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Travel Daily AU

First with the news

Mon 11 Jan 10 Page 1

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

Country Manager Australia/NZ

- ★ 200K OTE
- ★ Leading Travel Technology Company
- ★ Reporting to Managing Director

TMS ASIA-PACIFIC

Contact **Sally Matheson** at TMS
T: 02 9231 6444 E: sallym@tmsap.com

QF Vietnam woes

QANTAS has confirmed that two of its senior staff working in Vietnam were barred from coming home for Christmas due to an ongoing investigation by the Vietnamese govt into QF's local Jetstar Pacific offshoot.

The issues relate to fuel hedging losses which allegedly weren't authorised by the airline's board.

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BROCHURES COMING SOON

- Gold Coast
- Tropical North Queensland
- Broome & The Kimberley
- Northern Territory

C&K adds Scandinavia

COX & KINGS Australia has expanded its range to include Scandinavia with this morning's announcement of the purchase of Bentours (TD breaking news).

The deal, which was in fact announced in India late last month, was negotiated by C&K Australia ceo Steve Reynolds, who said the purchase continues C&K's strategy of growth in the Australian market, following its Tempo Holidays purchase just over 12 months ago.

"Bentours shares Tempo's corporate values, it services the FIT and small groups market, it is a destination specialist, has strong trade associations, selects quality products, has a strong service ethic and values staff destination experience and knowledge,"

Hardy comes a highland cropper

CRUISE Express ceo Hardy Schneider is expected to be discharged today from a NSW Southern Highlands hospital after surviving a light plane crash near the town of Mittagong.

Schneider and fellow Cruise Express tour host Craig Robinson were in a single-engine Piper aircraft flown by a friend, which clipped trees and crashed into a vineyard shortly after takeoff at about 11am yesterday.

All four people on board the joy flight escaped the wreckage with minor injuries, with Schneider the only one to be hospitalised, suffering a fractured toe along with cuts and bruises.

"I think we landed between the chardonnay and the shiraz," he quipped from his hospital bed.

Reynolds said.

The deal also includes the purchase of MyPlanet Australia Pty Ltd, with the operations sold by First Choice Holdings Australia Pty Ltd, owned by European travel giant TUI Travel which has other Australian operations including Peregrine Adventures.

Bentours was founded in 1979 by Bent Ronnov, and purchased by TUI in 2006 under the MyPlanet operation.

A restructure last year (TD 03 Mar) saw Bentours restructured, with its management shifting to be based at Peregrine's Melbourne offices.

Reynolds said C&K would be "leveraging resources and technology to optimise both operations" but would take time to understand the business in detail before making any significant changes.

Details of the amount paid haven't been revealed, however C&K India said the acquisition was being funded "through an earn-out mechanism".

Rail Plus winner

CONGRATULATIONS to Lainie Elvy of Jetset Travel in Camden, NSW, who was last week's winner of our Rail Plus competition.

Her winning entry correctly identified the picture as a train in Japan, with the caption "You have to be quick to snap a photo of this speeding bullet".

Lainie has won a Eurail Select Pass for 5 days in three countries.

See page five for this week's picture and competition details, with the major prize being a place on the 2010 Rail Plus European familiarisation.

Today's Travel Daily

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

- AA Appointments
- Explore Holidays

AOT adds events

AOT'S Travepoint Holidays has today launched its first foray into event packages, with the release of exclusive show and accom deals for the Broadway ballroom dancing sensation *Burn the Floor* which will be performed at Crown Casino Melbourne in Feb and Mar.

"We see great potential in delivering exclusive show and accommodation packages," said AOT group chief operating officer, Cinzia Burnes.

The packages are priced from \$346ppts including two nights accom at Crown and show tickets.

More info 1800 872 835 or www.agents.travepoint.com.au.

US security talks

FEDERAL transport minister Anthony Albanese has met with US Department of Homeland Security deputy secretary, Jane Holl Lute, to discuss the enhanced border security procedures in place for travel to the US following the attempted attack on a transatlantic Delta flight on Christmas Day.

