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To start your adventure with the NZ All Stars, just register and log your bookings. To register, just choose the North or South Island and tell us in 25 words or less which island you want to visit and why. Every booking you make earns you another entry, with double entries for shoulder season bookings between Sep - Nov 2016 and Mar - May 2017.

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Travel Daily

First with the news

Friday 23rd September 2016



FLY DIRECT TO TOOWOOMBA

Marriott's takeover of Starwood final nod

THE merger of Marriott Int'l and Starwood Hotels & Resorts Worldwide is complete, with the Chinese Ministry of Commerce - the final hurdle in the sale - giving the take-over the green light.

Upon closing the transaction, "Marriott will solidify its status as the world's largest hotel company," Marriott Int'l said.

The purchase adds more than 1,300 Starwood properties in 100 countries to Marriott's inventory.

American Football tix

USSPORTSTICKETS.COM is highlighting its range of American Football tickets, which can be obtained from just \$40 from its locally owned and operated site.

Purchases are commissionable and transacted in AU\$.

The business is profiled in a special 'Product Supplier' feature on the **back page** of today's **TD**.

IATA pledges flexibility

THE International Air Transport Association says it will take a "working-together approach" in collaboration with travel agents as it develops a new risk management framework to "enable safer selling and mitigate default losses in the BSP".

A statement issued following this week's IATA Passenger Agency Conference in Singapore confirms the adoption of three key pillars of the "NewGen ISS" settlements system, including new travel agent accreditation models, the launch of the EasyPay "voluntary pay-as-you-go e-wallet

payment solution", and optional Global Default Insurance as an alternative to bank guarantees for travel agents.

The fourth pillar is the new risk management framework, which was the subject of a key speech made by AFTA ceo Jayson Westbury (**TD** Wed) who urged a new approach such as real-time reporting of sales so airlines are not relying on data which could be up to 48 hours delayed.

IATA senior vice president Aleks Popovich said a resolution relating to the new risk management framework would proceed to next year's PAConf, to be developed by a joint airline and travel agent working group by early next year "in order to respond to travel agent requirements for flexibility while creating a structure that enables safer selling and greater protection of ticket funds".

JQ shelves WUH/OOL

JETSTAR'S charter flights from Wuhan, China to the Gold Coast will be suspended at the end of the month after Hubei Wanda New Airline Travel Agency chose to discontinue the service at the end of its one year agreement.

The service has been operated on a weekly basis using one of JQ's Boeing 787-8 Dreamliners.

Since its launch, Jetstar has carried 35,000 pax on the route.

China Eastern is plugging the void for passengers in the region wanting to fly to Australia, with plans to commence a Xian-Wuhan-Sydney service starting as early as next month.

Today's issue of TD

Travel Daily today has six pages of news and photos, including a front cover page for **Air New Zealand** plus full pages from: (**click**)

- Travel Trade Recruitment
- USSportsTickets.com

Register for All Stars

AIR New Zealand, Virgin Australia & Tourism New Zealand are reminding agents to register TransTasman flight bookings made with either carrier to be in with a chance to win a spot on its NZ All Stars tour (see **cover page**).

Amazing Asia Sale

Ends 27 September 2016*

*Ends 11:59 (AEST) 27 September, unless sold out prior. Selected travel dates, days and conditions apply.

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Friday 23rd September 2016

EvergreenTours
A World of Discovery

2017 EUROPEAN RIVER CRUISING
NEW FRANCE & PORTUGAL

Back-Roads' first TVC

THE first Back-Roads Touring television commercials will air on in Regional Qld, New South Wales and Victoria from Sun 25 Sep.

A 30-sec and 15-sec version will follow a coach through Italian vineyards, pastures, English coastlines and ancient ruins.

Brand manager Hugh Houston says the launch demonstrates Back-Roads Touring's commitment to exploring new avenues in the advertising space.

"This progression for Back-Roads Touring is very exciting for the team and we're excited to share it with the industry and the world," he said.

CLICK HERE to watch the TVC.

#thenewwu concept

WENDY Wu Tours has launched a 'Booking Asia Made Easy' concept for the trade and brought back the animated Wendy character.

