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Travel Daily AU

First with the news

Mon 19 Apr 10 Page 1

EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au Ph: 1300 799 220

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TD has six pages of news and photos today, plus a full page of jobs from AA Appointments.

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Scenic considers 7th ship

DEMAND from both local and international passenger markets has lead Scenic Tours to place an 'option' for the construction of a seventh Scenic 'Space-Ship' with Dutch shipyard Den Breejen.

Managing director Glen Moroney told TD today that the Australian company may convert the option to a firm order later this year, but the decision would be based on booking trends in 2010.

Moroney said the arrival of *Scenic Pearl* will expand Scenic's 'Space-Ship' fleet to five from Jan next year, and the new vessel, *Scenic Jewel*, could enter service as soon as 2012 - the same year Scenic Tours is expected to launch its sixth European River Cruise vessel, *Scenic Crystal*.

"It's not a firm contract yet, it depends on demand.

"If the demand is there we'll

confirm the *Jewel* order," he said.

Moroney said Scenic Tours' newly released 2011 Europe River Cruise program features a number of new sailings, including a 13-night five country voyage between Amsterdam-Basel that sails on the Rhine and Mosel, and there's also a new Tulip Time River Cruise through Holland and Belgium.

He said it's been necessary to add more alternative cruise variations in 2011 "as people are wanting to go back for more."

Scenic is also offering some of its best value Earlybird savings on select sailings in 2011, with air fare taxes now covered on top of the airfare - a first for the firm.

ScenicFreeTime has also been launched providing guests with the option to explore cities independently either by bike or walking tour, which come with expert commentary on the region through headphone sets.

MU SkyTeam MoU

CHINA Eastern (MU) has signed a Memorandum of Understanding to join the SkyTeam airline alliance by mid next year, as flagged by *Travel Daily* last week (TD Tue).

SkyTeam chairman Leo van Wijk said: "I cannot emphasize the importance of China's position in the global economy enough, and increasing our network presence in this rapidly growing and dynamic part of the world will bring more benefits to both our members and customers."

MU is expected to sign the agreement to join in Jun 2010.

Other members of SkyTeam incl Delta Air Lines, Air France-KLM, Alitalia and China Southern.

Top Dog giveaway

TOP Dog Travel Systems is giving away a complete online travel solution valued at \$50,000 to a retailer or wholesaler who subscribes to *Travel Daily*.

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Travel Daily AU
First with the news

Mon 19 Apr 10 Page 2

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itravel ready for expansion

HOME based travel network itravel has begun ramping up its company branding as the group sets out to establish itself as a leader in home based consultancy in Australia.

The Sydney-based firm has seen its agent numbers swell by 500% within 12 months to a total of 20, but that figure is steadily rising, says managing director Steve Labroski.

Labroski told *TD* the itravel network currently only has consultants in New South Wales, but is looking long-term to grow the brand into Victoria, South Australia and Queensland.

itravel falls under the Jetset Travelworld Group, and 3 years ago when it was part of the Imperial Travel network, Labroski began reviewing the business model to "change itself with the times."

He said itravel has kept its branding "relatively low key" for the past two years as it set up its back office systems, until now.

"We don't want a big team as we'd like to keep our business boutique... the more we grow the harder it would be to manage," Labroski said.

But that said, itravel's ambition is to have about 40 agents in each state it works from.

"The benefit to our agents is

they do what hours they want, when they want.

"And you're not a number with us, you're actually part of the itravel team and you're provided with full support," he said.

"My guys can do everything and can ticket themselves...if an agent ever needs any sort of assistance they have the assurance that they can go straight to the top.

"We keep it very black and white," Labroski added.

Agents are offered a six-month rolling contract, with new sign ups offered the first six-months for free, before a monthly \$149 membership fee kicks in.

Last year itravel saw monthly sales growth of 30% "at worst" according to Labroski, while other companies were reporting slides of around 30-40%.

The independent company has already established preferred relationships with a host of key suppliers under its JTG alliance, in addition to partnerships its built in its own right.

"We're starting to make a presence now and other groups are starting to sit up and take notice of us," he said.

itravel has been nominated for a National Travel Industry Award in the Best Travel agency retail single location category.



Window Seat

THE Iceland volcano-induced aviation chaos in Europe has created huge demand for ground-based transport.

