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Tuggerah agency collapse

LIQUIDATOR Jirsch Sutherland has been appointed to wind up Central Coast-based travel agency italktravel Tuggerah and its affiliate Inca Tours of Wyong.

AFTA announced this morning it had taken action to revoke the ATAS travel accredited status of the NSW-based businesses after it was made aware of "a number of consumers impacted by this situation" (**TD** breaking news).

According to AFTA, italktravel BookSafe will provide protection for customers who had booked through italktravel Tuggerah, "demonstrating the importance of having consumer protection securely in place for these circumstances".

Inca Tours describes itself as "pioneers and market leaders in South America, Central America, Cuba and Mexico; Africa & Egypt; and India, Nepal, Bhutan & Tibet".

It was established in 1979, incatours.net states, and taken over by present director Mike Kuhl in Apr 2005.

AFTA says the circumstances of Inca Tours' bookings are unknown at present, but indicated agents

who have bookings with the firm, and are participants in the AFTA Insolvency Chargeback Scheme may be able to make a claim.

"AFTA is advising consumers and travel agents who have been impacted to invoke a chargeback if payments were made by credit card and to contact the local police to commence criminal charges against the principles where payments and deposits have been paid for future travel that will now not be able to be taken", the organisation said.

AICS coverage for Inca Tours has been excluded from the Supplier Failure Benefit immediately and AFTA is seeking to be notified of any untravelled bookings.

The websites of both italktravel Tuggerah and Inca Tours remain active, with the latter promoting deals on social media yesterday.

Today's issue of TD

Travel Daily today has six pages of news and photos, full pages from:

- Albatross Tours
- Travel Trade Recruitment
- Fiji Airways

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Club Med '19 sales

SALES for Club Med's 2018/19 Sun & Ski Holidays have opened today following record numbers of client pre-registrations - up a whopping 251% in 12 months.

A 30% earlybird offer is part of the promotion, which for the first three days (until 02 Feb) is guaranteed across all 70+ resorts, dates, rooms and services.

Travel agents can access the full suite of deals by **CLICKING HERE**.

Westin Per bookings

RESERVATIONS have opened for The Westin Perth.

When the 28-level hotel opens on Hay Street in Perth's CBD on 27 Apr, it will comprise 368 rooms and two dining options, including an Italian restaurant.

For details, westin.com/perth.

AFTA, Accor partnership

THE Australian Federation of Travel Agents (AFTA) has partnered with luxury accommodation provider AccorHotels on a new knowledge sharing agreement.

The aim for AFTA will be to use AccorHotels' internal data to further enhance industry insights for travel agents and bolster its AFTA Travel Trends offering.

"AFTA will provide input and advice on the benefits of maintaining travel agents as a part of any distribution strategy," said AFTA ceo Jayson Westbury.

A dedicated column in the AFTA@Work monthly newsletter will now also be authored by Accor under the new deal, where the company will update readers on new hotel developments.

"We look forward to...updating

the travel agent community on what we are doing in the luxury hotel space," said Simon McGrath, chief operating officer for AccorHotels Pacific.

To celebrate the partnership, AccorHotels is offering AFTA travel agent members 30% off selected hotels, such as the Sofitel Sydney Darling Harbour, Swissotel Sydney, Novotel Rockford Darling Harbour and Novotel Sydney Darling Harbour on the night of the NTIA Awards 2018.

NZ short-stay drive

NEW Zealand's capital city and the nearby Marlborough region will take centre stage in a new autumn tourism campaign set to launch in Australia next week.

Tourism New Zealand's four-week promotion aims to boost the number of Aussies visiting the Wellington and Marlborough region by 7.5% (about 7,000 extra holidaymakers) from Mar to May.

The campaign is centred on the creativity & culture of Wellington and the landscapes and vineyards of Marlborough Sounds.

"New Zealanders think nothing of visiting Sydney or Melbourne for a long weekend. We want Australians to feel the same way about visiting here," said TNZ's chief exec Stephen England-Hall.

