

## Bali with BKB Hols

**BKB** Holidays is today showcasing its new portfolio of packages in Bali, with special deals at a hand-picked range of resorts - see **page 10**.

## Princess ♥s MEL

**PRINCESS** Cruises' *Coral Princess* this morning sailed into Melbourne, signalling the restart of cruising in the Vic capital.

Princess is one of several Carnival Australia brands basing ships in the Vic capital over the upcoming season, including Cunard's *Queen Elizabeth* which will be homeporting from Melbourne from mid-Nov.

P&O's *Pacific Adventure* and *Pacific Encounter* as well as Carnival Cruise Line's *Carnival Splendor* will collectively bring over 7,000 interstate visitors to the Melbourne Cup, while *Pacific Adventure* will also conduct a visit for the Australian Open tennis in Jan next year.

## News partners with AFTA

**THE** Australian Federation of Travel Agents this morning advised members of a major new partnership with media giant News Corp Australia, which will participate in the upcoming National Travel Industry Awards in a promotion highlighting the importance of ATAS accreditation.

A competition will run across News' popular Escape travel publishing platform, inviting consumers to nominate their favourite ATAS-accredited travel agency in 100 words or less.

The national competition will be featured online at [escape.com.au](https://escape.com.au) and in the Escape lift-out in News Corp's Sun newspapers,

with entrants in the running to win major prizes sponsored by Singapore Airlines, Avalon Waterways, Virgin Australia and Royal Caribbean.

"News Corp Australia has long been a staunch supporter of Australia's travel sector, and

especially since Mar 2020 when their editorial, including in local community mastheads, helped spotlight the immense pressures Australia's travel professionals were struggling with as we supported Aussie travellers impacted by COVID-impacted travel and cancellations," he said.

Escape Editor-in-Chief, Kerrie McCallum, said travel agents had returned to the fore in the post-pandemic environment.

"It's still a rocky road to recovery though, so we're really pleased to partner with AFTA to find Australia's best travel agency," McCallum said.

An email to AFTA members this morning urged them to rally support by getting clients to lodge votes at [escape.com.au/win](https://escape.com.au/win), with the competition closing next Wed 21 Sep 2022.

The winning agency will be announced at the NTIA gala dinner on 15 Oct.

## Today's issue of TD

*Travel Daily* today features eight pages of news plus a product update from **BKB Holidays** and a full page from **Helloworld**.

## UA adds capacity

**UNITED** Airlines has loaded new schedules for flights to the US from Sydney and Melbourne over the upcoming season.

Sydney-Houston will relaunch on 30 Oct, initially thrice weekly but increasing to daily from 17 Dec, while three weekly MEL-LAX flights will also return on 30 Oct, moving to daily from 03 Dec.

UA's current thrice weekly MEL-SFO service will also increase to daily effective 30 Oct.

## A&K appointment

**JACQUI** Tulafa has been named Abercrombie & Kent's new Regional Sales Mgr for Qld and WA - more appointments on **p8**.

**GET IN THE SPIRIT**

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For this year's challenge we're promoting health and wellbeing within the travel industry, while also celebrating the all-new Norwegian Spirit's inaugural Australia & New Zealand season.

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# Travel Daily

Thursday 15th Sep 2022



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## New EK, UA partnership

**EMIRATES** and United Airlines overnight announced an “historic commercial agreement” which significantly expands both carriers’ global presence.

Effective Nov this year, Emirates customers flying into Chicago, San Francisco and Houston will have access to almost 200 cities across the United network via a codeshare agreement, while a new interline deal with UA will apply to EK’s eight other US ports including Boston, Dallas, Seattle, Los Angeles, Miami, New York JFK, Orlando and Washington DC.

From Mar 2023, UA will launch a new Newark-Dubai flight, which will connect onwards to over 100 destinations worldwide via the Emirates and flyDubai networks.

Tickets for the new UA Dubai flight are now on sale, with the pact announced overnight by UA CEO Scott Kirby and EK President Sir Tim Clark at Washington’s Dulles International Airport.

