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Laskey to leave TTC

TONY Laskey, the Travel Corporation's Director of Marketing and Communications in New Zealand, has announced his resignation 21 years after joining Contiki in the UK.

He is taking up a new role with industry training group Service IQ.

Aurora boosts sales team

AURORA Expeditions has confirmed a major expansion of its sales and marketing operations in the lead-up to the launch of its new *Greg Mortimer* in Oct.

Six new appointments have been made, including Victoria Primrose who is taking the role of Aurora's new Global Head of Marketing after an extensive career with roles at a range of global organisations including Johnson & Johnson and Lindt.

"Victoria will leverage her extensive consumer marketing skills and experience working internationally to help drive customer engagement and enhance the customer experience at Aurora Expeditions across key markets including Australia, UK and the USA," said Aurora MD Robert Halfpenny.

The team also includes Martha

Bethan, who joins Aurora from Tourism Ireland as Consumer Marketing Executive; Alesa Matis ex Globus as Sales & Marketing Coordinator; and Sary Oum from software firm Solentive who is Aurora's new Digital Marketing Executive.

Internationally Aurora has appointed Ross Avenell as Inside Sales Trade Executive for North America, and Karen Hollands to the same role for EMEA.

"The coming year is set to be one of the most monumental in Aurora Expeditions' 27-year history, and it's important we have the right team to carry our legacy into this promising future," Halfpenny said.

The new *Greg Mortimer* is currently ahead of schedule, with her maiden voyage scheduled to depart Usuhaia, Argentina on 31 Oct, hosted by namesake, founder, explorer and mountaineer Greg Mortimer OAM.

VA streaming to LA

VIRGIN Australia is today highlighting its transpacific flight offering, with "stars, snacks and streaming on demand" all the way to Los Angeles.

The carrier is operating its newly refurbished Boeing 777 aircraft to LAX from Sydney, Brisbane and Melbourne, with Business class, Premium Economy and Economy class and the "Economy X" offering including extra legroom and noise-cancelling headphones.

The Virgin-Delta partnership also offers extensive connectivity at both ends, with more than 45 destinations within Australia and NZ linking to over 230 ports in North America.

See the **cover page** for more.

Today's issue of TD

Travel Daily today has five pages of news, including a front cover page for **Virgin Australia**, plus a full page from:

- Travel Trade Recruitment

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Joon confusing: AF

AIR France-KLM has confirmed the closure of its low-cost offshoot Joon, with the airline's planes and staff to be absorbed into the Air France parent carrier.

The company said the Joon brand had been "difficult to understand from the outset for customers, employees, markets and investors," offering a hybrid model with high service levels and modern branding but using externally recruited cabin crew.

Joon was launched just over a year ago (*TD* 26 Sep 2017) by former AF CEO Jean-Marc Janaiillac.

Hurtigruten sale

HURTIGRUTEN has launched its biggest expedition sale on its worldwide range for 2020-2021 covering destinations such as Iceland, Alaska, Norway, Greenland and Russia.

Travellers can save over \$900pp on *MS Fritjof Nansen* Greenland Expeditions and *Ms Fram* eight-day Iceland Expeditions along with savings of over \$1,800pp on *MS Amundsen* in Antarctica 2020.

The sale includes over 100 Expedition departures on hybrid technology ships including *MS Amundsen* and *MS Fritjof Nansen*.

Hilton LXR lift

HILTON Worldwide has announced the expansion of its new "LXR" luxury collection brand, with the rebranding of the property currently operating as the Millennium Hotel London.

To be known as The Biltmore, Mayfair, after a £50 million makeover which has seen the hotel closed since last Jul, it will offer 257 guest rooms and 51 suites and "reflect the property's origin as a sophisticated, elegant London private residence", according to Hilton.

The property is located near Hyde Park and is owned by Millennium and Copthorne Hotels, which has signed a new 10-year management agreement with Hilton.

The Biltmore, Mayfair will be the first LXR hotel in Europe, with the brand also set to debut in Dubai (**TD** 01 Aug 2018).