TNZ has teamed with Wellington Economic Development Agency & Destination Marlborough for the new autumn campaign.

Circle Pac fare class

QANTAS Agency Partnerships is inviting agents to participate in a live-classroom on Circle Pacific fares next Wed 07 Sep.

The 15-min class will cover topics including fare types, destinations and routings, sample itineraries, hints when quoting/ticketing and how to get the best value for pax.

Four sessions are planned on the day - see qantas.com/agents.

Awards deadline

THE first entry deadline for the 2018 Mumbrella Travel Marketing Awards is this Fri (02 Feb).

There are 19 categories in this year's awards, including the new categories of Breakthrough Destination of the Year, Disruptor of the Year and Best Use of Data.

CLICK HERE for more details.



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Capital to London

BEIJING Capital Airlines has lodged details with authorities in China to commence services between Qingdao and London.

The carrier, which flies to both Melbourne and Sydney, plans to launch thrice weekly Airbus A330 services on the route in Mar.

MEANWHILE, Tianjin Airlines is also seeking permission to begin flights from Tianjin to London, via Xi'an, beginning May, similarly using A330s three times a week.

This week, Tianjin Airlines began flying to Sydney from Tianjin, via Zhengzhou (**TD** yesterday).

Something missing from your offering?

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nib

ATEC forecasts record

THE Australian Tourism Export Council is predicting 2018 will be a record year for inbound tourism to the country, anticipating an additional 8.5 million arrivals and a cash injection of \$44 billion into the Australian economy.

The major drivers of the growth will be led by ongoing surges in visitation from China and, more recently, India.

"The Australian economy as a whole will see international travellers...create thousands of extra jobs for metropolitan and regional Australia," said ATEC managing director, Peter Shelley.

The prosperous prediction has been fuelled by data from 2017 which measured an increase of 70 million visitors from Jan to

Oct, constituting a 7% bump on the previous year and a rise to 1.1 billion visitors overall.

Factors that ATEC believes will drive the numbers up in 2018 include The Chinese New Year and The Commonwealth Games.

"Our industry is on the 'front foot' - recognising and acting on changing international markets and trends over recent years by continually refining the travel experiences," Shelley added.

QTIC Gabba event

THE Queensland Tourism Industry Council (QTIC) will be holding its first industry event for the year at The Gabba in Brisbane on 20 Feb.

Providing the key note speech will be the Minister for Innovation, Tourism Industry Development Kate Jones, with discussion points laid down during the event set to touch upon infrastructure investment, the Reef 2050 Plan, climate change & building programs.

To grab tickets to attend the evening **CLICK HERE**.

Ridesharing \$1 levy

THE NSW Government will require all taxi, rideshare and hire car providers to pay a \$1 surcharge for each trip taken.

Coming into effect from tomorrow, the levy will apply to companies such as Uber, who has responded to the change by suggesting the state's commuters to complain to the NSW Transport Minister, Andrew Constance.

BreakFree promo

BREAKFREE Hotels, Resorts and Apartments has launched a 72-hour sale across its Australia and New Zealand portfolio.

The best offer starts from \$85 per night at the BreakFree Fortitude Valley in Brisbane.

Promo ends midnight 01 Feb - see www.breakfree.com.au.



14 DAY MEDITERRANEAN SALE ENDS 6 FEB '18
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APT achiever trips

APT and Travelmarvel have announced the prizes on offer for their Top Achiever Trips for travel sellers this year.

Top selling APT agents selected will find themselves enjoying an inclusive trip sailing on the new, yacht-style ship *Queen Eleganza* on a seven-day cruise up the Adriatic Coast of Croatia.

The top achievers with Travelmarvel will experience five countries on board the European Gems river cruise.

Agents will take a seven-day sailing along the Danube River before disembarking in Budapest and enjoying a city stay in the Hungarian capital.

Scenic info sessions

SCENIC has revealed it will be holding a series of information sessions for agents throughout the country between Feb and May in a bid to better highlight its range of luxury tour packages.

Sessions will be free and seats are limited so Scenic is encouraging interested consultants to book their places early.

