



EDITOR: Guy Dundas Ph: 1300 799 220 E-mail: info@traveldaily.com.au

Skroo: LCCs won't survive

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#### Today's *Travel Daily*

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

#### What a response!

TRAVEL Daily was gobsmacked by the overwhelming number of entries in its exclusive Thai Airways International competiton to win a VIP double pass to attend the Australian Open, which featured in yesterday's issue.

Congrats to Ben Housemann of Flight Centre Vaucluse, NSW who was the first person to respond, with his answer being Fernando Verdasco, from Madrid.

Ben and friend are set to enjoy THAI's hospitality in its 'Superbox' at Rod Laver Arena on Fri 22 Jan.

#### Seabourn's Quest

THE Yachts of Seabourn has announced it will name its latest ship Seabourn Quest, to debut from Jun 2011.



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FLIGHT Centre Limited boss Graham 'Skroo' Turner says lowcost carriers (LCCs) will not survive in the Australian market if they don't enlist the additional support from travel agents.

w.austrian.com

He used Tiger Airways as an example of an LCC which should consider using travel consultants if it wants to keep itself afloat.

"The Australian market is relatively small and is dominated

#### Clelia II in drydock

AUSTRALIA'S Orion Expedition Cruises was one of the first to be informed of the Clelia II incident in Antarctica which occured on Boxing Day (TD yesterday).

Orion is planning to take a longterm charter of Clelia II from mid next year.

MD Sarina Bratton told TD she was immediately contacted by the US operators, Travel Dynamics International, when the accident happened, and has been continually appraised of the situation.

The future Orion II ship was due to go into drydock yesterday, at which time the extent of damage to the propeller, caused when the ship drifted into rocks, and any other damage will be determined.

She said, "There was no danger to any passengers or crew, and the ship made her own way back to Ushuaia accompanied by a sister ship (which was scheduled to travel back at the same time)."

Bratton said she believed there were no Australian passengers onboard the damaged vessel at the time of the incident.

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by three well known airlines who all work with travel agents to grow their business," Turner said.

Qantas, Jetstar and Virgin Blue have well established ties with travel agency and online sales channels, which have led to stronger brand presence and sales networks, he says.

The Flight Centre Limited MD says new carriers will struggle to gain a "significant foothold" if they ignore the billions of dollars in sales travel agents generate.

Turner believes LCCs will require "deep pockets" if they are to succeed in Australia, with big expenses from marketing, developing a website (as its main channel for dealing with clients), call-centre costs, losses from unsustainable fares added to the normal airline-related expenses.

Skroo said his agency was keen to work closely with LCCs and other new entrants "to grow the travel market."

"LCCs should view the margin they pay to travel agents as an investment because it generates a genuine return - sales," he said.

#### Accor appointment

CRAIG Wood has been appointed to the position of ceo for Accor Vacation Club (re-branded from Accor Premiere Vacation Club), with immediate effect.

Wood is a former chief operating officer for the brand, and will be responsible for the continued growth of Accor Vacation Club and its launch of a newly redesigned member website this month.

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## TMS

EK KK's MEL/KUL EMIRATES has confirmed it will

be altering one of its thrice daily services between Melbourne-Dubai to operate via Malaysia from Feb, as exclusively revealed by TD earlier this week (TD 04 Jan).

Vice president Australia, Stephen Pearse said, "Kuala Lumpur is a growing conference destination and we expect the route to be popular with both business delegates and tourists... either as a stand alone holiday or en-route to and returning from Dubai and Europe."

Emirates will continue to offer a one non-stop MEL-DXB service.

#### IE dom commission

SOLOMON Airlines will offer agents 3% commission on domestic flight bookings from 01 Feb, not 5% as mentioned in TD yesterday.

The carrier's regional manager Australia/NZ John Valentak told TD fare levels remain the same.

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#### JQ Asia expansion

JETSTAR Airways has begun placing its flight code on select services operated by Jetstar Asia from Singapore to Bangkok and Penang, in an extension of its codeshare agreement.

According to travel agent GDSs, the JQ code now appears on Jetstar Asia metal on flights 3K515/3K516 (JQ2515/JQ2516) to/from Bangkok and 3K673/3K674 (JQ2673/ JQ2674) to/from Penang.

