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Travel Daily

First with the news

Tuesday 5th April 2011

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NTIA voting strong

AFTA is expecting voting in the 2011 National Travel Industry Awards to exceed last year's numbers by far, in both the supplier and agency categories, after a massive response in the first week of voting.

To have your say in this year's awards, click on the links below.

[Suppliers vote here](#)

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ABS Feb arrivals drop 0.4%

THE trend estimate of short term visitor arrivals to Australia fell 0.4% during Feb compared to Jan, but the figure is still 3.6% higher than a year ago.

ABS figures released this morning show strong annual growth from China, up 30% and in third place as a source market, behind New Zealand which grew

5.7% and the UK which fell 1.1%.

Most markets grew during the month, except for Japan which saw a 12.5% year on year decline.

Outbound travel is continuing its strong surge, up 0.4% compared to Jan, and 8.8% higher than in Feb 2010.

The fastest growing outbound destination was Indonesia, up 20.6%, followed by India which had a 17.6% increase and then the US which grew by 17%, while travel to the UK dropped 1.8%.

Kerry's off to Tahiti!

TAHITI Travel Connection in conjunction with Air Tahiti Nui and Tahiti Tourisme have chosen the winner of last month's *Travel Daily* competition.

Kerry Clarke of BCD Travel will be off on a seven night trip of a lifetime to Tahiti and Bora Bora.

Kerry's entry was a suggested romantic novel titled "Paradise Pools," with the alluring tag line: *She loved the look of the sandy bottom pools...he loved the look of her sandy bottom.*

Thanks to **TD** Kerry will now enjoy a Tahiti honeymoon when she gets married next year.

This month we're giving away a trip to Abu Dhabi - see **page 8**.

Club Med Bali deal

CLUB Med is today promoting a \$1199 all inclusive Escape deal at its resort in Nusa Dua, Bali.

Details on **last page**.

Eight pages of news

Travel Daily today has eight pages of news and photos, plus full pages from: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Freestyle Freebies deals
- V Australia \$300 bonus
- Club Med Bali deals

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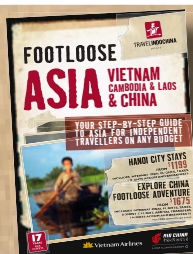


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QF, BA extend codeshares

QANTAS is set to add two new European destinations, with the expansion of its codeshare pact with JSA partner British Airways.

Effective 15 Apr the agreement will add Brussels and Paris (Orly)

ATEC launches new Indigenous conference

THE Australian Tourism Export Council will host the inaugural Pacific-Asia Indigenous Tourism Conference in Darwin 27-28 Sep.

It's a joint initiative of ATEC, Tourism NT and the Pacific Asia Travel Association, and is also being strongly supported by the UN World Tourism Organisation.

ATEC chairman John King said the event would allow regional Indigenous cultures to showcase their achievements and share experiences in Indigenous tourism product development.

The conference is expected to adopt a declaration which will establish the principles for developing Indigenous tourism in the Pacific Asia region.

More info at www.paitc.com.

to the existing codeshares, while there will also be a significant expansion of codeshare capacity to other destinations.

From the same date existing BA codeshare services will have increased frequencies from London Heathrow to Manchester, Nice, Vienna, Paris CDG, Berlin, Budapest, Dusseldorf, Hamburg, Munich and Frankfurt.

Pundits have noted that many of these are destinations served with direct flights by many of QF/BA's rivals including Singapore Airlines, Emirates, Etihad and Qatar Airways.

MEANWHILE Qantas has updated its waiver policy for the Japan earthquake and tsunami, which has been extended to cover travel to and from Japan up to and including 30 Apr.

TQ adds \$50k bonus

TOURISM Queensland has added a \$50,000 Qld "recce" incentive for companies which enter its Million Dollar Memo competition (**TD** 18 Mar) before 17 Apr, in a bid to boost interest.



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Travel Daily

on location at
ATE 2011

Today's issue of *TD* is coming to you from Australian Tourism Exchange in Sydney, courtesy of Tourism Australia.

TODAY is the first day of the Western Hemisphere module of ATE, in which Aussie tourism suppliers will meet with buyers from New Zealand, the South Pacific, Gulf countries, South Africa, Europe and the Americas.

The theme for ATE this year is 'Journeys', with delegates encouraged to "discover the diverse journeys Australia offers".

