

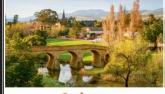


Friday 27th May 2016

Excessive CC fees banned

Tasmania 2016/17 оит Now





COACH TOURS

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Prices includes return airfares



AIRLINES will be required to end the practice of passing on excessive credit card fees to consumers, with the ACCC to enforce new regulations in Sep.

The provisions, known as 'The Standard', were set by the Reserve Bank of Australia Payments System Board who yesterday ruled any surcharges exceeding the direct cost of the payment method will be deemed "excessive".

Currently, Virgin Australia, Jetstar and Qantas charge credit card processing fees of \$7.70, \$8.50 and \$7.00 respectively.

When new standards come into play consumers should not be expected to pay any more than 0.5% of the total purchase.

Virgin Australia told *The Australian* they will "ensure that fee structures comply with the new framework", however,

Today's issue of TD

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

Travel Trade Recruitment
JITO/*TD* Networking Night

MARKETING SERVICES EXECUTIVE, Digital Marketing & Public Relations

The Hong Kong Tourism Board is a dynamic, global marketing organisation whose mission is to promote Hong Kong as a unique, world-class destination. The Board requires a Marketing Services



Executive, Digital Marketing & Public Relations, for its Australia, New Zealand & South Pacific operations, based in Sydney.

The Marketing Services Executive, Digital Marketing & Public Relations, is responsible for assisting the marketing team in coordinating and implementing projects across the consumer marketing disciplines. The position needs to work in the digital space with the delivery of content to the regional digital and social media platforms. The role will also support the P.R. Manager across a range of activities in both traditional and new media.

The position is also responsible for consumer and media enquiries, and some basic administrative duties.

Ideally, candidates will have relevant tertiary qualifications, excellent written and communication skills, extensive technology capabilities and some knowledge of Hong Kong. A working knowledge of database management is essential.

Remuneration package will be negotiable but will include medical benefits and superannuation.

Applications should be sent by Fri 10 June 2016 to E-mail: anna.chui@hktb.com (Ref:01) both Jetstar and Qantas said "it will take some time to make the necessary technology changes".

Australian Competition & Consumer Commission (ACCC) chairman Rod Sims said the regulator is currently finalising online guidance materials for businesses and what will be necessary in order to comply, as well as educating consumers on how to make complaints if they believe they are being fleeced by excessive fees and charges.

"We will focus on education and awareness in the early stages but won't turn a blind eye to possible breaches, particularly for those large businesses clearly on notice of these charges," he said.

The ban will first effect "large merchants" who fall into two of the three categories: a consolidated gross revenue of \$25 million or more, employs over 50 employees or has consolidated gross assets over the value of \$12.5 million.

Other merchants are expected to fall into line by Sep 2017.

Air NZ upgauging IAH

AIR New Zealand has confirmed its non-stop flights from Auckland to Houston will be cranked up from five weekly to daily over the upcoming summer peak season (TD breaking news), from 05 Dec 16 to 05 Feb 17.

More from Air New Zealand on page five of today's issue..

Excellence in Flight

Join our team of freelance travel consultants



Vanuatu \$515 return

AIR Vanuatu has released a promotional fare of \$515 return to Port Vila ex Sydney & Brisbane.

The offer is based on two pax travelling on the same flights, for select dates up until 31 Mar 17, if booked by 16 Jul.



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AU/NZ key for Travelport

Travel Daily on location in Houston, USA

Today's issue of *TD* is coming to you courtesy of Brand USA and Air New Zealand, who are hosting the #tasteUSA mega famil across the US this week.

THE Taste USA famil group went to infinity and beyond this morning, experiencing NASA's Johnson Space Centre on a VIP tour which included a formal welcome from marketing manager Michael Wampler who detailed the attraction's generous groups policy.

After the space mission it was off for some margaritas and fajitas at the Cadillac Bar on the Kemah Boardwalk an amusement park on the Galveston County waterfront, where some intrepid souls braved the breathtaking Broadwalk Bullet roller coaster.