The push aims to highlight the ways the operator helps remove the complexity out of booking and adds value of the holidays.

The new cartoon design, 'Kung Fu Wendy' (pictured) has been modelled on founder Wendy Wu.

Coinciding with the release of 2017 program, the brochure includes seven new Discovery tours and four Deluxe tours.

Visit wendywutours.com.au.



Boxall leaves HLO Mackay

HELLOWORLD Mackay and Mt Pleasant have announced the departure of longstanding md Steven Boxall, who will step down effective 30 Sep after more than ten years with the agency.

ASIC records indicate that despite his departure he is still a director and 21.5% shareholder in the group's parent company Cooney Investments Pty Ltd.

The Queensland agencies

were formerly key Harvey World Travel members, rebranding as Helloworld in a lavish celebration in mid-2014.

Helloworld Mackay also operates the Escorted Journeys touring brand which is a preferred Helloworld supplier.

It is unclear why Boxall is stepping down, with director John Cooney saying he had "left a great legacy of growth and innovation...Steven has done a great job in his time with our business and we wish him well for his future endeavours".

Cooney will "resume the reins" at both agencies, supported by a restructured team (**TD** 09 Nov 2015) including gm sales Matthew Perre and Mt Pleasant store manager Tracey Cole, who are both shareholders also.

Airport strikes loom

MEMBERS of the Australian Department of Immigration and Border Protection will take part in a series of work stoppages from Mon 26 Sep until Sun 09 Oct.

Travellers coming in and out of the country are being warned to expect delays at Australian international airports and cruise ship terminals throughout the period - **CLICK HERE** for more.

More APT info classes

ADDITIONAL Information Sessions have been organised by APT for travel agents and clients in Maroochydore (06 Oct), Glen Waverley (11 Oct), Orange (27 Oct) & at the Perth Expo (03 Nov).

The events are free and will showcase APT's suite of products and destinations, including small ship cruising, Canada & Alaska and domestic touring options.

Space is limited to attend - see aptouring.com.au/infosession.

FCM ANZ contract

FCM Travel Solutions has been awarded the global contract for ANZ Bank, becoming the second largest customer world-wide for Flight Centre Travel Group's corporate division.

"It is a fantastic win for the business," general manager for FCM Australia, James Kavanagh said of the newly inked contract.

"We are very excited to bring on board this flagship customer - an organisation and household name known throughout Australia and New Zealand," he added.

Air NZ SGN relaunch

AIR New Zealand will deploy Boeing 787-9 aircraft on the Auckland-Ho Chi Minh City route for a second season next year.

The twice weekly service will operate from 24 Jun-25 Oct and follows a successful 2016 season.

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Travel Daily

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GTA acquires MTS Globe

GTA has signed off on an agreement to acquire the hotel distribution systems, destination

TP social workshop

TRAVEL Partners says it plans to boost workshop frequencies for network members following a "huge response" to its quarterly social media day in Sydney.

Topics covered included using Google for Business, Mail Chimp and Facebook, Instagram and LinkedIn marketing.

Managing partner Jeff Hakim said the group's agents are keen to leverage off Travel Partners' marketing, "but want control of the individual messaging to consumers, rather than generic head office one size fits all.

"We believe it is important that our network is as familiar with social media marketing tools as they are with using a GDS to drive new business," Hakim said.

management services and IT businesses of one of Europe's largest independent, inbound companies, MTS Globe.

GTA, which supplies product to wholesale partners in Australia, also operates as the travel agent booking site, TravelCube.

The transaction will give Aussie agents access to an expanded range of content, especially hotels and resorts in popular beach destinations in countries such as Turkey, Greece, Portugal, Spain and Mexico.

"MTS Globe's large portfolio in the Mediterranean beach destinations ideally complements GTA's global accommodation and destination services offering," GTA's ceo Ivan Walter said.

Walter went on to say GTA will now become "a one stop shop for city & beach products worldwide" with their customers able to offer more choice to travellers.

New NF turboprop

AN ADDITIONAL Twin Otter is set to join Air Vanuatu's domestic fleet by the end of the month.