ATG's new agent portal

THE APT Travel Group (ATG) has announced an "all-encompassing trade portal" called ATG Connect will go live over the weekend.

The website will be available to trade partners across Australia and offer access to customisable and downloadable marketing material and event invitations, real-time sales tracking and to online bookings.

ATG said the portal would "revolutionise the way agents connect" with the wholesaler.

Head of Sales Susan Haberle said ATG Connect would offer agents "all the assets needed to grow your market share and exceed those sales goals".

"The new site is an additional resource for agents that compliments the business support our dedicated BDM's

Ittensohn to Explore

EXPLORE Worldwide has confirmed the appointment of Ben Ittensohn to the role of Global Head of Sales and Customer Service.

Ittensohn has worked on a consultancy project for Explore since Jul 2018 where he was responsible for leading the GSA tender for Explore's Australia and New Zealand representation and subsequent appointment of Adventure World Travel.

He relocates to the UK this month & joins after over a decade at Topdeck Travel, where he was Regional Manager Asia Pacific.

provide," she explained.

"Giving agents the autonomy to access and download marketing materials, increase training and track sales is just the first phase of the site and we look forward to developing it further in phase two," Haberle added.

ATG is giving agents who create their new login by 28 Feb the chance to win one of 10 \$500 vouchers.

Call 1300 668 298 for more.

Aussie passport dip

THE Australian passport has dropped from seventh to 10th place for 2019 on the international ranking of passports, Henley Passport Index.

The index showed that Aussies can enter 181 countries visa-free in 2019, two less than last year.

The drop is due to Ukraine and Turkey introducing an online e-Visa service.

Japan has claimed the top spot with visa-free/visa-on-arrival access to 190 destinations.

Hawaiian Airlines' new addition



HAWAIIAN Airlines' new Regional Director Australia and New Zealand, Andrew Stanbury (**pictured left**) this week held his first planning session in Sydney with his Australian and NZ Sales and Marketing teams.

During the meeting Karen Macmillan, Hawaiian Airlines Director of Sales for Australia and

Partnerships Manager Australia and NZ, **pictured right**, presented Stanbury with a Hawaiian lei to welcome him to the team.

"Hawaiian Airlines has an excellent team in the region," Stanbury said, adding "I am excited to be working with them on building Hawaiian Airlines' success into the future".

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Int'l traffic up in Oct

THE number of international air passengers passing through Australian airports increased by 5.3% in Oct when compared to the previous corresponding period, according to the latest figures compiled by The Bureau of Infrastructure, Transport and Regional Economics (BITRE).

Australian airports received 3.547 million international pax during Oct, with 3.370 million passengers clocked in 2017.

The busiest route in the period was Sydney to Auckland, notching up 137,498 pax and accounting for 3.9% of total traffic.

Qantas increased its international passenger load by one percentage point to carry 17.8% of total traffic, while Jetstar claimed second spot carrying 8.7% of Oct's traffic.

Sydney Airport was the busiest hub, recording 40.5% of int'l pax.

New IATA Pay tech success

THE International Air Transport Association has announced the first successful "IATA Pay" ticket purchase transaction in a live environment, with the booking conducted in partnership with UK-based finance technology provider ipagoo.

IATA Pay is being created to offer a new payment option for consumers when buying tickets directly from airline websites, operating by taking payments from the customer's bank account straight into the account of the merchant.

The system has been enabled by new regulations in Europe and the UK which encourage transactions of this type, offering very high levels of security and the ability to be instantaneous.

For airlines IATA Pay is a cheaper payment option compared to

other alternatives, provides faster cashflow and offers a simpler process, resulting in less lost sales.

"Today's consumers, and especially millennials, have expectations of multiple payment options including mobile and peer-to-peer," said IATA Senior VP of Financial and Distribution Services, Aleksander Popovich.

"IATA Pay responds to these expectations; at the same time airlines are trying to manage significant card payment costs - \$8 billion per year and rising.

