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## Kings' guarantee

AAT Kings has announced it will offer 100% definite departures across all of its Guided Holidays and Inspiring Journeys portfolio for trips departing before 31 Mar.

"Our agent partners now have the extra drive and appeal to lock in our guided holidays," AAT Kings managing director Hans Belle revealed yesterday.

The tour operator is also offering a 10% early bird discount for any definite New Zealand Inspiring Journey trips booked and paid in full before 31 Jan.

## Today's issue of TD

Travel Daily today has five pages of news and photos, a front cover page for **Silversea Cruises** plus a full page from:

- Travel Trade Recruitment

### TRAFALGAR

We Hear...

**YOU MISSED OUT ON OUR EARLYBIRD AIR DEAL. BUMMER.**

So Here...

**IT'S BACK. SO SELL NOW! FLY FOR \$999 ON 95 EUROPE & BRITAIN TRIPS.**



Jayde - Sales Manager

## Travel Partners weighs in

### EXCLUSIVE

TRAVEL Partners md Jeff Hakim has joined the industry debate over buying groups, saying "it is vital for agents to have access to a full range of products, insurance, land, cruise and wholesale arrangements at the best return to ensure viability".

He was responding to statements earlier this week by CVFR Consolidation Group md Ram Chhabra, who maintained there was no need to be part of a buying group to enjoy buying power (**TD Wed**).

Hakim labelled CVFR's statement as naive, adding that it "looks at our industry through a one-dimensional air consolidator filter...it actually proves the case for joining a group".

He noted that travel agents generate income from sales other than solely air ticketing, and that members also make the most of Travel Partners' training, support, supplier updates, conferences,

back office systems, accreditation, marketing and ticketing services.

"We have developed preferred land arrangements and marketing arrangements to provide additional income across the whole of our Mobile and Member Agency businesses," he said.

Hakim said that while changes at Magellan have dominated industry news this year, with many groups rushing at approaching Magellan agents, "at Travel Partners our approach is to continue to provide industry best practice, support remuneration, product range, both land and air product as well as flexibility and maximum returns through our low overhead model."

"Travel Partners has always had an invitation to members of any of the industry buying groups to talk to us on how we can improve 'bottom line' results," he said.

Travel Partners, which is now a subsidiary of Flight Centre after its \$3.5 million acquisition last year (**TD 04 Aug**), yesterday announced the addition of Newcastle-based Jayes Travel to its agency ranks (see **page four**).

## Rocky Stay & Play

ROCKY Mountaineer has unveiled a 'Stay and Play' offer which gives travellers up to \$600 per couple to spend on sightseeing when new bookings of eight or more days are made before 02 Mar.

The added credit can be spent on experiences such as dining, accommodation or tourist adventures like whale watching.

The offer applies to select travel dates and must be requested at the time of booking.

## Silversea promo

SILVERSEA Cruises has launched a new Northern Sights cruise that sails to a range of cities in Europe aboard both the *Silver Spirit* & *Silver Wind* vessels.

Free Economy class airfares or Business class upgrades from \$3,998pp return are on offer for bookings made before 31 Jan.

See **cover page** for more info.

## Agent skims \$24K

A QUEENSLAND travel agent has been fined \$10,000 by the Townsville Magistrates Court and ordered to pay back a total of \$24,011 to three clients after she never booked their holidays.

Debra Lee Durrington, the former owner of Travel Experience Charters Towers, pleaded guilty to five counts of wrongly accepting payment for flights and accom she failed to book or provide refunds for.

Before Travel Experience Charters Towers ceased trading in Aug 2016, Durrington accepted payment from three affected consumers to book five holidays for themselves and their families including flights, accommodation, tours and car hire from Nov 2015 until Jul 2016.

Durrington failed to process the bookings of the three consumers before the business ceased trading, with one consumer left \$16,890 out of pocket for two holidays which weren't booked.

Fair Trading exec director Brian Bauer said traders who accept payment with no intention of supplying goods do not have a place in the Qld marketplace.



Uncover Manila and Boracay in the December issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## AW's Sth America

**ADVENTURE** World has added 19 new trips and 12 additional activities in its newly released 2018/19 South America program.

The collection also features Mexico, Central America and Antarctica, including a new 17-day Ultimate Polar Expedition involving a yacht voyage for just seven guests.

