



## Rex into ASX index

**REGIONAL** Express has become part of the Australian Stock Exchange's All Ordinaries index, after the quarterly rebalance by S&P Dow Jones.

The change also sees Alliance Aviation enter the All Ordinaries, effective from 19 Mar 2018.

## Chaos at SYD today

**TECHNICAL** problems at Sydney Airport early this morning caused significant delays at the T2 domestic and T1 international terminals, with the airport advising pax and visitors to "avoid T1 and T2 until further notice".

The problems were resolved just before 8am when processing through check-in and departure recommenced, but the backlog is expected to see delays continue.

# Si Holidays ceases trading from today

**EXCLUSIVE**

**INDEPENDENT** wholesaler Si Holidays, which operates brands including Freestyle Holidays, The Collection and Waitui, is set to be placed into voluntary administration today, with owner Tui Eruera confirming that no further bookings will be accepted.

The wholesaler has been the subject of persistent rumours in recent months, with **TD** readers complaining about cancelled bookings and unpaid refunds.

Some customers have launched legal action, including Express Travel Group which has lodged a statement of claim in the NSW District Court for \$113,000.

IVE Group Australia Limited, the parent company of brochure printing firm Bluestar, has also

received a default judgement against Si Holidays owner Freestyle Travel Pty Limited for \$58,000 after lodging a case at the beginning of last month.

Eruera told **Travel Daily** yesterday a mooted sale of the business (**TD** 20 Feb) had stalled.

AFTA has confirmed the cessation of coverage of Si Holidays bookings under the ACS (AFTA Chargeback Scheme) (**TD** breaking news) - but later issued a correction noting that Rosie Holidays continues to be protected by the scheme's Supplier Failure Benefit.

Rosie Holidays split with its former local rep last year (**TD** 18 Sep 2017) and is no longer owned or managed by Si Holidays.

**MEANWHILE** one of the impacted agents is Melbourne's Josh Zuker Travel, which has

initiated legal action to recover tens of thousands of dollars.

The agency is one of several to contact **TD** complaining of bookings via Si being cancelled despite having been paid in full.

In some cases cancellations were discovered only when clients attempted to check-in.

Zuker said he had encountered repeated issues since Christmas and that approximately 100 of his clients were affected.

He said he had been forced to rebook clients via other wholesalers and that refunds Si had promised to provide via eNett had "bounced".

**FINALLY**, Eruera said he was working with the administrators on a plan of action to clarify the affected bookings and agencies.

He claimed Si Holidays would reopen its call centre at 11am today and keep it operating through to next week to assist agents with their bookings.

Interestingly, documents lodged yesterday with ASIC confirm the name of the parent firm had been changed from Freestyle Travel Pty Ltd to "ACN 615 188 746 Pty Ltd".

## Today's issue of TD

**Travel Daily** today has seven pages of news, including a photo page for **Entire Travel Group** plus full pages from:

- Travel Trade Recruitment
- Malaysia Airlines

## Escape to Paradise Sale

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## U by Uniworld for all ages

**ALL** adult travellers are now able to book on the new river cruise line from Uniworld, U by Uniworld, with the company confirming it has lifted the 21-45 age restriction.

Speaking to *Travel Daily*, md Fiona Dalton said the decision was in response to "enormous demand from consumers".

"Originally U by Uniworld was really specific about defining our target market but we learned along the way that it's less about a number and more about attracting a whole new generation of adult travellers to river cruising," Dalton said.

Initially touted as "the world's first millennial river cruise", Dalton assured nothing about the experience is changing.

She said the experience was still about getting up later and going to bed later, exploring the nightlife of a city and "using the ship the way you want to, to experience the destination the way you want to".

"We thought we understood that was 21-45 but there are lots of people who have that

mindset," Dalton explained.

"We have people knocking on our door that are 47 years of age that want to travel with us that have a millennial mindset - why would we not respond to that?"