"A large part of this cost is incurred in direct purchases from airline websites," he said.

IATA has confirmed it is also now working with Deutsche Bank on a similar prototype for Europe (excluding the UK), and following testing in early 2019 the intention is to expand the concept to other regions.



Window Seat

WELL it seems that naked ambition doesn't always come to fruition, just ask the owners of Paris' first restaurant for nude diners which has announced it will close its doors in Feb.

O'Naturel marketed itself as a place for patrons to leave their clothes and inhibitions at the door but have found the French public less than willing to strip down and tuck into some foie gras and snails with parsley.

The ailing restaurant has strict rules in place such as no mobile phones for valid reasons.



Pandaw India delay

PANDAW River Expeditions has been forced to delay the launch of its *Katha Pandaw* vessel in India this month due to issues with exporting the vessel from Myanmar.

The cruise line said the issues are "now fully resolved" and the *Katha* will set sail to India from Myanmar's Yangon next week.

Passengers booked on board the *Katha* for India river cruises in Jan and Feb have been offered full refunds or rebookings.

The scheduled Mar and Apr departures will still go ahead.

Delta A220 orders

DELTA Air Lines has ordered an additional 15 Airbus A220 aircraft to be delivered in phases over the next four years.

"These additional A220 aircraft will continue to strategically enable Delta to refresh our fleet and drive further advances in the customer experience," said Delta Air Lines COO Gil West.

Tauck incentive

TAUCK Australia has launched a new agent incentive in a bid to have "the largest number of Australians travelling with Tauck than ever before".

Agents who book six new Tauck guests before 31 Mar 2019 on any 2019 Tauck Journey will receive a free river cruise while 20 new Tauck pax booked will earn the consultant a free land journey.

For more info, **CLICK HERE**.

Luxury definite dep

LUXURY Gold has announced the launch of definite departures across select packages in 2019.

Trips applicable to the definite departures offer include the Elegance of the Nile and the new Remarkable Russia journey.

"We are so pleased to offer these definite departures with many of them being deemed the top destinations for 2019," said Luxury Gold MD Lorraine Sharp.

A 10% earlybird discount is also on offer for bookings by 31 Jan.



Key Account Manager - Melbourne based

Europcar Mobility Group is a world leader in the vehicle rental and new mobility markets. We are currently seeking a Key Account Manager to join our leisure sales team. In this role you will be developing relationships with inbound and domestic wholesalers, brokers, online travel agents in Australia.

The ideal candidate will have experience in:

- The travel leisure industry, building relationships with agents and key market players
- Provide recommendations and insight on current and future market needs
- Develop tactical strategies and execute plans with agents

To be considered for this role you will have:

- 2-3 years experience in a sales role
- Excellent communication skills with the ability to use these skills at all levels of the business
- Exceptional customer service skills and drive to deliver quality outcomes
- Strong rapport building, influencing and negotiating skills, along with strong presentation and reporting.
- Understanding of the Leisure/Travel industry, in particular Tour Operators, Travel Agents and Brokers.

Send your resume to scott.wallace@europcar.com.

CORPORATE UPDATE

Buy "smart" for value

CORPORATE Traveller is urging SMEs to implement "smart buying" through preferred hotels to achieve better value.

The comments follow the release of the 4D *Accommodation Focus Report Australia and New Zealand 2019*, which showed average room rates (ARRs) and occupancy levels across Australia and New Zealand varied significantly during 2018.

The figures showed increases fuelled by demand growth and new room inventory in markets such as Sydney, Auckland and Hobart, while rates were flat in Perth and Brisbane due to new room inventory being released with discounted opening rates.

"Increasing your booking volumes and loyalty with preferred hotels, rather than

spreading your bookings across a wider range of hotels and last-minute booking sites, will pay dividends to SMEs," said Corporate Traveller's Product Manager Zahrah Roush.