Last night attendees gathered in a gala event on Sydney's Cockatoo Island (see page 8), as the Eastern module wrapped up.

Tourism Australia has identified several Asian markets as key drivers of future growth, including China, South Korea, Japan, India, Singapore, Hong Kong, Malaysia and Indonesia, with estimates that China alone will contribute as much as \$9b in annual tourism spending by 2020.

Yesterday TA md Andrew McEvoy reiterated details of the Tourism Industry Potential which is targeting a doubling of overnight visitor expenditure over the next ten years.

O'Farrell flags new NSW tourism body

BARRY O'Farrell, elected just over a week ago as the new Coalition premier of NSW, made a surprise appearance at Australian Tourism Exchange yesterday.

O'Farrell spoke at the ATE lunch which was sponsored by Tourism NSW, highlighting the importance of tourism to the state economy.

He outlined the creation of a new body called Destination New South Wales which will "deliver the vision" of a tourism task force which would be established to address a range of issues including cruise shipping, airline routes and "destination development strategies" for key regions such as the Blue Mountains and the Hunter as well as Sydney.

Destination New South Wales will be funded to the tune of \$40m to "promote the NSW

tourism profile" in partnership with a range of industry partners.

The NSW Coalition is also committed to a major revamp of Sydney's convention facilities.

O'Farrell was supported by George Souris, who has been named as the new NSW minister for Arts, Tourism, Major Events, Hospitality and Racing.

Souris has appointed former ATEC md Matt Hingerty as his new chief of staff.

Trans-Tasman solidarity

IN what must be a first for Australian Tourism Exchange, yesterday the head of Tourism New Zealand made a formal presentation at the event.

Kevin Bowler was invited to attend by his Tourism Australia counterpart Andrew McEvoy as a gesture of solidarity following the Christchurch earthquake and the Queensland flood and cyclone disasters earlier this year.

Christchurch may take years to recover from the earthquake, but was likely to emerge as a "21st century metropolis," Bowler said.

The major challenge at present was to combat notions that the rest of NZ is unsafe, he added.

Bowler and McEvoy will hold talks over the next couple of days about future cooperation, with McEvoy highlighting the cruise market as a starting point, with many vessels operating trans-Tasman itineraries.

Book car rental early

THE Japanese tsunami is likely to cause a shortage of rental cars in Europe, with a number of manufacturers expected to be affected due to parts supply chain issues (*TD* Fri).

Driveaway Holidays is urging agents to book their clients early, with the bottleneck likely to see prices rise as availability tightens, according to ceo Chris Hammill.

Window Seat

IT may have been an April Fool's joke, but a Swedish magazine has received several hundred applications after advertising a position for a 'beach tester'.

Lifestyle publication *Amelia* said the successful applicant would have to spend four weeks travelling the globe trying out different beaches.

"Included in the job assignment is going on outings, lying on beach chairs, drinking wine in local taverns and other ordinary assignments found in a commercial beach environment.

"In certain areas, receiving a full body massage, testing drinks, snorkelling and book reading may be required."

THE Legoland Windsor theme park in the UK has joined Royal Wedding mania by creating a miniature Lego tribute to the upcoming nuptials of Prince William and Kate Middleton.

The scene includes a replica of Buckingham Palace's balcony, as well as figures creating the royal couple and other dignitaries in the small plastic bricks (below).



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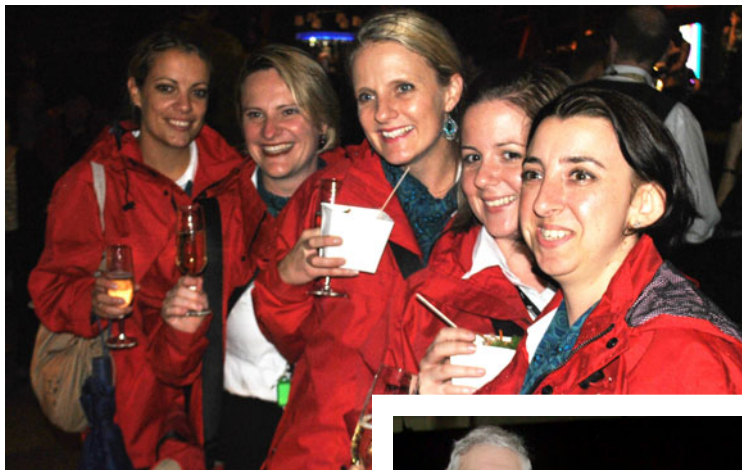
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Tourism Australia's Ladies in Red



A BIT of rain in Sydney last night didn't dampen the spirits of attendees at Australian Tourism Exchange, who partied on Cockatoo Island with fabulous Aussie cuisine and entertainment.