Albanese said the meeting "provided an opportunity to make sure our respective aviation and border security arrangements are coordinated and appropriate to the evolving threat."

The visit is part of a "broad international outreach," with US officials also set to call at major international airports in Europe, Asia, Africa and the Middle East.

QANTAS Holidays

Queensland Islands & The Whitsunday Coast

2010 - 2011 Brochure

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RENAULT EURODRIVE



Camper crackdown

QUEENSLAND-based backpacker van rental specialist Wicked Campers has come under fire from the Qld govt over safety issues with its vehicles.

Acting Qld premier, Paul Lucas, said that of nine campers recently submitted for testing by Queensland Transport, five had failed due to defects such as structural rust, oil leaks, steering problems, accident damage and a range of mechanical faults.

"I think it's wicked to have campervans out there with young people driving them in a highly dangerous manner," he said.

The director-general of Qld Transport, David Stewart, has written to his counterparts in other states about the fleet of almost 1000 campers, saying "the results of these inspections present reasonable grounds for concern over the way Wicked Campervans operate across Australia."

The company's ceo, John Webb, denied that the fleet was not roadworthy, insisting that the removal of 50 vehicles from the fleet when asked to submit them for safety testing was only a "coincidence" and was part of ongoing fleet renewal.

Webb said the govt attacks were not warranted, adding: "We employ 80 people and add a lot of value to tourists."

Auckland Airport CNS buy

NZ-LISTED Auckland International Airport has purchased a 24.55% stake in the operator of Cairns and Mackay Airports, saying the deal "opens up exciting new opportunities to strengthen and grow air services connections with Cairns as a stepping stone between New Zealand and the high-growth tourism markets of Asia."

The \$132.8m purchase sees Westpac sell out of North Queensland Airports, with AKL ceo Simon Moutter saying the deal recognises that the most important value driver for the airport is growth in international

passenger volumes.

"New Zealand has underperformed against Australia in gaining a share of Asian tourism, so we have decided to take a position in the Australian market in an effort to get better connected and lift our market share," Moutter said.

The deal is scheduled for settlement on Wed, with Moutter also saying that while Cairns has been underperforming due to the decline in the Japanese market, "we believe it is poised for a strong rebound" driven by improving tourism demand, the new Jetstar services to Western Japan and the recently announced federal govt initiatives to encourage foreign airlines to operate through regional airports.

What a bargain!

WE all know airline yields are down, but this is ridiculous.

American Airlines last week advertised a First Class return fare from Los Angeles to Sydney, on board the new Airbus A380 operated by its codeshare partner Qantas, for just US\$1200.

Of course it was due to a fare loading error on the AA website which was discovered and fixed about an hour later - by which time a number of tickets described as being "in the very low three figures" were sold - enough to fill the QF A380 first class cabin several times over.

AA confirmed it isn't honouring the fare, instead offering the option of economy or a refund.

QF hit by collapse

QANTAS has been revealed as one of the largest creditors of collapsed UK aircraft parts supplier, Aero Inventory, which went into administration in Nov.

The company operated by purchasing the parts divisions of various airlines and selling them back items over time, with major clients including All Nippon Airways and Air Canada.

A report from Aero Inventory's administrators shows Qantas is owed £1.46m, with unsecured creditors likely to receive only a minimal payout of around 1.1p in the pound.



Window Seat

AIR New Zealand is attracting lots of possibly unwanted attention in the fashion world after releasing details of its new cabin crew uniforms.

Kiwi designer Trelise Cooper is behind the new outfits which will be introduced in 2011 as NZ launches its new 777-300 fleet.

Previews of the designs (see left and below) have attracted a huge number of bitchy online comments, with one blogger saying "Who'd have thought that someone could design something so ghastly that the thought of wearing body paint to work becomes appealing?"

becomes appealing?"

The men's waistcoat was similarly panned as being "Liberace meets Graham Norton meets Elton John meets Zealandia Karori Wildlife sanctuary."

"In general the men look like Mr Humphries from Are You Being Served," another blogger quipped.