The operator has also introduced an overnight stay in a SkyLodge "capsule" located 400m above the Sacred Valley.

Other new experiences include a stay at the Napo Cultural Centre, a new eco-lodge in the Ecuadorian rainforest, and a Cook Like a Peruvian culinary class.

## TA sponsors WYSE

**TOURISM** Australia is backing the 2018 WYSE Exchange Australia Youth Tourism Conference, having become sponsor of the May event.

Staged by the World Youth, Student and Educational (WYSE) Travel Confederation, the Sydney gathering will involve a range of speakers and discussions on growing youth travel.

## QF defends AKL seat dip

**THE** withdrawal of Emirates on Tasman services from Mar under a revamped alliance with Qantas (**TD** 11 Oct) will result in a net reduction of nearly 10,000 seats per week on trunk routes between Australia and NZ, QF has told the competition regulator.

Details were disclosed in a partially redacted submission to the Australian Competition and Consumer Commission which is evaluating the re-authorisation of the Qantas/Emirates alliance.

Qantas highlighted that while some new flights were being introduced or existing services upgauged to wide-body aircraft on Auckland routes from Sydney, Melbourne and Brisbane, overall capacity adjustments on the routes will be reduced.

Capacity reductions include around 3,100 fewer seats on SYD/AKL, 2,100 fewer on MEL/AKL and 4,700 on BNE/AKL.

"While on a narrow analysis relative to current operations... this must be assessed in the context of considerable overall growth that the alliance has facilitated since 2012 across the

Tasman," QF said.

In its submission to the ACCC, Qantas referred to its Tasman presence as "core to the group's network and is a key component of its corporate and leisure proposition for customers".

The Australian carrier said its partnership with EK had enabled the Dubai-based carrier to focus on non-stop services to Auckland, and the alliance's overall capacity to NZ would rise by 16%.

Qantas cited capacity increases and "aggressive pricing" by the likes of Qatar Airways and Etihad on the Australia-UK/Europe and Tasman markets for its need to "evolve" its Emirates alliance.

"Qantas does not have the capital or geographic advantage required to grow sustainably and compete effectively with mid-point carriers on its own - and this has been borne out by the financial impact of the most recent significant capacity additions that other carriers such as Qatar Airways have introduced to and from Australia."

**MEANWHILE**, Qantas has today advised that its foreign ownership level has dropped below 44% and was at 43.6% at the end of 2017.

Qantas is required to advise the ASX if its foreign ownership level changes by more than 1% or falls below 44%.

At the start of Dec, its foreign ownership had been 46.72%.

## Holiday Inn St Marys

**GREATER** Western Sydney has a new hotel in the 119-room Holiday Inn Sydney St Marys which has opened alongside the St Marys Rugby League Club.

## JU cull special meals

**AIR** Serbia will no longer offer special meals under changes associated with its new buy-on-board concept from 01 Mar.

Pre-ordering special meals will no longer be possible and travel agents are asked to advise guests that special meals will not be made available.

The new policy covers all Air Serbia flights, with the exception of New York services where special meal offers are not changed.

## Launch of The Greg Mortimer

Redefining Expedition Cruising



### Event Details:

**Sydney - Tuesday 23rd Jan, at 6pm**  
Australian National Maritime Museum,  
Murray Street, Darling Harbour

**Brisbane - Wednesday 24th Jan, at 6pm**  
Customs House, Brisbane,  
399 Queen Street

**Melbourne - Tuesday 30th Jan, at 6pm**  
Sea Life Melbourne Aquarium, Antarctica  
Room, Corner King and Flinders Streets

### Special Guest Speaker:

Greg Mortimer (Sydney & Melbourne)



**Spaces are limited!**  
Sydney: RSVP [here](#)  
Brisbane: RSVP [here](#)  
Melbourne: RSVP [here](#)

**Drinks & canapés provided.**  
RSVP by Tuesday 16th January, 2018



\*Conditions apply.  
Please note this is a catered event, a \$50pp fee will be charged for no shows or cancellations within 48 hours of the event.



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Viking will be the world's largest small ship cruise company by 2019, and with Viking Sun arriving in ANZ waters for the very first time at the end of this month, there has never been a more exciting time to join the team.

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Applications close Monday 22 January 2018.

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## Club Med enjoys growth

**CLUB** Med wants to grow the Australian and NZ market by 50% over the next three years according to the company's general manager of Australia & New Zealand, Madeleine Clow.