These lovely ladies from Tourism Australia were ready for the inclement weather in their stylish red jackets - and for lots more photos from the event see



the **TD** website traveldaily.com.au.

Inset: also at ATE yesterday, newly appointed NSW Tourism Minister George Souris with TNSW chairman Les Cassar.

Europe. In style.

Read on for your chance to win a \$300 Virgin Blue gift voucher!



AA, Expedia make up

AMERICAN Airlines flights have reappeared on Expedia, after the carrier resolved its dispute with the online travel giant.

Expedia joined its rival Orbitz in withdrawing AA content late last year after the airline introduced its controversial direct connect technology which bypasses GDS.

A joint media release overnight said Expedia now plans to access AA fares, schedules and other products "via American's direct connect link by using aggregation technology provided by a GDS.

"Expedia is committed to working with airlines, GDS and other technology partners to ensure continued innovation within the Expedia marketplace," it added.

V Australia satisfies

V AUSTRALIA is now Australia's most satisfying airline, according to the latest consumer research from Roy Morgan.

In the 12 months to 31 Jan, 91% of V Australia customers surveyed said they were "very" or "fairly" satisfied with their flying experience, with VA jumping into the top spot ahead of Air New Zealand at 90% and Singapore Airlines at 89%.

Malaysia Airlines came in fourth place with an 85% satisfaction rating, followed by Qantas and Thai Airways both on 81%.

Cathay Pacific and Emirates came in next with an 80% rating.

Wotif cfo resigns

WOTIF.COM this morning announced the resignation of its chief financial officer, Craig Dawson, "to pursue an opportunity outside the group".

He'll leave the firm on 20 May.

20 new planes for AM

AEROMEXICO has announced a share float which will allow it to expand significantly by purchasing 10 B737-NGs and 10 Embraer 190s.



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Tuesday 5th Apr 2011



Money

WELCOME to *Money Talk*, *Travel Daily's* Tue feature on what the Australian dollar is doing.

\$1AUD = US\$1.034

The Australian dollar is continuing to soar, bursting through the US\$1.04 level yesterday and with some analysts now predicting it could go as high as US\$1.10.

The strength comes with the buoyant economy, and despite the Reserve Bank being expected to leave interest rates unchanged at its announcement this afternoon. *Wholesale rates this morning:*

US	\$1.034
UK	£0.640
NZ	\$1.341
Euro	€0.726
Japan	¥86.64
Thailand	฿31.93
China	¥6.67
South Africa	R6.83
Canada	\$0.993
Crude oil	US\$108.23

Oman Air-bmi c'share

BMI and Oman Air have launched a new codeshare agreement covering flights between the UK and Muscat.

The pact sees Oman Air's WY code also appearing on some of bmi's UK domestic flights.

Another Newmans win

NEWMANS Holidays has announced the week three winner of its 'Win one of five Ski Holidays in five weeks' comp.

Lyn from Travelling Places in Qld is the lucky winner of return airfares to Queenstown, accom, transfers and a three day lift pass.

NZ rail suspension

NEW Zealand train operator KiwiRail has suspended its TranzCoastal service between Picton and Christchurch until Aug, due to low booking volumes after the Christchurch earthquake.

In a financial update issued yesterday the company said its TranzAlpine service was also suffering, with booking levels just 45% compared to last year.

The TranzCoastal will resume on Aug 15, in time for the "upswing into the summer season and the Rugby World Cup," said KiwiRail ceo Jim Quinn.

Windstar Cruises set to be sold

US-OWNED cruise operator Windstar Cruises is set to change hands, after its owner declared bankruptcy last week.

Ambassadors International filed for Chapter 11 reorganisation on Fri, but has agreed to offload its assets to a private equity fund called Whippoorwill Associates.

Subject to approval by a Delaware bankruptcy court, the deal will see Windstar continue to operate all of its cruises as scheduled, as well as honour all existing fares and reservations, including charter contracts.

Whippoorwill will also ensure that commissions and payments to travel partners and suppliers will not be affected, along with employee wages and benefits.