“This agreement unites two iconic, flag carrier airlines who share a common commitment to creating the best customer experience in the skies,” Kirby

said, adding that the new UA Dubai service and the carriers’ complementary networks “will make global travel easier for millions of our customers”.

Clark said “two of the biggest, and best-known airlines in the world, are joining hands to fly people better to more places, at a time when travel demand is rebounding with a vengeance”.

“It is a significant partnership that will unlock tremendous consumer benefit and bring the UAE and the US even closer.”

The agreement also includes reciprocal loyalty and lounge access benefits on codeshare routes, the carriers confirmed.

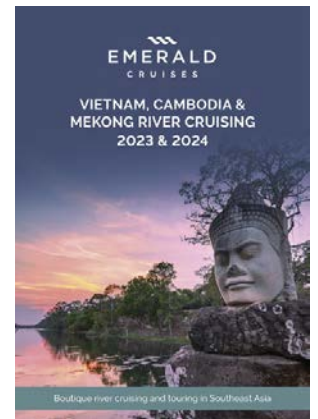
UA previously operated to Dubai until 2016 when it pulled out citing “overcapacity” in the market as EK boosted its US operations.



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## Vax off at GFOB

**GLOBUS**, Cosmos and Avalon Waterways are lifting their policy requiring all guests to be fully vaccinated against COVID-19.

No jabs will be required for all departures from 01 Mar 2023.

## TRADE SALES MANAGER

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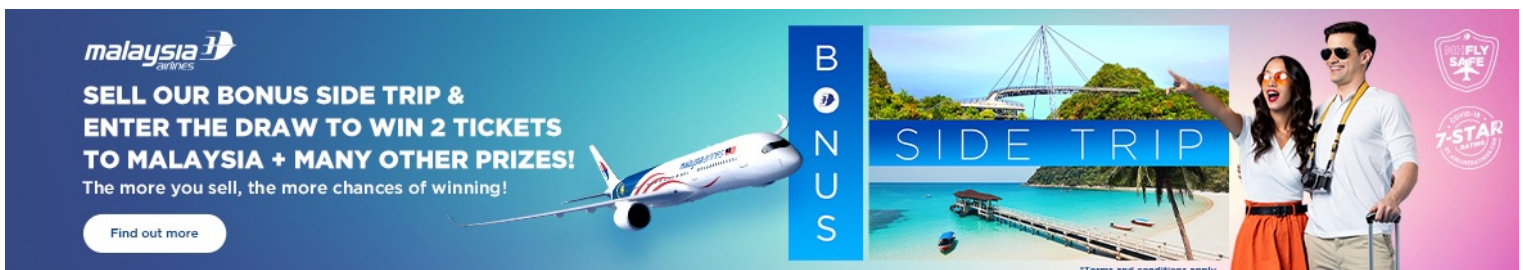


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## Expedia seeks impact

EXPEDIA Group has unveiled its new global social impact and sustainability strategy, focusing on increasing access for underserved travellers, democratising the travel economy, and innovating sustainable solutions.

The company's Open World initiative will provide grants to remove barriers to travel for underprivileged communities, launch a program aimed to assist start-ups & SMEs, and develop a long-term climate action plan and associated roadmap to drive industry-wide change.

Expedia unveiled its Open World platform in May (**TD 05 May**).

## Skal kicks ahead

THE Skal Club of Melbourne has confirmed its Thursday Before Grand Final Lunch will go ahead as planned on the 22 Sep Public Holiday at the MCG.

Warm-up comedian Michael Pope will be a special guest at the event, with many prizes to be given away and "special entertainment planned".

"Did someone say Robbie Williams was singing at the Grand Final this year?" Skal Club of Melbourne President Tara Strickland questioned sheepishly.

Tickets cost \$150pp and include a two-course meal and all drinks - see **HERE** for details.