Tonight the participants have glammed it up for the gala Insta-Grammys - an award ceremony where the groups who have travelled in California, Texas, Louisiana, Maine/Massachusetts, Florida and Tennessee will showcase their trips.

After the celebrations it's a bit of a later start tomorrow for a brunch finale prior to shopping at the Houston Galleria, one of North America's largest shopping centres - then back home on Air NZ's non-stop IAH-AKL flight. **NEW** Zealand has been a phenomenal performer for Travelport in the last 12 months, with the travel commerce platform seeing the biggest growth in the market in a decade.

"New Zealand is a real earlyadopter market for technology, they always have been...and NZ also has a very high portion of home based travel agents so we've got deals with a number of those large groups and it works very well," Kaylene Shuttlewood, m. Pacific Travelact told **TO**

gm - Pacific, Travelport told **TD**. One stride forward across the ditch for the company came in Nov, when Air New Zealand signed up for the Travelport's Rich Content & Branding solution, giving agents easy access to the airline's fares, ancillaries and brand proposition (**TD** 23 Nov). "Deals like the Air NZ deal is

APT Small Grp brox

APT has released its new luxury Small Group Discoveries 2017 brochure (*TD* 12 May).

Designed for a maximum of 20 guests, the collection offers seven itineraries exploring Europe traversing Croatia & Montenegro, France, Great Britain, Greece, Italy, Sicily and Spain.

Highlighted experiences include private cooking classes with a Michelin Star chef and exploring the slopes of Sicily's Mount Etna with a professional volcanologist. See www.aptouring.com.au.

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going to make some fundamental changes in the market for us so Australia and New Zealand is always going to be a key market for us," Mark Meehan, md Asia-Pacific, Travelport added.

Although a more mature and stable market than elsewhere in Asia-Pacific, Travelport experienced a solid performance out of Australia in 2015, which sits in the "top ten market" for the company globally.

"We had a very strong year in 2015 across the whole Asia-Pacific region and Australia was a large component of that with the volume we've got there," Shuttlewood said.

As for the current federal election "quiet period" Shuttlewood predicts Aussies will soon be back on the road.

"Travel is such a resilient sector, people will always want to travel, if it's not to the US because of the currency fluctuation it will be to another destination and then they'll go back to the US at a later stage," she told **Travel Daily**.

MEANWHILE, the company has invested a whopping \$830m into improving its technology over the last couple of years and has reached 160 carriers with merchandising and ancillary sale capability on Smartpoint, but has its foot firmly on the accelerator.

"We've got 160 carriers actually live...they represent a very good proportion and volume but we still want to grow that further," Meehan said.

SLH name Asia Pac vp

VETERAN hotelier Mark Wong has been appointed to the newly created role of vice president, Asia Pacific at Small Luxury Hotels of the World, based in the group's Singapore office.

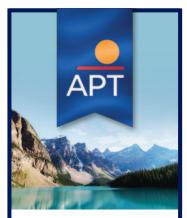
The role sees Wong take overall responsibility for SLH's strategic direction covering operations, distribution, sales, marketing and product development in the area.

TTF, ARTN one voice

TOURISM & Transport Forum Australia (TTF) has inked a Memorandum of Understanding with Australian Regional Tourism Network (ARTN), to strengthen their partnership and present as a stronger voice for the tourism industry with Government.

"The best way to get government to listen to the needs and concerns of the industry is to speak with a unified voice on the positive reforms we need to continue to support the jobs and economic growth our nation will need in the years to come," commented ARTN chair David Sheldon.

The Memorandum of Understanding was formalised by Sheldon and TTF ceo Margy Osmond in Sydney this week.



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Travelport on Uber

UNTIL Uber decides to allow a pre-booking functionality it will only complement car rentals, says Travelport's vp & managing director of Hospitality, Car and Partner Marketing Niklas Andreen.

"I don't think it's a replacement for pre-booked cars...we see it very much as on-demand, right here, right now, so it's an evolution of the taxi industry in very many countries," Andreen said this week in Macao.