The new owner says it plans to invest in Windstar's growth with \$10 million in new financing.

"Upon emergence from this process, Windstar will be financially stronger with substantially less debt and

greater financial resources to support its future growth," the company said.

"Going forward, Windstar will continue providing the extraordinary experiences and exceptional service that are its hallmarks," said ceo Hans Birkholz.

Travel The World represents Windstar in Australia.



Rd 2 Winner

CONGRATULATIONS

Graham Catt

from *Thai Airways International*

Graham is the top point scorer for Round 2 of *Travel Daily's* AFL industry footy tipping competition, and has won two bottles of wine, courtesy of **Compass Car Rental**



Major Prize Sponsors

1st Prize: 4-night holiday to Europe, courtesy of **Emirates, Adina Apartment Hotels & RailPlus**



2nd Prize: 4-night cruise in Fiji, courtesy of **Pacific Blue & Blue Lagoon Cruises**



3rd Prize: Apple iPad 2, courtesy of **Compass Car Rental**



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PLEASE NOTE: Applications will not be accepted via recruitment agencies before the closing date.

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Boeing 737 alert

BOEING has recommended that operators of older 737 aircraft across the globe check their planes for fatigue cracks, following an incident in the US which saw a hole appear in a Southwest Airlines plane (TD yesterday).

A service bulletin is set to be released shortly urging "targeted fuselage inspections of 737-300s".

Southwest has returned more than half of its 737-300s to service following its inspections, which found subsurface cracks on three of the planes.

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Applicants with good airfare knowledge, a travel speciality such as cruising and personal travel experience will be highly regarded.

To become part of this award winning team please send your resume to jobs@travelworldcarindale.com.au

Tuesday 5th Apr 2011

NRL Rd 4 Winner

CONGRATULATIONS

Gayle Dawson

from *TravelManagers*

Tasha is the top point scorer for Round 4 of *Travel Daily's* NRL industry footy tipping competition, and has won two three-day Eurail Select Passes for three countries, courtesy of Rail Plus.



Major Prize Sponsors

1st Prize: 4-night holiday to Dubai & Abu Dhabi, courtesy of **Emirates** and **Jumeirah Hotels & Resorts**



2nd Prize: 4-night holiday to Kuala Lumpur & Penang in Malaysia, courtesy of **AirAsia** & **Parkroyal**



3rd Prize: Apple iPad 2, courtesy of **Compass Car Rental**



Sabre ready for bags

SABRE Pacific says that contrary to information being promulgated by some airlines, it's "prepared and ready to support IATA resolution 302" (*TD* Fri).

The change sees the previous standard free baggage allowance replaced with a new regime where the allowance is set by the "most significant carrier" on interline itineraries.

Sabre says it hasn't released the updated product because many airlines are not yet filing baggage allowance data, meaning this could affect agencies' ability to issue tickets.

The company will continue to apply current in-house Automated Free Baggage Allowance carrier specifications when pricing and ticketing itineraries, "and will continue to review carrier readiness" to determine a new release date.

Hahn Air iPad winner

CONGRATULATIONS to Michelle Pearson, Harvey World Travel Tuncurry who was the winner of the Hahn Air competition, featured in *TD* last week.

We were overwhelmed with creative entries for the competition, with hundreds of people across the industry providing suggestions making it very difficult for the judges.

Pearson has won a new iPad2 for her 'Your Rooster' tagline: *On the crest of an ADM revolution.*

New Travellex App

TRAVELEX has launched a new iPhone App which allows travellers to reload their Cash Passports from their mobile anywhere in the world.

The handy App, which is available for download from the Apple iTunes Store, also features a holiday Budget Calculator, as well as offering live daily exchange rates and 120-day trends in more than 140 global currencies.

Free rail day in UK

INTERNATIONAL Rail is offering a free travel day on select BritRail passes, when paid in full before 29 Apr.

The passes are valid for six months from the date of purchase, with the offer available on first or standard class on the BritRail FlexiPass, BritRail Consecutive Pass, BritRail England FlexiPass and BritRail England Consecutive Pass - details at agent.internationalrail.com.au.



COUNTRY MANAGER AUSTRALIA, ADTA - Maternity Leave Replacement

The Abu Dhabi Tourism Authority (ADTA) is the statutory body established in 2004 with wide ranging responsibilities for the promotion and development of the emirate's international tourism industry.

