

FLY TO PARIS FROM AUSTRALIA VIA SINGAPORE, HONG KONG AND BANGKOK

More options with codeshare flights with Qantas

Windstar 2021 trips

WINDSTAR Cruises is showcasing seven new itineraries for 2021, including voyages to Greece, Israel & Egypt on *Star Pride*; northern Japan on *Star Breeze*; and Iberia & Morocco aboard *Star Legend*.

More details on **page nine**.

HLO highlights brand growth

HELLOWORLD (HLO) CEO Andrew Burnes this morning highlighted the increasing awareness of Helloworld Travel, saying it is "the only brand to see considerable growth in the market over the past two years".

Speaking at the HLO annual general meeting, he showcased recent research indicating the success of significant investment by the company and its supplier partners in press, digital and TV activities.

Unprompted awareness of Helloworld Travel has increased over the past three years, from 22% to 34%, while prompted brand awareness was now 75%, up from 60% in Aug 2017.

However figures unveiled during his presentation also confirmed the ongoing strength of the Flight Centre brand, which achieved an 82% unprompted awareness rating, and an overwhelming 98% prompted brand awareness.

When consumers who booked

with OTAs were asked what brand they would consider as their first choice, Flight Centre was streets ahead, with a 41% rating - but down from 48% last year.

By contrast Helloworld was preferred as the first booking choice by 8% of OTA clients, up from 6% in the previous period.

Burnes compared Helloworld's performance with that of Flight Centre, STA, Luxury Escapes, TripaDeal and Travellers Choice, saying "the Helloworld Travel brand looks to have gained a greater share of the market over the last six months - an excellent result. Other brands have not experienced growth," he said.

More from HLO on **page three**.

Hall new HLO CFO

FORMER Jetstar Chief Financial Officer David Hall was today announced as the successor to outgoing Helloworld CFO Michael Burnett, who is leaving to take up a role at Intrepid (**TD 29 Oct**).

Hall will join HLO next month - more appointments on **page 7**.



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Today's issue of TD

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

- Windstar Cruises
- AA Appointments jobs



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NZ ups regional

AIR New Zealand has released the details of “hundreds more regional flights” which will be added to its domestic schedule at the start of 2020, following the withdrawal of Jetstar from the market (**TD** 25 Oct).

Between Jan and Mar, an extra 586 one-way sectors will be operated between Auckland and Napier, New Plymouth, Nelson and Palmerston North, as well as between Nelson and Wellington.

Special fares are also available for affected Jetstar customers, who can access the offer by emailing jqsupport@airnz.co.nz.

QF research readies

QANTAS' nonstop 17,800km London to Sydney research flight will take off tomorrow, as part of the planning process for the carrier's Project Sunrise.

The flight follows a similar flight test from New York to Sydney last month (**TD** 18 Oct).

CATO Awards event 2020

THE Council of Australian Tour Operators (CATO) has announced that it will host a new standalone awards event dedicated to the land supply sector next year (**TD** breaking news).

Taking place in Oct 2020, the “CATO Awards” will be accompanied by a lavish cocktail function, and will represent an opportunity for Australia's land supply sector to formally recognise the valued support it receives from travel agents.

“This is not just another awards event, this is an opportunity for our members from the land-supply sector to come together under the CATO banner to recognise excellence in the retail travel sector,” enthused CATO Managing Director Brett Jardine.

The latest announcement means CATO can expand on this year's inaugural CATO Awards, which took place as part of the National Travel Industry Awards

gala dinner.

“Following the tremendous support and opportunity provided by AFTA in 2019, the CATOs will be a showcase event on the 2020 travel industry calendar incorporating up to 14 award categories that specifically recognise agencies and consultants that are stand-out performers across a number of specialty areas,” Jardine said.

The 14 categories for the 2020 CATO Awards, up from just four in 2019, will include Agency of the Year gongs across all major international markets, as well as Consultant of the Year - Group Touring, Consultant of the Year - Youth Travel, Consultant of the Year - Ski, Consultant of the Year - Adventure, Rookie of the Year, Trade Media Award, and a CATO Ambassador Award.

Details regarding the venue and awards criteria will be announced to the trade in early 2020.

