

from the Business Publishing Group.

Thanks for an incredible 2018, which has seen new readership records set for *Travel Daily* and *travelBulletin*, the launch of a regular third issue of *Cruise Weekly* and the debut of *Travel & Cruise Weekly*.

Wishing all our readers an amazing 2019. We are looking forward to a great year ahead with exciting things happening including...











www.traveldaily.com.au Friday 21st December 2018

Merry Christmas!

TODAY is the final edition of Travel Daily for 2018, with the team taking a break over the festive season

Travel Daily wishes you a merry Christmas & a happy new year, and will return with our next issue on 02 Jan.

Win with Club Med

THERE'S still time to be in the running for this month's Travel Daily competition with Club Med, with entries closing on 31 Dec.

A Club Med holiday for two in Asia or the Indian Ocean is up for grabs, including a five-night stay at a resort, gourmet meals, an open bar and a range of included sports and activities.

For details on how to enter, see page five of today's Travel Daily.



AFTA NSW comm push-back

PROPOSALS by the NSW Government which would force travel agents to disclose margins and commissions have been comprehensively rebutted by the Australian Federation of Travel Agents, which has made a formal submission in relation to the "Better Business Reforms" options paper currently being considered by state officials.

Proposed amendments to legislation would capture travel agents along with real estate agents, accountants, product comparison websites and mortgage brokers, with AFTA noting that the travel industry

Qantas seeks Japan

seven frequencies per week on its

Japan route to Haneda Airport.

15 Dec 2019, and the IASC has

The current allocation expires

invited other carriers to apply for

additional capacity on the route.

Today's issue of TD

Travel Daily today has five

pages of news and photos, a

cover page from the Business

Publishing Group team, plus a

Travel Trade Recruitment

full page of jobs from:

QANTAS has applied to the

The International Air Services

Commission (IASC) to renew

is "starkly different to other intermediaries" listed in the consultation paper. "Consumers recognise the

value that is provided by travel agents' experience and expertise to achieve for them the best possible travel outcomes." the AFTA submission notes.

"It is well understood in the community that travel agents work on a commission basis that, in operation, reflects the traditional business margin applied across the retail sector."

The full submission is available online at afta.com.au.

lounge at Rome's Leonardo da Vinci-Fiumicino Airport.

EK operates double daily flights from Rome to Dubai, with the new lounge located in a more convenient part of the terminal than the previous facility.

The lounge officially opened today in departure terminal 3, close to gates E22-24 and has

All EK First and Business Class customers as well as Skywards Platinum and Gold members can access the lounge, while Silver and Blue level members of the loyalty scheme can also enjoy the lounge with paid access.

Yet another lounge

EMIRATES has opened a new

capacity for 162 customers.

Got what it takes to lead a team?

We're not your typical news publishing company so we're not looking for a typical employee. We're after a motivated, charismatic and nimble Team Leader for our editorial team.

Yes you'll be able to hunt down a story, smash deadlines and your copy is solid but you'll also be adept at leading the best bunch of journalists in the business.

Got several years of prior experience and what it takes to succeed? Come join the Business Publishing Group and be a part of a winning team.

Apply at jobs@ traveldaily.com.au before 21/12/18







TD Sustainability Summit next year

THE Business Publishing Group is proud to today announce the inaugural Australian travel industry Sustainability Summit.

We're aiming to encourage the industry's ongoing efforts to make a global impact.

The one-day event in Sydney will see industry suppliers, operators, agency groups and other stakeholders take part to share best practices, learn from each other and examine key issues such as overtourism, single-use plastics, non-exploitative product development, sustainable cruising and aviation practices and how the industry can continue to make a difference.

For more info on participation email summit@traveldaily.com.au.





Memorable journeys

At SriLankan Airlines Business Class, we transform every journey into a luxurious experience. Immerse yourself in luxury onboard our A330-300 Aircraft, flying daily non-stop from Melbourne to Colombo.

m srilankan.com



Friday 21st December 2018

A new publication for travel and cruise lovers



SUBSCRIBE NOW

LGW drone chaos

LONDON Gatwick Airport remains closed today following the sighting of illegal drones near the runway, causing significant flight disruption.

All airlines have had to reroute services, while the situation is under constant review, with LGW COO Chris Woodroofe unable to say when flights would resume.

