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HELLOWORLD'S wholesale division is set to overhaul its long-running Global Achievers incentive program, which will be replaced with a new 'Global Stars' initiative from next year.

It's the end of an era, with Global Achievers having operated annually for the last 23 years, taking the top performers to locations across the globe including Disneyland California, Kota Kinabalu, Phuket and Queenstown as well as an array of domestic destinations such as Sydney, Darwin, Adelaide and the NSW Hunter Valley.

The change was unveiled to this year's winners last weekend in Honolulu, Hawai'i at a gala event attended by senior Helloworld staffers including ceo Andrew Burnes, executive director Cinzia Burnes, head of branded networks Julie Primmer & group gm wholesale Gregory Lording.

The new 'Global Stars' program will recognise the performance of the top 175 consultants nationally on the basis of sales across all the Helloworld wholesale brands including Qantas Holidays, Viva!

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A flyer from the event obtained by *Travel Daily* promises Global Stars will also receive VIP reservations support, discounts and priority famil opportunities.

Global Stars won't have state winners but will recognise the top 30 international and domestic consultants, the top 15 cruise agents, the top five Insider Journeys sellers and the top five retail agencies.

Network next week

THE next Travel Daily/JITO industry networking night on Tue 25 Oct features an opportunity to win a trip for two to New York.

Limited tickets for the event are still available - see page ten.

Today's issue of TD

Travel Daily today has nine pages of news and photos, plus full pages from: (*click*) JITO networking night

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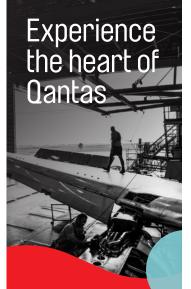


The deadline is October 25th.

APPLICATIONS for the inaugural JAPAN Incentive Travel Awards are now open. Launched by the Japan National Tourism Organization (JNTO), the awards aim to recognise the achievements and efforts of those showcasing Japan as a premium incentive destination to the world. The competition is open to incentive tours that took place between 01 Apr 2015 and 31 Mar with at least 100 room nights. The Grand Prize winner will be flown Business Class to Japan for the ceremony and treated on an exclusive Tokyo famil. Applications will remain open until 25 Oct.

http://incentive-awards-into.com/





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TM ink Ensemble alliance

TRAVELMANAGERS has signed a partner supplier agreement with North American luxury specialist Ensemble Travel Group, opening the way to new product.

Chief operating officer of the home-based group, Grant Campbell said the deal will provide access to specialist products & experiences, boosting personal travel managers' ability to cater to luxury clients.

Campbell said the move will enhance TravelManagers global presence, giving members access to an "increased range of luxury cruising, accommodation, onlocation destination management companies and unique specialty programs around the world".

"We will also have the opportunity to leverage benefits achieved through higher sales volumes, so it's a real win-win for clients and personal travel managers," he said.

Ensemble is a member-owned group of about 850 independent agencies in the US and Canada. Launched locally in Oct 2014, Ensemble has been largely silent until now about its partners.

TravelManagers personal travel managers will receive a full update on the new agreement in a Nov round of state meetings.

"This will be followed by comprehensive product training to ensure personal travel managers are confident and ready to start selling the products for the 2017 travel season," Campbell said.

QH extending hours

HELLOWORLD'S wholesale division will operate seven days per week from next year, with the expansion of call centre hours revealed last weekend at this year's Global Achievers event in Honolulu last weekend.

Attendees were told "we'll be there for you every day of the week" from Jan 2017, with the centre covering Qantas Holidays, The Cruise Team, Sunolver, Territory Discoveries, Rail Tickets, Viva! Holidays and ReadyRooms.

The division's Trip Rewards loyalty program will also undergo some changes, including the addition of points for ReadyRooms bookings from Jan.

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Virgin Voyages firms 3 ships

VIRGIN'S Richard Branson has officially signed a ship building contract with Italian company Fincantieri for his cruise venture, Virgin Voyages.