Jayride raises \$3.5m

SHARES in online airport transfer marketplace Jayride resumed trading today, after being suspended earlier in the week pending the announcement of a capital raising (**TD** 12 Nov).

The company today confirmed it had completed a placement of about 10.5 million shares at 30c each to “sophisticated investors” to raise \$3.2 million, while the company's board and senior managers have committed a further \$300,000 to lift the total to \$3.5 million.

“High quality institutional investors” including Thorney Investment Group will hold more than 5% of the company, while a share purchase plan has launched to raise an additional \$1.5 million.

“Jayride is now well-funded on a high-growth path to profitability,” according to CEO Rod Bishop, who noted that the company was seeking to expand its board with new skills in “scaling global travel platforms”.

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Travel Daily

Thursday 14th November 2019

"Industry strong" - Burnes

HELLOWORLD Travel CEO Andrew Burnes this morning highlighted the ongoing evolution of the global travel sector, including the increasing demand for experiential travel, ethical travel, "cause-related" travel, environmental travel, wellbeing travel and "real" experiences.

"These ongoing trends have the knock-on effect of keeping the industry invigorated and evolving," he told attendees at the HLO annual general meeting.

"The travel industry remains strong, and shows no sign of this trend changing," Burnes said.

MEANWHILE Burnes also highlighted Helloworld Travel's strong "Net Promoter Score" (NPS) which at 32 was higher than that of Flight Centre (27), Luxury Escapes (25) & STA (21).

"We know our customers are strong brand advocates, they are a strong driver of new customer

acquisition.

"Our NPS remains at a really good level, ahead of our competition...this demonstrates loyalty and retention, and is an indication of the great service we are delivering," Burnes said.

During the presentation he cited strong sales from the enhanced ReadyRooms platform which had now rolled out across Australasia.

The consolidation of wholesale brands - including relinquishing Qantas Holidays (**TD** 21 Jun) in favour of Viva - was enabling a focus on one brand per market segment, while Asia Escape Holidays is benefiting from full integration into the HLO business.

Burnes said TTV during the Jul-Sep quarter of 2019 was a record \$1.878 billion, up 10.4%, led by retail and corporate and despite a 14% drop in NZ wholesale business "due to the elimination of unprofitable contracts".



© Tamara Petrowitz/Chimu Adventures

Discover how Antarctica is not just about penguins and icebergs in the November issue of *travelBulletin*.

CLICK to read
travelBulletin

Evendo, Livn deal

GLOBAL tour & activity network Livn has partnered with Evendo, an event booking platform which lays claim as "the worlds' first Online Event Agency".

The partnership will provide Evendo with real-time access to Livn's database of more than 700,000 experiences from over 15,000 global suppliers, allowing it to upgrade its event booking system to provide "greater transparency and automation to the event market".

Livn's existing network will also allow Evendo to speed up it's global expansion plans, eliminating the need for technology integrations and individual contracts with local tour suppliers.

"For Livn, the Evendo marketplace opens up its presence in corporate events; a relatively untapped market and a huge opportunity," said Livn CEO Mark Rizzuto.



Window Seat

TOURISM New Zealand is hailing a new celebrity icon for the country, with the birth of the 2,000th kiwi bird to hatch at the National Kiwi Hatchery Aotearoa this week.

And what was especially momentous about this fluffy little fella?

Well, the egg cracking moment was live streamed to the world of course!

Having captured the hearts of people across the globe, New Zealand is hopeful the new celebrity will draw thousands of fans to the country.



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QANTAS



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HK DFAT update

AS THE unrest in Hong Kong continues to worsen, the Department of Foreign Affairs and Trade (DFAT) has renewed its advice for Australians travelling to the city, warning that there is an “ongoing risk of violent confrontation”.

Protest movements have led to “flash mob” demonstrations which take place with next to no warning, with these sudden congregations sometimes involving acts of violence and vandalism, DFAT warns.

The agency has also advised Australians to anticipate major travel disruptions in the form of road closures and irregular train and bus schedules, and to move quickly away from protests.

The situation has seen the Association of Asia Pacific Airlines cancel its 63rd Assembly of Presidents meeting, which was scheduled to take place in the city on 21-22 Nov.