U by Uniworld is less than six weeks away from launching and the company is in the process of contacting passengers and their agents to explain the changes.

Dalton said no bookings have been lost due to the rethink.

The cruise line will kick off its inaugural season next month, with a naming ceremony for its second ship, *The A*.

## Female top earners

**SMARTCOMPANY** has named the Top Female Entrepreneurs for 2018, ranked by the revenue of the companies they oversee.

The list of 30 includes a number of travel & tourism bigwigs, such as Charlotte Vidor from Toga Grp, ranked 9th (and based on \$285m revenue), Sue Hollis from TravelEdge, ranked 11th (revenue of \$250m) and Penny Spencer from Spencer Group of Companies - see **page 5** for more.

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## VA seeks more US c'sharing

### EXCLUSIVE

**VIRGIN** Australia will use Air Canada as a vehicle to expand its network across the United States, with the Canadian carrier seeking approval to expand its current codeshare relationship "to cover all possible US-Canada markets".

Air Canada already has approval from the US govt to display the "VA" code of Virgin Australia on flights operated by AC between Toronto, Calgary and Montreal to LAX, connecting to the Australian carrier's flights from Los Angeles to Sydney, Brisbane & Melbourne.

According to papers filed by Air Canada with the US Dept of Transportation overnight, the parties wish to engage in an "expanded codeshare operation" on flights that connect with VA's services into Los Angeles.

"The codeshare agreement will allow Virgin Australia to expand its online network, thereby promoting competition and

enhancing service options for travellers," the applicant said.

The document states AC and VA intend on commencing their expanded codeshare agreement "as soon as authorisation is granted" and for "an indefinite period", **Travel Daily** can reveal.

## France visits up 45%

**ATOUT** France has reported a whopping 45% y-o-y uptick in the number of Australians entering France during the month of Jan.

Forward indicators also reflect "steady booking increases" for the next three months of up to 20-25%, the organisation said.

"This proves that the woes of the past have been psychologically set aside and France within Europe readopts its position as an attractive destination," Atout France's director for Australia Patrick Benhamou said.

## Sydney Eye closed

**SYDNEY** Tower Eye is advising the attraction atop Sydney Tower has been indefinitely shut down following the death of a person who is believed to have jumped off the landmark.

"Following an incident, the attraction has been closed until further notice," the Sydney Tower Eye's Facebook page stated.

A spokesperson from Merlin Entertainment said the company was assisting police investigating the matter and had closed the Observation Deck and Skywalk.

## Bonto to Wendy Wu

**FORMER** Excite Holidays exec Joana Bonto has joined Wendy Wu Tours as chief operations, people and culture officer.

Bonto had been with Excite for six years, holding the roles of director of human resources, sales & marketing and customer experience and most recently director of global operations.



## Window Seat

**THE** Ovolo Woolloomooloo in Sydney has been "kicked in the balls" says the company's general manager David Sude.

The comments were sparked by the theft of one of the hotel's giant ball installations outside the Woolloomooloo location, with the act of ball tampering all caught on CCTV (pictured).

Ovolo Hotel's new director of marketing Stephen Howard is offering a \$1,000 reward to whoever retrieves the item and is hoping the ball isn't left too bruised when found.





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## Donna Meads-Barlow honoured



**DBT** Corporate/Cruisescene chief Donna Meads-Barlow yesterday enjoyed a particularly celebratory International Women's Day, after being named the inaugural winner of the Blackmores Mercie Whellan Women+Wellbeing Awards.

Meads-Barlow, who in addition to her travel empire, is a tireless activist for type 1 diabetes sufferers, established the Danii Foundation ([www.danii.org.au](http://www.danii.org.au)) with her husband Brian in

memory of their daughter Daniella who died as a result of the condition aged just 17.

The awards were a collaboration between Blackmores and community health organisation CCNB, with journalist Tracey Spicer presenting to the winners during a cruise celebration on Sydney Harbour last night.