#### GAP's growling deal

GAP Adventures is offering a \$550 early booking discount on some of its cabins on the nine-day 'Spitsbergen - The Realm of the Polar Bear' cruise.

The polar cruise sails aboard the MS Expedition with a number of sailings scheduled to depart from 14 Jul to 31 Aug - 1300 796 618.

#### AirAsia X KUL/SYD

AIRASIA X is hopeful of gaining approval to commence services in its own right between Kuala Lumpur and Sydney by mid this year, as revealed by TD (TD 20 Aug 2008).

#### Air India GSA tender

AIR India has this week floated for a global tender to apply for its Global Sales Agent (GSA) on passenger and cargo services.

Submissions for the tender close on 06 Feb 2010 - see airindia.com.



E-mail: info@traveldaily.com.au

## SYD best in 09 for Wotif

**NEW** South Wales and Sydney were the top tourism destinations for domestic holiday bookings processed in 2009 through online

#### T2 bedding down

TRAVEL2 says the launch of its 2010/11 Canada & Alaska program signals the end of the wholesaler's current product range, with no plans to expand beyond its current offering any time soon.

GM Rohan Moss said with Bali, Thailand, Hong Kong, USA, Fiji, Singapore/Malaysia, Hawaii, UK/ Europe and South Pacific already covered for 2010/11 there were no further programs to be added.

#### TCF office changes

AAT Kings' Federation Square and St Kilda Road branches (ABN 97 079 722 464) in Melbourne have voluntarily ceased trading as travel agents, according to the Travel Compensation Fund.

Visy Industries Australia of Southbank, VIC has also withdrawn its participation from the fund.

MEANWHILE, JTB Oceania International has also voluntarily withdrawn its TCF participation for its Sydney, Brisbane, Surfers Paradise and Melbourne offices while it goes about an "ownership restructure".



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We would also welcome expressions of interest for future roles in the account management and business development teams for all HRG locations within Australia.

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HRG Australia. A Hogg Robinson Group company

accom website Wotif.com, according to NSW state tourism Minister Jodi McKay.

"This is a great achievement for Sydney and for NSW, and it confirms our capital city and our state is the number one choice" for holiday-makers, said McKay.

New South Wales also had seven cities in the top 20 list of most popular domestic destinations, the most represented of any state.

#### Eurostar delays

SEVERE weather conditions has forced Eurostar to restrict the number of trains running through the Channel Tunnel until 10 Jan.

The high-speed rail operator is recommending travellers with non essential travel to cancel or postpone their journey.

Eurostar's very early morning and late evening services between today and including Sun will not run, with pax booked on those services advised to arrive at the station as early as possible so they can be allocated a seat on another train.

MEANWHILE, a signal failure on the London-Brussels line resulted in a Eurostar train being stuck in the Chunnel for around two hours

#### **Skywest Dec stats**

PERTH-BASED Skywest Airlines' load factor for Dec 2009 rose by 4% to 52.23%, compared to the same month the year prior.

Revenue passenger kilometres escalated by 14.36% and capacity increased by 5.52%, while pax carried also went up by 5.24% over the same period.

For the financial year to date the number of charter services which Skywest operated are up by more than 17%, to 1,431 flights.

MEANWHILE, Skywest says it has commenced technical and commercial due diligence on one A320-200 for lease.

The aircraft may be used for expanding operations to and from the Pilbara region of WA.

#### Fiji Outrigger gm

OUTRIGGER on the Lagoon, Fiji has today announced general manager Darren Shaw has handed over the reins to Peter Hopgood, as he takes on a senior role with Outrigger Enterprises Group.



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THIS should serve as a warning to never leave your personal belongings unattended, even on airplanes.

An investigation on an Air France flight from Tokyo is underway to determine whether a pickpocket stole thousands of euros from business class passengers whilst they slept.

Around 4,000 euros appeared to have been stolen when passengers woke up, shortly before their arrival into Paris. Police were waiting when the

flight touched down.

HOW's this for a rock star experience?