Furthermore, Andreen said it's not a mode of transport travel agents will be incorporating into their bookings just yet.

QFLink webinar

AGENTS are invited to attend a series of webinars on QantasLink being hosted next Wed (01 Jun).

The sessions discuss QFLink's customer value proposition, covering network, fleet and benefits - full details **HERE**.



Friday 27th May 2016

TRAVELPORT has this week

agencies at their APAC Customer

Travelport Business Insights

will visually represent a travel

The tool delivers customer

reporting via a secure website

and is flexible, allowing it to be

further tailored at an individual

"It's about having all the data

agency, so they can really monitor

customer," Kaylene Shuttlewood,

Travelport Business has been

developed in Australia and is

tipped to become available in

gm - Pacific, Travelport told Travel

and creating dashboards for

a business owner in a travel

their business and know their

user or client level.

Daily yesterday.

coming weeks.

agency's data in dashboards or in

standard and scheduled reports.

soft-launched a new business

management tool for travel

Conference in Macao.

TP launch Biz Insights | Wellcamp QF int'l flt

PLANS are underway between Qantas and the Toowomba and Surat Basin Enterprise (TSBE) to host a large Australian business delegation on an inaugural mission to China.

The historical service will be the first ever international flight to take off from Brisbane West Wellcamp Airport, with Qantas to fly the 200-strong Access China delegation to Shanghai for a five-day program to activate new business opportunities.

Regulatory approval will be sought from Chinese and Australian governments to allow the Access China '16 Business Delegation to leave Brisbane West Wellcamp Airport, which is bound for Shanghai on 23 Oct. To submit an expression of

interest to attend, **CLICK HERE**.

Branson on VA stake

SIR Richard Branson yesterday confirmed Virgin Australia has received approaches from other airlines to purchase Air New Zealand's stake (*TD* 31 Mar) which "have been considerable".

In an interview with *Bloomberg*, the Virgin Group founder said "We'd love to have other airlines involved in Virgin Australia that can bring something to the party".

The investor failed to rule out if he himself would buy the shares, adding "whether or not we will end up buying it, we will have to see. I am a great believer in Virgin Australia."



2017 EUROPEAN RIVER CRUISING NEW FRANCE & PORTUGAL



AIR New Zealand came up with an unconventional way for a pair of Christchurch ice cream makers to keep business pumping through winter mounting their vintage ice cream van on the ski slopes.

The stunt (**pictured** below), is backed by a video of George and Raewyn Taylor setting up their van on the South Island's Mt Hutt and forms part of the carrier's 'Meanwhile in... New Zealand' campaign.

If you fancy an icy treat on the mountain, the Roewyn's will be parked there in Jul during the Aussie school holidays.



Swiss-Bel to Bulgaria

HOSPITALITY management company Swiss-Belhotel Int'l has launched in Europe, rebranding the former Grand Hotel Dimyat in Bulgaria as Swiss-Belhotel Varna.

The property is positioned in the heart of the Black City coastal city and features 74 rooms.

Chairman & president Gavin M Faull said the "time is now right for the next phase in our growth strategy," having opened its European HQ in Greece last year.

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Goldman Travel Corporate, a leading Travel Management Company is searching for two new team members to grow our Sydney team.

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Ideally you will have at least two years experience in client management and have the skills to work hard as part of a team. Your role will focus on our prestigious account list ensuring their travel needs are managed in a cost effective manner. Reporting to the Managing Director, you will be responsible for account retention, the analysis of client travel spend, negotiation with various suppliers, and performance reviews with the client. You will have a high level of written and verbal communication, top class presentation skills, the ability to present bespoke solutions, professional account management skills and total ownership and commitment to problem resolution.

Corporate Consultant

Applicants must have the skills to work autonomously and be totally focused on customer care. Sabre/Tramada is an advantage, but not essential.

Very attractive salaries and working conditions guaranteed.