A hotel which last week hosted a major intergovernmental meeting in Madrid, Spain was quoting €4000 for a chauffeur-driven limousine to anywhere in western Europe, while comedian John Cleese reportedly paid €3000 for a taxi from Oslo to Paris so he could catch the Eurostar back to London.

Attractions around the globe are doing their bit, including Sea World in Florida which is offering free entry to stranded passengers from the UK, Ireland or Continental Europe, who can get in just by showing their currently unusable airline tickets.

While costing airlines millions, the disruptions haven't been bad news at all for hoteliers, with massive demand for rooms in places like Singapore, Dubai and Hong Kong to accommodate passengers unable to continue their journeys.

And finally, for those keen on extremely interesting facts, an anagram of "Iceland Volcano" is "Cancel Void Loan".

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Page 3

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Business Traveller Cellars
in the Sky Awards

QATAR AIRWAYS
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Aviation chaos continues

FLIGHTS to Europe aren't likely to resume until later in the week, with airspace in the UK, Germany, France and many other countries closed due to the dust from the Iceland volcano (TD Fri).

Qantas has today cancelled the European legs of QF5, QF9 and QF31, as well as QF1 and QF29 to London tomorrow, but will operate flights between Australia and Singapore, Bangkok and Hong Kong today and tomorrow.

Customers booked on affected flights are being told not to go to the airport, and those due to travel on cancelled services will be transferred to next available scheduled flights or offered a refund.

"Next available services to Europe are not known at this time and cannot be confirmed until official notification from European authorities on when flights can resume," QF said.

Even after airspace clears the huge backlog of passengers is likely to make access to UK and European airports difficult for some days, the carrier warned.

Emirates said more than 80,000 passengers had been impacted, with about 30 of its planes grounded and daily losses of \$10m.

"The scale of this crisis is unlike anything I have experienced in my career," said EK president Tim Clark, adding: "The longer it continues, the more complex the recovery process continues."

EK is continuing to provide hotel accom and meals for about

RACV 2010 awards

RACV 2010 Victorian Tourism Awards is encouraging tourism operators to enter into one of the 27 categories or one of the three individual awards categories.

Awards cover accom, tourism marketing and ecotourism, as well as training.

See victoriantourismawards.com.

6000 passengers who were in transit in Dubai when the disruption began.

The carrier isn't accepting passengers for travel to any European destinations except Moscow, Athens, Larnaca, Malta and Istanbul.

MEANWHILE a number of European carriers have conducted test flights to see what the effects of the volcanic dust is on aircraft, including KLM, Lufthansa and British Airways.

BA operated a flight between London and Cardiff carrying four crew and ceo Willie Walsh, and said no problems were encountered during the trip.

Scandinavian Airlines has resumed some transatlantic flights into Oslo as the dust cloud moves south, while Aeroflot has changed the routing of its flights between Russia and the USA to avoid the dust, adding five hours to the travel time.

Lufthansa has grounded all of its flights across the globe, while a number of carriers, including Air Canada and Cathay Pacific, have added capacity for flights to Rome which is far enough south to avoid the dust cloud effects.

MEANWHILE Flight Centre issued a statement this morning saying it doesn't expect the European airspace closures to impact on the group's financial earnings.

RCI brochure out

ROYAL Caribbean today revealed details of its 2011-12 Australasian itineraries including the down under deployment of *Radiance of the Seas* (TD 18 Feb).

Both *Radiance* and *Rhapsody* will operate from Sydney, with a total of 29 sailings - 27 from Sydney and two from Fremantle.

More information in tomorrow's *Cruise Weekly* - subscribe free at www.cruiseweekly.com.au.

Tiger KKs Avalon

TIGER Airways has announced today it will launch flights from Melbourne's Avalon Airport from later this year, as flagged by *Travel Daily* (TD 04 Feb).

The budget carrier will base two new Airbus A320 aircraft at Avalon, creating competition with Jetstar which currently has a monopoly on the airport.

"With Tiger Airways operating from both Tullamarine and Avalon Airports, it will be even more convenient and affordable to fly with Tiger Airways" said Shelley Roberts, Tiger Airways md.