Detective Chief Superintendent Jason Tingley, from Sussex Police said based on currently available information the incident is not terrorism-related.

The UK Civil Aviation Authority said it considered this event to be an "extraordinary circumstance" and airlines were not obliged to pay any financial compensation to passengers affected.

An estimated 100,000 travellers have been impacted already, with authorities saying the drone intrusion was highly targeted and designed to cause maximum disruption prior to Christmas.

Hotham, Falls Ck to Vail

AMERICAN snow field giant Vail Resorts is set to further expand its Australian portfolio with the acquisition of Victoria's Falls Creek and Mount Hotham resorts.

Vail has been on an acquisition spree in recent years, establishing a presence in Australia through the purchase of Perisher Valley three years ago (TD 31 Mar 2015), followed by the acquisition of other properties including Canada's iconic Whistler (TD 09 Aug 16), Stowe Mountain Resort in Vermont, USA (TD 24 Feb 2017) and most recently Washington's Stevens Pass Resort (TD 16 Aug).

The company's portfolio also includes its foundation resorts in Colorado, while the Vail "Epic Pass" annual ski pass product gives access to additional properties in Europe and Japan.

Mount Hotham and Falls Creek are set to be purchased from Merlin Entertainments for about \$120 million, according to today's Australian Financial Review.

Merlin, which has a range of Australian assets including Madame Tussaud's and Wild Life Sydney, purchased the Victorian ski resorts eight years ago (TD 07 Mar 2012) as part of its takeover of Living and Leisure Australia.

If the Vail acquisition of the properties is confirmed it will be a continuation of the company's strategy to boost the pool of regular skiers across the globe who are encouraged to buy the Epic Pass product each year.

SQ meal pre-orders

SINGAPORE Airlines has become the first airline to offer network-wide pre-ordering of meals for premium passengers.

Customers in Suites, First and Business Class can pre-order main courses from their flight's menus, with plans to expand the offering to Premium Economy shortly.

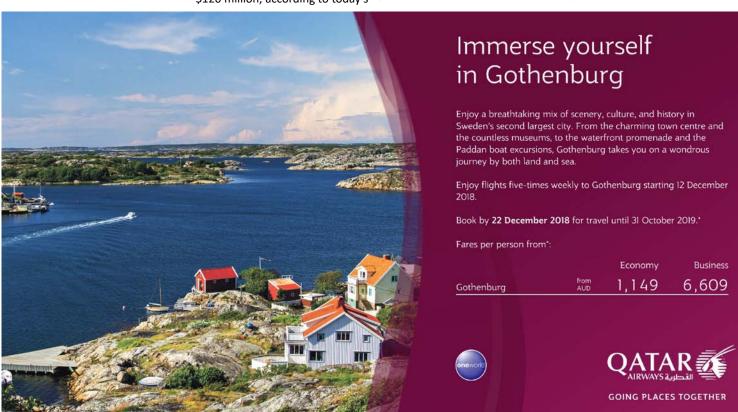
Bestjet collapse fallout continues

THE administrators of the collapsed Bestjet (TD Wed) have confirmed they are undertaking investigations into the company's affairs and dealings.

The OTA ceased operating abruptly earlier this week, with all ticketing believed to have been turned off on Tue morning after it defaulted on a BSP payment, with IATA estimated to be owed more than \$10 million at this stage.

Other major creditors are believed to include the company's credit card processor IntegraPay, while the travel plans of thousands of consumers are also expected to be impacted.

Pilot Partners has told customers to contact airlines to confirm bookings, request refunds from financial institutions or travel insurers, or become an unsecured creditor by emailing details of moneys owed to bestjetgroup@pilotpartners.com.au.



* Offer valid until 22 December 2018, unless sold out prior. Fares quoted above are the lowest adult return prices per person including taxes, fees, and airport charges. Economy Class fare quoted is for departures from Perth. Economy Class fares are valid for departures between 15 January – 8 April 2019, 23 April – 6 June 2019, and 1 September – 31 October 2019. Business Class fares are valid for departures between 15 January – 31 October 2019. Other sale dates may be available. Other sale fares are available from Sydney, Melbourne, Perth, Canberra, and Adelaide. Fares may vary due to currency or tax fluctuations. Seasonal and weekend surcharges may apply. For all other terms and conditions please review at time of booking.