## It's time to get Swisustainable



FOR the first time in two years, Switzerland suppliers were this week reunited with loyal Australian trade partners for the annual Switzerland Travel Experience Roadshow.

Nine partners shared details on the latest developments in their regions, including their efforts and strategies towards building more sustainable tourism options, dubbed 'Swisustainable'.

"Swisustainable is not just another campaign - it's an ongoing movement created with more than 1,200 suppliers (and growing) who are committed, engaged and leading strategies," Switzerland Tourism Director Australia & New Zealand Livio Goetz said.

Switzerland's latest city campaign, 'Run the Swiss Cities', aims to promote and boost recovery in the four cities of Basel, Geneva, Lugano and Zurich. The initiative, run in partnership

with ON running shoes and promoted by Swiss tennis ace Roger Federer, provides visitors with 12 short running routes showcasing its pristine green parks, lakes & rivers, as well as the country's modern architecture, culture and fascinating history.

Switzerland Tourism revealed that 2022 is a year of transition for Australia & NZ travelling to Switzerland following the pandemic, but is looking forward to winter 2022/23, which will be the first "Aussie" season.

**Pictured** at the Sheraton Grand Sydney Hyde Park standing are: Michelle Steinegger, Switzerland Tourism; Alan Ramsay, Schilthorn Cableway; Anil Rodricks, Lufthansa Group; Livio Goetz, Switzerland Tourism, and seated are Peter Niederberger, Engelberg & TITLIS; Birgit Weingartner, Switzerland Tourism and Dario Gross, Jungfrau Railways.

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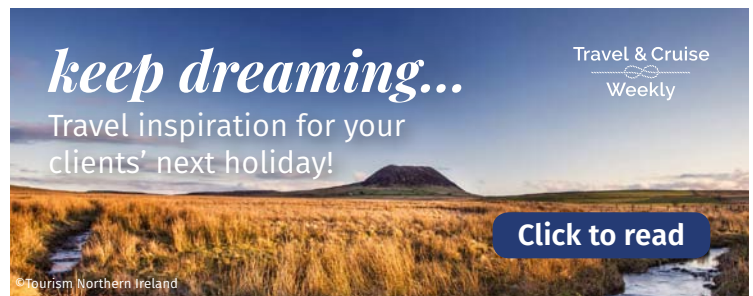
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## Sebel's capital move

**THE** second Sebel-branded hotel in Canberra has opened its doors today, with The Sebel Canberra Campbell formally starting operations in its prime spot behind Lake Burley Griffin.

The Accor property will run in partnership with owner Pro-invest Group, the latter of which bought the hotel through its third discretionary fund.

Featuring 63 rooms, the Sebel Canberra Campbell is expected to generate strong business from corporate and government clients, given its close proximity to the Australian Defence Force Academy, the Royal Military College, as well as several large government offices.

"The property is tailored to suit business and leisure travellers who wish to be located in the heart of Canberra and value high standards in style, amenities and thoughtful design," Accor Pacific CEO Sarah Derry said.

## Travel zest unaffected

**DESPITE** ongoing rises in the cost of living, just over half of Australians say the trend has not impacted their intention to travel, according to Intrepid Travel's latest Index report for 2022.

Unveiled yesterday in Sydney, the tour operator's wide-ranging report also showed that 30% of Aussies are "actively saving" for a trip right now, with the lion's share (45%) of respondents revealing a spend range between \$5,000-\$10,000.

Meanwhile one in four Aussies say they will look to be more thrifty by spending less than \$5,000, while 18% will fork out between \$10,000 and \$15,000, and 12% indicated a more lavish budget above \$15,000.

The demographic most immune to the pressures of rising costs are Gen Z travellers, with 52% admitting that money will be tighter but it would not stop

them from booking a trip.

Keeping with historical norms, old generations are likely to be the biggest spenders, with 13% of over 55s prepared to spend over \$15,000, creating a stark contrast with only 2% of those aged between 18 and 25.