The ambitious target follows a similar trajectory of growth enjoyed by the French-based resort company in Australia over the last three years.

In order to capitalise on the encouraging figures and achieve its goal, Club Med believes it will need to create some "additional capacity" to cater to the appetites of Aussie tourists.

"We have lots of activity planned moving towards 2020 so places like the Seychelles, Sri Lanka, Indonesia and Vietnam are all in the pipe," Clow said.

"We've got 100 projects in the pipe for Asia alone...and we have about 20 resorts planned for China and about another 20

outside of China over the next five years," Clow told **TD**.

Another avenue to drive the Aussie market includes upgrading existing properties in the region.

"We are currently renovating our resort in Mauritius, making it more family-friendly and that's coming for Aug...we've also recently upgraded our resort in Bintan, Indonesia."

Outside of the local region, Club Med told **Travel Daily** it has also outlined an expansion focus for the Mediterranean moving forward, diversifying its resort portfolio away from traditional locations like Egypt and Turkey.

"We will be opening a new resort in Italy next year plus a bunch more around the Mediterranean...tourism is changing so fast, every day things evolve whether it's the environment, suppliers or political change," Clow said.



Cruiseeco is a leading provider of cruise holidays. With a travel agent membership base covering Australian, New Zealand and the UK markets, access to over 50 cruise brands worldwide from mass market to boutique luxury and packaging expertise we create exclusive product to help member agencies build their business.

### GM PRODUCT & MARKETING

Reporting to the CEO, this newly created key leadership role will support the ongoing growth and be accountable for the development of an integrated product and marketing strategy, overseeing the delivery of the marketing plan across all channels, stakeholder management across suppliers and members, contractual agreements, negotiating exclusive product/pricing to deliver unique and innovative packages, meeting speed to market objectives, budget management, market analysis and maintaining the leadership responsibilities of managing a team.

Applications to Philippa Baker  
[philippa@alexander-associates.com.au](mailto:philippa@alexander-associates.com.au)  
 0404 842384  
 No agencies please



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**travelBulletin** Travel Daily

## SE-Asia bike risks

**SMARTTRAVELLER** and **Understand Insurance** are calling for increased awareness amongst Australian travellers of the risks of riding motorcycles overseas, especially in Southeast Asia.

The move follows the latest serious incident, where a 24-year-old Perth man sustained serious head injuries after he crashed his motor scooter in Bali and is now facing estimated hospital costs of more than \$65k.

"Travellers need to understand that most travel insurers will not provide cover for high-risk activities such as riding a motorcycle while overseas – particularly if the rider does not hold a full Australian motorcycle licence and is not wearing an appropriate helmet," said **Understand Insurance** spokesperson Campbell Fuller.

During Dec, DFAT provided consular assistance to 10 Aussies involved in serious motorcycle incidents in Southeast Asia.

## TasTalk 2018 dates

**TOURISM** Tasmania has revealed its inaugural two-day trade event, TasTalk 2018, is coming to Hobart on 28-29 Jun.

Expressions of Interest will open mid-Mar and the event will allow Tasmanian tourism operators to meet with inbound tour operators and Tassie Specialists.

For more information on the event, **CLICK HERE**.

## Qatar QSuite to DC

**QATAR** Airways kicked off 2018 by introducing its Qsuite on Washington flights.

The first service with the new Business class product touched down at Washington Dulles International Airport on 06 Jan.

Qsuite offers a double bed, customisable private cabins for up to four people and privacy panels that stow away, allowing passengers in adjoining seats to create their own private room.



## Window Seat

**QANTAS** will honour one of Australia's cutest native animals, the quokka, by naming its third Boeing 787-9 *Dreamliner* after the cheery mammals.

"Quokka" was among the most popular suggestions in a national poll of more than 60,000 entries to name the airline's fleet of eight *Dreamliners* and the aircraft will be joined by another called Skippy later this year.

**MEANWHILE**, quokkas are making international news, with Hopman Cup winner Roger Federer's Quokka selfie snapped in Dec reaching more than half a billion people around the world.

The tennis legend's shot (**pictured**) taken on Rottnest Island was picked up by newspapers and news sites around the world, appearing in 239 publications in the UK, 53 in Switzerland, 45 in Colombia and 30 in the United States.