On a long-term lease from Capstone Aviation, the plane is undergoing maintenance checks and being painted with NF livery.

Air Vanuatu ceo Joseph Laloyer this week said the carrier planned to lease more of the aircraft-type before the end of the year.

The Twin Otter will be based in Santo and service the northern islands, boosting flight schedules and tourism opportunities.

QF, 9W c'share tick

THE International Air Services Commission has authorised Qantas to vary its Determination on the Thailand route, enabling Jet Airways to codeshare on flights between Bangkok and Sydney.

Qantas will also place its 'QF' designator code on Jet Airways' flights from Bangkok to Mumbai and New Delhi.



Window Seat

A LAWYER is attempting to sue Emirates for \$5,000 in damages after he was seated next to an obese man on a flight from Cape Town to Dubai.

"For nine hours, I had to stand in the aisle, sit on seats reserved for the cabin crew when they were free, and in the final phase of flight resign myself to suffer the 'spillover' of the passenger at my side," he told media.

The grumpy passenger even went so far as to take a selfie (pictured below) as evidence of the conditions he 'endured'.








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*Sale ends 23:59 (AEDT) 31 October 2016, unless sold out prior. Conditions apply.

Friday 23rd September 2016

A treat for the senses at Tetsuya's



MARINA Bay Sands (MBS) Singapore and Sands Resorts Cotai Strip Macao hosted a degustation dinner at the two-hatted Tetsuya's restaurant in Sydney last night.

The evening was an opportunity for visiting representatives to share the latest news on their properties with VIP industry partners, including **Travel Daily**.

Vice president of sales at MBS Singapore Michael B. Lee informed guests that each of the 2,560 rooms across the integrated resort are in the process of being given a facelift.

"Last year we refurbished the rooms in tower three, this year we are refurbishing the other two towers & all of our suites," he said.

"It will be a complete makeover, a whole new look and feel".

Vice president for destination marketing and sales Sands Macao, Ruth Boston proudly spoke of their "newest jewel in the crown", The Parisian Macao which opened just last Tue.

The French-themed, 3,000 room integrated resort features a half-size replica Eiffel tower complete with two viewing decks offering views right over to China.

It is the seventh Sands property to open on Macao's Cotai Strip.

Pictured above during last night's degustation dinner are Sands senior regional sales manager Australia Rohani de Berger with Ruth Boston and Michael B. Lee.

CAREER OPPORTUNITY



Sales and Marketing Executive

Air Mauritius, an international airline, operating out of its base in Mauritius has an exciting and challenging position for its office in Melbourne. A detailed job description is available on the Air Mauritius website <http://www.airmauritius.com/vacancies.htm>

An application form can be downloaded at http://www.airmauritius.com/aboutus/mkexternalvacancy_AU.pdf



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AY adds HEL/SFO

FINNAIR will operate seasonal nonstop services from Helsinki to San Francisco utilising Airbus A330-300 aircraft next year.

The thrice weekly service will run from 01 Jun to 30 Sep and be operated within the trans-Atlantic joint business between Finnair, British Airways, American Airlines and Iberia.

SFO will be AY's fourth US city, joining New York, Chicago & Miami.

The oneworld carrier is also offering a new four weekly route from Helsinki to Alicante in Spain, between 26 Mar-27 Oct.

Charlotte SOE

A STATE of Emergency (SOE) has been declared in Charlotte, North Carolina after riots and looting broke out in the city overnight in relation to the shooting of two black men by police this week.

Australia's Smarttraveller website is advising Aussies to avoid locations where protests and demonstrations are taking place.

The level of advice for travellers has not changed, with Australia advising to continue to exercise normal safety precautions.

Preferred in Sweden

PREFERRED Hotels & Resorts will mark its entry into Sweden in Mar with the opening of 343-room At Six in Stockholm.

Operated by Nordic Hotels & Resorts, At Six will join Preferred's LVX Collection of properties.



Win tickets to TRAVELtech

Each day this week, Travel Daily and TRAVELtech are giving away a double pass to the TRAVELtech conference in Sydney on Sep 27.