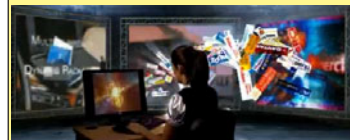
MEANWHILE, Avalon Airport has today also announced a multi million dollar expansion to its terminal to accommodate the existing 42 flights per week with JQ and new Tiger services.

Webjet zombie alert

WEBJET ceo David Clarke has described the Wotif move to introduce home-based travel brokers (TD Fri) as the "stupefying spectacle of an online business encouraging the establishment of home-based consultants to compete with its online business!"

"Presumably the online business has become a member of the Zombie community and is on a strange twilight quest for food," he quipped.

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JAL fuel surcharge

JAPAN Airlines is planning to increase its fuel surcharge on cargo services from 01 May on flights out of Japan, with long haul routes to be bumped up from 74 to 80 per sector.

Marketing Kakadu

TOURIST NT has created a new campaign to promote Kakadu on TV and for the first time, online social networking sites.

This \$970,000 month long marketing campaign kicked off yesterday, and will be hosted by comedian Corrine Grant as she leads viewers around the parks many attractions.

The campaign has been set up to reach first time "spirited travellers" who want a deeper nature-based and Indigenous experiences.

Maree Tetlow, TourismNT ce said: "The campaign has been adapted to seize the opportunities presented by social media to reach diverse audiences and online users who will be able to share their Kakadu experiences and stories on YouTube and Facebook."

Dinosaurs in QLD

MOUNT Morgan Mines near Rockhampton has opened a new extension to the historical museum tourist attraction which showcases photos and plaster casts of dinosaur footprints.

The prints have been recognised as being from the Mesozoic era, some 170 million years ago and found in caverns 12 metres high by 6 metres wide.

The 32 footprints, the biggest being 30cm in length and width, uncovered are suspected to be from Theropods.

Twelve mystery 777s

AIRCRAFT manufacturer Boeing has taken an order in Apr by an unidentified carrier(s) for 12x 777 aircraft, fueling speculation within the industry as to who the mystery buyer(s) is.

Popular aviation forums are full of pundits predicting the order has come from Emirates after chairman Sheikh Ahmed bin Saeed al-Maktoum said last month the Dubai-based carrier would be ordering around a dozen new jets.

Other suggested airlines include Singapore Airlines and Delta.

CCC/TQUAL funds

FEDERAL Minister for Tourism Martin Ferguson has launched a \$50,000 regional tourism study in partnership with Captain Cook Cruises (TD Tue).

The study will examine the feasibility of operating accommodated cruise and luxury coach tour packages in coastal and regional New South Wales, including the Hawkesbury River, Hunter Valley and Southern Highlands, using cruise ship and coach transport.

"Dispersing cruise ship passengers into regional areas makes sense...developing new and innovative travel experiences provides a further incentive for workers to take a break and visit regional NSW," Ferguson said.

Funding for the study will come from the gov't's TQUAL Grants (\$24K) and \$26K from CCC.

Statendam refresh

HOLLAND America Line has completed the 'Signature of Excellence' upgrade to the *MS Statendam*, which includes new stateroom furnishings, bathroom upgrades and a new 'Mix' lounge.

AirAsiaX to Seoul

AIRASIA X has been granted approval to operate seven weekly services between Kuala Lumpur and Seoul Incheon.

No commencement date has yet been decided for the services, said ceo Azran Osman-Rani.

Not the wooden spoon!



ABOVE: The Travel2 Sales, Marketing and Operations team last weekend attended their annual Wholesale Business Symposium at Peppers Moonah Links, with the event including a team building Travel2 Masterchef competition on Sat evening.

GM Rohan Moss's team took out the grand prize with a Mornington Peninsula Food and wine paired menu of Roasted Baby Suckling Pig and Local Snapper char grilled

with a Buerre Blanc sauce - and no, it wasn't rigged, with independent judges local HWT owner/managers Robyn and Mark Woodruff of HWT Mornington, who also presented at the symposium.

The winning team is pictured from left: Brooke Wilson, Nicola Strudwick, Rohan Moss, Georgie Symonds, and Darren Evans.

Georgie Symonds, SA sales exec was also named Travel2 Sales Executive of the Year at the event.

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New Rocky design

CANADA'S Rocky Mountaineer rail service is today celebrating its 20th anniversary, and will mark the occasion in Vancouver, British Columbia by unveiling a brand new sleek train design as part of the company's celebrations.