Originally branded as Virgin Cruises (TD 24 Jun 2015), the human headline said the initial



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three ship fleet will be the first in the world to adopt the clean energy system, Climeon Ocean. Climeon Ocean is promoted as being able to transform low-grade energy into clean electricity.

Last Jun, Branson put the call out for feedback from people to share their thoughts on a new cruise concept, which he said had garnered a response from "thousands of future sailors and travel professionals".

Backed by Bain Capital Private Equity and Virgin Group, financing for the purchase of its three ships will be finalised shortly.

Steel cutting for the first vessel is earmarked for early 2017, with a keel laying to follow in Genoa in the fourth quarter of next year.

Virgin Voyages' maiden vessel will have a capacity of 2,700 "sailors" and will arrive in PortMiami in 2020, offering a range of Caribbean itineraries. More in *Cruise Weekly* on Thu.

(310CT16~26MAR17)

DAILY A380 FROM SYD-ICN

HLO financing vote

HELLOWORLD will hold its annual general meeting in Sydney on Tue 22 Nov. with a formal notice of meeting released on the ASX vesterday.

The agm will consider the re-election of Cinzia Burnes and Garry Hounsell as Helloworld directors, with both retiring by rotation in accordance with the company constitution.

Special resolutions have also been proposed which will allow subsidiary companies AOT Group Limited, AOT Inbound Pty Ltd, ATS Pacific Pty Ltd and Australian Online Travel Pty Ltd to give "financial assistance" to Helloworld Limited in the form of inter-company loans.

Global Stars to Perth

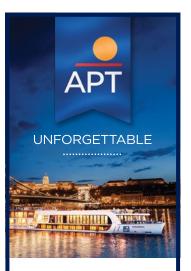
THE first edition of Helloworld's rejigged wholesale Global Stars incentive for top selling travel agents (see page 1) is set to be hosted in Perth next year.



QF Beijing bargain

FLIGHTS on Qantas' brand new Sydney-Beijing service, exclusively revealed by Travel Daily last week, are on sale for the bargain price of \$588 return in Economy class and \$3.088 in Business.

Fares are for travel from 12 Feb-24 Mar. if booked by 25 Oct.



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ONYX entering Australian market

THAI-HEADQUARTERED firm ONYX Hospitality Group has announced its first location in Australia, appointed to manage a new property in Melbourne.

ONYX has been assigned by Singapore's Ascendas Hospitality Trust to manage a new serviced apartment complex within a mixed-use 92-storey development in the Victorian capital's CBD.

The 252-unit Shama Luxe Aurora Melbourne will be spread across levels 10 to 32, with a dedicated street level entrance, lobby, restaurant, lounge and more.

"We are thrilled to announce our first property in Australia, and at being offered the opportunity to manage the serviced apartments component of this iconic Melbourne development under our fast-growing Shama brand," ONYX Hospitality Group president & ceo Peter Henley said.

ONYX has a portfolio of five hotels/resorts and serviced units, with 41 properties located in the Indian Ocean, Arabian Gulf and Asia-Pacific zones.

Brands include Amari, Ozo, Saffron, the soon to launch Mosaic Collection and Shama - in



the serviced apartments space. Pitched at "discerning executives and families seeking more than just a stylish place", Shama spans 'Luxury', 'Upscale' and 'Select Service' fields. Construction of Shama Luxe

Aurora Melbourne (**pictured**) is expected to be completed in the second half of 2019.

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Freestyle Hols sold

TUI Eruera, md of the new owner of Freestyle Holidays (*TD* breaking news) says he sees the deal as an "opportunity to invest and incorporate new technology platforms to accelerate growth".

Eruera is the co-founder and director of B2B booking technology firm The Livn Group (*TD* 28 Apr), and has established Si Travel Group for the Freestyle acquisition from Pinpoint Hols.

Freestyle is now Australia's largest independent wholesaler of travel solutions, with product from across the globe including the license to operate Fiji specialist Rosie Holidays locally.