Friday 21st December 2018

Find out where luxury and romance go hand in hand. Read more in the December issue of travelBulletin.

CLICK to read travelBulletin

Wendy Wu hails year ahead



WENDY Wu Tours recently gathered in the city of Xi'an with staff from Australia, New Zealand, the UK and China to celebrate the company's annual global leadership summit.

The extravagant four-day event included team-building activities such as an amazing race around the historic sites of the ancient metropolis, as well as a gala

dinner and awards event to recognise the company's best performers.

"This year was very special as it coincided with our 25th anniversary, and to have celebrated in Xi'an with our China office was truly memorable," said company founder Wendy Wu.

The Wendy Wu team are **pictured** at the gala dinner.

Cruise sustainability

CRUISE Lines International Association this morning announced an "historic global cruise industry commitment" to reduce carbon emissions across the worldwide passenger cruise fleet by 40% by 2030.

Progress towards the 40% target will be measured against a 2008 fleet baseline, with rates calculated based on total berths and total distance travelled.

CLIA will report annually on the industry's progress towards the commitment, which is the first combined environmental initiative to be undertaken by CLIA's membership worldwide.

The reduction will be fuelled by innovation in ship design, including the expanding number of vessels powered by liquid natural gas, with CLIA Australasia MD Joel Katz saying "no industry has a stronger interest in protecting our oceans than cruising".

Window Seat

AND you get an airport, and you get an airport, and you get an airport!

A councilwoman in the United States is proposing to rename the Nashville International Airport after TV icon Oprah Winfrey, citing an opportunity "to recognise someone of Oprah's stature".

However the idea has hit a snag, with airport officials claiming a person must be deceased for at least two years to be eligible for such an honor.

Meanwhile the proposed Dr Phil-branded Capitol Building is severely lacking public support.



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Advertised fares are for Business and Economy Class return travel departing from Melbourne inclusive of taxes and surcharges, correct as of 11 December 2018, subject to currency fluctuation and availability. Offer ends 18 January 2019. Business and Economy Class fares to Asia are for travel commencing between 15 January and 28 March, 16 April and 13 June, 9 July and 12 September, and 1 October and 30 November 2019. Esonomy Class fares to Europe and the United Kingdom are for travel commencing between 13 January and 10 December 2019. Economy Class fares to Europe and the United Kingdom are for travel commencing between 13 January and 27 March, 14 April and 31 May, and 23 September and 30 November 2019. Economy Class fares to the Indian Subcontinent are for travel commencing between 13 January and 31 May, and 30 September and 30 November 2019. Economy Class fares to Africa and South America are for travel commencing between 13 January and 31 May, 8 August and 11 September, and 23 September and 30 November 2019. Economy Class fares to the Middle East are for travel commencing between 13 January and 31 March, and 24 September and 30 November 2019. Higher levels apply for other travel periods. Flight restrictions, day-of-week surcharges, inbound blackout periods, amendment and cancellation fees apply. Additional travel periods, destinations and fares available from Adelaide, Brisbane, Sydney and Perth. Further terms and conditions apply. For full terms and conditions, please refer to your GDS, visit emiratesagents.com/au, or call Emirates on 1300 303 777. Offer subject to change.

CORPORATE UPDATE

Fugro and ATPI sign deal



GEO-DATA specialist Fugro and ATPI recently formalised a new agreement for global travel management services, following a bid process between a number of travel management companies over a 12-month period.

Fugro awarded the contract to ATPI based on its "marine and energy sector expertise, specialist tools and processes, and a wellbalanced service contract".

ATPI will manage travel for scientists, engineers and ship crews operating in both on and offshore sustainable construction and infrastructure projects.

"ATPI's technology enables

us to reduce travel costs, using a centralised and efficient buying process that gives us more control over our total travel spend," said Fugro Global Category Manager Lea Versteeg.

"We look forward to a successful partnership."

The global agreement commences on 01 Jan 2019.

Pictured are Erwin Hoogeveen, Global Director Human Resources, Fugro; Marc Lammens, Managing Director, ATPI; Lea Versteeg, Global Category Manager, Fugro; Jochem Hemink, Head of Sales Europe and Asia, ATPI.