If you believe this role is right for you or request further information send through your resume or contact David Goldman, Managing Director at david@goldmantravel.com.au or (02) 83337700.

All applications and contact will be treated as confidential.





SQ A350-900s to JNB

SINGAPORE Airlines is placing its Airbus A350 on the Singapore-Johannesburg route from 27 Jun, operating on Mon, Thu and Sat, with plans to go daily later.

clients, preferred suppliers & the

national partnership office team

More than \$4,300 was raised

on the day, exceeding last years'

Pictured at the event from

left are James Dunne, Rail Plus;

Scott Ellis, APT; Michael Gazal,

TravelManagers and personal

travel manager David Brown

representative for Shepparton.

LA Expo Line expands

VISITORS to Los Angeles can

now travel seamlessly between

Santa Monica and Downtown LA

by public transport following the

The 10.6km extended section

of railway between Santa Monica

and Culver City introduces seven

new stations and cuts the journey

time by public transport from the

coast to the 'LA LIVE' precinct to

Expo Line Extension.

around 45-50 minutes.

launch last weekend of the Metro

all participated.

donations of \$3,036.

Hole in one for cancer research



FOLLOWING the success of last years' inaugural TravelManagers' charity golf day to raise money for the Cancer Council, the company enjoyed another fantastic event this year at Mornington Golf Club.

TravelManagers' business partnership manager for Victoria Kellie Browning again organised the charity day.

EY VR movie premiere

ETIHAD Airways has released a 360-degree virtual reality (VR) movie featuring Hollywood 'A-lister' Nicole Kidman and the carrier's Airbus A380 product.

The 5-minute feature highlights Etihad's luxurious private threeroom cabin, The Residence, as well as its Savoy-trained Butler, in-flight Chef in First Class, Flying Nanny and more.

The experiential journey was filmed during a flight between New York and Abu Dhabi.

View the clip from 3pm (AEST) at vr.etihad.com.

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Travelmarvel Canada

THREE new Canadian itineraries and three Great Rail Journeys in the USA have been introduced in Travelmarvel's just released 2017 Canada & Alaska brochure.

The fresh tours include a 17-day Eastern Delights tour, 21-day Canadian Wilderness & Alaskan Cruise and the in-depth 28-day Canada by Rail with Alaskan Cruise holiday which features the three-day VIA rail journey from Montreal to Jasper and the Rocky Mountaineer to Vancouver.

Also incorporating USA Rail Journeys, the program offers a Trans America Rail trip from San Francisco to New York City.

Travelmarvel's most popular tour is the 21-day Reflections of the Rockies and Alaskan Cruise, priced from \$8,595ppts - see travelmarvel.com.au/Canada2017.

Golf hols favourites

QUEENSLAND is the most popular state in Australia golfers would choose to spend a holiday in the next two years, a report from Roy Morgan indicates.

The study of regular/occasional golfers put Qld (49.6%) just ahead of Victoria (49.2%) & NSW (47.9%) as preferred destinations.

Airly eyes Learjet

MEMBERSHIP based all-youcan-fly start-up Airly (*TD* 11 Jan) is adding a Bombardier Learjet 45 to its operation, enabling the company to offer longer flights.

Pitched at frequent flyers, Airly costs \$2,250 per month (after a one-off \$1,000 membership fee), to join & plans to operate flights between Sydney (Bankstown) and Melbourne (Essendon).

According to its website, Airly plans to also operate to Canberra, Gold Coast, Adelaide, Hobart, Brisbane (Archerfield) and Melbourne (Moorabin).

The Learjet 45 will complement Airly's Beechcraft King Air 350 turboprop, the *SMH* reported.

Hyatt House Europe

HYATT Hotels Corporation is broadening the reach of its Hyatt House brand, announcing its first property in Europe.

Slated to open in Jan, Hyatt House Düsseldorf in Germany will feature 102 apartment-style kitchen suites, located within Altstadt (Old Town).



Today's Technology Update is brought to you by Tramada Systems Pty. Ltd.

