiago from \$1,299 or to Hong Kong from \$699.

Sale fares from Sydney/Melbourne/Brisbane to New York (JFK) begin at \$1,449.

Sale ends on 15 Feb & is valid for travel until Dec, with blackout dates varying according to the destination.

## Daydream recruits

**DAYDREAM** Island Resort and Spa in the Whitsundays has appointed Shirley Dods as its leisure account director.

Dods brings to the role vast experience in senior sales and development roles in the hospitality industry.

## Salt Spring Is access

**HARBOUR** Air Seaplanes in Canada has acquired Salt Spring Air leading to increased air service and passenger capacity between Salt Spring Island, Vancouver and other destinations across British Columbia.

Aircraft servicing the route will range from the DeHavilland Beaver to the larger turbo -Beaver and turbine single Otter.

Friday 5th Feb 2016

## Sharjah eco-park

**SHARJAH** Investment & Development Authority has opened stage one of its \$AE250 million eco-tourism project in the Mleiha National Desert Park.

It includes the Mleiha Archaeological Centre with educational displays, a cafe, lounges and a gift shop.

The project houses ancient ruins & archeological sites & further phases will include a wildlife reserve, adventure activities and a resort.

## Airbnb competition

**CBRE** Hotels' America has created an Airbnb competition index to compare the company's daily room rates with traditional hotels as well as drawing up a 'risk ranking' for each city.

It concluded New York was the market most at risk from an Airbnb takeover with a competition index of 81.4%.

They found Airbnb may impede hotel construction & could reduce traditional hotel supply growth.

## EK/CM codesharing

**EMIRATES** and Copa Airlines are set to begin a codesharing arrangement from 31 Mar, initially between Panama and Colombia.

EK commenced services on the world's longest route from Dubai to Panama City this week.

The codeshare partnership also includes flights operated by Copa Airlines Colombia, and is planned to be expanded to enable the Gulf carrier to place its 'EK' code on Copa operated flights from Panama City to Barranquilla, Cali, Bogota and Medellin.

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## Fiji Elopement Pkg

**JEAN-MICHEL** Cousteau Resort in Fiji is offering an Elopement Package with a lead in price of \$8,371.

The package includes a wedding ceremony followed by a feast on a lantern-lit romantic pier, pre- and post-ceremony festivities, and seven-nights at the resort.

Available 01-31 May, 09 Oct-18 Dec and 08 Jan-17 Mar 2017, book the package by emailing [info@fijiresort.com](mailto:info@fijiresort.com).

## Air NZ smooth flying

**AIR** New Zealand will sink over \$25 million into equipping its 68-seat ATR turboprop fleet with advanced Required Navigation Performance technology.

The technology will allow pilots to fly at lower altitudes into airports with more precision and efficiency.

Pending approval, the first equipped aircraft is due in 2018.

## SS US' second life

**CRYSTAL** Cruises has saved the *SS United States* from the scrapyard and plans to turn it into a luxury 800 passenger vessel.

A definite fixer-upper, the vessel was launched in 1952 and remains the largest passenger ship ever designed and built in America.

Crystal's ambition plans include maintaining original features such as the Promenade and Navajo Lounge and installing new engines and marine technology.

She will undergo a technical feasibility study, which is expected to be completed by the end of 2016.

## Kimberley on sale

**BROOME**, Kimberley & Beyond is offering discounted airfares and land packages until 29 Feb or until sold out.

Return airfares to Broome start at \$399 from Perth and \$699 from Melbourne or Sydney.

Packages include the four-night night Broome Essentials, which starts at \$647 per person and three-nights in Berkeley River Lodge is available from \$2,999 per person.

To book, call 1300 357 057.

## 737 MAX out sooner?

**DEVELOPMENT** of the Boeing 737 Max is ahead of schedule and the first jets may be delivered early if testing goes smoothly.

The *Wall Street Journal* reported Boeing ceo Greg Smith said any decision on accelerated deliveries will depend on its certification and flight-testing.