For more information on times and venues **CLICK HERE**.

Window Seat

IF THERE'S something strange in the toilet bowl, who are you going to call?

The correct answer used to be a plumber, however as a bunch of passengers who recently took a Norwegian flight found out not even having 85 plumbers on board helped very much.

Flight DY1156 took off from Oslo Gardermoen heading to Munich on 27 Jan only to strike toilet issues, forcing the flight to flush its plans and turn back.

"We would have liked to fix the restrooms, but unfortunately it had to be done from the outside and we didn't want to risk sending a plumber to work at 10,000m," one of the tradies told the media.

But when 85 plumbers can't fix a simple toilet problem between them surely you must be yanking our chain!



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MARKETING SERVICES EXECUTIVE

Digital Marketing & Public Relations

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



HONG KONG TOURISM BOARD

The Board requires a Marketing Services Executive, Digital Marketing & Public Relations, for its Australia, New Zealand & South Pacific operations, based in Sydney.

The Marketing Services Executive, Digital Marketing & Public Relations, is responsible for assisting the marketing team in coordinating and implementing projects across the consumer marketing disciplines. The position needs to work in the digital space with the delivery of content to the regional digital and social media platforms; experience in content management systems & e-mail marketing is essential.

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

Ideally, candidates will have relevant tertiary qualifications, excellent written and communication skills, extensive computer capabilities and a working knowledge of Hong Kong.

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

Applications should be sent by Mon 12th Feb 2018 to
 E-mail: anna.chui@hkttb.com

QBT and In Travel pact



DWAYNE Good, exec director & founder of In Travel Group is pictured with Andrew Burnes, ceo Helloworld Travel following the signing of a joint venture with QBT to establish Inspire Travel Management (**TD** yesterday). Commenting on the deal,

Burnes said, "QBT and Helloworld Travel Limited are fully committed to this venture to not only deliver on our prioritised social impact and corporate responsibility targets, but it will also contribute significantly to the travel industry and in turn to the Aust economy".



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Back-Roads fly deal

BACK-ROADS Touring has announced its 'Come Fly With Me' offer, inviting guests who book a Europe tour of five nights or more to take advantage of return flights departing Australia priced from \$1,199 per person.

Travellers can choose from 47 Back-Roads tours in the deal that will allow them to access discount Singapore Airlines flights.

Back-Roads country manager Dennis Bashman said the exclusive earlybird deal with SQ represents "huge savings".

The Come Fly With Me offer is available until 04 Mar.

CLICK HERE for more info.

El Al SFO intention

EL AL has filed a preliminary operational schedule for its Tel Aviv-San Francisco route, set to commence on 02 Dec.

As displayed in agent GDS, the service will operate thrice weekly using Boeing 787 Dreamliners.

ETG name change

ETG Staging Connections has rebranded as Encore Event Technologies in a bid to expand its global footprint.

Freeman Audio Visual president Ken Sanders said the Encore brand is a driving reflection of the current landscape and will be a key to their success.

Both Encore and ETG Staging Connections are part of Freeman, a brand experience company.

G Adv marine sale

SAVINGS of up to 25% or discounts of up to \$1,250 on expedition tours can be accessed across G Adventures' marine sale.

Adventure-seekers who book by 16 Feb, can save \$1,250 on a number of itineraries including a Norway and Arctic Expeditions.

Travellers can save up to 25% on select Mekong River sailings, Indian itineraries and Burgundy river cruise trips if booking before 28 Feb.

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Outrigger opening

OUTRIGGER Hotels and Resorts has announced the Waikiki Beachcomber by Outrigger will have a soft opening tomorrow.

An extensive US\$25m hotel renovation will follow - including all-new guest rooms and meeting spaces, revamped lobby & more.

The project is expected to be completed in the late American summer this year.

Waikiki Beachcomber by Outrigger has 496 rooms and is a short walk from Waikiki Beach.

DriveAway earlybird

TODAY is the last day to secure DriveAway earlybirds.