Simplifying supplier fragmentation for leisure agents



For most travel agencies dealing with a fragmented network of suppliers is necessary

to ensuring the best rates are sourced and profits are maximised. Overtime, agencies have been efficient in the sourcing of this content, however one area that offers room for improvement is in **managing the bookings**. Managing bookings from disparate sources can often be cumbersome and erroneous, with bookings and subsequent changes being manually keyed and re-keyed into the mid-office system.

Since the introduction of our integration with QANTAS Holidays and Expedia TAAP we have seen a significant number of agencies implement these automation tools and remarking on **better process efficiency**. Agencies are spending less time completing the manual data entry and even less time correcting any data entry errors.

To expand on this area of automation we are looking to introduce a platform that will increase connectivity and remove complexity. Agencies will be able to leverage the existing workflow and access retrieve bookings from a wider range of suppliers.

The agency ecosystem is constantly evolving and at Tramada our mission is to continue to build the tools for agencies to grow and manage their business. **Automation is the key** to any business and Tramada will take agencies one step closer to bridge the gaps in supplier connectivity.

John Tran, Head of Product Management, Tramada – your technology partner



Hello from Houston!

AGENTS on the #tasteUSA 2016 US Megafam wrapped up their trip with a gala awards dinner hosted at Astoria, one of Houston's funkiest venues.

The participants have travelled the length and breadth of the country, competing in teams to take the best photos which have been showcased on Instagram using the #tasteUSA hashtag.

These pics were taken during the group's final full day in Houston prior to flying back home to Australia and New Zealand on Air NZ's non-stop Houston 777. Lots more pics at facebook.com/traveldaily.

RIGHT: All of the groups posing in front of Houston's famous 'Houston is Inspired' mural by local graffiti artist GONZO247, in the Historic Downtown District.





BELOW: The famil wrap-up included presentations from a number of top US tourism executives. **Pictured** below are, from left: Brad Smyth, Texas Tourism; Mike Waterman from VisitHouston; Cathy Domanico, Brand USA vice president Global Trade Development; Jo Palmer, Brand USA Australia; Brand USA president & ceo Christopher Thompson; and Blair Cottan from Air New Zealand.

LEFT: Team Texas strutting their stuff. RIGHT: Some of the extremely colourful characters on the trip.

BELOW: The agents had a taste of space today, and are pictured in one of NASA's trams at the Johnson Space Centre.









ABOVE: Orlenna Lazzarini from Flight Centre Morningside with some of her special new Houston friends.



RIGHT: Team Maine and Massachusetts.

ABOVE: Svetlana Monastyrsky from Brand USA with Hayden McLaughlin from Flight Centre North Sydney and Andy Hallinan, FC Pyrmont.



AT the event Air NZ's head of leisure sales Blair Catton announced a seasonal bump of frequencies to Houston which will move to a daily flight from 05 Dec 2016 to 05 Feb 2017.

He also announced a major new incentive (*TD* breaking news) giving away two return tickets to the USA every week during Jun - details at facebook.com/groups/ TasteUSAMegaFam.



FJ rejigs Nadi/Vava'u

FIJI Airways is planning to scale back its Nadi-Vava'u service from 14 Aug to 11 Oct, according to GDSs, as overall ops to Tonga drop from two to one weekly.

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.

Outrigger Koh Samui Beach Resort has a Romance Getaway Package for stays up until 23 Dec. Priced from \$257 per night in a Garden Pool Suite the offer includes daily brekkie, spa treatment for two, transfers and shuttle services to Chaweng. Guests who book 14-days in advance receive an extra 20% off. Book the package before 31 Jul HERE.

Save \$800 per couple off Majestic Whale Encounters' seven-night whale swim holiday this August in Tonga. The deal is valid for twin-share bookings made by 27 Jun for tours departing from 23 Aug. Prices start from \$3,691 ppts. For bookings phone 0405 594 253.

Stay midweek at Marty's at Little Beach in Port Stephens NSW before 22 Sep from \$105pp per night or \$210 per couple including dinner at the nearby Little Beach Boathouse. You can book the package HERE.