Macau's Supa Sydney weekend



THE Macau Government Tourist Office in Sydney hosted *Travel Daily* and its competition winners in their new corporate suite at Acer Arena for two spectacular shows over the weekend.

Fri night kicked off with the inaugural Supafest festival, featuring five hours of non-stop live urban pop music performed by some of the most popular artists today including Akon, Jay Sean, Pitbull and Kelly Rowland.

The pop party continued on Sat night with agents and their friends enjoying Kelly Clarkson's 'All I Ever Wanted' concert in the comfort of MGTO's private suite balcony seats, which also included a personal steward.

In just three weeks time, Clarkson, the very first American Idol winner, will be taking her concert to the CotaiArena at The Venetian Macau.

As Macau continues to build its profile as an events hub, the MGTO office in Sydney will utilise its one-year sponsorship deal at Acer Arena to promote Macau.

MGTO marketing manager, Ben Zaubzer told *Travel Daily*, "We [MGTO] see this as a great opportunity to support our trade partners and agents, whilst keeping them up to date with the



latest developments in Macau.

"Macau offers a vast array of world-class entertainment, events and festivals all year round, that truly appeal to Australian travellers", he added.

Pictured above in the MGTO corporate box at Sat night's Kelly Clarkson concert is Michelle Gilmour, American Express; Michael Wert; Gloria Baidarman, World Business Travel; Eliza Cloake; Amy Maynard; Stephanie Yates; Sylvia Young, Travel by Design; Sandra Mainolfi; Sue Barton, The Travel Authority; Tee Parkes; Ben Zaubzer, MGTO; Madison Gilmour; Kerry Clarke, Amex; Emmaline Songcuya; Charlene Veverka, Amex and Neil Coopock, steward, and *inset* at the Superfest concert on Fri is Kahlee Moulton from Helen Wong's Tours with friend Judith.

Keep an eye out in *TD* for more fantastic competitions in conjunction with the MGTO for your chance to see some world-class performances in style!

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Fraser Suites Sydney is an award-winning all-suite luxury hotel located in Sydney's CBD, next to Darling Harbour - **Sydney's best kept secret!**

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Throughout the month of April, *Travel Daily* readers will have the chance to win The "Ultimate Sydney Weekend" at Fraser Suites Sydney, where you'll be able to live like a star for a weekend in an ultra luxurious two bedroom duplex penthouse.

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To enter, please send in your best Sydney Secret.

This can be anything from a local restaurant, walk, art exhibition or place to grab the best coffee!

Extra points for creativity will be awarded.

Elle Pagotto of PTE has sent us the following entry:

"I stumbled across a truly hidden gem in Sydney a few years back while doing the walk between Taronga Zoo and Balmoral. Strolling along enjoying the view, I came across a couple of huge guns which then lead to this elegant old sandstone historic complex known as Gunners Barracks formally used by the Australian Military. Snuggled between stunning harbour side and dense native bushland, the views are truly breathtaking over the Sydney harbour and eastern suburbs. This place had serious wow factor! But the surprises kept coming. As we walked a little further towards these military fortifications, we felt like we'd been thrown back in time and we discovered secret number two - this was the setting for traditional high tea served on British 3 tier silver stands laden with sweet cakes, delectable savouries and complimented with a glass of Australian sparkling. At this time no reservations were needed - that is how secret it was but it was so magnificent in every way that its now a secret worth sharing!"

Email your responses to: secretcomp@traveldaily.com.au

CLICK HERE FOR TERMS & CONDITIONS

Poppy's super deals

VANUATU'S Poppy's on the Lagoon is providing guests with a free bottle of wine (per stay) and daily brekkie for guests booking either a 'Stay 10, Pay 7', 'Stay 7, Pay 5' or 'Stay 4, Pay 3', until 31 Oct, on sale through to 31 May.

The deal applies to all room categories - blackout dates apply.

Norfolk increases

NORFOLK Island airport charges on Qantas flights will increase immediately by \$10 according to the Qantas Industry site.

An additional \$2 levy will also apply to these bookings on Red e-Deal, Super Saver, Fully Flexible, normal economy and Resident fares, one way and return.