Intrepid's Index also highlighted Australians' willingness to embrace the unpredictable nature of travelling in a post-COVID world, with 73% stating they would not disrupt travel plans on account of potential cancellations and restrictions.

Despite this, COVID does look to have changed the type of travel being undertaken, with one in three Aussies opting for less-populated destinations and high vaccination rates, with half stating they were "conscious" of catching COVID while on a trip.

Four in five Aussies are planning a trip in the next 12 months.



## Window Seat

**NOW** this a tourist attraction concept that we can all be over the moon about!

Canada-based company Moon World Resorts Inc is proposing to build a massive moon-shaped mixed-use attraction in Dubai, with visitors inside able to enjoy an array of lunar amenities, such as nightclubs, event centres, spas, retail spaces, and piano lounge, to name a few.

But Dubai is not the only target for 'Project Moon', with three other locations flagged.

That's one small step for man, and one giant leap for tourism!



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## Cradle Mountain listed

**TASMANIA'S** luxury property, Cradle Mountain Lodge, has been listed for sale by the ASX-listed Elanor Investors Group.

The divestment follows a two-year \$10 million refurbishment program at the site (**TD** 29 Jan 2020), which has seen central fireplaces, outdoor spa baths, and restaurants all upgraded, as well as a range of new sustainable practices put in place such as the introduction of beehives to produce honey for guests and increasing local bee numbers.

The 86-cabin hotel is located on the edge of the UNESCO World Heritage-listed Cradle Mountain-Lake St Clair National Park, and has been named one of *Lonely Planet's* 'Top 10 Most Extraordinary Places To Stay'.

According to Elanor Investors Group's Head of Hotels, Tourism & Leisure, Marianne Ossovani, selling the property wasn't necessarily the plan when



renovations began, but strong reacquisition interest since has led to its potential divestment.

"We have received several off-market approaches by parties interested in acquiring the resort, prompting us to formally take Cradle Mountain Lodge to market," she said.

Cradle Mountain Lodge is operated under Accor's Peppers brand with the benefit of a franchise agreement, with vacant possession available upon sale.

CBRE is handling offers, stating: "we expect a high level of interest due to the calibre of the property" and scant amount of new accommodation in World Heritage-listed locations.

## We want to be the best value



**VIRGIN** Australia will be focusing on its balance sheet, cost structure and staff in its bid to be "the best value carrier in the marketplace", CEO Jayne Hrdlicka revealed at the CAPA summit in Adelaide this week.

"Passengers don't want to pay more than they have to so our strategy is to basically keep our costs as low as they possibly can be and provide those extra things that really matter to people in a cost-efficient way," she said.

"There's a big chunk of the market that cares about how they're treated while they fly, there's a big chunk of the market that cares that there's a frequent flyer program, but they don't want to pay more than they have to," Hrdlicka added.

VA's chief lauded the airline's ability to minimise its debt and

boast a strong asset register, creating a strong balance sheet which has laid the platform for greater future investment.

Part of the investment strategy has seen VA grow its fleet by over 60% since Nov 2020, and move from 4,000 staff in Nov 2020 to more than 7,000 today, with technology also forming a major pillar of future growth plans.

"We had a tech debt that was about 10 years deep in Nov 2020, with over \$300 million of spend required, in addition to the normal day-to-day technology investments," Hrdlicka said.

In terms of market share, VA has about 33% of business currently, growing by 2% since the pandemic, with the majority coming from former Tiger customers who have jumped across after it was disbanded.

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## Rules have dented Japan

**REMAINING** border restrictions in Japan are a “huge” problem when it comes to enticing more Aussies to the destination, VP Asia Oceania Region, Strategy Research at Japan Airlines Akihide Yoguchi believes.

Responding to questions about inbound traffic during a CAPA summit session this week, Yoguchi said tough rules imposed by the Japanese Government had served to dampen demand from key markets like Australia, however, he is also confident of that trend changing as COVID case numbers continue to drop in Japan dramatically.