This winter **Pan Pacific Perth** has accommodation specials priced from \$185 per night including complimentary breakfast Montereys restaurant and, wi-fi and parking. The special price is valid for stays from 01 Jun to 31 Aug. CLICK HERE to enquire.

Metro Apartments Darling Harbour is offering a Winter Warmer Hot Deal from \$199 per night (Sun to Fri) and \$299 per night (Sat) for an apartment for a family of four with complimentary wi-fi. Valid until 31 Jul. To book, photo 1800 004 321.

Ruckomechi Camp

WILDERNESS Safaris has reopened its revamped Ruckomechi Camp this month, located within Zimbabwe's Mana Pools National Park.

Of the ten tented suites eight have reopened and two further family suites will reopen in Aug.

The camp offers views of Zambezi River, complete with a star-gazing deck - see more HERE.

Hawaii arrivals up

VISITOR arrivals to the Hawaiian Islands jumped 3.4% for Apr 2016 compared to Apr 2015.

A total of 700,573 visitors arrived in Apr, with the average days stayed rising 1.8% on the corresponding month in 2015.

Despite these increases, average visitor expenditure dropped 1.1% to \$1.1 billion.

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AYQ Resort marathon

VOYAGES Ayers Rock Resort is hosting its seventh Australian Outback Marathon on 30 Jul. Runners from 21 countries will pound the red dust looking out on Uluru and Kata Tjuta. For more info, CLICK HERE.

Broadway record

A RECORD breaking season has been achieved on Broadway. New York City for 2015-16 with 13,317,980 visitors attending shows, up 1.6% on 2014-15.

The season which ended on Sun saw theatres gross US\$1.373 billion, also a record, up 0.6% over the previous period.

The Lion King ruled supreme grossing US\$102.7 million with other popular sales including Hamilton (US\$74m), Wicked, Aladdin and Book of a Mormon.

Sri Lanka Down Under



SRI Lanka Tourism Promotion Bureau's (SLTPB) three city roadshow wound up in Sydney this week with delegates, wholesalers, travel agents and media joining together for a gala dinner at Sydney's Hilton Hotel.

SLTPB director of marketing Madubhani Perera addressed the crowd, highlighting the importance of Australian tourism arrivals into Sri Lanka.

Q1 arrivals indicate Sri Lanka is on target to achieve its goal of 70,000 Aussie arrivals in 2016.

The event featured a traditional oil lamp lighting ceremony, followed by a keynote address from Mr Lal Raj Wickramatunge, Consul General for Sri Lanka in Sydney, who was joined at the head table by C. L. Gasnawage, Assistant Director Marketing for Australia.

After networking sessions, guests enjoyed a three-course dinner, before several fully hosted trips to Sri Lanka were given away as well as an assortment of Sri Lankan sapphires.



This month Travel Daily, New Caledonia Tourism and Aircalin are giving agents the chance to win a trip to New Caledonia. The prize includes:

- Two return economy class flights on Aircalin
- 5 nights at Ramada Hotel & Suites Noumea staying in a one bedroom apartment
- Daily breakfast
- One week unlimited golf for two at the Exclusiv Golf de Deva + Garden Golf de Dumbea
- Return airport transfers

To win, answer every daily question correctly and have the most creative answer to the final question. Send your entries to newcalcomp@traveldaily.com.au



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Travel





Travel Team Leader

Gold Coast, DOE + Super, Ref: 2216SZ3

Are you a Travel Agent or Team Leader with a proven track record in sales and a desire to drive & train a team? This role is focused on the cruising market & you'll be responsible for mentoring, teaching and training existing & new consultants as well as leading by example, overflow hands on consulting in a non retail environment & ensuring monthly targets are met by individual consultants and as a team.

For more information please call Serena on (07) 3123 6107 or click APPLY now.