Eruera said the deal is part of Si Travel Group's strategy to seek growth opportunities in the travel and tourism sector.

He said the purchase would "significantly scale & broaden our expertise in the travel industry and form a solid base for business developments in the future".

Livn Group, whose backers also include Kathmandu Clothing founder Jan Cameron, planned a possible \$22m public float earlier this year, but the proposed transaction was withdrawn at the 11th hour (**TD** 06 May).

Google price tracking

GOOGLE has announced a price tracking function for its Google Flights service, updating users on likely fare increases.

The function allows users to monitor specific flights and claims to help flyers judge the best time to make a booking.

Notifications are sent letting users know the amount a fare is likely to increase, based on past price data for specific routes.



DANIEL the flying duck (pictured below peering out the airplane window) was the star attraction on a recent flight from Charlotte to Asheville.

The bird was on board as an emotional support companion for a woman with post

traumatic stress disorder. Passengers reportedly became smitten with the feathered fellow who boarded the flight in small red shoes and a Captain America nappy.



QF int'l adjustments

QANTAS has today announced it will increase capacity on the Perth-Singapore route on flights QF71/72 from 15 Dec to 22 Jan by upgauging from Boeing 737-800s to Airbus A330-200s, to meet "strong demand" over the Christmas/NY travel period.

QF flights on the Melbourne-Los Angeles route will be scaled back from nine per week to daily (A380) services beginning 30 Jan, but ramped up to 10 per week during the Mar-Apr and Jun-Jul holiday periods.

The MEL adjustment will enable Qantas to bolster its Hong Kong route from the Victorian capital to offer daily Boeing 747-400 flights instead of a mix of 747s and Airbus A330s currently used.





Note7 swap stations

SAMSUNG has set up exchange booths at airports across Australia, allowing customers who own a troubled Galaxy Note7 to swap their device for another phone before boarding their flight.

The customer service points are inside the domestic and international terminals at Sydney, Perth and Melbourne Airports as well as in the Canberra, Adelaide and Gold Coast terminals.

BA shelves Chengdu

BRITISH Airways will suspend its Heathrow-Chengdu route from 12 Jan 2017.

In an official statement the carrier said it regrets having to suspend the thrice weekly route.

"We have a proud tradition of flying to China but despite operating this route for three years it is not commercially viable," BA confirmed.

CTC adds Bali villas

CELEBRATION Travel Company (CTC) is expanding its hotel and resort portfolio by adding luxury private villas in Bali.

The three villas CTC will initially be promoting are: two fourbedroom Seminyak properties Shinta Dewi & Casa Brio and the five-bedroom Villa Le Ga located on the beach at Batubelig.

CTC md, Peter Cooney said adding private villas to the product range was "a natural progression" as they catered well for the ongoing growth they were seeing in multigenerational travel.

CTC holiday packages are commissionable to travel agents at 10%.

EY reduces SFO-AUH

ETIHAD Airways will reduce the frequency of its Abu Dhabi-San Francisco route from daily to thrice weekly on board Boeing 777-200LRs from 01 Feb 2017.



FREE INFORMATION EVENTS Brisbane, Noosa, Perth, Adelaide, Melbourne & Sydney

Maxim team get to the chopper



MAXIM'S Travel held its 2016 staff conference in Ho Chi Minh City, Vietnam over the New South Wales Oct long weekend.

One of the highlights of the weekend was a Mekong River tour which was capped off by returning to Ho Chi Minh by helicopter.

Managing director of Maxim's Travel Chris Goddard said the annual conference was an ideal time for review, to rejuvenate and to reinforce the key messages of the business.

REGISTER NOW!

"We have a fantastic team and our international getaways create and strengthen the bond between the entire team," Goddard said.

Pictured is Maxim's excited group of staff ready for take off.