“Japan does not allow people to travel for tourism reasons solo right now, we only accept visa tours which makes it very difficult for inbound travel,” he said.

As a result, JAL is still struggling to get back to pre-pandemic operations, with Yoguchi confirming it was currently operating capacity at around 65%, while in terms of passenger numbers, JAL is approximately 40% of pre-COVID volumes.

But while that number is well short of 2019, it is worth noting that is about five times larger than where passenger volumes were at this time last year, with Yoguchi characterising the shift as a “quite dramatic” return.

The JAL executive also believes the Japanese Govt is in serious talks to abolish the country’s inbound cap altogether in the coming months, and is even giving thought to bringing back the short-term visa waiver.

In terms of predicting when Japanese travellers to Australia will return to historical levels,

Yoguchi was hopeful that Oct might mark the start of reasonable tourist traffic, but conceded things would be “quite slow” for a little while yet.

“Because of the pandemic, the Japanese have become quite reluctant to travel overseas & as a result the outbound movement from Japan is very slow,” he said.

“We are also experiencing historical devaluation of the Yen, which means it is more costly to go overseas than to stay inside Japan - so that’s another worry.”

### Fuel not only factor

**WHILE** Fiji Airways Executive Manager Strategy, Networks and Alliances, John Checketts concedes that ticket prices have been forced up by rising fuel prices, he said fuel fluctuations would not be the sole determiner of his airline’s fares.

“It’s not really a calculation that we make that we’re going to say x percent of the fuel increase needs to flow on to customers, the way that revenues are built in an airline...is really about supply and demand,” he said.

“If you increase fares too much then demand is going to slow down, and you end up with less revenue than if you lower fares, so as the industry has had to collectively bring fares up, we will see where that equilibrium is.”

Speaking at the CAPA’s Australian Pacific Aviation Summit 2022 this week, Checketts said if fuel prices stay where they are then fares will have to come up “a little bit”, but said that while FJ was still in recovery mode, “prices were in a good place”.

## Air NZ first shipment

**AIR** New Zealand’s bid to become one of the world’s greenest airlines will take a big step forward next week when it receives its first shipment of Sustainable Aviation Fuel (SAF).

The single 1.2 million litre import alone is capable of powering 400 return flights between Auckland and Wellington, and in its neat form will reduce carbon emissions by up to 80% when compared to conventional fossil jet fuel.

“This is a major milestone for us,” CEO Greg Foran enthused.

“Air New Zealand is already one of the most fuel-efficient airlines in the world with our modern fleet, but the future of travel relies on low-carbon transport.”

Air NZ appointed a sustainability specialist in Jun (**TD 07 Jun**).

## Reef accessibility

**THE** Cairns & Great Barrier Reef destination website has added a new Accessibility Hub in a bid to improve communication with travellers seeking mobility impairment select itineraries.

Tourism Tropical North Queensland CEO, Mark Olsen, said the body worked closely with Spinal Life Australia and Out There Travel Care to create content showcasing experiences and accommodation in the region that is accessible to all travellers.

The new hub features wheelchair-friendly beaches, water-powered lifts to lower visitors into the water to snorkel the Great Barrier Reef, and easy access rainforest boardwalks, to name just a few.

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## Vic's National BE program is back

**BUSINESS** Events Victoria has announced the return of its National Business Events Program, with applications for the latest round of funding now open until 30 Sep.

Supported by the Victorian Government and in conjunction with Melbourne Convention Bureau, the program offers grants of up to \$40,000 to regional, state or national business events.

To be eligible, events must take place before 31 Dec 2024 at a regional Victorian business event venue over at least two days, with at least 25 delegates.

Planners can put the cash towards accommodation, venue hire, food & beverage, transport & other event costs.

## OZ AN IDEAL EVENT DESTINATION

**AUSTRALIA** is recognised as a leading incentive destination and has the strongest level of consideration for future incentive trips, new international business events research from Tourism Australia has revealed.