SAA cancels flights

SOUTH African Airways (SAA) will not operate its flights from Johannesburg to Perth tomorrow or Sat, due to pending strike action from the airline’s staff.

However SA281 from PER-JNB will depart as normal tomorrow. SAA Regional GM, Tim Clyde-Smith, said the cancellations aimed to minimise disruption for passengers, with the airline’s local staff “working around the clock” to reaccommodate affected passengers.

The industrial action has seen SAA cancel almost all of its domestic, regional and international services for the next two days, with the carrier yesterday warning that “any strike endangers the future of the airline and threatens jobs”.

Members of the South African Cabin Crew Association and the National Union of Metalworkers of South Africa have urged other SAA staff to join the walkout.

Azamara’s AzAmazing results



AZAMARA put on one of its signature AzAmazing Evenings for trade last night in Sydney, where its Business Development Manager Belle Osmic praised the cruise line’s new Venture Beyond the Sea program and partnership with Creative Cruising.

Osmic told **TD** that the Venture Beyond Program, which is a selection of pre- and post-voyage land programs, has been really popular since it launched in Jun.

“At the start, there was a bit of ‘how are they going to book? Do they put it together themselves?’, but our guests are so loyal to their agents, they won’t do it if they think they’re cutting them

out,” she said.

“Everything we do for our travel partners is commissionable.

“We will take wholesale partners on because they in turn give that information over to their front line.

“For a specialist brand such as Azamara, wholesalers do a great job of packaging our product.

“The fact they’ll package it together for their retail agents makes it easier to book.”

Osmic is **pictured** flanked by Royal Caribbean Int’l’s retiring Head of Sales Australia & New Zealand Peter McCormack and MD Australia & NZ Gavin Smith.

See photos from the night **HERE**.

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QF Reward flights

QANTAS has released more Business and First class Classic Flight Reward Seats, for travel between Feb and Sep 2020.

Applicable destinations to redeem Reward seats include London, Los Angeles, San Francisco, Bali, and Singapore.

Sabre adds more

SABRE Corporation has unveiled new solutions now available within its Sabre Commercial Platform to help airlines better plan their retail strategies.

The new features include an automated fare filing function, a faster shopping engine powered by machine learning, digital workplace, applications hub, new inventory management system, and a schedule exchange tool.

Sun Island winner

CONGRATULATIONS to Sue Norris from Helloworld Travel Camden, NSW, who has scored a seven-night Deluxe Superior Croatian Cruise with Sun Island Tours after winning *Travel Daily's* October competition.

Her winning 25 words or less top Sun Island destination was: "I would choose Italy, for fashion, shoes, handbags, lifestyle, people, food, Mediterranean sea, the lakes, the mountains...did I mention shoes?"

Jetstar to Hefei

FROM 28 Nov, Jetstar Asia will introduce the first direct service from Singapore to Hefei, the capital of Anhui in mid-east China, with thrice weekly A320s operating the five-hour sector.

Agents jet off to Israel



CATHAY Pacific partnered with Israel-based Travex to host a group of front-end luxury specialists on a famil in Israel earlier this month.

The agents were treated to a "feast of culture and history" in the Middle Eastern country, guided by Cathay Pacific Trade Account Mgr Victoria Kate Dalton.

The Graffiti Tour in Tel Aviv was a highlight for the agents, as was a *Masterchef* experience in Jerusalem and getting to share a Shabbat (Judaism's prayer day and seventh day of the week) with a Rabbi and family.

The agents also explored the coastal cities of Caesarea and Haifa, visited Bethlehem, the

biblical birthplace of Jesus, and walked the Via Dolorosa (Stations of the Cross) to where Jesus was believed to have been crucified in Jerusalem.

The agents also experienced the Western Wall (Wailing) in the Old City and were guided through the Yad Vahem Museum.

Pictured overlooking Jerusalem from Mt Olive are: Lisa Connelly, Travel Associates; Kelly Blatman, FBI Travel; Kate Dalton, Cathay Pacific Airways; Tracey Nelson, Bayview Travel; Sophia Brighton, Travelworld; Sally Bird, Executive Edge; Allison Yeates, Santo Montalto; Emma Whiting, Emma Whiting Travel; and Shelley McWhinney, Trans World Travel.