Official airline of the Grammy Awards, Delta Air Lines, today launches a sweepstake to take two lucky U.S. music fans to the 52nd Annual Grammy Awards.

Fans who enter on delta.com will have the chance to win tickets to the show at the Staples Center on 31 Jan 2010, accom at the Checkers Hilton, a set of wheels courtesy of Avis and round-trip flights to Los Angeles, of course!

REMEMBER, you read it here in Travel Daily first!

Virgin America recently announced they were going to launch 'Operation Chihuahua', flying puppies from San Francisco to New York (TD 23 Dec), so that they can be adopted into loving homes.

Now we're pleased to show you the airline was serious.

In the photo below, VX pilots this week welcome Rebecca Katz of San Francisco's Animal Care & Control and the Chihuahua pups on board.

The furry passengers were treated to a champagne cocktail, dubbed "Chi-mosas', cupcakes and doggie treats.



Any hot dogs on the menu?



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#### Fiji record in Oct

AUSTRALIAN visitor arrivals into Fiji topped over 27,500 in Oct, nearly 1,200 more people than the previous record set in Sep 2009.

Tourism Fiji's regional director Australia Paresh Pant believes the Nov and Dec arrival figures should help bring the 2009 season on par with that of the year prior - a massive turnaround following the "huge drop" recorded between Jan-Mar which was fueled by flooding in the region in Jan.

Pant said, "The fact that more than 27,500 Aussies have chosen to visit Fiji in the space of just one month represents a huge vote in confidence from this market.

MEANWHILE, Air Pacific has released sale fares from East coast capital cities to Nadi, priced from \$410 including taxes.

The promotion is for travel between 01 Feb-31 Mar and must be booked by 05 Mar.

#### **RV earlybird deals**

TRAVELLERS booking Canadian motorhome rentals with Adventure World before 31 Jan will get 15% off the standard vehicle pricing phone 1300 302 591 for info.



EDITOR: Guy Dundas E-mail: info@traveldaily.com.au Ph: 1300 799 220

#### World's Best Economy Class Skytrax World Airline Awards 2009



## Hawaiian air drama *Queen Elizabeth* floated out

A DISRUPTIVE passenger on a Hawaiian Airlines flight from Portland to Maui prompted the pilot to return to the mainland, escorted by two US military jets.

The 56-yo pax made threatening remarks to the HA crew and refused to stow his carry-on bags, at which time the captain decided to fly back to Portland.

The two F-15 fighter jets were scrambled from the Oregon Air National Guard and flew with the Boeing 767, which had 241 pax on board, until it landed safely.

#### Hangin' with Cooper

THE Classic Safari Company is offering an exclusive departure on its Rivers of Zambia Safari which is hosted by the former director of Taronga Zoo, Guy Cooper.

Cooper, who's also the Governer of the Taronga Foundation, will take tour participants behind the scenes of conservation & wildlife research projects in Zambia.

The one-off 13 night trip allows a maximum of 10 travellers, and is scheduled to depart on 20 Sep and is priced at \$10,735ppts. For details phone 1300 130 218. ON TUE, Cunard held a special ceremony for the float out of its newest liner, *Queen Elizabeth*, at the Fincantieri's Monfalcone shipyard near Trieste, Italy.

The ceremony included three coins being welded beneath the mast of the vessel (as a symbol of good luck), was blessed and had a bottle of Italian prosecco smashed against her hull by the ship's madrina, Florence Farmer.

*Queen Elizabeth's* (right) maiden voyage, which sold out in a record 29 minutes when it went on sale last year, is planned for 12 Oct 2010, sailing from Southampton.

The 3rd *Queen Elizabeth* ship will be officially named on 11 Oct.

#### JAL/VN codeshare

JAPAN Airlines is expanding its codeshare deal with Vietnam Airlines, which will see the JL code added to flights operated by VN between Osaka (Kansai)-Hanoi, effective Wed 13 Jan.

The further development of the codeshare follows JAL's decision last Nov to suspend its daily ops on the route from next Mon.



#### **Ghan disruptions**

THE Ghan has been forced to postpone and cancel a number of services in coming days due to "track washaways" caused by flooding at lloquara in the outback.