## New Burma voyage

**PANDAW** has announced a new itinerary in Burma's Mergui Archipelago on board the *MY Andaman Explorer*.

The 10-night Burma Coastal Voyage will sail from Yangon and cover the distance between Rangoon and Kawthaung, visiting a number of different islands to the original, seven-night cruise.

It has four departure dates confirmed for late 2018 and early 2019 - 05 & 18 Nov 2018, and 05 & 18 Jan 2019.

Friday 12th January 2018

## KQ JFK bound

**KENYA** Airways will commence non-stop services to the United States in Q4 2018.

The Nairobi-based carrier will launch its long-awaited debut US service to New York JFK from 28 Oct using Boeing 787 Dreamliner aircraft, operated on a daily basis.

When the NBO/JFK route commences it will make Kenya Airways the only airline to offer a non-stop flight between East Africa and the United States.

## TDU targets record

**SOUTH** Australia's Tourism Minister Leon Bignell has called on locals to come out en masse to support next week's Santos Tour Down Under in an effort to achieve "the magic million spectator mark".

Last year's professional cycling race around South Australia injected \$56.5m into the state's visitor economy, luring some 840,000 fans to line the streets, including 43,000 from abroad.

## Travel Partners signs Jayes



## NZ autumn push

**TOURISM** New Zealand has commenced a 12-week campaign to entice Australians to visit the West Coast of the South Island and Northland during autumn.

The NZ\$3.2 million tourism drive builds on TNZ's strategy to encourage tourists to explore destinations outside major cities.

"By encouraging more visitors to areas like the West Coast, we are contributing to a multi-agency effort to help regional growth," said TNZ chief executive officer Stephen England-Hall.

The latest promotion centres on adventure activities on offer along the West Coast and the beauty of Northland and the experiences available for visitors.

Sydney, Melbourne & Brisbane are the key focus locations of the campaign, with the cities to be blitzed with advertising in kiosks, buses and trams, as well as outdoor billboards showcasing imagery from the two regions.

**NEWCASTLE'S** Jayes Travel is the latest agency to join the Flight Centre Travel Group owned Travel Partners Group (**TD** yesterday).

Travel Partners executive general manager Simon Bernardi is pictured above with Jayes Travel managing director Michelle Barker (right) and Chelsea Badger to mark the new partnership.

## Skywalker lauds Wild Atlantic Way

**TOURISM** Ireland (TI) has released a film to celebrate the starring role of Wild Atlantic Way's rugged Skelling Michael island in *Star Wars: The Last Jedi*.

The movie also features some of Ireland's western coastline from County Donegal to Counties Clare, Cork and Kerry.

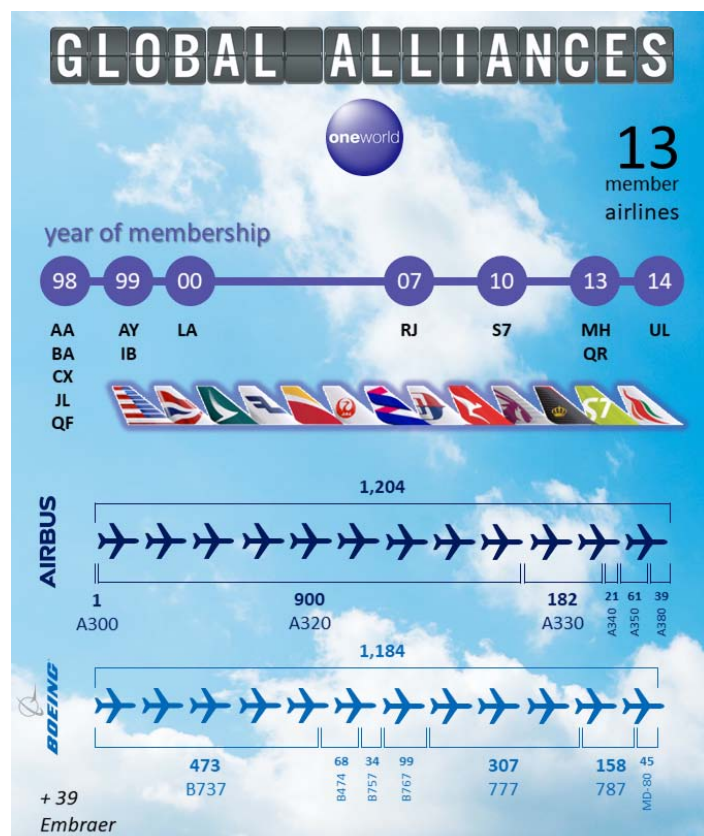
Mark Hamill (Luke Skywalker) said "I would urge anyone planning a vacation to go to Ireland. You'll never find another place like it".