The specials include up to 15% off daily car hire prices, with some suppliers even offering free upgrades and equipment.

Clients can also save up to 50% on motorhome rentals.

CLICK HERE for more info.

Crystal jet upgrade

CRYSTAL Luxury Air recently completed a refurbishment of its Bombardier Global Express Jet.

The revamp included new carpet, window treatments, seating and wood finishes to all doors and cabinets inside the aircraft.

Capable of flying 12 passengers, the aircraft features three cabins with flexible configurations along with sleeping berths for six people.

EY order downsize?

ETIHAD ceo Tony Douglas could reduce the airline's aircraft order book after a strategic review is complete, *Skift* has reported.

The news comes after EY posted a US\$1.87 billion loss for 2016.

The Abu Dhabi-based carrier has outstanding orders for more than 150 aircraft (according to its website), including 62 Airbus A350-900/1000s and 55 Boeing 787-9/10 Dreamliners.

Constellation prize winners!

LUXURY around-the-world charter operator Constellation Journeys has named the winners of the travel company's first travel agents' incentive.

Three prizes of two seats each were offered to agents whose clients booked on Constellation's inaugural journey, with entrants called on to explain why they wanted to join the trip.

Departing Sydney on 22 Apr, the 21-day tour aboard a chartered Qantas Boeing 747 will visit Hanoi, India, the Serengeti, Marrakech, New York, Havana and Tahiti.

The lucky agents have each received a prize valued at \$39,000 for two.

Winners included Michele Alcorn, National Seniors in Brisbane **pictured** above with Larry Burrows, Constellation



Journeys Queensland sales manager; Lance Mumby, owner/manager Cruisealong with a celebratory bottle of bubbles (**inset**) & Margaret Ong from Travel Team Brisbane (**left** - also with Larry Burrows).

Expand your career horizons

Airport Services Manager - Melbourne

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

You will manage and ensure a safe, efficient, cost effective and timely airport operation so that Emirates image, reputation and passenger service levels are maintained and enhanced.

Proven experience in Airport Operations management with an Airline or Ground Handling Agent is essential, preferably in the Australian market. Must be able to work under pressure in an environment requiring a high degree of initiative.

Applications close on 05 February, 2018. For more information and online application visit emiratesgroupcareers.com using job reference 1800004C.

Expand your career horizons

Cargo Manager N.S.W

This is a great opportunity to join one of the world's fastest growing airlines in the world. The successful candidate will be responsible for the Emirates SkyCargo NSW operation overseeing both the commercial and operational requirements. This role will be based in the Sydney cargo office located at Mascot.

You are required to have 8 years' experience with a minimum of 5 years in a management role in either air cargo sales & operations, freight forwarding, supply-chain or trade development.

For more information and online application visit emiratesgroupcareers.com using job reference number 1800004W. Applications close 11 February, 2018.

Amex acquires Mezi

AMERICAN Express has acquired personal travel assistant application Mezi.

The app allows travellers to message requests for flights, hotels or restaurant reservations and Mezi provides advice and makes travel arrangements at the customer's request.

Mezi uses artificial intelligence and "human expertise" to personalise the travel and booking experience.

American Express Digital Labs vp Phil Norman said the combination of Mezi and American Express' network of travel counsellors created a "differentiated, high-touch service experience".

AC dom increase

AIR Canada has announced new domestic regional non-stop flights to begin on 02 Jul.

The additions include year-round services between Edmonton and Kelowna and seasonal Edmonton-Victoria flights.

Seasonal daily services between Calgary & Comox will also begin.

MEANWHILE, the airline's 787 Dreamliner Vancouver-Delhi flights will go year-round in Jun.

Routehappy wi-fi

A TOTAL of 82 airlines worldwide now offer in-flight wi-fi, according to the annual Routehappy 2018 Wi-Fi Report.

Compared to 2017, an additional 12 airlines have added the service.

US airlines offer at least a chance of wi-fi on 86% of their available seat miles (ASM) with 85% of ASMs fully rolled out, compared with 32% of the ASMs on non-US carriers.