The Adelaide-Darwin service on 10 Jan has been disrupted, while the Alice Springs-Darwin link on 11 Jan has been cancelled. For info call GSR on 13 21 47.

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#### **Perth Africa show**

THE date for the Africa Safari Co's Perth roadshow event is 29 Mar, not 26 Mar (*TD* yesterday).

#### More Crystal hotels

CRYSTAL Cruises has added The Pierre New York and the King George Palace in Athens to its 2010 line-up of 'Classic' and 'Classic Plus' hotel programs.

The properties are available to guests for pre- or post-cruise packages and will appear in the cruise line's Adventures Hotel Program, which offers 33 hotels and resorts in 21 countries.

#### FR to stay in Italy

RYANAIR will continue to operate its domestic Italian operation (*TD* 29 Dec) after authorities in Italy said they agreed that all pax must provide a passport or ID card to comply with security measures.

#### Aus WRC success

THE Australian round of the 2009 FIA World Rally C'Ships, which was held in Northern NSW during Sep, attracted the second highest global viewing audience of the rally car season.

According to organisers, the event was beamed to over 50m people on 264 channels worldwide.

Chairman of the Rally Australia Board, Alan Evans said, "to know that the rally and vision of the beautiful surroundings of Northern NSW were broadcast to more than 53 million people confirms our predictions that Repco Rally Aus. is a great medium for promoting the region and NSW in general."

#### New Expedia tagline

EXPEDIA.COM has introduced a new tagline and brand campaign in the US, which it says highlights to consumers the benefits of booking with the online travel firm.

Vice president of brand marketing Paul Leonard says the 'Where you book matters' tagline seeks to "change the mindset of many travellers that it doesn't matter where you actually book your travel."

## WIN A TRIP TO EUROPE

To celebrate the start of the New Year, Rail Plus is giving *Travel Daily* agent readers the opportunity to win some sensational prizes during the months of January and February.

To enter this fabulous competition, subscribers will simply have to correctly identify what country the train featured below is from and come up with a creative caption to accompany this image.

There will be a major prize awarded at the end of the competition period of a place on the 2010 Rail Plus European familiarisation being held from 28 Apr to 08 May 2010, visiting Northern Italy, Switzerland, France and the UK\* - for the best caption overall!

A weekly prize of a Eurail Select Pass for 5 days in 3 countries will also be up for grabs for the cleverest caption received each week, as decided by the Rail Plus judging panel.

So put on those thinking caps and email your caption and contact details to railpluscomp@traveldaily.com.au. Full terms and conditions available at www.traveldaily.com.au.



\*Itinerary subject to change.



## Travel Specials

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

HOTEL LINDRUM in Melbourne has released an indulgent package for the "ultimate weekend escape". The 'Picture Yourself Here' deal includes two nights accom, two movie tickets to Kino Cinema, main course and a glass of selected wine for 2, and brekkie for 2 at *felt restaurant* plus late checkout at 1pm. The package is on offer until 01 Jun and is priced from \$360 for a Studio Room. For more info phone (03) 9668 1111 or email reservations@hl.mirvac.com.

AQUA HOTELS & RESORTS is offering introductory rates at the Maile Sky Court Hotel priced from just \$US69 (\$AU75) per night, based on a City View Room. The deal provides a one room upgrade and is available until 30 Jun 2010. Phone 0011 1 808 924 6543.

INTERLINE RESERVATION SERVICE has cabins on an 8-day Pandaw Borneo River Cruise priced from \$1,549ppts. The cruise itinerary includes visits to Sibu, Kapit, Pelagus Rapids, Sarikei and Rajang Delta. All meals, beverages, transfers, entrance/guide fees are also included. For details and dates phone (02) 9700 8711.

MERCURE GEELONG has packaged up a two-night 'Stay, Splash & Play' deal for families of four, which includes entry to Adventure Park Victoria and the Ride the Croc. The offer is priced at \$628 and is based on a family room at the hotel. Couple packages are also available, priced from \$503. Deals are on offer until the end of Mar. For bookings see www.mercuregeelong.com.au.