View TI's video of the area **HERE**.

**CAPA**  
CENTRE FOR AVIATION

## CAPA Insights

CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.



**AS PART** of its continued review of global alliances, CAPA Insights brings you a snapshot of oneworld. The alliance is about to celebrate its 19th anniversary, having formed in Feb 1999. In terms of market share, oneworld is the third largest global alliance in the world with 12.4% of total seats. It includes 13 full members from around the globe.

In 2017, oneworld partners' capacity included more than 655 million seats, touching 153 countries, 1,023 airports and 3,105 city pairs. With over 2,400 aircraft currently in operation, oneworld airlines also have an additional 496 Airbus aircraft on order, along with 366 Boeing and 46 Embraer and Mitsubishi aircraft.

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Friday 12th January 2018

## The Elvis Rexpress



**TO RECOGNISE** a long-standing partnership between Regional Express (Rex) and Parkes Shire Council, the airline has unveiled a special "Parkes" livery.

In addition, Rex has introduced a new \$99 Rex Community Fare scheme between Parkes and SYD.

The initiative means that community fares in most situations will be available outside of 30 days prior to departure window.

A special Parkes livery comes in time for the five-day Parkes Elvis Festival, which kicked off on Wed and is sponsored by Rex.

The festival is expected to bring 25,000 visitors to the city and inject \$13 million in expenditure into the local economy.

A special flight dubbed "Rex Hound Dog Express" provided pax with the ability to buy a package for the event with return flights, entertainment in the Sydney Rex Lounge, a festival pack and tickets to the Miss Priscilla Dinner.

**Pictured:** Warrick Lodge, Rex network strategy and sales; Ken Keith, Parkes Mayor and Anna Wyllie, Parkes economic and business development manager, with Jason Dale, Elvis entertainer.



## Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

**The Westin Resort Nusa Dua** is offering an agent special rate from US\$120 a night. The deal includes breakfast, access to Living Room, free internet & entry to the gym. The offer is valid for stays until 20 Dec.

Fly to Hong Kong from \$604 return, ex Perth with **Cathay Pacific**. On sale until 16 Jan, offers include \$604 return departing Melbourne, \$632 from Brisbane and \$639 ex Sydney. Visit [cathaypacific.com](http://cathaypacific.com) for more.

Save 30% on all lodge room tariffs with stays at **Kuma Lodge** in Mar. Located at the Madarao ski resort in Japan, in Feb, guests can save 15% off the cost of a twin room. Quote "Feb15" for the Feb deal and "Mar30" for the Mar special. **CLICK HERE** for more info.

**DriveAway Holidays** is offering savings of up to \$1,060 on earlybird Peugeot leases. Until 23 Mar, DriveAway will also have 10 free days of petrol and 50% off delivery fees. Call 1300 363 500 for more.

## IATA Nov traffic up

**THE** International Air Transport Assoc reported growth in Nov for worldwide passenger traffic, with results up 8.1% from Nov 2016.

All regions showed growth, led for the third straight month by carriers in the Asia Pacific region.

Asia Pacific was up 10%, while Middle East reported the lowest increase at 4.9% in Nov.

Local domestic traffic rose 3.3% in Nov, compared to Nov 2016, which was a 14-month high.

This has occurred against a 0.5% drop in domestic capacity.

## Hilton Lake Como

**HILTON** has opened the doors of the 170-room Hilton Lake Como in Italy's Lombardy region.

The property also has 21 suites, a wine library and cheese room.

Hilton Lake Como is Hilton's first endeavour in the region.

## Emirates IBM deal

**IBM** has signed a 10-year, US\$85m contract with Emirates to manage its IT infrastructure.

The company will also implement a private cloud and data centre services that will allow employees to have remote access to company applications.

## Hahn expansion

**HAHN** Air has reported network growth of over 16% in 2017.

The year proved successful for the group, despite a number of challenges facing the industry.

Hahn Air also signed several interline agreements, including with La Compagnie in France and Flair Airlines from Canada.

Hahn Air gm Nikolaus Gormsen said the group achieved a turnover of US\$1b for its clients.