Provocative program, fantastic speakers and a great crowd already booked. The countdown is on for TRAVELtech, Australia's leading web travel event, which returns to Sydney next Tuesday, September 27. Don't miss out! Visit

www.traveltrends.biz for program and bookings.

TRAVELTECH

To win, be the first person to send the correct answer to the following question to traveltech@traveldaily.com.au

There is a Fijian hotelier speaking at the event, what is his name?

Click here for a hint



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TIME for networking in Perth



TIME held its second networking function in Perth on Tue as part of its move to promote Australia-wide recognition of the program.

Speakers included Manny Papadoulis, WA bdm at Itours

Australia; Daniella Fahey, industry sales leader WA/NT, Virgin Australia and Robyn Willis Inglis, TIME committee member.

Pictured are: Zoran Panzich, helloworld; Mike Friend, Flight Centre; Daniella Fahey; Salv Silvera, CTM; Robyn Willis Inglis, TIME and Manny Papadoulis.

Plaza Prem Rio lounge

PLAZA Premium Lounge has recently begun operating lounges in South America at Tom Jobim Int'l Airport in Rio de Janeiro.

Plaza Premium Lounge (Int'l departures) and Plaza Premium Lounge (domestic departures) opened last month and Plaza Premium Lounge (arrivals) will open to guests next month.

SpiceRoads new tour

THE Jewels of Persia by Bicycle is the name of SpiceRoads new tour, in the company's 30th destination, Iran.

SpiceRoads is the first international cycle tour company to offer a program in Iran.

For the itinerary, **CLICK HERE**.



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.

Savings of \$312pp are available on **Trafalgar's** 10-day Gladiators Gondolas and Gold family holiday in Europe when booked by 15 Dec, for travel between 04, 11, 18 & 25 Aug 2017. For more info call 1800 002 006.

APT is running a range of SuperDeals to coincide with the launch of its Outback Wilderness Adventure 2017 touring program - **CLICK HERE**.

Book by 15 Jan to access a discount of \$600 per couple on **Albatross Tours'** Black Forest, Bavaria & the Tyrol itinerary - albatrosstours.com.au.

A discount of \$400 per couple is being offered by **Grand Pacific Tours New Zealand** coach tours on select 2016 departures, including Affordable, Solo, Festive, Premium Ultimate Small Group Tours ranging from 8-19 days. Book by 16 Oct at grandpacifictours.com/travel-deals.



VA leads OTP stats

VIRGIN Australia took the lead for Aug On Time Performance (OTP), with the highest number of on time departures at 90.9% and on time arrivals at 89.4%, closely followed by Qantas, at 90.3% and 89.2% and respectively.

Tigerair Australia scored 89.1% for departures and 87.1% for arrivals, while Jetstar was in last place for major domestic airlines at 83.6% and 80.4%.

Virgin also had the highest rate of cancellations (2.4%), followed by QantasLink (1.7%), Jetstar (1.4%), Qantas (1.1%), Virgin Australia Regional Airlines (0.7%), Regional Express (0.5%) and Tigerair Australia (0.1%).

Aug's on time arrivals & dep were higher than the long term average performance for all routes, as were the cancellations.

W Dubai Al Habtoor

THE W Hotels brand has made its debut in Dubai, opening W Dubai – Al Habtoor City.

Rising to a height of 33 stories, the 356-room hotel overlooks the newly built Dubai Water Canal.

Located on the 31st floor, destination restaurant Namu serves a fusion of Japanese and Korean flavours while Level Seven offers Mediterranean cuisine.

The hotel offers a 690m² Extreme Wow Suite, complete with a lounge area, bar, DJ booth, dance floor, catwalk ramp, pool table and kitchenette.

Hawaii virtual reality

A VIRTUAL reality tour experience will be introduced by the Hawaii Tourism Authority, utilising 360-degree footage that drops "visitors" into Hawaii.

The user chooses from the islands of Oahu, Maui, Kauai and Hawaii and is then taken on a tour experience narrated by a local resident.

Hawaii VR will be available for HTC Vive on Steam and at the App store from 26 Sep.

New TMW-BNE flights

REGIONAL carrier Fly Corporate has announced it will launch new weekday services from Tamworth to Brisbane, starting 31 Oct.