Face-to-face wins

MORE than three quarters (78%) of businesspeople prefer meeting face-to-face to using technology-enabled communications such as video-conferencing, according to research conducted by Carlson Wagonlit Travel (CWT) and recruitment specialists Ambition.

"Business travel has long been viewed as a controllable or discretionary spend, when in fact there are many instances where it should be looked upon as a strategic investment to fuel business growth," said CWT MD Asia Pacific Bindu Bhati.

CLICK HERE to read the study.

Single click booking

ARTIFICIAL Intelligence
(AI) powered engines will see
"one-click" booking capability
introduced for business travellers
in the next two years, suggests
FCM Travel Solutions Regional
Director Mike Dudarenok.

Dudarenok added it wouldn't be long before Al-powered tools that business travellers were using for trip planning, presented itinerary options that combined personal and business commitments.

"This AI capability of the future is going to save travellers between five and up to 20 minutes every time they book travel," he said.

CORPORATE CHATTER

with Tony O'Connor

That Was the Year That Was

IF I had to describe the business travel industry in 2018, the words would be consolidation, technology and fragmentation.

Globally, the two big events
were Amex GBT buying HRG, and
very recently, Travelport being
bought by two private equity
firms. The latter is a throw of the
dice since private equity strategy
can be anything from keep and
improve to break up and sell.
Locally, we saw CTM buy the
TMC portion of Platinum, and
Helloworld's
purchase of the
Magellan group.

Magellan's

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sale was a tad controversial since it had earlier established itself as a breakaway from the major buying groups.

gained acceptance from corporate travellers?

For online booking tools (OBTs) it was a case of steady enhancement rather than big leaps forward. AI became the shiniest thing in the OBT shop window, although it is perhaps more valued by the OBT suppliers than by the travellers. However, the big breakthrough of OBTs being able to handle complex int'l bookings, potentially replacing TMCs, is still some years away. Of course, the major tech event in the supply chain was the forward march of NDC. Exactly how this IATA driven set of protocols will manifest into new inventory platforms is uncertain, but it is very possible that agents and TMCs will need high NDC capability to offer full competitive inventory within a few years. Blockchain, on the other hand,

remains a good conference topic

but of no immediate import. Globally and locally, TMCs are starting to differ in their "build or buy" technology strategies. For example, CTM is pursuing a path of building its own OBT and other systems, whereas most of the market is sticking with an IT insourcing model. Amex GBT, with its purchase of the major Euro-based OBT KDS, is playing both games. It's interesting to reflect on Flight Centre's journey here, shifting in recent years

from the build model back to the buy approach. Regarding fragmentation, Uber, Airbnb and their like gained acceptance from corporate travellers and therefore

travel managers. The process of incorporating them into the managed travel booking process is in its early stages. The main issues are still booking, reporting, policy compliance and duty of care. We saw two TMCs manage public challenges and the resulting PR issues well. The incidents brought the general themes of transparency and probity to the fore, and I would expect TMCs to compete by demonstrating their good practice more in the future.

On the operational front, the reducing pool of experienced corporate booking consultants was the main issue, for TMCs and their clients. Globally, business travel spend increased by an estimated 7.1% compared to 5.8% the previous year. Total global spend is sitting at US\$1.42 trillion annually. On that note, I wish you all a great Christmas.



Tony O'Connor is the MD of Butler Caroye, Joint-CEO of Airocheck, and the Director of the GBTA in Australia and NZ.

American webcast

AMERICAN Express plans to host a live audio webcast of its earnings conference call on Thu 17 Jan to discuss fourth quarter and full-year 2018 financial results.

The live audio webcast will be accessible through the American Express website **HERE**.

Europcar partnership

EUROPCAR Mobility Group has entered a new strategic alliance with ECO Rent a Car in India.

The partnership allows customers to purchase all-inclusive packages outside of India throughout the Europear network as well as access ECO's services in India.



Friday 21st December 2018

Emirates Hub app

EMIRATES has developed an app called the Hub Monitor to reduce delays associated with aircraft turnaround at Dubai International Airport.

Emirates' operational staff in Dubai use the app to share and monitor real time information on the activities carried out to prepare an aircraft for departure.