## Norway DFAT scare

**THE** Department of Foreign Affairs (DFAT) has issued an advisory on its Smartraveller platform warning there are risks for travellers in the arctic archipelago of Svalbard.

DFAT is reporting of avalanches, glacier accidents, boating incidents and polar bear encounters in the area.

Norway still remains safe.

## Cathay halts CHC

**CATHAY** Pacific has temporarily closed reservations for its Hong Kong-Christchurch route, in northern winter 2018/19 season.

The flight is still available under the airline's flight information section in GDS, however the thrice weekly service from 30 Nov is not available to book.

Do you know who sells adventure tours to Cuba? 🤔

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*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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### Group Travel Consultant

**Sydney, Competitive, Ref: 32215J1**

A unique role is available for a group travel specialist working for a boutique company. You will be dealing with direct groups & agents while tailoring an international product. Be it 10 people or 10,000 are you up to the challenge? Experience is necessary from either a reservation or group's background along with the drive for long term career progression. Training will be provided but you need to have a love for groups. In return a competitive salary is on offer & a great team environment.

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

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**Sydney, Salary to \$63k + Super, Ref: 3216PE13**

A rare opportunity has become available for a talented Corporate Travel Consultant looking for a role that's a little different. If you want to take a step back from frontline consulting than this role is perfect for you. Your position would be to be a corporate floater & assist the frontline consultants with their files whilst they are away on holidays or educationals. You must be Sabre trained & have at least 3 years corporate experience to be considered. Interviewing taking place next week

For more information please call Paul on (02) 9119 8744 or click [APPLY](#) now.

### Product Manager – India & Sri Lanka

**Melbourne, Competitive Salary + Super, Ref: 1241CGA1**

Seeking experienced Product Managers with superb knowledge about India and Sri Lanka. The overall purpose of this position is to generate profitable revenue by developing & managing products. The successful candidate will enjoy a competitive salary package plus travel perks. You will be working in a friendly team environment and maintaining positive relationships with key suppliers. If you want to be responsible for all aspects in an overall successful product, this is the role for you.

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

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Are you someone that has lived, worked or frequently visited Japan? Do you have a passion for Japan and the desire to help others discover new cultures? This is a specialist sales position, where you will be responsible for designing and selling Japan holiday packages. Promoting our products and services, both to direct customers and travel agents, you will also participate in general office and administration duties. If you have the passion for all things Japanese, then this is the role for you!

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

### Luxury Travel Consultant

**Norwest, OTE \$80k + Super, Ref: 3015SO7**

If you are not a fan of churning through clients and want to remember the reason to why you joined the travel industry in the first place, then this travel agency is the one to consider. They are amazingly customer serviced focused with plenty of high-end bookings to go around. This award winning team are well known for looking after their staff above all else. Appointments are preferred and therefore you are able to plan your day and deliver a quality service to your loyal clientele.

For more information please call Sasha on (02) 9119 8744 or click [APPLY](#) now.

### Online Cruise Consultant

**Melbourne, OTE \$50-55k, Ref: 3188HC1**

There is a great opportunity on offer to further your experience within the Travel Industry and specialise in Cruise. Step away from face to face consulting with this Online Travel Consultant position with a leading travel company in central Melbourne. If sales is your forte and you enjoy working in a busy opportunity to utilise your cruise travel experience, mentor colleagues around you and continue in your career development then this role is the one for you.

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

### Corporate Business Development Manager

**Melbourne, OTE \$90k + Super, Ref: 3184HC1**

Seeking an experienced sales person with a proven ability to meet and exceed targets/KPI's to join a global travel management company as a business development manager. Relationship building is a key aspect of the role and candidates should have a professional phone manner and not be afraid to go beyond their comfort zone in order to generate leads. The ideal candidates will have B2B sales experience, a sound knowledge of the travel industry and be highly motivated with a positive attitude.

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

### Hotel & Hospitality BDM & Account Manager

**Brisbane, circa \$95k Package, Ref: 5241SZ1**

We are seeking an experienced BD, Account Managers (or similar to) for this new opportunity within an established online travel business targeting the hotel & hospitality market. This role will see the ideal candidate with an understanding of maximising revenue growth and margins and also with experience in contract negotiations & sales. Your role will be 50% new business acquisition & 50% existing business management so this role is ideal for a go getter wanting a new challenge!

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