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Brochures of the Week


WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Evergreen Tours - Tasmania 2010
Evergreen Tours has just released its new Tasmania 2010/11 brochure. New for 10/11 are tours starting and finishing in Hobart which offers more airfare options, the West Coast Wilderness Railway and a two-night stay in Strahan. Companion Fly Free and Early payment discounts are available and Guaranteed departures start from only \$1,640pp. Call 1300 364 414 or visit www.evergreentours.com.



Wildlife Safari 2010 - Arabia
A new layout and design has been created for Wildlife Safari's Arabia brochure. The program features a superb selection of private journeys, sojourns and stopovers to Egypt, Abu Dhabi, Oman and Dubai. For information phone 1800 998 558 or visit www.wildsafari.com.au.



APT - Christmas Tours 2010
This brochure combines tours in Europe and Canada/Alaska, for people to explore two of the most popular destinations in the world during the winter Christmas period. The fully inclusive packages offered are for numerous departures over the period, and include the launch of a Fly Free to Europe deal. For info call 1300 278 278.



Scenic Tours Europe River Cruising 2011/12
This brochure offers great earlybird savings, and for a limited time, a 'Fly Free' promotion to Europe on selected 14 and 21 night packages. The program features Scenic 'Space-Ships' which Scenic says provides 22% more space than standard vessels, and two entire decks of balcony cabins. For more information phone 1300 723 642.



Nitmiluk Tours - Northern Territory 2010/2012
Launched to promote the Northern Territory and Top End as a holiday destination to the int'l market, this brochure offers an authentic nature based product. It's hoped the program will assist with lifting the profile of the Nitmiluk region as a stand alone destination by showcasing key local operators, complete packages and new accommodation options. Go to www.nitmiluktours.com.au for info.



AAT Kings - New Zealand 2010/11
The launch of this new brochure showcases some of the best touring options in the 'Land of the Long White Cloud', including exclusive experiences and itineraries to explore the spectacular scenery of New Zealand. A new feature is 'you are invited' which include authentic experiences on selected tours, and also sightseeing day tours for travellers from Auckland. For further details see www.aatkings.com.



Abercrombie and Kent - Australia, New Zealand and Papua New Guinea 2010
This brochure comprises a series of luxury holidays designed to experience the best these three diverse countries have on offer. A&K's Australasian portfolio provides a collection of trips designed for individual travellers, offering complete flexibility. For more info see abercrombiekent.com.au.

Sabah travel alert
CITIZENS of the US are being alerted by the State Department of the threat of violence against foreigners by terrorist and criminal groups when travelling to eastern Sabah, in Malaysia. Travellers are urged to exercise extreme caution if going there.

YYC airport facelift
CANADA's fourth busiest airport, Calgary, will launch a 4,267 metre runway (the longest in the country) and expand its facilities over the next five years, with the Airport Authority set to spend \$2.4 billion on the project. Upgrades to existing facilities and the building of a new traffic control tower and an additional 22 new aircraft gates. Construction of the runway is expected to start in Apr 2011. The runway extension would appeal to airlines operating Airbus A380 aircraft, such as Emirates.

Totally Eclipse-d
CELEBRITY Cruises has taken delivery of its 10th ship *Celebrity Eclipse*, with a shipboard ceremony over the weekend to transfer the ownership of the cruise vessel from shipbuilder Meyer Werft. *Eclipse* will enter into regular service from 26 Apr.

Win a seat on the LH/OS eXperts Academy famil



Lufthansa and Austrian Airlines' fares are now combinable!!!

Win 1 seat on the Austrian & Lufthansa's eXperts Academy famil to OS Training Center Vienna, Lufthansa's legendary Seeheim and Munich in September. The prize is sponsored by Lufthansa and Austrian Airlines and includes all flights, accommodation, city tours and most meals.

[CLICK HERE FOR TERMS & CONDITIONS](#)

To enter the competition, all you have to do is send us a picture of your most creative 'Bier & Schnitzel' combination.

Send entries to: expertscmp@traveldaily.com.au



For some inspiration, staff from Lufthansa and Austrian Airlines tried their creativity and created their own 'Bier & Schnitzel' combination (picture above).



STAR ALLIANCE MEMBERS

Aussie agents visit Sahoro

THIS group of lucky agents recently enjoyed a ski famil in Japan courtesy of Singapore Airlines and Club Med Sahoro, in Hokkaido. The trip included a week of skiing at the all inclusive resort, enjoying ski lessons, fabulous expert runs, great cuisine and relaxing afterwards in the open air Canadian bath and on-site Onsen facilities.