"Even though SME accommodation volumes are lower than those of large corporates, SMEs can still leverage loyalty with the same hotels to access negotiated or customised rates or tap into their travel provider's customised hotel rate and products such as SmartSTAY rates, particularly in cities where the ARR's will be higher in 2019," Roush added.

The report predicted across Australia in 2019 average room rates are anticipated to rise by \$6-8, while occupancy levels are expected to remain flat at 81%.

FCM Travel UAE's sporty start



THE FCM Travel Solutions team kicked off their first monthly buzz night for 2019 at the United Pro Sports complex in Dubai.

The sporty event follows the certification of FCM Travel Solutions UAE as a "Great Place to Work" by the Great Place to Work Institute United Arab Emirates.

Certification is based on feedback from FCM employees, provided through an anonymous survey about the workplace experience.

FCM Travel Solutions Managing Director in the Middle East and Africa Network Ciaran Kelly said "Our people are fundamental to our success in the rapidly

changing corporate travel industry, our company continues to grow, and we attribute this to our investment in our staff and their full participation in strategic planning, innovation and delivery of service".

"If you forget about your people, you can forget about your culture; perks and money have their limits in inspiring true commitment," Kelly said.

FCM Travel Solutions said it aimed to create an environment where people enjoy and look forward to their working day, and where teamwork and job satisfaction are valued.

The team is **pictured** above.

CORPORATE CHATTER

with Simon McGrath

Tourism's continued growth

WE ARE fortunate that tourism continues to grow on a worldwide scale and we will see that growth continue throughout the Pacific region.

As a result, not surprisingly all State and Federal Governments are now focusing on the tourism sector and supporting solid investment from finance markets and hotel developers.

Since 2012, we have seen new hotel supply enter most markets throughout the region and there is continued supply to come over the next two years.

As a result of a buoyant market and new supply there is no doubt that market performance of operators is very important, and in terms of demand we are seeing strong growth throughout the Pacific region.

Leisure markets are continuing to grow both internationally and domestically, and it is important to note that a strong Australian and New Zealand traveller throughout the region continues to underpin so much of the success & performance of hotels.

The conferencing and events markets continues to perform well as companies continually energise, engage and reshape their workforces; and the international markets of NZ, China, India and South East Asia

continue to contribute strongly to our growth, which is underpinned by the traditional markets of the UK, Europe, USA and Japan.

As our industry continues to innovate and improve its digital capabilities, major competitors, disruptors and tech innovators are not viewed as a threat in our industry but simply reinforce how

“
We must make it both easy and profitable for airlines to do business in Australia and the Pacific...”

“
much of a remarkable sector tourism is to our overall economy. Globally the travel and tourism industry has witness exponential growth and sits within the top three competitive industries for Google AdWords; while it is estimated to be worth as much as \$100 billion for the online giant.

While we have seen growth in the aviation sector supporting the hotel industry over the past five years, we caution governments, tourism bodies and airport corporations to respect and continue to support investment in airports and new inbound and domestic air routes.

As the number one stimulator for tourism, airlines have a myriad of worldwide destinations they can choose to fly to, so we must not become complacent, we must make it both easy and profitable for airlines to do business in Australia and the Pacific.



Simon McGrath is the Chief Operating Officer - Pacific for AccorHotels, whose subsidiaries include the luxury brands Raffles, Fairmont, Sofitel, Novotel and Pullman. The hotel chain's midrange offering features the Swissotel and Mercure brands, while lower cost options include Ibis.

Air Canada loyalty

AIR Canada has closed its purchase of Aimia Canada, owner and operator of the Aeroplan loyalty business (**TD** 27 Nov).

The airline also confirmed Aeroplan Miles will be honoured on a one-to-one basis in Air Canada's new loyalty program when it launches in 2020.

Customers can continue to earn and redeem Aeroplan Miles.

Munich meetings

MEETINGCAB has opened a facility at terminal two of Munich Airport, allowing travellers to have a quiet business meeting without unwanted disruptions.

The 8m² soundproofed cabin has space for four people to sit around a meeting table and can be hired for 30 mins or longer.