Meads-Barlow and Spicer are **pictured** above at the event.

## Six Senses reps

**KLICK** Communications has been appointed as the Australian and New Zealand public relations representative for Six Senses Hotel Resorts Spas.

Six Senses currently operates 11 resorts in Thailand, China, Vietnam, Maldives, Seychelles, Portugal and Oman, along with 28 spas in 20 countries.

Future expansion includes next month's opening of Six Senses Fiji on Malolo Island, followed by other new openings this year in Singapore, Turkey, Bhutan, Bali and Cambodia.

## Pearson JNTO pal

**THE** Japan National Tourism Organisation has enlisted Olympic gold medallist Sally Pearson to promote Japan to Aussie travellers in a digital and out of home campaign to kick off next Mon.

## DL SYD menu rejig

**DELTA** Air Lines is expanding its existing domestic partnership with LA-based chefs Jon Shook and Vinny Dotolo to include the Los Angeles-Sydney route.

Passengers travelling up the front in Delta One to SYD will be able to select contemporary menu favourites such as Valdivia zucchini spaghetti, braised flank steak and roasted chicken with warm bacon vinaigrette.

**MEANWHILE**, Delta One pax on flights from Atlanta and New York JFK will be able to pre-select meals to ensure they receive their first choice, effective late Mar.

Customers will need to pre-select their choice three-days prior to their flight.

## Biometric boarding

**NEW** technology at Orlando International Airport in the USA is allowing passengers to board just by having a quick photo taken.

Biometric boarding gates have been implemented for British Airways flights by air transport technology specialist SITA, integrating systems with US Customs and Border Protection and airline IT systems.

A trial on BA2036 to London Gatwick will run for 90 days, with pax boarding just by looking briefly at the camera rather than needing boarding passes scanned.

## VS economy revamp

**VIRGIN** Atlantic Airways has announced the introduction of new 'economy light', 'economy classic' and 'economy delight' products to allow pax to choose the way they fly.

Food and entertainment is still offered with all three fare types, with 'delight' offering extra seat pitch and 'classic' including 23kg of baggage and seat selection.

## AI kks SYD increase

**STAR** Alliance member carrier Air India has proposed to add a fifth weekly service on the Delhi-Sydney route, starting 30 Mar.

Air India this week filed plans for the capacity boost, utilising Boeing 787-8s (TD 07 Feb).

**MEANWHILE**, AI has opened reservations for its relaunch of services to Tel Aviv, with thrice weekly flights to begin on 22 Mar.

## Crowne Tesla love

**INTERCONTINENTAL** Hotels Group has completed the rollout of Tesla Destination Chargers at all of its Crowne Plaza properties across Australia.

Thirteen hotels are now equipped with the cutting-edge technology allowing Tesla owners to plug in and top up their battery while enjoying the hotel facilities.

Each hotel has two chargers, with most locations delivering between 40km and 80km of range per hour of charging.

## Lufthansa a-la-carte

**LUFTHANSA** has announced the introduction of "a la carte dining" meals in Economy and Premium Economy class.

From May, passengers will be able to order one of seven selected meals prior to departure on long-haul flights for an extra charge of between 19 and 33 euros, the carrier said.

Existing food and drink offerings will still continue to be available, with the additional meal options offered on almost all LH intercontinental flights from Frankfurt and Munich.

The special a-la-carte meals, which are served instead of the regular first meal during the flight, can be ordered on [lufthansa.com](http://lufthansa.com) up to 24 hours before departure.

## KrisShop retail push

**SINGAPORE** Airlines has announced a new joint venture with duty free retailer DFASS and airline catering specialist SATS to transform its KrisShop and Scootalogue in-flight shopping programs into "omni-channel e-commerce platforms".

SIA will hold 70% of the JV and DFASS will be the exclusive supplier to the new business which will offer travellers in-flight duty free and duty-paid goods as well as pre-order services with on-board and ground based deliveries.