CAREER OPPORTUNITIES WITH THE TRAVEL PROFESSIONALS

Harvey World Travel is a leading national franchise network and one of the longest established retail travel agency groups in Australia.

With a passion for travel and a dedication to excellence in service, the strength of the Harvey World Travel brand is our people.

We currently have a number of exciting positions available based in our Sydney Office.

- **FRANCHISE MANAGER - NSW/ACT/QLD**
- **BUSINESS MANAGER, NSW**
- **AIR & PRODUCT MANAGER**

Click here for more details.

Applications close 18th January 2010.



BUSINESS DEVELOPMENT MANAGER - QLD



We are looking for an enthusiastic Business Development Manager to join our sales team, located in Brisbane.

You will be highly motivated, enthusiastic and have the ability to work autonomously. Experienced in sales and displaying a focus on providing a high level of customer service, you will also be results orientated. An understanding of both corporate and travel industry market segments will be highly regarded.

You will be required to prospect for and win new business, service an existing portfolio of accounts and promote the range of Hertz products and services. A high degree of capability with Microsoft Office programs is essential. Knowledge of CRS and on-line booking tools will also be an advantage.

Applications in writing, with a cover letter should be addressed to Belinda Smart, State Sales Manager, Qld, no later than Monday 18 January 2010. Email: bsmart@hertz.com or mail to 11-15 Cornwall Street, Fairfield, QLD 4103.

Escape to somewhere

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Best Business Class White Wine

Business Traveller Cellars in the Sky Awards

QATAR
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TASC's Kenya educational



ABOVE: Late Nov last year, The Africa Safari Co. finished its year of famils with a trip to Kenya, in conjunction with Kenya Airways.

The group explored virtually the whole country of Kenya, visiting Samburu, Maasai Mara, Nakuru and Amboselli and much more.

A highlight of the trip for the group was being invited to a traditional Massai banquet inside

the Maasai Mara Reserve at night.

Pictured here about to leave the Mara, **from left** are: Peter Emery, Ucango Travel; Erin Wilton, HWT Singleton; Marsha Oliver, HWT Penrith; Gorgeous Sam, Real Africa driver guide; Kira Sachs, Africa Safari Co.; Jenna Anderson, HWT Mackay; Peta Beckingham, Floreat World of Travel; and Robert Cameron HWT Bathurst.

Industry recovery predicted

TRAVEL industry recruitment firms are seeing an upturn in requests for new staff, with the demand seen as a strong early indicator of industry recovery.

TMS Asia-Pacific ceo Andrew Chan has gone so far as to predict a return of the skills shortage experienced through 2007/08, which he referred to as the 'war for talent'.

He said TMS had seen a marked increase in job orders received through the Dec/Jan period, with clients "looking to boost headcount in anticipation of an upturn."

Recently appointed TMS gm Australia, Alessandra de Matteis, said many of the positions were in "experienced high end consulting, business development, account management - all middle management roles in the 60-80K range" as well as support roles with some wholesalers who are looking to increase head count as they gear up for the peak season.

TMS said the demand points toward solid employment growth in the hospitality and tourism sector in the months ahead, and

encouraged travel companies to start planning their manpower needs early.

Chan also said TMS was receiving enquiries about possible new roles from some "mid-range to executive candidates."

"People are obviously confident enough to be actively thinking about making a move," he said.

Headwater bargains

ADVENTURE World has today launched its Headwater Walking & Cycling tour program of Europe for 2010, which includes discounts of up to \$500 per couple on select trips when booked by 28 Feb.

New walking tours have been added in various parts of England and Spain and there's a new Italian cycling tour.

30% off BLC cruise

BLUE Lagoon Cruises has taken 30% off its Historical & Cultural Dateline Cruise, sailing 16 Aug, for pax booking before 31 Mar.

Standard prices for the 6-night voyage lead in at \$1,860ppts - for bookings call +679 666 1622.

NT MUSTER 2010

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UNTOLD

share our story



NORTHERN TERRITORY
travelnt.com



It's the 'MUST ATTEND' event of the year. The **2010 Muster** brings together 40 suppliers representing over 60 products to share their stories of the Northern Territory with you.