The 2022 Business Events Consumer Demand Project (CDP) surveyed 159 associations and 399 corporate decision-makers from the incentive sector in nine of Australia's key markets, and compared the findings to data from the 2021 CDP.

Of the incentive decision-makers surveyed, 86% view Australia as an appealing destination, with 73% saying they intend to plan an incentive trip to Australia in the next 6-12 months, representing a 22% jump from last year, while 27% said they currently have an incentive trip to Australia booked.

Incentive decision-makers ranked Australia as number one

across 23 attributes, including as 'a safe and secure destination', having 'excellent business event facilities' and for its 'world-class beauty and natural environments'.

Amongst association decision-makers, three quarters rated Australia as an ideal place to host business events, with prior experience of Australia as an association events destination making a significant and positive difference to perceptions.

"It's fantastic to see that decision-makers remain optimistic about the future of events," Tourism Australia Executive General Manager of Commercial and Business Events Australia, Robin Mack said.

"The research confirms our strategy to invest in marketing during the pandemic has worked and we anticipate Australia's business events industry will benefit as a result."

The report found that 75% of incentive decision-makers are already running overseas events, with the number even higher among association decision-makers at 82%, equating to a 37% increase over last year.

Decision-makers revealed they expect the number, size and budget of events to grow over the next 12 months, with over 80% of both incentive and association organisers saying they intend to plan a similar number or more events abroad than pre-COVID.

The process and cost of travelling, including testing, insurance, and visa processing; COVID-19 restrictions on event attendee numbers; and the safety reputation of an event destination were identified as the top factors influencing decision-making for overseas events across both the incentive and association sectors.

## MSC chases MICE

**MSC** Cruises is spotlighting its ships as an ideal venue for meetings, incentives, conferences and events in a new campaign for the line's winter 2022/23 season and into summer 2023.

The company's commercial teams in Australia will engage with travel agents throughout Sep to showcase the benefits of hosting events on board the line's fleet of 19 ships.

Each cruise is staffed with Event Managers who can organise onboard & ashore activities, and every ship has its own theatre, conference rooms, dining rooms, bars and lounges, which can all be adapted to the MICE clients' requests, as well as customised menus, gifts, daily programs, signage and LED screens.

Commercial Director Lisa Teiotu highlighted the "many more" food & beverage options, array of entertainment attractions, and various destinations the brand can offer events organisers, "all on one voyage".

## Expertise Events backs Lifeline

**SYDNEY-BASED** Expertise Events has partnered with Lifeline Australia to raise awareness of mental health issues, create change and drive financial support for the service.

The event management company said it aims to encourage the industry to get behind the important service, as well as to raise over \$100,000 as part of the initiative over the next year.

Expertise Events Managing Director Gary Fitz-Roy revealed plans to develop unique industry and business sessions and provide a Lifeline Australia presence at various upcoming events.

"As a family business, collaborating with Lifeline Australia is about being proactive and impactful for the community," he added.

## EEAA reveals 2022 conference program

**THE** Exhibition & Event Association of Australia has revealed the program for this year's conference at the ICC Sydney on 07 Dec.

The speaker line-up includes Kai Hattendorf, CEO of UFI, the Global Association of the Exhibition Industry (**pictured**), who will present on the new exhibition model.

Paul Bloxham, Chief Economist for Australia, NZ and Global Commodities at HSBC will



discuss economic impact & trends within the industry, while Ken Holsinger, Senior VP at Freeman Co. will provide an in-depth look at the value of data.

## MCG bats for events

**VICTORIA'S** MCG has unveiled a new website showcasing its event hosting capabilities, including event partners and culinary offerings, via a series of images, blogs, news articles & videos.

The new approach aims to "re-vitalise, re-energise, and re-introduce the MCG to the events market" - **CLICK HERE** to see it.

## Syd Showground

**SYDNEY** Showground has welcomed its first international incentive dinners since 2019, hosting over 1,400 guests last month at The Dome, which boasts a capacity of 4,000 for a banquet-style dinner and 7,200m<sup>2</sup> of space.