Singapore Airlines ceo Goh Choon Phong said it was expected the partnership would "substantially grow our travel-related retail business" with the deal to be finalised in the third quarter of 2018.

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## CORPORATE UPDATE

### Spencer Top Female Entrepreneur

**FOUNDER** of the Spencer Group of Companies Penny Spencer celebrated International Women's Day yesterday by being named in *SmartCompany's* Top Female Entrepreneur's 2018 list. The listing tables the 30 most outstanding women in Australian business spanning all major industry verticals, including retail, recruitment, telecommunications, technology, mining, food, fashion, fitness, property, digital services, cosmetics and travel.

"I marvel at the skills and tenacity of the wonderful, capable women in my own businesses every day...I acknowledge their contributions to every part of the Spencer success story," Spencer said.

Mining magnate Gina Rinehart topped the 2018 list, followed by Katie Page (Harvey Norman) and Vicky Teoh (TPG).

Spencer (**pictured**) was ranked 22nd with revenue of \$70 million, ahead of the likes of Naomi Simson (Big Red Group) and fitness guru Michelle Bridges.



### MTA booking tool

**MOBILE** Travel Agents (MTA) will soon be able to offer a corporate booking tool for small and medium enterprises, allowing them to streamline travel approval processes.

At the MTA annual conference on the Gold Coast at the weekend, the group's ceo Don Beattie said the product had been introduced to two members and would be rolled out to others in the near future.

"It's a tool we provide to the end customer that allows them to set rules within their own organisation for their travel," Beattie said.

The product would simplify the quoting and booking process to remove the "backwards and forwards" involved in gaining travel approvals.

"It streamlines the process so the consultant has a better opportunity to get the best fares at the time rather than having a constant process of approvals and changes," he said.

"This is not to replace the full service model, but for those organisations that need an approval process in the corporate environment, this tool allows them to have that while allowing us to retain the customer for the service perspective."

### GBTA podcast

**THE** Global Business Travel Association (GBTA) has launched a new podcast called *The Business of Travel*, covering topics such as travel friction, travel tech, aviation regulations, and Brexit's impact on the biz travel space.

Listen to the new podcast **HERE**.

### FCM losing biz?

**FLIGHT** Centre's "commercial disagreement" with NAB which saw the company lose the account to Amex Global Business Travel due to overcharging on bookings (**TD** yest) may not be the only account the firm loses.

*Fairfax* also reported an ASX top-50 company declined to shortlist FCM for a recent tender in the wake of the NAB dispute.

### ATPI appointment

**HELEN** van Berkel has been named the new global head of events at travel management company ATPI.

The move means van Berkel will expand her current role as managing director for the sports & corporate events business in the Netherlands & Canada.

She will be charged with opening up new sales opportunities for the business.

### CWT skating coup

**CARLSON** Wagonlit's CWT Meetings and Events division has been chosen to run the Int'l Skating Union's World Figure Skating Championships which are being held in Milan this month.

CWT's M&E Sport will coordinate the logistics of the championships.

### Siemens hotel deal

**HOTEL** Solutions provider HRS has landed a contract with Siemens to handle all business processes related to the company's hotel program.

HRS will manage the hotel program for Siemens in more than 170 countries, specifically taking charge of aspects such as purchasing, rate negotiation, analysis and optimisation.

The reason for Siemens' decision to outsource the function was due to a desire to reduce both costs and system complexity.