- Join in the fun and be part of the uNTold story
- Gain a valuable insight into the latest destination and product information
- Entertainment and \$15,000 worth of prizes to be won (each night), it's an event not to be missed!

Register at

TRADE.TRAVELNT.COM

by 18 January 2010

Event - 5.30pm till 8.30pm.

ADELAIDE
Monday 8 February

MELBOURNE
Tuesday 9 February

SYDNEY
Wednesday 10 February

BRISBANE
Thursday 11 February

Bumper year for HA

HAWAIIAN Airlines has set a new record, carrying more passengers in 2009 than in any other year in the airline's 80 years of service.

More than 8.3m travelled with HA last year, up 6.2% on 2008.

G'Day USA kick off

THE annual G'Day USA: Australia Week 2010 festival commenced in Los Angeles on Sat night, beginning with the Black Tie Gala.

The event, which is sponsored by the Australian Govt, Tourism Australia and Qantas, runs until 22 Jan and promotes the nation's culture, fashion, food, tourism, wine and business opportunities in the US marketplace.

Aussie celebrities appearing at events in 2010 include Toni Collett, Simon Baker, Greg Norman and Nicole Kidman.

WIN A MAGAZINE SUBSCRIPTION FOR 12 MONTHS

Are you familiar with the amazing products that Hahn Air Ticketing offer?

This week, Hahn Air is giving five lucky **Travel Daily** readers the chance to win a yearly magazine subscription from a choice of 10 titles (pictured below).

To enter this great competition, simply be the first subscriber to correctly email the answer to the question below to: hahnaircomp@traveldaily.com.au.

TODAY'S QUESTION IS:

Name one airline you can ticket on Hahn Air in Australia.

Clue! Visit hahnair.com and try the Quick Check tool.



Hahn Air operates the world's largest e-ticketing platform and has implemented agreements with over 200 airlines worldwide.

Making the most complex ticketing scenarios simple for travel agents and suppliers like you.



Climbing Uluru OK

ENVIRONMENT Minister Peter Garrett has announced Uluru will remain open to tourists climbing the monolith, for the time being.

Under a management plan for Uluru-Kata Tjuta National Park announced on Thu, the current percentage of visitors to Ayers Rock that scale the Australian icon (approx 38%) would need to be reduced to 20% before the activity is completely blacklisted.

The Federal govt's approach has been welcomed by the Northern Territory government.

ESTA mandatory

EFFECTIVE from today, it is now mandatory for all Australians travelling under the Visa Waiver Pilot Program the United States, (for business or pleasure) to complete the Electronic System for Travel Authorisation (ESTA), before they depart.

ESTA was introduced by the US Department of Homeland Security last year (TD 12 Jan 2009), and is used to determine the right of visitors to enter America.

For info on the free service visit <https://esta.cbp.dhs.gov/esta>.



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.



Talpacific Holidays - Vanuatu 2010/11

This 32-page brochure features a wide range of accommodation in Port Vila, Tanna and Espiritu Santo in Vanuatu. There is also a selection of activities, tours and information on cruising the region, weddings and honeymoons. Brochures are available from www.tifs.com.au, for bookings call 1300 137 727.



Central Coast Holiday Guide

Featuring a collection of accom, attractions, restaurants, activities and annual events, this guide is the perfect tool to plan your next escape to the beautiful Central Coast of NSW. Within the guide you'll find handy information on national parks, beaches, scenic lookouts,

picnic places, markets and cycle ways. For a copy of the brochure email info@centralcoasttourism.com.au, or call (02) 4343 4444.



Bench International - Egypt 2010

New for Bench' Egypt program in 2010 are a choice of short extensions to its Nile cruising options and archaeological journeys, such as Abu Simbel, St Catherine's monastery, Alexandria, the Red Sea and Sinai Peninsula and water safaris from Aswan. An 11-day package which includes seven-nights aboard the Rihana Dahabiya has also been added. All Egypt itineraries incl a stay in Cairo with sightseeing. Call 1800 221 451.