30th Birthday Sale



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Sebastian fronts AirAsia



AUSTRALIAN Idol's inaugural winner Guy Sebastian has been introduced as AirAsia's ambassador for Australia.

Sebastian will promote the airline by helping to create content as well as highlighting his favourite Asian destinations.

AirAsia X Group ceo Datuk Kamarudin Meranun said, "Music and entertainment are a natural fit for AirAsia and [Guy] joins other entertainers and celebrities to promote our award-winning service," he said.

Sebastian is **pictured** with AirAsia's crew; Kamarudin Meranun (on Guy's left); AirAsia X ceo Benyamin Ismail and (far right), Arik De, AirAsia X Group head of commercial.

IATA forecast growth

AIR passenger numbers are predicted to almost double from 2016 figures to 7.2 billion passengers in 2035, according to a forecast from the International Air Transport Association (IATA). More than half the new

passengers are expected to come from the Asia-Pacific region, while China has been earmarked to be the fastest growing market with a predicted 817m new passengers during the forecast period.

Alexandre de Juniac, IATA's director general and ceo warned if governments continued to raise barriers to trade, growth could be slowed to 2.5% annually, against the predicted 3.7% annual compound average growth rate.

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Niseko upgrades

NISEKO Village on the island of Hokkaido in Japan will launch two all-season lifts on 01 Dec.

The 816m Village Express is the first gondola and chair mixed lift in Japan, while the 250m Upper Village Gondola will link Kasara Niseko Village Townhouse and The Green Leaf Niseko Village properties to a beginner's ski area on the mountainside of The Green Leaf Niseko Village.

In addition, a new 1.2km ski run will open from The Green Leaf Niseko Village and Kasara Niseko Village Townhouse, down the fall line of the mountain.

MEANWHILE, Brewster Travel Canada has completed its CA\$26 million redevelopment of the Banff Gondola and reopened the Rocky Mountains experience.

New additions include an attraction which zones in on the park's ecosystems, new culinary offerings and an expanded rooftop observation deck.

Centre strip Great rates



SureSave research

MORE than one third (36%) of travellers did not purchase travel insurance at the same time as booking their most recent international leisure trip, according to the SureSave 2016 Travel Insurance Index.

The research also uncovered 13.3% of the 1,000 respondents only purchase travel insurance 'sometimes, when they visit destinations that might be risky'.

Talbot Henry, SureSave national sales director, said "We're encouraging agents to remind travellers that, if they purchase insurance at the time of booking a holiday and they subsequently need to cancel due to unexpected circumstances, they are covered at any point between the time of booking and the departure date.

"Having a travel insurance policy allows customers to claim for cancellation costs, as well as rearrangement or extra trip costs," Talbot added.



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Please send your resume and expression of interest to career@spencertravel.com.au



TDF 2017 course set

RACE organisers of the 104th Tour de France have overnight revealed details of the 2017 event which runs from 01-23 Jul.

Next year's course sets out from the German city of Dusseldorf and will also enter Belgium and Luxembourg over 21 days of racing, covering 3,516kms.

New sites & stage cities include Nantua, Eymet, Lam Mure and Mondorf les Bains - **CLICK HERE**.

Klein to BUSA chair

BRAND USA has announced the appointment of Tom Klein as chairman of the board.

Klein is president and ceo of Sabre Corporation & will succeed Marriott International ceo and president Arne Sorenson who joined the Brand USA board in Oct 2012 and served as chair since Jan 2015.

AccorHotels results

ACCOR Hotels has announced its 2016 Q3 revenue of €1,538m was up 1.8% year-on-year.

The hotelier said its increase in revenue was a result of "healthy growth" in the majority of its key markets including the Americas (+19%) and Asia-Pacific (6.9%).

Third-quarter occupancy rates in Britain were strong at 85%, a result of the weak Pound, while business in Belgium dropped 14% as a result of terrorism.