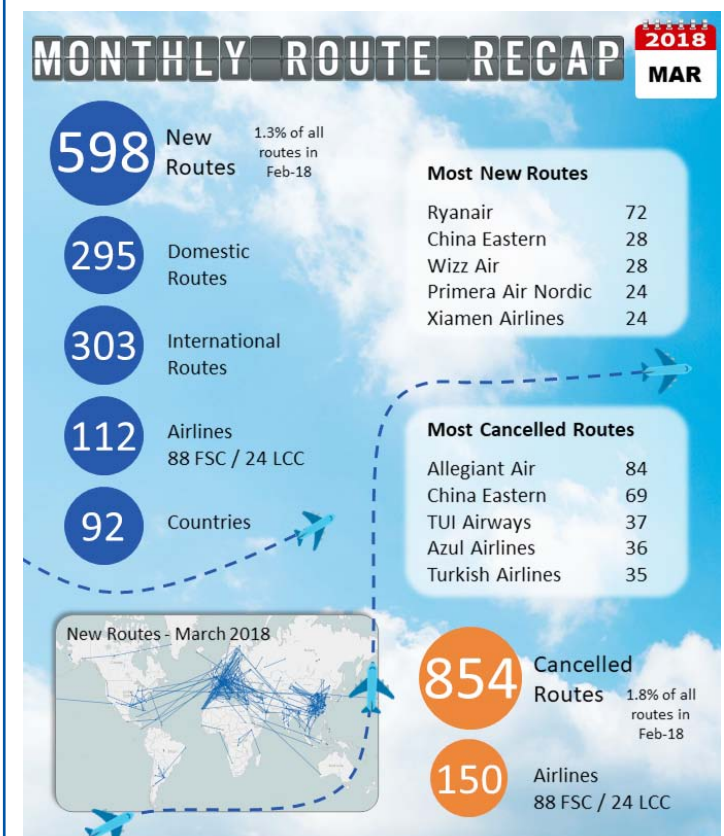
HRS believes the partnerships will benefit both businesses.

"Our services will lead to... savings...at Siemens...HRS hotel partners will also benefit...giving them increased access to one of the world's top global brands," said HRS ceo Tobias Ragge.

**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.



**THIS** month, Qantas is set to launch its historic new route linking Australia with Europe direct. This won't be the only new route launched during Mar, in fact almost 600 new routes will be launched this month alone - that is an increase of 1.3% of routes. A total of 92 countries across all regions will see new routes added.

Interestingly, the number of routes being cancelled is actually higher, totalling 854 or 1.8% of routes.

The three largest new routes by capacity (5,580 seats per month) belong to domestic services in India and Japan, as well as a new route linking Italy and Germany.



## Entire Travel Group agent showcase

**THIS** week Entire Travel Group hosted agents from across Sydney and Melbourne at Luna Park, Sydney and Alto, Melbourne, for an update on the company and its destinations.

Attendees were treated to fine food, wines, and entertainment reflecting the incredible destinations represented by the group's 'Travel Connection' stable of brands; French, Tahiti, New Caledonia, Barge and Spain & Portugal.

Along with presentations by key partners, there were a number of lucky-door prizes for agents to win, including a four night holiday to New Caledonia, inclusive of Aircalin flights.



**THE** Entire Travel Group team representing the stable of specialist brands - back row: Laura Vlasis, Marina Godoy, Fannie Brodin, Brad McDonnell (Managing Director), Goran Dragicevic, Mike Olivetto (Marketing Manager) and Laura Hadfield (Product Manager). Front: Frances Cusack, Sian Gale, Sandrine LeGaillard (BDM) and Emily Bradford.

**TAHITIAN** dancer providing entertainment.



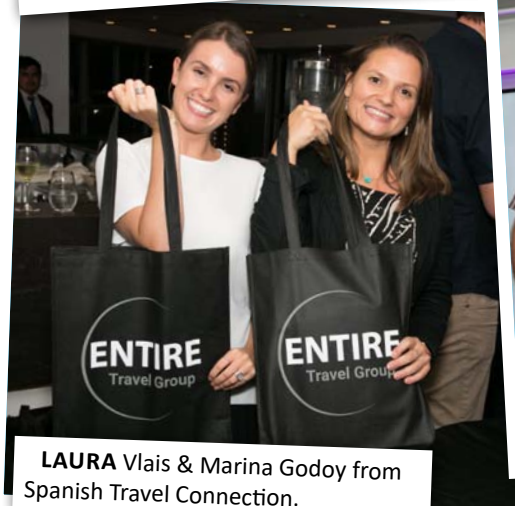
**FROM** left: Jackie Lau, New Caledonia Tourism; Blake Wiggins, DriveAway Holidays; Robert Thompson, Tahiti Tourisme; Zack Redfern, Aircalin and Lena Frolich from Monaco Tourist Board.