MEANWHILE, the carrier has taken delivery of the final Boeing 777-300ER aircraft on its books.

The A6-EQP is the 190th Boeing 777 aircraft to be delivered to Emirates, the world's largest operator of Boeing 777 aircraft and the only airline to have operated all six variants of the Boeing 777 family.

Hotel hotspots 2018

RESEARCH conducted by Oantas Hotels has revealed that Melbourne was the most popular domestic destination for hotel stays in 2018.

Taking out top spot in the city was The Crown Metropol Melbourne, according to booking data from Qantas Hotels.

The top selling hotel destinations for Aussie travellers on the international front for the year was Hawaii and Bali.

Hilton Hawaiian Village Waikiki Beach Resort proved the most popular hotel with Aussies in 2018, while Bali Garden Beach Resort took out second spot.

Emirates One&Only Wolgan Valley was the top luxury choice.





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

Evergreen Cruises & Tours is offering an eight-day Nice to Lyon cruise from \$3,945 per person, with savings of up to \$2,300 per couple if booked by 11 Jan. CLICK HERE for more.

Save 15% on Extreme Bike Tours' Himalayan adventure in 2019. CLICK HERE for more information.

Travellers can save up to 20% on USA Hop-on Hop-off Busabout passes, 12% on Busabout Small Group Adventures including the Croatia and Balkan Sailing options and 10% off everything else when quoting #HOHOHO. The sale is valid until 27 Dec, call Busabout on 1300 287 226.

Cycling tour operator, **Tour de Vines**, is offering a pre-Xmas bargain on an eight-day cycling tour in Cambodia. Travellers can save 20% on bookings made before 31 Dec. Call Tour de Vines on 1300 665 330.

Back-Roads Touring is offering travellers a chance to save up to \$669 per couple on 2019 European and UK travel. The sale ends on 28 Feb, CLICK HERE for more info.

The Westin Resort Nusa Dua in Bali is having a 20% off early-bird sale for 2019. Bookings need to be made before o8 Jan, CLICK HERE for more info on the property.

Travellers can save 10% or pay no solo supplements for a 16-night Arctic expedition cruise with Adventure Canada. Bookings need to be made before 19 Jan. Call 1800 507 777 for further information.

DoubleTree Montreal

DOUBLETREE by Hilton Montreal has opened its doors to the public this week.

The newly-renovated 595-room property features a 24-hour fitness centre, a heated indoor pool, a sauna and large meetings and events spaces.

"With location in the heart of the Quartier des Spectacles, Montreal's entertainment district. this investment aims to...reflect the spirit of the district within its walls," said DoubleTree by Hilton Montreal General Manager Bernard Chenevet.

Bench Africa comp

BENCH Africa has advised that Travel Daily's Bench Africa & South African Airlines Nov competition winner will be selected in Jan.

Bench Africa has also added runner-up prizes due to the high quality of entries received.

Keep an eye out for the notice in Jan 2019.

Air NZ, Te Matatini

AIR New Zealand has signed a strategic alliance agreement with Te Matatini Society to develop and showcase the Te Matatini kapa haka (Maori performing arts) festival.

Under the deal the two organisations will work together to promote the festival to new audiences in New Zealand and around the world.

In 2019 the event will be held in Wellington from 20-24 Feb.

La Reserve ice rink

THE La Reserve Geneve Hotel & Spa in Switzerland has installed a private ice rink and Christmas market-style winter chalets for the holiday period.

The new attraction offers guests hot mulled wine, blankets to keep warm, and holiday treats such as crepes, waffles and oysters.

The skating rink is for the exclusive use of hotel guests between 10.00am and 8.00pm and will close 03 Feb, 2019.



Club Med loves Christmas whether it's in the sun or in the snow! So to celebrate the festive season, they're giving agents the chance to win a stay at the Club Med resort of your choice in Asia or the Indian Ocean.

The all-inclusive prize includes:

- Five nights for two people in a superior room at the Club Med resort of your choice in Asia or the Indian Ocean
- Gourmet meals and all day snacking
- Premium open bar including beer, wine and cocktails
- A wide range of included sports & activities
- Nightly entertainment

To win, tell us in 25 words or less which Club Med resort you'd love to go to for Christmas and why. Send your entry to clubmed@traveldaily.com.au

info@traveldailv.com.au

Travel Daily

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994. Travel Daily is Australia's leading travel industry publication

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Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldailv.com.au.