Plaza Prem LHR offer

LONDON Heathrow's first independent arrivals lounge in Terminal 2, Plaza Premium is currently offering travellers access for £14 (AU\$17.23). The fee includes an all day cooked breakfast, wi-fi,

newspapers magazines and TV.



Sales Executive - WA

Join Emirates and tomorrow you could help shape the future of air travel within a vibrant, international environment. Working in Perth, our global network brings the world right to your doorstep.

Reporting to the Regional Manager you will manage the growth of assigned agencies by executing sales activities and recommending new opportunities to expand Emirates market share in WA.

Proven experience in sales within the travel/airline industry is essential, preferably in the Perth market. Previous CRM and management experience at a junior level is desirable. In addition, you must possess good inter-personal skills and a valid local driver's licence.

Applications close on 27 October, 2016. For more information and online application visit emiratesgroupcareers.com using job reference 160001FC.



Cathie Rice wins big at Insight



Ryanair Brexit woes

RYANAIR has dropped its 2016-17 net profit outlook 5% to US\$1.4-US\$1.5 billion due to currency exchange concerns following Brexit.

The low-cost carrier is based in the Republic of Ireland but 26% of its revenue is in UK pounds.

The carrier said while higher load factors and stronger traffic growth will help balance the weaker revenue, it is prudent to adjust full-year guidance. AT THE recent Insight Vacations Top Achievers Awards in Perth, Cathie Rice Travel from Bunbury scooped the lot, winning #1 Travel Agency in Sales, #1 Group Sales and Cathie Rice herself took out #1 Travel Consultant.

Explore Malaysia's underwater world in the

October issue of *travelBulletin*.

CLICK HERE to read

trave **Bulletin**

The doyen herself, Rice, is **pictured** at the awards evening being presented with her accolades from Insight Vacations managing director, Alex O'Connor (left) and Western Australia sales manager, Lee Evanson.

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QH's Global Achievers winners



THE 2016 Qantas Holidays Global Achievers event last weekend in Honolulu, Hawaii was emceed by Shane "Kenny" Jacobson who's **pictured** with Zaia Bazi, Jetaround Holidays.

The big winner on the night was Angela Kaluzyn, who was named the top achiever for FIT & cruise.



This week, Travel Daily, Emirates and Christchurch Airport are offering you the unique opportunity to fly on the inaugural Emirates A380 flight from Sydney to Christchurch departing on 31 Oct 2016 in business class.

From Private Suites and Shower Spas in First Class, to an onboard bar and flat-bed seats in Business Class, to free inflight Wi-Fi throughout the aircraft, the Emirates A380 is as close as it comes to flying in your own private jet. Once you arrive in Christchurch, spend your day sightseeing the best the South Island has to offer and enjoy a lunch hosted by Christchurch & Canterbury Tourism.

Every day this week, one lucky winner will be chosen. For your chance, simply answer today's question and tell us in 25 words or less "Why you would love to fly on the Emirates A380". Send your answers to

emirates@traveldaily.com.au

How many cities in the world do Emirates A380's currently

Queanbeyan City Travel & Cruise took out the award for ACT, with Jenny Cooper's team filling the top four spots for the territory.

EVA, THAI codeshare

EVA Air and THAI Airways have announced a codeshare deal covering both airlines' Taipei-Bangkok flights and EVA's North American connections.

The agreement involves flights to Los Angeles, Seattle, San Francisco, New York, Houston, Chicago, Toronto and Vancouver.

Top Parks into Tassie

TOP Parks has entered the Tas market, adding Discovery Parks Hadspen to its network.

Other new parks include WA's Cheynes Beach Caravan Park and Lake Brockman Tourist Park.

"We're continuing to expand our operations Australia-wide and it's exciting to be attracting new parks of such high quality," commented Top Parks chief executive, Stuart Livingstone.

Sabre ops hub opens

TRAVEL tech provider Sabre opened its brand new Global Customer Support Centre in Singapore earlier this week.