**BRAD** McDonnell, Managing Director of Entire Travel Group.



**SANDRINE** LeGaillard, Business Development Manager, Entire Travel Group and Adrienne Witteman, Trendsetter Travel & Cruise Centre.



**LAURA** Vlasis & Marina Godoy from Spanish Travel Connection.



**DAVID** Matthews of Discovery Travel went home having won a trip to New Caledonia, presented by Jackie Lau of New Caledonia Tourism.



**ATOUT** France's Sarah Elfassy (left) and Anais LeLoup (right) presenting a prize of Champagne and Perfume to TravelManager Rosa Frigel.





## 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 breakfast is on the house when you stay at select **Leisure Inn** and **Park Regis** hotels before 30 Apr. Offer valid for hotel locations in the Blue Mountains, Hunter Valley, Brisbane and Townsville. **CLICK HERE** for info.

**Viking River Cruises** is offering fly free to Europe, Russia, China and Southeast Asia when river cruises are booked before 31 Mar as part of its Explorer Sale. For further information call 138 747.

For those wanting to feel both thrifty and relaxed, **Star Clippers** is offering two nights for free at Alila Seminyak in Bali with a free 60 min massage thrown in. 20% discount in addition. More [www.adventureworld.com.au](http://www.adventureworld.com.au).

**Crooked Compass** is offering up a \$1,000 saving on its inspiring 11-day women's-only Remarkable Rwanda tour when bookings are made before 31 Mar. Click **HERE** for more details.

## Writing workshops

**TRAVEL** writer Rob McFarland will host a series of PR workshops in Sydney, Brisbane & Perth aimed at tourism marketers, operators and public relations executives.

The half-day course covers press release writing and story pitching.

The workshops will be held from 8:30am-12:30pm on Wed 21 Mar in Perth at Aloft Perth, on Wed 04 Apr in Brisbane at QA Hotel and on Fri 27 Apr in Sydney at Vibe Hotel Sydney.

The course is \$399pp, limited to 12 people - **CLICK HERE** for more.

## Autograph signing

**AUTOGRAPH** Collection Hotels will make its first foray into Belize in 2020 by opening a boutique resort on Ambergris Caye island.

The 155-room Alaia will be a "one-of-a-kind" hotel that strikes a balance between modern design & laid-back Belizean soul.

## Ctrip Deutsche deal

**CHINESE** travel provider Ctrip has signed an agreement with Deutsche Bahn (German Railways) to sell the rail company's tickets through its various platforms.

Among the platforms utilised is Ctrip's new newly launched product Trip.com, its one-stop-shop for online travel bookings.

"Through our partnership, we are enabling our 300 million members to conveniently purchase German rail tickets," said Amy Wei, gm Ctrip group International railway ticketing.

## AM Basic Economy

**THE** joint venture between Aeromexico and Delta Air Lines will see AM roll out a "branded fares" concept meaning DL can now offer an increased range of basic Economy options to 50% of routes between the US & Mexico.

## Boomerang merger

**CANADA-BASED** TravelBrands has announced the merger of its Boomerang Tours and Exotik Tours brands to create the new Exotik Journeys.

The reason for combining the entities is to create an expert travel brand offering tours in all regions of the world.

Boomerang Tours specialised in travel through the South Pacific providing tailored itineraries in Australia, NZ, Fiji and Tahiti.

The Exotik Tours was known for presenting bespoke travel options internationally.

The merged Exotik Journeys entity will offer a broad range of travel options from independent travel and locally guided tours, to affordable long-stay journeys and custom packages.