The top three airlines that offer the most ASMs with wi-fi are Delta, American and Emirates, respectively, while Icelandair, Southwest and Virgin Atlantic are the only three airlines to offer the service across 100% of flights.

SPG adds Hertz

MEMBERS of Starwood Hotels and Resorts' loyalty program, Starwood Preferred Guest (SPG) can now accrue Starpoints when renting vehicles with Hertz.

Those who reach SPG Platinum elite status will also be eligible to receive Hertz Gold Plus Rewards Five Star Status and more.

To earn points, travellers must book at spg.com/hertz.



Accommodation Updates

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



Monaco's **Hotel de Paris** has unveiled a two-floor penthouse suite dedicated to Princess Grace. The two-bedroom Princess Grace Suite features 180 degree views of the Mediterranean from three terraces and a patio and interiors which showcase her work and personal souvenirs, including her favourite poems and books.



A new garden-to-table dining experience is available at the **Outrigger Mauritius Beach Resort**. Guests are shown around the vegetable garden by the resort's gardener and choose ingredients for their dinner. They then sit on outdoor wooden tables as impromptu Mauritian creole light bites are prepared on a wood fire.



Anantara and **AVANI** properties are saying no to plastic straws throughout their Asian properties from this month, instead introducing biodegradable and recyclable alternatives. The decision is part of sustainability goals and the initiative will be extended to other markets by the end of 2018.

Feijipiao local debut

TRAVELPORT and Tourism Integration has launched an online travel agency targeting travellers of Chinese origin in Australia called Feijipiao.com.au.

The platform went live in Dec & uses Travelport's open platform to connect to air content.

Tourism Integration chief technology officer Hao Chen said "The launch of this Australian website marks a key milestone for Tourism Integration in providing global content with localised services for Chinese speaking customers in Australia".

A NZ website launched in Apr.

Adventurer cutting

CORAL Expeditions' 120-passenger newbuild expedition ship, the *Coral Adventurer* is a step closer, with the vessel's first steel cutting ceremony celebrated last week.

The milestone was held a week ahead of schedule, with the ship set to debut in Apr 2019.

MCG lands T20 final

THE Melbourne Cricket Ground has secured the men's and women's final of the ICC World T20 when the tournament debuts in Australia in 2020.

For the first time the ICC World T20 will feature two stand-alone events, with the women's competition to be held in Feb and Mar, before the men play in Oct and Nov.

Meanwhile, 11 of the ICC World T20 matches will be held in Perth, with six men's matches to be played at Perth Stadium and five women's matches to be hosted at the WACA Ground.

globalCARS tech

CAR rental and leasing specialist globalCARS has partnered with an int'l technology supplier that enables the company to complete bookings up to 12 months in advance using the rates of 1,500 rental car businesses globally, "with no hidden extras payable on collection of vehicles".

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www.travelpartners.com.au/careers/



EXCELLENCE IN TRAVEL

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Euan

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Managing Director & Tour Designer



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Business Travel Consultant* NEW ROLE****

Sydney, Salary to \$63k + Super, Ref: 3216PE1

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.

Online Travel Consultant

Sydney, \$40-57k + Bonus, Ref: 1854SJ1

I'm looking for a travel industry professional who wants to step away from face to face sales & work for a leading online travel provider. You will be booking packages & tailor making international holidays as well as assisting with online bookings while always delivering excellent customer service. A fun & vibrant team in luxurious CBD offices & a real chance for career progression. A great base salary is on offer with lucrative commissions & the chance to work for an industry leader.

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

Tramada Expert – Finance/Accounting Focus

Melbourne, \$60k-\$70k + Super, Ref: 1244CGA1

My client is seeking someone who has experience working in the travel industry and has a strong background in finance/accounting. It is mandatory to be expert in Tramada. Within your role you will be managing the day to day finances, forecasting and budgeting, liaising and managing relationships with external firms and more. Minimum 1 years' experience is required. This is a very rare opportunity, if you consider yourself a Tramada expert and proven success this is the role for you!