Group vice president of global operations Jean Shaw said the latest addition "deploys business intelligence tools and best practice models to provide fast and efficient customer service from a geographic location and time zone that's convenient for Sabre's APAC customers".

AMEX GBT Australia and Amex TLS Australia will be among the first to use the new global operations centre.

EY Madrid goes daily

ETIHAD Airways will add three Abu Dhabi-Madrid flights per week operated on Airbus A330-200s on 01 Jun, bumping frequency up to daily.



Accommodation Updates

WELCOME to Accommodation Updates, Travel Daily's Wed feature. If your property has undergone some recent changes of which you would like to make the industry aware, send a brief description with an image to accomupdates@traveldaily.com.au.



The 1,120m² Grand Ballroom at Swissôtel Nankai Osaka in Japan has been unveiled following a US\$1.5 million dollar makeover. The events space has new wall coverings, wall to wall carpeting and ceiling paint and has been refurbished. The hotel has also recently redone its Swiss Executive Club floors.



Sheraton Grand Mirage Resort, Gold Coast's Pacific Mirage Villas have a new look. The two-bedroom, two-bathroom villas have an open-plan lounge and dining area, a fully equipped kitchen and a veranda. The master suite is equipped with a Sheraton Sleep

Experience King bed while the second bedroom can be configured to accommodate either two single beds or a king bed.



Ocean Beachfront Rooms, Suites and Family Suites at the Paradis Beachcomber Golf Resort & Spa in Mauritius will reopen on o1 Nov undergone a complete interior rebuild and redecoration. The rooms have been fitted with new bathrooms, fresh colours and

furnishings. In addition, a number of other rooms and suites have been renamed. The rebuild follows on from the 2015 refurbishment of the Kid's Club, main bar and remaining rooms.

Travelodge sold

DEVELOPMENT and investment group, Sing Holdings

has entered into an agreement to acquire the 291-room Travelodge Docklands in Melbourne.

Sold for \$107 million, Sing Holdings has put down a \$5.35 million deposit on the hotel, which will continue to operate under the Travelodge brand.

The purchase, subject to govt approval, is expected by 31 Jan.

Three 3K China routes

JETSTAR Pacific has expanded its presence in Northeast Asia, announcing four new return international services.

From 18 Nov, the airline will operate four weekly flights Ho Chi Minh City-Hong Kong and a new daily Hanoi-Guangzhou will take flight from 01 Dec.

From 02 Dec, Jetstar Pacific will fly between Ho Chi Minh City-Guangzhou five times weekly and Da Nang-Taipei thrice weekly.

Iberia joins JAL/BA/AY

SPANISH carrier Iberia has become the latest airline to join oneworld members Japan Airlines, British Airways and Finnair on their joint venture between Europe and Japan.

The four airlines will now share revenue and cooperate on scheduling and pricing between the two destinations.

Iberia commenced its thrice weekly services from Madrid to Tokyo yesterday.

Element Egypt

ELEMENT Hotels Egypt is set to debut in Cairo's Heliopolis District from early 2019.

The 344-key property, comprised of one-, two- and three-bedroom suites, will be the largest Element Hotel in the Middle East and Africa.

Hotel amenities will include complimentary Wi-Fi a fitness centre, flexible meeting spaces and business centre.



WITNESS the bright city lights with AAT King's brand new Sydney by Night tour.

Departing at 7pm daily, the first three-hour adventure commences from 01 Nov and starts with a journey across the Sydney Harbour Bridge to reach Kirribilli for a photo stop, before moving onwards to the Sydney Opera House, Woolloomooloo

and The Rocks.

Passengers will stop for a pie at Harry's Cafe de Wheels overlooking the harbour, with the tour to wrap up with a drink at The Glenmore, an institution in the Sydney pub scene.

For more information on AAT King's Sydney by Night tour visit www.aat.kings.com or phone 1300 556 100.

Oaks long-stay spike

DEMAND for stays of 28 days or more in serviced apartment accommodation increased by 23.77% in FY16 when compared to the same period the year prior, according to the latest figures by Oaks Hotels & Resorts.