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Travel Daily



## OurAfrica returns

**VIRTUAL** meeting platform OurAfrica.Travel has announced its fourth virtual trade show will run from 20-24 Feb 2023.

This year's iteration, which ran from 22 Mar to 1 Apr, clocked up nearly 10,000 one-to-one meetings over two weeks, and connected over 500 buyers from around the globe with 240 exhibitors based in Africa and the Indian Ocean Islands, garnering "phenomenal" feedback.

The online trade show aims to provide an affordable, accessible and inclusive alternative to an in-person event.

Exhibitors register their interest **HERE**, while buyers can email registration interest **HERE**.

## Quark flexibility

**GUESTS** travelling with Quark Expeditions can now take advantage of the polar adventure specialist's new flexible and consumer-friendly booking policy.

The Quark Protection Promise offers a five-fold commitment to guests, including 15-day free cancellation with no questions asked, flexible cancellation fees, no surcharges, a refund guarantee if Quark Expeditions cancels their voyage, and a COVID protection guarantee.

The COVID guarantee allows travellers to easily rebook if they have to cancel their trip within one to 29 days of the voyage due to COVID-19 reasons - to review the full T&Cs, **CLICK HERE**.

## Agents do the hustle



**TRAVELMANAGER'S** annual conference (**TD 08 Sep**) came to a glamorous conclusion last Fri night, with a gala awards dinner under a "Studio 54" theme.

The night saw Personal Travel Managers (PTMs), members of the National Partnership Office support team and partner suppliers get together donning their best '70s-inspired garb to celebrate outstanding achievements over the past year.

Executive General Manager, Michael Gazal, had the pleasure of announcing the category winners, including the Excellence in Marketing Award, which was given to PTM Ed Bradford, who is TravelManagers' representative for Buninyong, Victoria.

According to Gazal, PTMs were tasked with choosing the winners of the Choice Award and NPO Support Award, given to Michelle Kingston and David McCarthy respectively, as well as the Supplier Partner Award, which was jointly awarded to HAL/Seabourn and Room-Res.

**Pictured:** Winner of the PTMs' Choice Award, PTM Michelle

Kingston (centre) with three John Travoltas aka TravelManagers' Executive General Manager, Michael Gazal; Chief Operating Officer, Grant Campbell; and Chief Executive, Joe Araullo (in white, L-R) along with NPO Fares & Ticketing Manager, Jose Canas (in glasses) and Barry Mayo (far left).

## 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.

Chief Executive Officer at Reflections Holiday Parks, **Nick Baker**, has been selected as the new Board of Directors of the **Caravan & Camping Industry Association NSW**. Baker has also acted as Director on the Australian Regional Tourism Board since 2017.

**Claire Kaletka-Neil** has joined the team at **Scenic** as Manager - Oceans Product Marketing. She previously held the Sydney-based role of Marketing Manager at Atout France for 19 years, where she managed the tourism company's day-to-day marketing strategy. **Brendan Wall** has also recently joined Scenic as Senior Manager, Oceans Product Marketing, where he will be responsible for developing global marketing strategies and programs across consumer, trade and loyalty channels.

**Seabourn Cruise Line** has announced **Anastasia Kotanidis** as its new Key Account Manager, a role she will carry out from Melbourne. Kotanidis' last role was at Holland America Line & Seabourn as Business Development for Victoria and Tasmania, a title she also held prior to that at Silversea Cruises.

Koh Samui luxury resort, **The Tongyai Bay**, has appointed **Manuel Lang** as General Manager. The Germany-born Lang has almost three decades of hospitality experience, including an extensive history of managing luxury hotels in Thailand and across Asia, including Banyan Tree Phuket.

## Scenic Asia 23/24

**SCENIC** has released its new 2023/2024 South East Asia river cruise and land journeys collection, with the program including an exclusive extended nine-night Mekong voyage.