The merger became effective this month.

## CastaDiva reps

**SYDNEY-BASED** The Unique Tourism Collection has won a contract to look after the sales and marketing activities for the CastaDiva Resort & Spa in the Australian market.

The property, located in Lake Como in Northern Italy, has proved popular with Aussie tourists seeking upscale romantic accommodation in the region.

CastaDiva is offering a new romance packages starting from \$890 per night - enquiries should email **HERE**.

## Moxy growth plan

**MARRIOTT'S** Moxy Hotels brand is embarking on a major expansion push in Europe over the next three years with plans to open 40 new locations in fast-growing & established markets.

## SINGAPORE AIRLINES-LUFTHANSA GROUP JOINT VENTURE



## WIN YOUR DREAM EUROPEAN HOLIDAY

This month, *Travel Daily* together with Lufthansa Group and Singapore Airlines, are giving agents the chance to win a holiday to Europe.

You and a friend will fly Economy Class to Singapore with Singapore Airlines and then onto Europe with a Lufthansa Group carrier (Lufthansa / Swiss International Air Lines / Austrian Airlines).

To win, have the most correct answers to the questions throughout the month, and the most creative response to the last question. Send your answers to [lufthansa@traveldaily.com.au](mailto:lufthansa@traveldaily.com.au)

**Q7. Which Joint Venture airlines operate between Singapore and Frankfurt?**

Image: Singapore Airlines A380-800

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### Monday to Friday Travel Consultant

**Sydney, \$60k + Super, Ref: 3289SO2**

If you are a travel consultant who would love their weekends back – this is the role. Working from lovely offices to book high-end leisure travel and cruises, you will have GDS experience and will be known for your exceptional customer service. This is a great opportunity to join a successful travel business and become an integral of this friendly team. Strong cruise knowledge would be an asset as well as fare and ticketing knowledge. For an immediate interview contact me.

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

### Digital Marketing Executive

**Melbourne, Circa \$55k + Super, Ref: 3108HC1**

My client is a leading Travel Company and is currently recruiting for a Digital Marketing Executive to join their busy office. As a Digital Marketing Executive you will be proficient in SEO and have a passion for social media to help grow their online presence through the creation of unique, engaging, informative and authoritative content. This role includes, but it not limited to, SEO, email and social media campaigns and measuring performance with Google Analytics. Apply now!

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

### Marketing Manager

**Melbourne, \$90k-\$120k, Ref: 3108HC1**

This is an integral part of the company's future development and also success in the Australian market. We need a leader in marketing and communications for this growing company! You will develop and manage marketing communications channels that grow locally sourced enquiry in the AU market. This is a hands on position - responsible for newsletter production, social media channels, PR and SEO objectives in AUS. Extensive leadership and marketing experience is essential.

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

### Prestige Travel Consultant

**Brisbane, \$45-50k + Super + Incentives, Ref: 1970AW1**

Working with Prestige Travel products? Have an existing client/customer base? Love creating tailor made travel itineraries? This role is for you! The ideal candidate will have strong GDS and fares experience and come from a wealth of travel knowledge. Delivering exceptional customer service at all times, your confidence and motivation will enable you to become a successful part of this small & friendly team. To take advantage of this opportunity & develop your travel career, contact me directly!

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

### Team Leader, 4 Days a week

**North West Sydney, Great Lifestyle + Rewards, Ref: 1565AJ1**

A rare opportunity has just opened in the North Western suburbs for an experienced Team Leader to join and lead a great team in a busy environment. A healthy Work-Life balance is paramount and you can therefore look forward to enjoying 3 days off a week in addition to a friendly work environment. The store is in an ideal location with plenty of foot traffic leading to the potential to exceed targets and reap the associated benefits of doing so. Marketing experience is also highly favoured.