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Working in partnership with the Australian Travel Industry

Corporate Travel Team Leader

Sydney, High Salary + incentive, Ref: 3268SJ2

I am looking for an experienced travel industry professional to join this award winning TMC. If you have a solid corporate travel background & managerial experience then this could be the career opportunity you have been waiting for. You will be responsible for any operational issues involved in the travel booking procedure as well as closely working with a team of experienced consultants mentoring & managing their progress within the company. TMC experience required. Do not delay, apply now!

For more information please call Sarah on (02) 9119 8744 or click APPLY now.

Inbound Groups Travel Consultant

Sydney, Up to 55k + Super, Ref: 1724JB1

Our client is seeking a Travel Groups Consultant for their office based in Sydney CBD! The ideal candidate will have experience organising travel for groups of travellers, negotiating group rates with various hotels, airlines and ground operators and using their exceptional attention to detail to ensure all aspects of the trip are booked accurately. Must have experience with inbound travel and speak French fluently. The successful candidate will receive a competitive base salary plus super.

For more information please call Jacqueline on (02) 9119 8744 or click APPLY now.

Travel Consultant

Gold Coast, \$40-50k + Comms, Ref:1347CGA1

An exciting role within the retail sector has just opened up which is ideal for those looking to make a change in 2019 and further their career within the travel industry. Based in the Gold Coast, you can look forward to servicing high end clientele and constant enquiry. You will have exceptional customer service as well as the confidence to work both independently and in a team environment. An experienced consultant hungry for success will flourish in this environment. Get in quick!

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

Sales Support

Melbourne, Up to \$50k + Super, Ref: 3781HC1

Are you looking for something a little different in the travel industry? We have a great sales support role available with a leading travel company. This highly successful travel company are looking for a fantastic sales support assistant. We are looking for a consultant who is willing to be flexible in their work place and keen to learn the ropes. This is a dynamic, busy, fun environment where no days are the same, offering a multitude of different tasks are yours to sink your teeth into.

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

Corporate Business Development Manager

Sydney, Salary to \$100k + Comms, Ref: 3760PE1

Do you have a sound understanding of Corporate Travel Sales, Business Development experience and a proven sales record? This boutique travel company are looking for a Business Development Manager to assist with their ongoing expansion across the travel market. Previous sales experience & confidence along with a drive to sell will be awarded. You'll consider yourself a persistent, results-oriented professional, with a desire to work with the corporate market & develop excellent relationships.

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

Sales Manager

Sydney, \$70k + Bonuses + Comms, Ref: 7139AJ2

With a friendly and social work environment, this is an exciting opportunity for an enthusiastic leader to join a well-established team in a rapidly growing company within their flagship store in the heart of Sydney. Lead the team to success while being in charge of the smooth day to day operations of the store. Enjoy working with a varied product offering to clients without the need to use any GDS. Sell a wide range of activities within Australia, NZ and the Pacific Islands direct to clients.

For more information please call Antony on (02) 9119 8744 or click APPLY now.

Africa Travel Expert

Melbourne, \$50-\$60k + Super, Ref: 3798HC1

Africa destination specialists say hello to your dream travel job! If Africa is your passion & you have travelled the region extensively, why not specialise in what you love to do! This is a fantastic opportunity for an experienced travel consultant to join the expanding team in this leading, award winning luxury tour operator based in Melbourne. You will be creating bespoke holidays and luxury travel to Africa1-2 years working as a travel consultant and excellent Africa destination knowledge.

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

BDE | Travel/Cruise QLD

Brisbane, Salary Package + Bonus, Ref: 4001AW1

This cruise & travel company are looking for an experienced BDE to join their team to promote their product in QLD! Ready to cruise into a NEW role? You will be working for a brand that is going from strength to strength and experiencing growth unlike ever before. BDE is directly accountable for the generation of increased passenger numbers and revenue from assigned geographic areas. APPLY NOW: if you have extensive knowledge of key partners in travel, with special focus on cruising.

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



Find your ideal travel job at www.TravelTradeJobs.com.au online... on mobile... in branch