The first 737 Max aircraft are due to be delivered to Southwest Airlines Co. in Q3 2017.

## Westin Doha opens

**THE** 364-room Westin Doha Hotel & Spa opened this week after suffering a ten month delay, with the hotel's original open date in Apr 2015.

The hotel is located in the residential neighbourhood of Bin Mahmoud and is the fourth Starwood property in Qatar.

Four of the property's six dining venues are open, with two still to open in Mar.

**MEANWHILE**, the 454-room Westin Nashville is set to open later this year, adjacent to the Music City Center, the city's new convention centre in the downtown district.

## LX Zurich lounge refit

**SWISS** International Air Lines has opened three new lounges at Zurich Airport's Terminal E.

The First class, Business class and Senator Lounge facilities span more than 3,300m<sup>2</sup> and feature open areas, work and rest zones.

The Senator Lounge has a Whisky Bar and the First Lounge has its own version of a five-star à la carte restaurant.



This week, Travel Daily and Sonoma County are giving travel agents the chance to win a bottle of sparkling Sonoma County wine each day.

With more than 400 friendly wineries, 40-plus spas, 88km of stunning Pacific Coast, farm-to-table restaurants, rivers to kayak or float down, redwood forests to explore, shops and galleries that entice, and hiking and biking trails that meander over oak-covered hills, Sonoma Wine Country beckons the adventurous, the curious, and the lovers of the laid-back Northern California lifestyle. Visit [www.sonomacounty.com](http://www.sonomacounty.com).

To win, be the first agent to send the correct answer to the following question to [sonoma@traveldaily.com.au](mailto:sonoma@traveldaily.com.au)

Sonoma County, California, stretches from the Pacific Coast in the West to the Mayacamas Mountains in the East and is home to how many acres of vineyards?

Need a hint? [CLICK HERE](#).

## Six Flags Oaxtepec

**US THEME** park operator Six Flags Entertainment Corporation has won approval to open a water park at Oaxtepec, Mexico.

Hurricane Harbour Oaxtepec will be located on a 67-acre site in the State of Morelos, featuring water slides, rides and attractions.

It is slated to open in early 2017.

## Account Manager Maternity Replacement Sydney or Melbourne based



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# 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](mailto:specials@traveldaily.com.au).

**Russian Travel Centre** is celebrating its 100th anniversary by offering a \$US1000 saving per couple on the 26 Jul departure of the Golden Eagle deluxe train from Moscow to Vladivostok. See [www.eetbtravel.com](http://www.eetbtravel.com).

Luxury Hunter Valley health retreat **Golden Door** has launched an early bird special with 25% off their seven- or five-night programs booked before 5pm, 26 Feb. To book, call 1800 212 011.

**Tempo Holidays** has a two-for-one deal on its Machu Picchu Package available for bookings before 29 Feb. See [www.tempoholidays.com](http://www.tempoholidays.com).

To welcome the Chinese New Year **Cathay Pacific** has launched a special sale with fares from Australia to over 50 destinations in Asia starting at \$692 return. See [cathaypacific.com.au](http://cathaypacific.com.au) for details.

## Vueling to Zurich

**VUELING** is adding a Luton to Zurich service for the summer period with flights operating 6x weekly from 12 Jun and running through until the end of Oct.

## A&K appointment

**ROWENA** Dick has been appointed as the new Melbourne sales manager of Abercrombie & Kent, responsible for the outbound reservations team.



## Win a Hurtigruten cruise

This month, *Travel Daily*, BENTOURS and Hurtigruten are giving away a 12 day Hurtigruten 'Classic Coastal Voyage Return', in a private cabin for 2 people. The prize includes four onshore excursions provided per person, along with Full Board, valued at up to A\$10,000.



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Q5. BENTOURS sells an expedition to Greenland and Iceland featuring Hurtigruten. Fill in the missing word: 'Glaciers, Ice and Old \_\_\_\_\_ Heritage'.

*Travel Daily* is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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## BA returns to Iran

**BRITISH** Airways will resume six weekly direct flights from London to Tehran using four-class Boeing 777s from Jul following sanctions being lifted in Iran.