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Having a barrel of laughs



COMPETITION was friendly but fierce last night as travel agents from across the country converged for the inaugural Globus family of brands "Travel Champions Gameshow".

Held within a purpose-built studio at Sydney's Entertainment Quarter, teams and individuals battled it out by pitting their knowledge of all things travel against each other to be crowned the overall champion.

The event was designed to put a

contemporary twist on traditional product launches and information nights for the tour operator by adding a level of "gamification" and fun to how the company engages with the trade.

Taking the top prize of an Avalon river cruise for two and bragging rights was Rowan Muller of Flight Centre Marion in SA.

Pictured pre-event are the executive team at the Globus family of brands Peter Douglas, Gai Tyrrell and Chris Fundell.

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Rydgcs Syd rebrand

RYDGES Hotels & Resorts has announced it has entered into a management agreement which will see the Holiday Inn Old Sydney rebranded as Rydgcs Sydney Harbour from 14 Jan.

The Director of Hotels and Resorts at Rydgcs' parent company EVENT, Norman Arundel, said the property is a "true icon" in Sydney.

"We are looking forward to an exciting new era for the hotel," he said.

Along with the name change will be a major refurbishment of the hotel, including a revitalisation of the property's bars and restaurant.

A&K cruise 2020/21

ABERCROMBIE & Kent (A&K) has released the dates for its 2021/22 luxury expedition cruise program, featuring Antarctica, the Arctic, Japan, Greece, Italy, and the Kimberley.

Highlights of the new collections include a special voyage tailored around the Solar Eclipse on 04 Dec 2021 sailing through Antarctica & the Southern Ocean.

ANA menu refresh

ALL Nippon Airways (ANA) has revealed it will update its in-flight menus on international flights with food options inspired by the Kanto region between Dec and May.

Domestic flights will also receive updated menus, with Premium class passengers on evening flights from Haneda able to select meals produced using Kanagawa prefecture ingredients, as well as meals created in collaboration with the Nikko-based Japanese restaurant Takaiya.

This is the fifth region the airline has highlighted since commencing its popular Tastes of JAPAN - Explore, the region's culinary initiative.

Facilimate adds 7th

FACILIMATE Hotels has acquired The Seasons Newman Hotel which is located approx 1,000km north of Perth.

The 89-room property becomes the seventh Australian hotel for the company, and features a restaurant, bar area, outdoor swimming pool and large conference facilities.

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22 April 2020

Raro mates rates

STAY in Rarotonga, Cook Islands from NZ\$75pp per night with the Rarotongan Group of Resorts' travel agents-only special.

The special applies to travel until 31 Mar (excl blackout period 24 Dec - 09 Jan) and includes Run of House accommodation and a daily tropical breakfast, while kids under 16 years' old stay for free.

Email richard.skewes@therarotongan.com for bookings.

Venice under water

MANY tourists have left Venice in the wake of the second-highest tide in the city's history, which has left 85% of it underwater and caused two deaths.

Reports revealed that some tourists stayed and "bathed...on the flooded St Mark's Square".

Venice Mayor Luigi Brugnaro has declared a state of emergency, stating the flood damage would "leave an indelible wound".

Galactic Q3/update

VIRGIN Galactic (VG) has received more than 600 customer reservations across 60 countries as of 30 Sep, the company's Q3 financial results show.

This equates to approximately US\$80 million in total collected deposits and over US\$120 million of potential revenue.

VG reported a revenue of US\$800,000 and US\$3.3m for the three and nine months ending Sep 30, respectively, which was generated by transporting scientific payloads and providing engineering services.

In recent business highlights, around 60% of Virgin Galactic operations personnel were transitioned from the Mojave, California headquarters to Spaceport America, New Mexico, which has achieved several milestones including the relocation of mothership *VMS Eve* and completing installation of the ground infrastructure.

Scholarship winner revealed



MELANIE Whyte, a Devonport, Tasmania-based TravelManagers member, has been announced as the winner of this year's Avis Travel Agent Scholarship.

Five finalists from Australia and NZ yesterday underwent the final judging process for this year's scholarship, which is the 23rd year Avis has run the event.

Avis MD - Pacific, Tom Mooney, told *Travel Daily* the Avis Travel Agent Scholarship program was an acknowledgement of the value that the travel industry brought to the car rental giant.