The expanded itineraries "venture deeper into the exotic wonders of Vietnam, Cambodia and Laos," according to Scenic Asia Journey Designer Adam Burke, with new destination experiences including Laos' capital Vientiane and cycling through the rice paddies and laneways of Hoi An in Vietnam.

The launch coincides with next month's restart of *Scenic Spirit* cruises on the Mekong - more details at [scenic.com.au](http://scenic.com.au).



# “YOU HAD ME AT HELLO”

## REGIONAL MANAGER & ACCOUNT MANAGERS ROLES AVAILABLE IN MEL, SYD, BNE, ADL & PER

Do you have a passion for travel? Do you want to be a part of a business dedicated to making customers' travel dreams a reality and their journeys memorable? Are you an expert in building strong stakeholder relationships and a natural at networking? Do you have experience in sales and are motivated by meeting key objectives?

### WHAT YOU'LL BE ACCOUNTABLE FOR

In this role, you will manage a portfolio of Travel Agent accounts and play a key role in providing direction to your Helloworld Travel network. You will promote and represent the products and services of the Helloworld Travel Group, including Retail, Wholesale and Air Tickets.

- Develop and implement sales strategies supporting business growth
- Maintain regular face-to-face and remote contact via a structured call plan cycle
- Maintain and develop a thorough knowledge of all Helloworld Group products
- Maintain CRM/Sales Tracker and accurately report on activity weekly
- Analyse and interpret sales data and use this analysis to inform sales growth activity
- Represent Helloworld Group at functions, events, expos, famils and conferences

### ABOUT YOU

- 5+ years of diverse industry experience
- Proven track record of building and maintaining solid relationships with a broad range of stakeholders
- Good organisational, interpersonal and communication skills
- Team player with the ability to work autonomously and remotely
- Certificate IV in Travel and Tourism or bachelor's degree

If this sounds like you and you're looking for a role that is dynamic, fast-paced and rewarding, then join us at Helloworld Travel as an Account Manager.

Helloworld Travel is a diverse business with a range of divisions across the company which are constantly evolving and growing, meaning that we can offer our employees career opportunities, professional growth and development.

To apply for these roles, **CLICK HERE** or email your resume to [hr@helloworld.com.au](mailto:hr@helloworld.com.au)



## Sophisticated Bali with BKB Holidays

Bali has long been a favourite with Australian travellers, and we are delighted to be able to offer guests luxurious holiday packages to this stunning region.

Earlier this year, we expanded our destination range to include Bali as our first international destination. Rated as one of the best travel destinations in the world, Bali is known as an island paradise with exceptional beaches, amazing people and culture, warm weather year-round and beautiful accommodation.

Our hand-picked product range includes luxurious resorts in idyllic locations; these resorts are the perfect option for guests who want a relaxed yet sophisticated holiday experience.

A 15 minute drive south of Bali and easily accessible from the airport,

is Nusa Dua, considered one of the islands most luxurious locations with travellers spoil for choice among a plethora of 5-star accommodation.

Voted two years in a row as one of the best luxury resorts in the area, and renowned for their signature service and genuine Balinese warmth is Mulia Resort. If travellers expect the best, Mulia Resort delivers with an exclusive high-end beachfront retreat.

The stylish resort is located on Nusa Dua's most beautiful bay and features an iconic infinity pool overlooking the tranquil Indian Ocean and 526 superbly designed rooms with spacious balconies offering views of the lush landscaped gardens or pristine white sand beach.

Our team of Bali experts have used their personal and professional

experience to create bespoke packages that will ensure your clients have an unforgettable holiday.

Our great value Mulia Resort deal is a fantastic option for clients seeking a stylish, tropical experience brimming with six-star indulgences.

### STAY AT 5 STAR MULIA RESORT

**6 nights from \$969pp**

Includes daily breakfast, a dinner at award winning The Café, a lunch at Soleil & a welcome cocktail at The Bar for 2 guests!

View the Mulia deal [HERE](#).