# Travel Daily

First with the news

Friday 5th Feb 2016

## Best time to book flights



**SKYSCANNER** has revealed how Australians can save money on flights through a new infographic (pictured above) outlining the cheapest times to book in 2016.

The data, compiled by analysing more than 250 million flight prices over the last three years, pegs Nov has the cheapest month to travel this year.

"With the falling Aussie dollar, knowing when to book to get the best price is now more important than ever," Skyscanner's senior marketing manager for Aus & New Zealand Emily Callahan said.

"Saving a few hundred dollars on airfares could mean an upgraded hotel stay or simply a bigger holiday budget."

The findings also revealed that in order to score the cheapest flight travellers should book

around 17 weeks before their departure date.

Dec is the most expensive month to travel with the Christmas period leading to a 20% increase on the average price paid for tickets.

The findings also detail varying strategies they have uncovered for bagging the cheapest fares on specific domestic and international flight paths.

To see an infographic detailing how to save money on domestic flights in Australia, **CLICK HERE**.

## 6 new LHW members

**LEADING** Hotels of the World, (LHW) is welcoming six new members into its collection of luxury hotels.

The latest hotels are Palais Coburg Residenz, Vienna; Chromata Up Style Hotel, Santorini; Bill & Co Suites & Lounge, Mykonos; Canyon Ranch, Arizona; Canyon Ranch, Massachusetts & Gran Melia Palacio de los Duques in Spain.

They join more than 375 other properties in 75 countries marketed under the LHW banner.

## EW DUS-EMA flights

**EUROWINGS** will launch a new connection from Düsseldorf Airport to East Midlands Airport in the UK on 27 Mar.

The flights will run six times weekly, with Eurowings utilising Bombardier CRJ-900 aircraft.

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*Working in partnership with the Australian Travel Industry*

### Travel Industry Account Manager

**Brisbane, Great Base + Quarterly Incentives, Ref: 2143SZ1**

If you are an experienced Account Manager or Business Development Manager working in the Travel or Hospitality (Hotel) Industry then we want to hear from you! This is a great opportunity to be part of a global brand combining being out on the road and also based in the office. Make your own appointments to suit your schedule with the added bonus of having 5 weeks annual leave per year! You must enjoy working to KPI's & negotiations with existing and new accounts. Fantastic package is on offer.

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

### Airfare & Ticketing Consultant

**Sydney CBD, \$D.O.E + Super, Ref: 2141MB1**

Do you have experience working for an airline, look no further, we have a rare opportunity to work for an international airline located in Sydney's CBD. We are looking for an experienced Airline Ticketing whizz to be apart of their growing team. As an experienced Airfare & Ticketing Consultant you will be assisting agents and directs working on last minute changes, including intl & domestic flights, re-issues, re-vals and refunds. This is an initial 6 month contract with the view to go perm.

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

### Corporate Travel Business Development Manager

**Melbourne, Attractive Salary Package, Ref: 7863KF3**

This leading Global Travel Management Company specialises in international corporate travel across SME accounts. As a Business Development Manager your main responsibilities will be to increase sales in the Victoria region by capturing new business accounts and identifying new revenue opportunities. You will have a great passion for sales and spend approx. 80% of your time on the road. This is an autonomous role with the support of the National Sales Manager. Register your interest now!

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

### Senior Corporate Consultant

**Perth, \$50-55k, Ref: 1879LM3**

A fantastic new opening for an experienced corporate consultant within Perth! If you are passionate about the travel industry and you are driven by corporate clientele then this role could be your ideal chance to move into a new role and challenge within the industry! This role isn't just another corporate opening this is the chance to work for a company that has a huge reputation in Australia. Further to that this role offers a rewarding environment and the chance to progress your career!