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

Wholesale Consultant

Brisbane, Competitive Salary & Uncapped Commission, Ref: 2020AW1

Join one of the largest wholesale brands in travel you will have access to educational trips, a competitive salary package and uncapped commission! Do you have a passion for travel? If you are an experienced travel consultant but prefer to work behind the scenes - then this wholesale role is for you! Dedicated to providing outstanding service and the best deals available, you will be working as part of the largest wholesale brand in travel. It's the New Year – it's time for a new job! Apply now!

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

Wholesale Travel Consultants

Sydney, OTE \$55k + Super, Ref: 3129SO30

A fast growing and national award winning wholesaler are recruiting for 2 consultants to join their conveniently located CBD offices. You will be organising itineraries for customers who are travelling to exotic locations worldwide. You will answer questions that introduce travellers to the amazing complexity of the culture and environment of South Asia and discussing the details of their dream holidays. Fantastic incentives and a lovely vibrant culture that consultants never want to leave!

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

Contracting & Operations Director

Melbourne, \$Fantastic Salary Package, Ref: 3237HC1

My client is seeking an exceptional Contracting & Operations Director to work for their growing tour operator and lead their team to success. They are looking for someone with excellent negotiation skills and the ability to manage a team. The ideal candidate will have a strong background in contracting as well as operations – 5 years + experience. A crucial part of the role is to negotiate competitive rates with suppliers and manage existing supplier relationships and develop new ones.

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

Corporate Consultant – Emergency Assistance

Melbourne, up to \$67k FTE + Super, Ref: 3242MC1

Seeking a highly experienced corporate travel consultant to join a Global TMC as part of their emergency assistance team. This highly autonomous role requires Galileo proficiency and the ability to self-ticket. My client specialises in the events/entertainment space and due to the exciting nature of their business, no two days will be the same. If you are looking for an opportunity to represent and work for a global TMC from the comfort of your own home – this is the role for you!

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

Multi-Skilled Travel Consultant

Brisbane, \$75-\$100k OTE + Incentives, Ref: 3170SZ2

A leading TMC is looking for an experienced Multi-Skilled Corporate Consultant to be a part of a growing team looking after blue chip accounts. You will be working within a team to ensure you are providing exceptional customer service and building your own portfolio. Ideally you will have a min of 2-3 years working as a corporate consultant with knowledge of detailed itineraries. You will have the chance to make some extra money on top of a solid base salary with very achievable KPI's.

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



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Fiji's National Carrier has a proud and rich tradition of creating unforgettable memories for our customers. We are an airline with a proud past and a bright future. At Fiji Airways we are passionate to be the best. We are currently looking for a driven and passionate individual to join our team in our Sydney Office for the following role:

BUSINESS DEVELOPMENT MANAGER - SYDNEY

As the Business Development Manager you will promote Fiji Airways sales through effective working relationships with key trade partners in order to exceed targets. You must have a detailed understanding of the opportunities with each trade partner. You must create and implement plans in order to optimize channel performance. You will work closely with the Regional General Manager Australia to ensure effective use of agreed marketing resources. You must support the regions overall business objectives and work as a team to ensure the region's overall objectives are met and exceeded. You will monitor and provide insights in your respective channels to Marketing.

To be successful in the role you must possess a Bachelor's degree in Business or Marketing field, with strong academic performance. You must have at least five (5) years of sales and/or marketing experience in the travel and tourism industry and must have experience in an agency environment and exposure to a range of selling methodologies, especially B2B relationship management. You must follow up and secure group enquiries. You must have strong analytical skills and willingness to learn. You must have sound business acumen. High level of proficiency in Excel, Word, PowerPoint and other business tools. Excellent written and verbal communication skills. You must be able to embrace change with an innovative approach to problem solving. You must enjoy presenting and be able to manage your own time and tasks.

Applicants must be legally entitled to work in Australia.

Applications close on Saturday 03 February

If you think you have what it takes and want to be part of our world visit our Careers Page and apply online at fijairways.com/careers. Fiji Airways thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.



fijairways.com/careers