The airline will offer eight flights from Mon to Fri northbound and seven southbound, in addition to a Sun evening service.

One way launch fares are \$179 - see www.flycorporate.com.au.

Barossa waterpark

CONSTRUCTION is underway on a multi-million dollar Discovery Parks waterpark in the Barossa Valley.

Spread across 500m², the facility will be one of the biggest caravan park waterparks in Australia.

It's development aims to give families another reason to visit when in the region.



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FJ HKG lounge access

FIJI Airways Business class passengers and Tabua Club members departing on services from Hong Kong will now enjoy access into Hong Kong Airlines' VIP Lounge, Club Bauhinia.

The lounge, located at Hong Kong International Terminal 1, features a business centre, shower facilities, entertainment centre, two private meeting rooms and wi-fi connectivity.

Guests will also enjoy a selection of food and beverages served buffet style.

The menu includes fresh fruits, noodles, Hong Kong-style appetisers, snacks and assorted hot meals.

Mastercard city index

BANGKOK has been recognised as the top destination for international overnight visitor arrivals, according to the latest Mastercard Global Destinations Cities Index.

The study projected that the Thai capital would receive 21.47 million international visitors in 2016, just ahead of London with 19.88m visitors and followed by Dubai with 15.27m.

Chengdu in China was flagged as the fastest growing destination at 20.14% on the prior year, followed by Abu Dhabi (+19.81%) and Colombo (19.57%).

Exodus adds e-bikes

EXODUS has unveiled its all-new 2017/18 Cycling Adventures brochure, showcasing an array of new small group journeys plus electronic bike upgrades on select Euro trips - call 1300 363 055.

NZ visitors climb

VISITORS are heading to New Zealand in droves, with a record 3.36 million people arriving in the year ending Aug 2016 - an increase of 11 percent from the year prior.

Around 221,200 visitors arrived in New Zealand in the month of Aug making it the most successful Aug on record, according to official stats released this week.

NZ Tourism Associate Minister, Paula Bennett, said the "tourism sector is experiencing exceptional growth, with visitor arrivals forecast to grow 5.4 per cent a year, reaching 4.5 million visitors in 2022".

Tas cycling action plan

TASMANIA'S Minister for Tourism, Hospitality and Events Will Hodgman has announced plans to develop a Cycling Tourism Strategic Action Plan.

A three-prong approach to support cycle tourism in the state has been identified which will see: trails and routes consolidated, a marketing plan put in place and an upgrade in infrastructure and services to provide the best experience for those visiting Tasmania to cycle.

WS/HU codesharing

WESTJET has penned a codeshare agreement with China's Hainan Airlines.

The pact will see the 'HU' code placed on WestJet operated flights to and from Calgary, Toronto, Vancouver, Victoria, Kelowna, Prince George, Edmonton, Regina, Winnipeg, Ottawa, Montreal and Halifax.

Le-Meridien Paris

LE MERIDIEN Etoile in Paris has undergone a multi-million dollar refresh of its premises.

Guestrooms, suites and public spaces have all been upgraded, revealing a fresh new look.

The Jazz Club Etoile has also been transformed, placing emphasis on bright colours and vintage furniture.

Technology Update

Today's Technology Update is brought to you by Amadeus IT Pacific.

Pre-trip - the best time to sell, sell, sell



You might remember I recently introduced the concept of harnessing the buyer life cycle. We have

been exploring this through our website and our annual event series - [Discover Amadeus](#). Here is the next phase - pre-trip.

Your customers have booked, and that's it until they want to book their next holiday, unless something goes wrong - right? In fact the pre-trip stage offers a big opportunity to upsell or cross sell to your customers, and in the process show them your value as an agent. According to our recent study with [Frost and Sullivan](#), it is also the second key stage when travellers are most open to purchasing - except instead of airfares, it's the little extras. Technology can help you surprise and delight your customers by improving their holiday experience and adding to your bottom line in the process.

At Amadeus, we can provide your customers with a range of [hotel](#) and car options; insurance and transfers. You can provide them with access to their itinerary, including any changes, as well as a range of destination information and even a link to online check-in, all via Amadeus [Checkmytrip](#).