"We take care of travel consultants, and they take care of us...we hope the winner each year gets as much out of it as we do," Mooney said.

He said the scholarship aimed to reflect key Avis values including a dedication to customer service.

"The level of excellence Melanie

shows with her work has set an industry-wide benchmark."

Prizes, said to be valued at \$35,000, included two Business class Qantas tickets to an industry conference of Whyte's choice within the Asia-Pacific region, as well as professional coaching, and tickets to next year's Cruise 360.

Judges included CLIA Australasia MD Joel Katz; Jane Yates from Qantas; Rick Myatt from the Australian Travel Careers Council; David Fellows of RightPath; and Andrew Olsen, CEO of the Travel Agents Association of NZ.

The finalists for this year's scholarship are pictured above: Charlott Chalman, House of Travel; Jen Lloyd, Savenio; Ben Ogden, CWT; Natalie Morgan, Phil Hoffmann Travel; and winner Melanie Whyte.

More photos from the event at facebook.com/traveldaily.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Bruce Davis has joined WA Tourism's Board of Commissioners for a one-year term, bringing the total number of commissioners up to 10. Davis is currently serving on three boards and is the founder and Managing Director of InGlobo Private Equity.

Duncan Bureau has been appointed as new Senior Vice President Global Sales & Distribution at **Etihad Airways**, where he will help drive the group's global commercial strategy after stepping down from his role as Chief Executive Officer at Air Canada Rouge.

The **Hunter Joint Organisation of Councils** has appointed **Sarah Foster** to the newly created position of Cruise Coordinator, where she will operate out of the Port Authority of NSW's Newcastle office to promote and support cruise in the Port of Newcastle and broader Hunter region.

Sabre Corporation has announced **Frank Trampert** as its new Managing Director & Chief Commercial Officer, EMEA and APAC, Sabre Hospitality Solutions. Trampert has led Sabre's APAC region since Jan 2017.

Hilton has appointed **Shaizeen Contractor** as new Senior Commercial Director, Australasia, who will resume the role effective immediately. Contractor has more than 18 years of hospitality experience.

Chris Hall has joined **Abercrombie & Kent** as its New Zealand Country Manager, which will see him return to his homeland after living in Japan for a number of years, where he operated his own walking and gourmet food tours in Kyoto.

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voco Riyadh open

INTERCONTINENTAL Hotels Group has announced the opening of its first voco hotel in Saudi Arabia's capital city, Riyadh.

The five-star property features 438 rooms & suites, including a bridal suite and connecting family rooms on request.

There's also a range of dining options, Cabana Pool Bar & Rotunda Lounge, a 1,200-capacity ballroom & 22 meeting rooms.

Fleishman Vivid

FLEISHMAN Hillard has won the PR account for Vivid Sydney 2020, taking over from PR agency The Mint Partners.

With the goal of topping Vivid 2019's 2.4-million attendance record, Fleishman Hillard will work with Destination NSW to develop and implement the PR strategy for next year's festival.

Vivid Sydney 2020 will run from 22 May up until 13 Jun.

SIX lucky travel agents were whisked away to upstate New York in Oct, where they had the chance to explore six regions beyond Manhattan's border.

The lucky winners of I Love New York Australia's recent incentive campaign kicked off the tour in Long Island, where they enjoyed picking their own pumpkins, before sneaking a peek at how the other half live in the iconic Hamptons, as well as enjoying a flight over the Hudson River.

Next on the itinerary was the Caskills region, where they stayed overnight in cabins and toasted their own s'mores.

Other tour highlights included a visit to Finger Lakes for some wine tasting, taking in the art and architecture of Buffalo, before finishing up with a trip to see the roaring beauty of Niagara Falls.

Pictured: The winning travel agents enjoying a glass of wine at one of the Finger Lakes' world-class wineries.



Celebrate
KLM's 100th
anniversary

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KLM is celebrating its 100th year anniversary and this month has teamed up with Travel Daily to offer readers the chance to win two return economy tickets to Amsterdam.