It will be tested for a one-year pilot phase.

Fun on the Horizon



CARNIVAL Cruise Line recently treated a group of its top selling Australian and Kiwi travel agents to a fun-filled six-day cruise from Miami to the Western Caribbean on board the brand's new ship, *Carnival Horizon*.

Agents had the chance to experience all the activities the ship offers, including peddling the SkyRide over the ocean, catching a movie at the IMAX theatre, splashing around at the Dr Seuss WaterWorks, and testing themselves on the SkyCourse rope challenge.

The trip included shore

excursions to Rum Point Beach, as well as sailing through the clear waters of the Grand Cayman.

The group also sampled speciality restaurants Cucina del Capitano, Ji Ji Asian Kitchen and Fahrenheit 555.

Pictured on the Grand Cayman boat ride are Carnival's Anton Loeb with Garath Evison and Emma Judge.

Hawaiian's record

HAWAIIAN Airlines welcomed a record of nearly 12 million guests in 2018, a 2.9% increase over the previous year, according to Hawaiian's system-wide traffic statistics for the month, quarter, and full year ended 31 Dec 2018.

The growth is attributed to Hawaiian's delivery of nine A321neo aircraft in 2018 and new daily non-stop service to Maui's Kahului Airport from Portland, Sacramento and San Diego international airports.

Explore \$100 off

EXPLORE Worldwide is offering \$100pp off 100 holidays for bookings made before 04 Feb.

Highlights include the 15-day Sri Lanka & Maldives family adventure and the five-day Discover Chernobyl, Ukraine experience - **CLICK HERE**.

TRAVEL SPECIALS



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

Bentours is offering discounts of \$1,000 per person on selected Antarctica expeditions until 28 Feb. The offer applies for travel between Nov 2019 and Feb 2020, for more information call 1800 487 844.

Travellers heading to the West Coast USA with **Trafalgar** have the chance to secure return airfares on American Airlines for \$799. Those going to the East Coast USA or Canada can travel for \$999 return. The sale applies on bookings made until 15 Feb, **CLICK HERE**.

Norwegian Cruise Line has launched its "New Year Big Savings" promotion, valid on bookings made before 15 Jan. Guests will receive the cruise line's "Free at Sea" options at no cost. For info, **CLICK HERE**.

Dragoman Overland Travel is offering 20% off a range of its worldwide itineraries, including Asia, Africa, and the Americas. Bookings must be made by 25 Jan, for departures made before 31 Dec. Call 03 8594 3108.

A selection of sale fares are now available from **Etihad Airways**, valid for travel between 01 Feb and 31 Oct. The Global Sale features flights starting from \$1,033 return Economy Sydney to Dublin, more info **HERE**.

Sydney's **Tank Stream Hotel** is offering savings of up to 25% on bookings of two nights or more. The deal is valid until 30 Sep - **CLICK HERE**.

Expedia US stats

US TRAVELLERS are the number one int'l feeder market and are among the biggest spenders to Australia, according to data from Oct 2017 to Sep 2018 released by Expedia Group.

Research also showed that hotel demand of US travellers to Australia grew by nearly 65% year-on-year (YoY).

Melbourne led the growth at 70% YoY, while Sydney and Cairns both tracked 50% YoY.

Newcastle was the fastest growing regional destination for US travellers, with 180% YoY.

Hyde museum reno

SYDNEY Living Museums has announced a major renewal of UNESCO World Heritage-listed Hyde Park Barracks Museum.

The project will centre on telling Australia's convict story, its impact on First Nations people and the site's early contribution to immigration.

"It will bring the personal stories to life in a truly authentic, emotional way that is relevant to people's lives today," said Sydney Living Museums Executive Director Mark Goggin.

The Museum will close from 29 Jan and will reopen in late 2019.

Wyndham Yangon

WYNDHAM Hotels & Resorts has launched a new lakeside hotel, Wyndham Grand Yangon in Myanmar.

The 291-room hotel comprises of serviced apartments and retail outlets, along with two restaurants and two bars.