Transglobal Destinations - Turkey 2010

This 36-page brochure features information about Istanbul stopovers, hotels, car hire, short stay tours from Istanbul to Gallipoli, Kusadasi & Marmaris. Extended escorted touring is also covered, incl Cappadocia, Pamukkale, Antalya and across to the East, along with Gulet cruising along the Turkish Coast, and connections to Greece and mainland Athens. Email info@transglobaldestinations.com.au for a copy.



HRG Australia - A leading global travel management company currently has an opportunity for an experienced Account Manager to join our Business Management Team in Sydney.

Business Manager (Sydney)

We are looking for experienced, driven and focused Business Manager based in Sydney.

The successful applicant will have existing travel management experience with a proven track record of successfully working with key clients and have a high drive to succeed.

If you have the experience for this role and would like to join our dynamic team please send through your CV to: recruitment.au@hrgworldwide.com

Applications close Monday 11 January 2010

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

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.

rail plus
way to go!

Youth travel soars

STA Travel has reported it's seen an "unprecedented demand" for youth bookings travelling to the UK due to the value of the Aussie Dollars against the UK Pound.

The announcement comes after the AUD\$ reached a 25 year record high against the UKE.

STA's marketing director said "these favourable exchange rates and highly competitive flight prices are causing urgency amongst our customers who are taking advantage of these conditions happening in tandem."

"The impact exchange rates have on the experience someone gets from their holiday can be significant," Natalie Placko said.

"The more money you have, the more you can do," she added.

Treasure extends

FIJI'S Treasure Island Resort has extended its Thirst Buster Special for sale until 28 Feb, on bookings travelling between 15 Jan-31 Mar.

The deal offers guests a free beverage package, which includes house wins, tap beer and soft drinks, along with a 'Stay 5 nights Pay 3 nights' promotion.

Blackout dates apply between 01-07 Apr - contact preferred wholesalers for more information.

CIT earlybird offers

CIT Holidays is offering 15% off the regular price of hotels, villas, apartments, car rental, tours and transfers in Italy and France when booked by 12 Feb, and paid in full by 01 Mar - visit citaccess.com.

Olympic Seasons

GUESTS staying at Sydney's Four Seasons Hotel from 12-28 Feb will be able to view all the action of the 2010 Winter Olympic Games in the comfort of their hotel room thanks to a deal struck between the property and Foxtel.

The Four Seasons says it is the first Sydney based hotel to make an agreement with the TV network to cover the Vancouver event, providing live, 24-hour coverage each day for guests.

Fighter jet escorts

ANOTHER passenger jet service operating in the skies over the US was escorted by two US air force fighter jets on Fri after an intoxicated pax became unruly.

In the latest incident, an AirTran flight with 137 pax onboard from Atlanta to San Francisco was forced to land in Colorado Springs after a drunk male locked himself in one the 737-700s lavatories.

Under the command of NORAD, the F-16 fighters flew with AirTran flight 39 until it landed safely.

Last week, a disruptive pax on a Hawaiian Airlines' Portland-Maui service led the pilot to return his plane to the US mainland escorted by two US military jets (TD Fri).

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Travel Consultants (Sydney – Melbourne – Perth)

Looking for a new challenge for 2010?

American Express is currently seeking Domestic and International Travel Consultants to join our Business Travel teams in our Sydney, Melbourne and Perth centres.

We require enthusiastic and motivated Domestic and International Travel Consultants with a passion for the industry. Your exceptional customer service skills coupled with travel experience and Sabre system knowledge will ensure your fulfilment in this role.

You will be required to provide a full range of travel services to our Blue Chip corporate customers in a great working environment. In return American Express will provide you with enviable employee benefits, support and training.

To apply for this rewarding career opportunity, please go to www.americanexpress.com.au/careers then follow the prompts to search and apply. Alternatively, please contact Mayra Rondon on (02) 9271 1215.

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READY TO TAKE ON A NEW CHALLENGE IN 2010?