Many of these value-add opportunities or additional services might seem small, but represent a key engagement with your customers at a crucial point in their buying cycle. It can result in additional revenue and increased customer satisfaction and loyalty. To discover more [click here](#).

Tony Carter, Amadeus IT Pacific

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The prize is a trip for two including:

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rail@traveldaily.com.au

Q17. What is the name of the highest class of seating on Eurostar?



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

Travel Industry Marketing Coordinator

Brisbane, Competitive Base Salary, Ref: 2490SZ1

If you are looking for career progression and career development whilst working for a company that has huge potential for growth, then look no further. We are looking for an experienced marketing professional (coordinator or assistant) that has proven experience in ensuring marketing campaigns are successfully implemented with a strong eye for detail and an inner creative flair. Your software knowledge will include but not limited to PhotoShop, InDesign and social media platforms.

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

Wholesale Travel Consultant

Melbourne, Competitive Salary, Ref: 1930KF2

Are you looking for a new challenge in the industry? Want to move to wholesale travel? I have the opportunity for you to join a global, market leading company within their wholesale team and make some excellent money! If you are great at sales and can provide an excellent service then this could be the move for you! Booking international travel packages; flights, accommodation and land based products and offering a fantastic service to all customers, a chance to move from face to face sales.

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

Leisure Travel Consultant

Adelaide CBD, \$48k + Super, Ref: SO9999

This exceptional and exciting company are looking for someone to join their team and this person will enjoy all the benefits of working with one of the busiest city agencies. This is a great role for an experienced consultant and you will be selling cruises, groups, FIT and you will enjoy working in a fast paced, buoyant organisation where a key element of the position is working together in a strong team environment. You will have a good general knowledge of worldwide destinations.

For more information please call Sarah on (08) 6365 4313 or click [APPLY](#) now.

Corporate Fares/Ticketing Expert

Sydney, Up to \$65k + Super DOE, Ref: 2496PE1

Awesome Opportunity for an Airfares Expert to join a leading ultra premium travel company based in Sydney. You will have knowledge of travel sales, fares departments, reservations and ticketing to enable you to deliver top quality service. You will have confidence with Sabre, know your way around fares and prices and be of a technical mindset to produce the best fares. My client loves challenging their team and rewards success, this award winning agency is waiting to hear from you.

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

Wholesale Travel Consultant – South Pacific

Brisbane, OTE \$60k First Year, Ref: 2363SZ2

If the Sth Pacific is your passion and you have travelled the region, why not specialise in what you love to do! This is a great opportunity for an experienced travel consultant to join the expanding team in this leading wholesale operator. You will be creating bespoke holidays by providing exceptional customer service to both travel agents & direct consumers. You can enjoy long term career progression, recognition for your efforts and family trips to destinations off the beaten track.

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

Senior Travel Consultant

Warragul, Attractive Salary + Super, Ref: 2475HC12

This travel agency based in Warragul is known for its excellent customer service and their holidays to a wide range of destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers. The role of the Senior Travel Consultant will be diverse and fulfilling as you provide itineraries for both international and domestic destinations. The role will be heavily customer service focused offering your expertise on worldwide holidays.

For more information please call Hannah on (03) 9988 0616 or click [APPLY](#) now.

Team Leader

Adelaide, Circa \$50k + Super, Ref: 6666SO

We are recruiting a team leader to compliment their existing team. This organisation truly believes in rewarding and recognising its loyal staff, and the longevity that it creates within its staff, speak for itself. You will be an experienced international leisure consultant and will be working closely with clients to manage all areas of their travel requirements. You will be interested in moving into a supervisory role where you will be involved in managing and motivating staff.

For more information please call Sarah on (08) 6365 4313 or click [APPLY](#) now.



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Experience the excitement and roaring atmosphere of an American Football game... and don't forget to grab a hot dog, fries and a beer! Tickets on sale now from \$40 AUD.

Boasting the biggest following of the four major sporting codes in the USA, American Football games average in excess of 70,000 fans a game, playing in some of the world's largest venues. The atmosphere is electric! In the professional NFL, the Kansas City

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