Founded in 1919, KLM Royal Dutch Airlines is the first airline in the world still operating under its original name. The first KLM flight to Australia was in 1934 during the MacRobertson Air Race (from London to Melbourne) which took place 85 years ago. This year, KLM has launched the 'Fly Responsibly' campaign to mark its centennial anniversary. It is KLM's commitment to taking a leading role in creating a more sustainable future for aviation.

To win, readers need to answer each weekly question correctly and send in a creative photo or video wishing KLM a happy 100th birthday. Send your answers and entry to klm@traveldaily.com.au



Q2. Which airlines does KLM partner with to/from Australia?
a) QF, SQ, CX, EY, VA, JQ
b) MH, CZ, KE, CI, GA, 3U, MK, OZ, JL
c) All of the above

Delta, Silver tieup

SILVER Airways and Delta Air Lines have introduced a codeshare partnership, allowing customers to book a single ticket with baggage transfer between the two airlines.

Delta's airline code (DL) is now available on Silver Airways (3M) code for over 150 Caribbean flights per week, including to and from San Juan, Anguilla, Antigua, Dominica, Tortola, Nevis, St Kitts, St Thomas, St Croix and St Maarten.

Silver Airways' wholly-owned subsidiary, Seaborne Airlines, previously had a codeshare relationship with Delta Air Lines on its Caribbean network - those flights are now operated for Silver Airways.

Centara in Krabi

CENTARA Hotels and Resorts has officially opened the doors to its new beachfront property, Centara Ao Nang Beach Resort & Spa Krabi.

Located on the Ao Nang Beach in southern Thailand, 40 minutes from Krabi International Airport, the upscale resort offers uninterrupted views of the Andaman Sea.

It also features 179 rooms and suites, a tropical outdoor pool, an all-day restaurant, several bars, a kids' club, spa, fitness centre and meeting room.

To celebrate the opening of its new resort, Centara is offering a 30% discount on every room type for bookings made by 30 Nov for stays before 24 Dec.

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7 new itineraries for 2021



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- Starting from \$9,851*pp



Northern Japan Adventure

- 11 nights from Tokyo to Kyoto onboard *Star Breeze*
- Departing 29 April 2021
- Starting from \$6,631*pp



Souks & Sherries: Iberia & Morocco

- 10 nights from Lisbon to Barcelona onboard *Star Legend*
- Departing 27 September 2021
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If you're an expert in MICE sales and a superstar BDM then we have the role for you. This funky and highly respected hotel group is looking for their next sales guru. Winning new accounts and building existing clients you'll be responsible for growing the group's MICE sales in Brisbane. A strong salary package is on offer along with sensational benefits and career progression. This role is interviewing now so get in quick to find out more.

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SENIOR FINANCE IN BRISSIE
SENIOR FINANCIAL ACCOUNTANT

BRISBANE- 9 MONTH CONTRACT – UP TO \$120K PKG

We currently have the opportunity for a senior finance accountant to step into this leading travel company and join their global financial reporting team. As a specialist in IFRS16 leases you'll be responsible for liaising with software providers, design and conduct control testing, preparation of financial statements and memos as required and working with auditors. This is an initial 9 month contract with a strong salary package and career progression on offer.

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ASSISTANT DIRECTOR OF SALES

MELBOURNE- SALARY PACKAGE UP TO \$90K DOE

Are you a savvy Sales Manager that is looking for the next step up? This reputable and well known hotel brand is looking for a highly driven and motivated sales extraordinaire to join one of their well-established Melbourne hotels. Working closely with the DOSM you'll be responsible for managing and growing sales activities across market segments. A strong salary package + long term career progression and development on offer.

WINNING STRATEGIC BDM ROLE
SALES MANAGER

VICTORIA – STRONG SALARY + BONUSES

Throw yourself into an exciting career with a leading global travel company. If you are skilled in travel technology, project management, procurement and have outstanding hunting skills you will love the outcomes this role will deliver. It is essential that you have strong sales skills, professional business communication and be capable of managing multiple stakeholder relationships, both internal and external. A fascinating role for a motivated person!

ON THE ROAD AGAIN
TRAVEL INDUSTRY BDM

SYD BASE SALARY \$75K plus bonus

We are searching for a Sales Executive who is passionate along with the ability to source and secure new business to join this industry leader. You will have a real drive, passion and understanding of the travel market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

executive@aaappointments.com.au

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