A TRUE EXECUTIVE ROLE IN THE TRAVEL INDUSTRY COUNTRY MANAGER AUST/NZ SYDNEY – SALARY PACKAGE OTE \$250K

This is an amazing opportunity for a talented senior manager within the travel industry to elevate themselves to the next level with a multi-national organization with the highest reputation as an industry leader. You will have a passion for the Customer, a proven strategic & tactical focus and outstanding leadership skills. Extensive commercial management experience is essential along with strong financial management including P&L.

THE ULTIMATE IN ACCOUNT MANAGEMENT STRATEGIC/SENIOR ACCOUNT MANAGER SYD/MEL – HIGHLY NEGOTIABLE SALARY PACKAGE

This newly created position is available now for a supreme talent in Account Management. You'll be able to demonstrate your ability to understand, grow, retain and strategically manage the travel spend of multi-million dollar business. This is more than client relationship management - this requires a strong commercial, business mind with acute analytical skills and in-depth knowledge of corporate travel policies.

HIT THE BIG TIME – CORPORATE TRAVEL SALES SENIOR BUSINESS DEVELOPMENT MANAGER SYDNEY / MELBOURNE – SALARY PACKAGE OTE \$120K++

As a Senior BDM with this prestigious Agency you'll be responsible for sourcing & securing new corporate business from the large market sector. You'll be experienced in preparing & presenting detailed Tenders and have in-depth knowledge of the complexities of corporate travel spend. An industry-leading salary + outstanding incentives and the opportunity of working with an inspirational team of professionals await you.

2 x FINANCE ROLES IN WHOLESALE! FINANCIAL CONTROLLER / FINANCE MANAGER SYDNEY – SALARY PACKAGE \$130K and \$90K

Provide commercial and strategic advice to the GM of a fast-growing company and help drive the company growth. You will lead the Accounts team and work closely with the executive team to ensure that the company is in a sound financial position and has the capacity to take advantage of growth opportunities. We need an energetic, qualified foreign currency management and taxation laws.

SERVICE YOUR REGION WITH STRENGTH BUSINESS DEVELOPMENT MANAGER MELBOURNE – PKG TO \$64K + CAR

Our client offers a great working environment and shows longevity in their staff. Working for this National Company is sure to do wonders for your career! As an on the road BDM you will be servicing the leisure travel market within your region showing a motivated and friendly personality towards your agents being able to build respect and trust. With a great package on offer this is sure to impress.

UP UP & AWAY MANAGING AIRLINE RELATIONSHIPS AIR PRODUCT MANAGER SYDNEY – SALARY PACKAGE TO \$80K

NEW to the market – this exciting Air Product position is managing the end-to-end relationship and product cycle within this wholesale operation. You will be responsible for contracting & managing relationships with airline partners as well as managing the loading, pricing and ticketing functions within the business. You will work closely with the GM in ongoing strategies and profitability of the business.

ALL NUMBERS AND FIGURES BOOKKEEPER – HEAD OFFICE MELBOURNE – PKG TO \$55K

This great new role is ripe and ready for an experienced travel bookkeeper who has high level skills and an extensive background of 5 years within a similar role. You will be confident with processing financial statements, payroll requirements, supplier commission payments and have a great understanding of accounts, BAS and GST reporting and GL and bank reconciliations. MYOB highly desirable.

ACCOUNT MANAGEMENT WITH A TWIST ACCOUNT EXECUTIVE BRISBANE – SALARY PKG OTE \$85K

If you are motivated by working for a leading Brand in the travel industry, a global company, in an exciting Account management role this position is available NOW. You will have experience in an "on the road" position within the travel industry and have a broad knowledge of travel agency operations and product. A great salary package with incentives and ongoing career opportunities is available.

CONTACT YOUR DEDICATED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
NATIONAL
Ph: 02 9231 1299

Kate Dalrymple
QLD & NT
Ph: 07 3229 9600

Linda Green
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Ph: 02 9231 2825

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Cruise around the Greek Islands
in October 2010!

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THE EDUCATIONAL EXPERIENCE OF A LIFETIME!

This is your chance to sit back and relax and soak up the sunshine aboard the **MS Galileo** courtesy of Explore Holidays!

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