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

### Travel Product Coordinator

**Brisbane, Competitive Salary + Incentives, Ref: 2140KH1**

Want to take your travel industry career further and move out of consulting? A fantastic opportunity has come up for an experienced travel consultant or product coordinator to move into a more behind the scenes role. Specialising in holiday travel packages to Thailand, Bali, Hawaii, Australia, New Zealand and the Pacific Islands. Help design travel newsletters; engage in competitor analysis and work, seeking the best products for the company! Monday to Friday only... Get your life back!!

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

### Travel Consultant

**Newcastle, Competitive Salary + Great Bonus, Ref: 1648SJ2**

Are you a travel industry professional looking for a fresh challenge? I have a dream travel consultant position based in the stunning Newcastle area. Uncapped earning potential with recognition and rewards for your hard work are on offer with this fantastic travel role. You will ideally have international and domestic travel industry experience, be a team player and well travelled and have the passion to find the right holiday for your clients. Call me today for a confidential chat!

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

### Inbound Travel Specialist

**Melbourne, Generous Package + Incentives, Ref: 2117TS3**

Exciting new opportunity for an experienced Inbound Travel Specialist to join a growing company in the CBD. As the face of the company you will be required to provide exceptional customer service. You will be communicating with clients overseas via a variety of mediums then using your product knowledge, GDS and back office systems to tailor make unique personalised itineraries and maximising sales through up and cross selling. This is a weekday role with rotating Saturday roster.

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

### Leisure Travel Sales Representative

**Western Australia, \$60K + Car, Ref: 2142LM1**

Amazing opportunity! Need a change in your career? Love being on the road? This new opportunity will suit someone who has a passion for travel with strong sales background. We are looking for someone to be the face for to an award winning luxury tour wholesaler for WA. You will be creating & maintaining relationships with industry & trade partners as well as representing the company at trade & consumer events. A role for those who can present confidently & enjoy client interaction!

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



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## COMMERCIAL SUPPORT OFFICER - AUSTRALIA

Due to an internal promotion, we have a very exciting opportunity for an individual to join our Sales & Marketing Office in Sydney, Australia as the Commercial Support Officer- Australia. This position reports to the Commercial Manager Australia.

As the Commercial Support Officer- Australia, you will ensure accurate preparation & summarize analytical data for internal & external distribution. Monitor and measure various performance indicators on behalf of individuals, channels and the region. You will support and assist Commercial Manager & Regional General Manager on preparation of performance reports and partnership agreement. Support in the sales promotion activities through management of pre requisite licenses, entries, and competition mechanics. Facilitate enquiries and requests from trade partners with guidance from the Commercial Manager on fare initiatives, waivers, favors and customer service resolution. You will be responsible for the processing of invoices and vigilantly maintain records of sales collateral. Design & prepare promotional materials in accordance with the Company's brand guidelines. Support Channel Executives in the management of all materials for trade partner events including expos, road shows and training events. You will be responsible for the management of ALL educational famils from inception to ticketing and ensuring allocation of tickets is fulfilled as per Partner Contracts. Accompany or represent sales staff when required at Business related events and prepare any relevant information required for Sales force activity. Handle communications as delegated by RGM or the Commercial Manager including compliments and complaints and use database management skills to ensure the business has current, relevant contacts that facilitate speed to market.

To be successful in the role you must have a minimum of three (3) years commercial experience in a business support role. Have had exposure to promotional campaigns will be an advantage. Have strong analytical skills and high level of proficiency in Excel, PowerPoint and other business tools. Experience in the use of design applications as well as database or ECRM systems. Excellent written and verbal communication & presentation skills. Basic experience in airline reservations systems. A change embracer with an innovative approach to problem solving.

### Applications close on Saturday 13th February 2016

If you think you have what it takes and want to be part of our world send in your applications with curriculum vitae detailing qualifications, relevant experience with referee details. This should be forwarded no later than the dates mentioned. All applications should be clearly marked stating the role you are applying like for and forward to: Human Resources, Fiji Airways, Private Mail Bag, NADI AIRPORT.

Or alternatively email with the subject 'Position Apply For' to: [vacancy@fijairways.com](mailto:vacancy@fijairways.com) Fiji Airways thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.



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