Pictured in front of the Sahoro resort are the top sellers for Club Med from left Luke Chittock, Travelworld Floreat WA; Sayaka, Club Med Sahoro Reception Manager; Monique Riddell, Skimax NSW; Nicole Beasley,

Travelscene Kenmore NSW; Ashley Vantsant, Travel Focus WA; Alit, GO Animation in Sahoro; Roslyn Lane, MTA Travel NSW; Sarah Wilmott, Globenet Travel QLD; Stacey Mayoh, itravel NSW; Linda Burstin, Executive Edge VIC; and Marc Letourneau, Club Med National Sales Manager.



HELP US WIN AT THE 2010 NTIA AWARDS. VOTE AA NUMBER ONE IN CATEGORY 22!

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BUSINESS MANAGER

SYDNEY – SALARY PACKAGE OTE \$170K

This well known travel Brand needs a Leader, someone with proven skills in managing a large business, P&L control and managing growth strategies. You will have proven skills in driving business performance, leadership of a management team, financial management, negotiating & influencing others, product selection and key industry relationship management. Top salary package & benefits available.

INSPIRE GREAT CUSTOMER SERVICE

TRAINING MANAGER

SYDNEY – SALARY PACKAGE TO \$130K ote

If you share this clients' passion for exemplary customer service which matches their luxurious product, your Training skills can be applied to this Senior management position. You will be focusing on the Contact Centre and broader customer service areas of the business and utilizing both your innovative design and facilitation skills. Formal qualifications in Training and experience in call centres definitely required.

BEAUTIFUL INTERNATIONAL PRODUCT

AUST / NZ SALES MANAGER

SYDNEY – SALARY PACKAGE TO \$80K inc Car

Work in the most dynamic sector of the travel industry and with luxury product that will tantalize the senses and stimulate your career. You'll be experienced in on-the-road sales, managing a budget, running incentives and most importantly driving a team. The ability to frequently travel and manage key relationships with a portfolio of clients is essential. This is a fantastic high profile Sales role!

PROWL THE HALLS OF POWER

CORPORATE SALES MANAGER

CANBERRA – SALARY PACKAGE OTE \$120K+

Here's a giant opportunity with an industry leader. If you can drive sales in the mid-market corporate sector and have proven abilities in new business acquisition this opportunity is available NOW. You must be able to articulate your hunger, your process and your success in business development and be a professional, friendly individual who enjoys creating new relationships. A great autonomous role for a go-getter.

NEW IN NEW ZEALAND

BUSINESS DEVELOPMENT MANAGER

AUCKLAND BASED – SALARY PACKAGE TO \$85K+

A great opportunity for a tech-savvy sales professional with loads of travel industry experience and a desire to work in the sector of the future! You'll have an affinity with travel systems and have proven business development skills, creating a sales pipeline, providing demonstrations, understanding client needs, negotiating strongly, and winning new business. This industry giant will point your career in the right direction.

****NEW OPPORTUNITY HOT OFF THE PRESS ****

VIC BUSINESS DEVELOPMENT MANAGER

MELBOURNE – SALARY PACKAGE OTE \$120K

Secure yourself this fantastic senior opportunity servicing the Victorian market and take home an extremely lucrative salary package. With a fabulous incentive plan you will be well rewarded and your proven business development skills will be highly valued within this global organisation. Don't miss out as this superb senior role does not present itself often in the Melbourne market. Immediate start required so apply NOW.

WESTERN STAR

STATE SALES MANAGER WA/SA

PERTH – SALARY PACKAGE ote \$90K

If you have experienced in managing a large territory, driving performance from a small sales team and strategically managing key client relationships, this innovative & highly successful company has a position for you in wonderful WA. You will be responsible for promoting & growing the sales of this popular product, networking across the travel industry, and leading a team. Great package with incentives.

CONTACT YOUR DEDICATED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Kate Dalrymple
QLD & NT
Ph: 07 3229 9600

Linda Green
NSW & ACT
Ph: 02 9231 2825

Kathryn Heberton
VIC, SA, WA
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR NEW LOOK WEBSITE @ www.aaappointments.com