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

### Product Coordinator

**Melbourne, \$50k + Super, Ref: 3332HC1**

Well-suited position for an experienced Product Coordinator to be a part of a growing company with a fun & fast paced working environment. You will have experience working in product previously but also have a good understanding of land/air components as you will be required to package together FIT travel products. This is a very rewarding position as the end result of your work will be used by the Reservation staff to sell. \$50k + Super on offer as well as on the job training.

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

### Experienced Travel Consultant

**Queensland, \$40 - \$45k + Super + Commission, Ref: 1249CGA1**

Are you looking for a new and rewarding role within the travel industry? Are you confident consulting across all platforms which include telephone, walk-ins and emails? Do you have impeccable customer service skills and strive to beat KPI's? This supportive agency is seeking an experienced travel consultant (minimum 2 years) who is ready to hit the ground running, No two days will be the same, bring your passion and high end touch. Having worked in a fast paced environment is essential.

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

### Academic Corporate Travel Consultant

**Brisbane, \$60k + Super & Uncapped bonuses, Ref: 5141SZ1**

Niche role within the corporate sector focusing on university & school accounts, taking a standard corporate role to new heights. No 2 days will be the same with this position as you will be finding yourself booking & managing some very interesting and off the beaten track itineraries. We will consider someone with approx. 3 years' experience in Corporate Consulting or min. 4 years' experience in the retail sector to step into this fulfilling role. GDS knowledge required and a great attitude.

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



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Malaysia Airlines has a long and proud history of taking Malaysian Hospitality to the world. We are an airline that is passionate about our customers and trade partners, putting them at the forefront of everything we do. To support our future growth, we are seeking individuals with passion, commitment to excellence, ambition and a drive to succeed.

The role of the National & Industry Account Managers is to focus on growing and developing existing customer portfolios while also generating new business. In both roles, you are responsible for profitability as well as reaching defined sales targets, maximizing account revenue and negotiating and maintaining contractual agreements with MH trade partners. The ideal candidates should demonstrate an entrepreneurial mind-set to constantly seek new ways to develop revenue through partnership and identify new market opportunities.

### National Account Managers (SYD x 3 / AKL x 1)

#### Key Responsibilities:

- Plan, implement, monitor and assume responsibility for all necessary measures that secure the success of MH business arrangements in an assigned portfolio
- Be involved in strategic account planning to generate revenue and market-share growth and opportunities to meet profitability targets
- Understand market trends and identify new business potential for MH Group (Malaysia Airlines, MASwings & Firefly)
- Build trusted, strategic relationships within your portfolio, develop a thorough understanding of their business challenges and add value to our trade partners' business by proposing the optimal MH commercial solution
- Measure level of satisfaction with MH current products and services to provide feedback to the production units, together with suggesting solutions for improvement of the product or pricing offering

### Industry Account Manager (BNE x 1)

#### Key Responsibilities:

- Increase MH revenue and market share as defined in the business plans of each of our national accounts in your nominated territory
- Gather and analyse internal and external information in order to provide reliable reporting to the Australia & New Zealand leadership team
- Coordinates and follows up on sales programs, strategy and initiative with a result analysis after implementation
- Targets accounts based on potential, likely profitability and probability of success and prioritize time on the opportunities to maximize results

#### Your profile:

- Relevant degree in the civil aviation field, marketing or business administration
- Minimum 3 years (IAM) or 5 years (NAM) experience in airline Sales and/or Key Account Management
- Strong business development and account management skills, with corporate experience being highly desirable
- Entrepreneurial / commercial mind-set using innovative and creative approaches to optimize solutions
- High level of self-motivation, problem solving and interpersonal skills
- Well-developed time management, decision-making, presentation and organizational skills
- Willing to travel both domestically and internationally as and when required

Applications Close at 6pm, Sunday 11 March 2018. If you wish to apply send your CV with a covering letter to [mark.mulville@malaysiaairlines.com](mailto:mark.mulville@malaysiaairlines.com).

Malaysia Airlines thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.