Corporate Travel Consultant

Sydney, \$50-66k + Super, Ref: 2290HC1

Have you got an excellent Corporate Travel background? We are looking for candidates with a strong corporate background within travel to work for a leading TMC. You would be putting together complex itineraries for clients and a strong GDS is a must. Excellent fare knowledge will be very beneficial. We are looking for consultants with a strong passion for customer service and you will be generously rewarded for your hard work with excellent career progression and bonuses.

For more information please call Hannah on (02) 9113 7272 or click APPLY now.

Leisure Travel Office Manager Melbourne, Up to \$80k Package DOE, Ref: 2316KF1

Are you an experienced consultant wanting to take the next step on your career ladder? Do you want to work for a boutique agency that offers you opportunity to focus on the products and the team you are overseeing and guiding? This opportunity within retail travel is a chance for you to own the position and develop your career. You will be responsible for managing a team of consultants and will focus on growing your team members and the business, with a company that offers excellent support.

For more information please call Kate on (03) 9988 0616 or click APPLY now.

Travel Consultant

Adelaide, Circa \$50k, Ref: 2260LM4

My clients successful travel business is expanding and is seeking another member to join their reservations team to assist with the demanding and high volume of enquiries/bookings. This is a fast pace working environment that offer continuous support and ongoing training. The suitable candidate will have minimum 2 years recent travel industry experience, personal travel history, experience selling cruise holidays and using a GDS. Located Adelaide CBD and interviewing now so don't delay!

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

Customer Data Expert

Brisbane, \$90k + Super, Ref: 2118KH1

We are on the hunt for a customer data expert in Brisbane CBD to lead by example and champion change. You'll be responsible for streamlining the process of collecting, cleaning, transforming, and modelling data. Your main goal will be to discover useful information, suggest conclusions, and support decision-making. Additionally, as the Customer Data Expert, you'll deliver a unique and sustainable customer data and CRM strategy that will help us retain and grow our customer base.

For more information please call Kate on (07) 3123 6107 or click APPLY now.

Travel Customer Service Consultant

Sydney, \$40-50k + Super DOE, Ref: 2303PE1

My Clients customer support team is made up of experienced industry professional's, who provide the best service and support to their customers. This service can range from answering flight information questions, to managing schedule changes, ticketing and assisting customers with booking changes. I am looking for new team members that have strong GDS skills & airfares knowledge along with patience and understanding to assist passengers with their requests. If this sounds like you please apply.

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

Specialist Wholesale Reservations

Melbourne, \$48k + Super, Ref: 2036TS12

Exciting opportunity for an experienced wholesale travel consultant to join this renowned travel company in their New Zealand tour division as a 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 (03) 9988 0616 or click APPLY now.

Corporate Consultant

Perth, \$50-55k, Ref: 2191LM3

My client, a leading Corporate TMC is looking for an experience Multi-Skilled Travel Consultant to join their expanding team in Perth CBD. If you have strong communication skills, thrive working in a busy environment and have an exceptional eye for detail, then this opportunity is for you! The suitable candidate will have at least 4 years experience as a Corporate Travel Consultant, GDS experience with fares and ticketing knowledge is a must! Monday to Friday shifts only!

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



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Travel & Tourism

Win a trip for two to LONDON, flging Etihas Arways

Major prize sponsored by Etihad Airways and subject to terms and conditions Accommodation sponsored by Innstant Travel and car hire by Avia

Melbourne Networking Night 1st June - 6PM

Travel Daily & Jito Connected Networking Party in Melbourne - 1st June

WIN a trip to London kindly sponsored by Etihad Airways, Accommodation 5 nights sponsored by Innstant Group.

5 nights Car Hire sponsored by Avis & Sponsored event by Travelport, Trafalgar, Insight Vacations, Travel Counsellors, Travel Industry Exhibition.

FREE FOOD, DRINKS, MUSIC, PRIZES & NETWORKING

Register & RSVP on Jito Connected. Set up your profile, including company title, photo. Then visit the event page & you must click (GOING) on the event.



Your attendance will be confirmed subject to availability.