The property also features five meeting rooms, a fitness centre and an outdoor pool with views of the Kandawgyi Lake.

Manchester tix deal

INTERNATIONAL ticket provider, Sports Events 365 has signed a season ticket agreement with Manchester City for the second half of the current season and the following two seasons.

The signing grants the company options for supplying tickets to individuals and groups interested in attending the games.

For more info, **CLICK HERE**.

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Working in partnership with the Australian Travel Industry

Product Manager | Escorted Tours

Sydney, to \$65k + Super DOE, Ref: 3829PE1

As a Product Manager you will be responsible for researching, designing, writing and maintaining a portfolio of tours. The successful candidate will be passionate about Music, Theatre, history and the Arts + have an excellent grasp of the English language, be a confident communicator and negotiator, possess a current driving licence and love and flare for creativity and design. Travel industry experience, a degree in the arts or previous work in these fields and command of a foreign language would be highly desirable.

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

Inbound Groups Travel Consultant

Sydney, \$50k-\$55k + Super, Ref: 1995JB1

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

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

Travel Consultants Wanted! Wholesale Ski

BNE, Lucrative Salary Package, Ref: 1842AW4

Our client is looking for ski enthusiasts who have already hit the slopes and looking to share their ski knowledge and passion. Are you a Travel Consultant who loves to sell ski? Do you want to focus your energy and sales ability to a niche wholesale brand?! Then this role is for you! Step up to a wholesale travel ski role, earn top \$\$\$\$. And hit the slopes! Are you a travel consultants with a passion for all things snow?! Work Monday-Friday with the occasional Saturday _ APPLY NOW!

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

Key Account Manager

SE Melbourne, \$70k-88k + Super, Ref: 3763HC1

Our client is seeking an experienced Key Corporate Account Manager for their growing office. If you have extensive and strategic Travel Account Manager in a TMC then this role could be what you are looking for. Your main responsibility is to manage business relationships between the TMC and your clients while promoting account retention and growth. This company have a fantastic reputation for staff retention, valuing their employees and they have an excellent & supportive working environment.

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

BDM - Educational Travel

Sydney, \$60k + Uncapped Comms, Ref: 1557AJ1

Exciting opportunity to join a market leading company specialising in group tours. You will be responsible for driving business, identifying potential clients and outlining the fantastic service offering available. My client provides fully tailored travel packages for schools, clubs and associations and pride themselves on going the extra mile. With such a great product/service offering behind you, you can expect to enjoy high conversion levels coupled with an uncapped incentive structure.

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

Cruise & Travel Consultant - Non Face to Face

Brisbane, to \$50k + super + comms, Ref: 2514SZ4

My client is a fast paced award-winning online agency currently seeking a talented travel or cruise consultant selling cruise & worldwide land / air packages. You must be hungry to want to earn top dollars by doing what you love and be rewarded with famils & top commission. This role would suit someone that wants a supportive team environment, work / life balance, a relaxed & fun atmosphere, breakout area, own lockers & shower facility with full kitchenette & magnificent views at your desk.

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

Travel Consultant step into Product

Brisbane, \$50-60k, Ref: 1363CGA1

We are looking for a motivated Travel Consultant looking to get into product. You will provide coordination, assistance and support to obtain, contract, load and distribute relevant product. You will also be responsible for building and growing relationships with our suppliers. The ideal candidate will have a good understanding of land/air components as you will be required to package together travel products. Be part of a growing company with a fun & fast paced working environment.

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

Travel Agent - Assistant

Nth Melbourne, \$45k + Super, Ref: 3617JP1

Do you love the being a Travel Agent yet you feel like the sales element of the role isn't really your thing? This is the role for you! Enjoy all the thrill and benefits of working in the industry without the pressure of the sales day in day out. Provide support to the sales and operations teams with a number of duties including assisting with reservations and admin duties. You will be rewarded with a regular salary and the greatest benefit of Monday to Friday hours ONLY! Don't wait, apply now!

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



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