#### Training for agents

TRAVEL agents have a chance at winning some great prizes by just completing select modules online at www.trainingmodules.travel.

Prizes on offer include accom at The Grand Hotel & Casino in Port Vila or at Ayoda Resort in Nusa Dua, Bali, plus there's pre-paid ANZ Visa cards on offer.

#### SoutheastAsia.org

TRAVEL providers in Southeast Asia will feature in a new "hightech consumer travel website" to launch in Bangkok on 25 Jan.

The SoutheastAsia.org portal will be targeted towards int'I tourists, allowing browsers to plan and book holidays around the 10 member states of the ASEAN.

The site will present multiple destination options, low-cost to full-service airlines, accom of all standards, touring and more, reports the developer, Wego.com.

#### Hound tracks Emu

GREYHOUND Australia has begun offering stops to the QLD coastal community of Emu Park, a move the coach operator says will boost tourism to the town and to the southern tip of the Great Barrier Reef.

The "detour" to Emu Park will appeal to international tourists who make up the majority of pax on long-distance coach journeys, Greyhound said.

#### **Choice into Haiti**

CHOICE Hotels International Inc is adding two new properties to its Caribbean portfolio, signalling the Choice-brand's debut on the island of Haiti.

The 32-room Comfort Inn (to open this year) and the 120-room Ascend Collection properties are to be located in the township of Jacmel, boosting Choice's presence in the region to nine hotels.

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Interviews for this role will be taking place early next week so don't miss out. If you have the ability and skills and a proven track record of managing a sales team with great networking ability then call our Melbourne office today. Don't delay you will need to be quick with interviews proceeding 12 & 13 January. Your strategic ability to build sales within your team & region is highly valued. Don't delay!

#### HEAVANLY WHOLESALE WHOLESALE TRAVEL CONSULTANT

PERTH (INNER) – SALARY PKG TO \$43K + OVERTIME Looking to move away from face to face consulting or maybe you're just looking for a new wholesale company who can offer you a great career, fun team environment, funky shill out room and exciting extra social events throughout the year. There will be new friends made when you join them today! You need to be an experienced international travel consultant with strong communication skills and the ability to work in a busy office!

#### FARES GURUS AIRLINE FARES AND TICKETING SUPPORT X 6 BRISBANE CITY – \$45K +

Calling all fares and ticketing gurus! We have three organizations (including airlines) looking for experienced fares and ticketing specialists to join their teams. Take your pick with the working conditions that suit you. You will have experience in one or more CRS systems, excellent customer service skills, Fares and Ticketing 1 & 2 and a good understanding of corporate and retail agency operations. If a customer service role is for you, call today for a confidential chat.

#### SUN, FUN AND MONEY!

TEMP JOB OF THE DAY - RETAIL CONSULTANT - SYDNEY Award winning, luxury travel specialist needs a strong, multi skilled consultant with GDS skills and excellent sales and customer service. No face to face consulting. Applicants must have the ability to juggle multiple tasks, engage customers & deliver sales and service results. TRAVEL TEMPS NEEDED - SHORT AND LONG TERM ROLES AUSTRALIA WIDE - TOP HOURLY RATE We have several temp roles starting ASAPI Don't waste another minute, come and register TODAY!

#### TICKET TO SUCCESS TICKETING CONSULTANTS

MELBOURNE (INNER) – SALARY PKG TO \$50K + Are you a proficient ticketing consultant who is ready to join a large company and set course with new opportunities for your career in 2010? Being part of this large retail travel chain will mean you have lots of opportunity for future development both nationally and internationally. Be rewarded with a great salary. High level knowledge of fares and rules required.

#### SHORTEN YOUR HOURS PART TIME CORPORATE/LEISURE TRAVEL CONSULTANT MELB (INNER EAST) SALARY PACKAGE PRORATA

Part time roles don't come up very often but when they do they are highly sought after. Working in this leisure office you will be coordinating leisure travel itineraries for their large corporate market. Your experience will need to be extensive with over 5 yrs at least within the industry. With this job share opportunity this means 2 roles are on offer!

#### ENJOY THE FINER THINGS IN LIFE? CORPORATE LEISURE CONSULTANT

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