The corporate traveller segment contributed the largest uptick in self-contained accom stays, with Sydney climbing a whopping 41.48% on FY15, followed by Brisbane at 34.95% and Melbourne up 25.75%.

QR to Seychelles

QATAR Airways has announced the new addition of a daily Doha to Seychelles service which is due to commence from 12 Dec.

Virgin hotel for Dallas

GROUND has been broken at the site of the new Virgin Hotels Dallas which is earmarked to open its doors at the end of 2018.

The newbuild will feature more than 200 'Chambers', including Grand Chamber Suites.

Crown update

CONSULAR officials from the Department of Foreign Affairs and Trade have made contact with two Crown Resorts employees who were detained in China last week over "suspected, unspecified gambling crimes".

A third detainee, holding dual Chinese and Australian citizenship, has yet to be seen by Australian diplomats, with Foreign Minister Julie Bishop stating they have made a request to see them "as soon as possible".

"I understand there is still some clarification as to whether it was an Australian or Chinese passport that he entered upon," she said.

A&K Europe discount

CUSTOMERS booking Abercrombie & Kent's nine-day A Tale of Three Cities itinerary, which explores Budapest, Vienna and Prague, will receive up to \$2,100 off per couple.

The offer is valid for travel between 16 Nov and 13 Dec.

Phone 1300 590 317 for more details on the deal.

Finnair A350 XWB SG launch



This month, Travel Daily and Vanuatu Tourism Office, Air Vanuatu and Tamanu on the Beach are giving readers the chance to win a trip to Vanuatu including:

- Five (5) nights run of house accommodation at the newly reopened Tamanu on the Beach including daily a-la-carte breakfast
- Return transfers courtesy of Tamanu on the Beach
- Two complimentary return economy class tickets on Air Vanuatu from Sydney or Brisbane to Port Vila.

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

12. A natural wonder found on Tanna Island, is also featured on Air Vanuatu's

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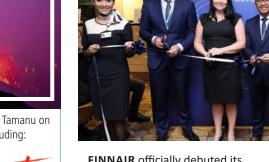
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FINNAIR officially debuted its brand new A350 XWB aircraft on the Singapore to Helsinki route earlier this week.

The inaugural A350 journey was celebrated with a ribbon-cutting ceremony and a meet-and-greet with Finnish Ambassador to Singapore, HE Paula Parvian.

Speaking at the ceremony, Finnair vp global sales Mikko Turtiainen commented "this

moment heralds a new and exciting chapter in Finnair's 92year history".

Pictured at the official launch in Singapore are: Daniel Banens, coo, dnata; Johanna Jakala, vice president brand, marketing and customer, Finnair; Nick Naung Naung, general manager, Finnair Singapore; Mark Brown, AVP SATS; Donald Tan, vp, airline development, Changi Airport.

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Your chance is finally here to move into Wholesale. With multiple roles & multiple companies all throughout Sydney, your chance is finally here to specialise in those destinations close to your heart. You will be working in an experienced, knowledgeable and fun team servicing Travel Agents as well as direct VIP clients in selling exciting travel packages. If you have exceptional customer service skills, a great passion for worldwide destinations, proven sales ability, then go ahead and apply for this dream job! Min 1yr experience & GDS skills.

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SAY GOODBYE TO SALES PRESSURE! CUSTOMER SERVICE TRAVEL CONSULTANTS MELBOURNE (INNER) – SALARY PKG \$56K

Are you sick of not being able to completely focus on your customer because all you can think about is the fact that you need to upsell to reach your targets each month? Say goodbye to the draining sales targets and hello to customer care. You will be the point of call for all customer service enquiries. You will put face to face consulting behind you, speaking to clients via phone and email. With a relaxed office environment and a fantastic team, you will never look back. Minimum of 2 yrs. Travel consulting, with GDS skills a mustl

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