Passport Marketing, a division of Hill & Knowlton, currently has an exciting role available for the right candidate to lead the Abu Dhabi Tourism Authority account, based in Sydney. This role is a 12 month full-time maternity leave position and is responsible for raising the profile of Abu Dhabi as a world-class tourism destination and increasing visitation to this exciting emirate. You will need to be motivated, well organised and preferably have represented a tourism body in a similar role.

The successful applicant will possess the following:

- A proven track record in a similar role in a tourism-related field in Australia
- A strong background in Sales and Marketing; project management experience
- Established strong relationships with travel industry, travel trade and consumer lifestyle media in Australia
- Ability to develop and implement a marketing and public relations plan in line with ADTA global strategy
- High level negotiation, communication and presentation skills and ability to interact with a wide variety of tourism industry, media and senior management
- Previous experience working with various cultural backgrounds and business practices
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Minimum of 8 years experience required and tertiary qualifications in marketing or related field is required.

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Mosque have been Awesome!



ABOVE: The Sultanate of Oman Ministry of Tourism and Qatar Airways recently hosted a select

group of Concorde Agency Network members on a five star Oman Highlights famil.

Features included a guided tour of Doha city, an inspection of the Grand Mosque in Muscat as well as some fabulous experiences of the flavours of Oman at local souks and markets.

Pictured above at Shangri-La's Barr A Jissah Resort & Spa front row from left are: Omani guides; Yacoub, Ali, Clara Schwarcz, Magna Carta Travel; Michelle Ryan, Concorde Agency Network; Lisa Myers, WOW! Travel; Lily Sispha, Show Group Enterprise.

Second Row: Mohammad; Ingrid Wilson, Cousins Tours and Travel; Lorenzo Boccabella, CPE Travel; Salim, Tour Leader; Mona Tannous, Oman Tourism; Mary Damic, Qatar Airways; and Diana Abousattout, Rotana Travel.

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AFTA UPDATE

The latest insights from AFTA's Chief Executive, Jayson Westbury

The Australian tourism industry has come together this week at the Australian Tourism Exchange (ATE) in Sydney and it is bigger than ever.

ATE is primarily focused on the travel agents from other parts of the world selling Australian travel and inbound operators, but there is always an element of domestic interest. Some of the large Australian wholesalers are taking travel agents to ATE once again this year and this continues to help sell domestic Australia and further assists the tourism economy of Australia.

In addition to this, Queensland is still looking for assistance. You might not have heard about the opportunity for companies to win \$1M worth of tourism experiences if they enter a competition. You can get all the details at milliondollarmemo.com.

Basically, the idea is to promote conferences and incentives in Queensland and it is open to Australian companies. So if you have a client that is considering a big conference or incentive program and they would consider Queensland, you should check this out. It's open for entry for another 26 days from today.

Also during ATE this year, the Federal Tourism Minister Martin Ferguson launched the National Tourism Accreditation Framework. A new scheme to be known as TQUAL will be a master accreditation scheme for industry to use.

Simply put, a scheme for a particular sector may already exist and that scheme would seek accreditation under TQUAL. The main aim of this new system is to create a quality experience in Australia for Australian tourism product.

In addition to this, TQUAL can also accredit services schemes. Under the proposed changes to the consumer protection review, TQUAL would play an important part of any industry based accreditation that may be introduced to replace state based travel agent licensing.

So TQUAL is important to the travel industry for this reason. There is still some work to be done with government to establish if the new arrangements will be adopted, but this will allow the Australian travel distribution system to embrace the TQUAL accreditation and apply it appropriately into the future.



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in the "000" & "0000" challenge!

Last week's \$1,000 winners are:

- Anna Lowe, Toowong, QLD
- Carol Arranz, Canberra ACT
- Michael Moutrie, Rockdale NSW

Last week's \$250 winners are:

- Kim Tracey, CAMPERDOWN VIC
- Leah Hughes, MT PLEASANT QLD
- Dani Fisher, BUDERIM QLD
- Stacey Pearson, WANTIRNA STH VIC
- Anna Klingner, NORWOOD SA
- Joshua Steele, CROWS NEST NSW
- Jacie Williams, MANDURAH WA
- Leanne Mackenzie, SYDNEY NSW
- Amber Teys, BUNDABERG QLD
- Maria Vasil, MENTONE VIC
- Sue Lacey, CAMMERAY NSW
- Adam Alderdice, MAYLANDS WA
- Andy Mahoney, PARRAMATTA NSW
- Natalie Campbell, MORNINGTON VIC
- Kim Ashby, NARROGIN WA
- Kayla Owens, MORDIALLOC VIC
- Jacquie Painter, BRISBANE QLD
- Katherine Mahoney, BALLARAT VIC
- Silvi Milans, MODBURY SA
- Kate O'Regan, MANUKA ACT
- Fiona Birks, BALLARAT VIC

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Abu Dhabi Tourism Authority is giving one Travel Daily reader and their guest a chance to indulge and luxuriate in the exotic and charming Abu Dhabi emirate. Fly return economy class to Abu Dhabi courtesy of V Australia celebrating their new flights from Sydney and spend a luxurious 5 night stay at the sophisticated Jumeirah at Etihad Towers near the fashionable corniche area. Enjoy a City Spectacular Tour, a Dune Dinner Safari and return airport transfers thanks to Arabian Adventures. To enter simply name the images displayed each day (pictured) during the month of April 2011 and send your answers to abudhabi@traveldaily.com.au by 5:30pm Saturday 30th April 2011. (Click here for more information).



Excite extends hours

EXCITE Holidays has extended its hours to 8am-7pm AEST Mon-Fri and 9am-2pm on Sat, with extra staff also added to handle demand from agents in WA and NZ.

Travel Daily
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Tuesday 5th Apr 2011

TNQ pushed from Sunrise to set



ABOVE: Tropical North Queensland tourism operators visited the Channel Seven Sunrise team in Sydney recently during a domestic trade roadshow.

Mel, Kocie and Natalie met the TNQ team in Martin Place and were told about the new Australia's Greatest Adventure digital viral marketing campaign.

Aussies can go online to australiagreatestadventurer.com to design their own ultimate adventure holiday in TNQ, with the winner flying to Cairns for an all expenses paid trip to live out their adventure.

About 450 agents attended shows in Mel, Syd and Bne, featuring 20 representatives for activities in the region - some of whom are pictured above with Sunrise newsreader Natalie Barr.

HA daily for summer

HAWAIIAN Airlines will boost its Sydney services from four per week to daily from tomorrow, with the increase effective right through the peak until 01 Aug.

From that date it will revert to five weekly 767-300ER services, with the increases adding 19,000 extra seats on the route this year.

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For a confidential chat please contact Philippa Baker on 02 9261 1926 or email your resume to philippa@alexander-associates.com.au

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Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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CORPORATE TRAVEL CONSULTANTS X 19
PERTH CBD – SALARY PACKAGES TO \$66K**

There has never been a more exciting time to join this outstanding organisation! With 19 roles available due to the acquisition of new business, it is the perfect opportunity to make the switch from retail to corporate or make that change you have been dreaming about. Experienced travel consultants with GDS skills are required. Your experience will be rewarded with a great salary package and employee benefits.

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WHOLESALE TRAVEL CONSULTANT
MELBOURNE (INNER) - SALARY PACKAGE TO \$54K**

This well known adventure travel wholesaler currently has roles available within their reservation and group departments. They are looking for retail travel consultants with personal travel experience to South America, Africa, Asia, Europe or the Middle East who are ready to turn their passion for adventure in to an exciting new career path. On top of your salary, you will also receive one free trip a year!

**YOUR ONE WAY TICKET TO CAREER SATISFACTION
FARES AND TICKETING CONSULTANT (CONTRACT)
ADELAIDE – HOURLY RATE UP TO \$22 P/H + SUPER**

Are you on the look out for an exciting contract role that will see you take your fares and ticketing skills to the next level? How does working for one of the leading travel companies in Australia sound? Working Monday to Friday hours, you will be responsible for providing quotes and advice on fares as well all facets of ticketing; applicants must have experience in a similar role. Fun and friendly atmosphere. Weekly pay!

STEP UP TO THE PLATE

**TEAM LEADER/ RETAIL TRAVEL CONSULTANT
MELBOURNE (S/E) – SALARY PACKAGE TO \$49K + Bonuses**

It's time to show the travel industry what you can do! This excellent opportunity based in Melbourne's southern suburbs will involve hands on consulting and basic supervisory duties. This is the perfect stepping stone for any travel consultant wanting to move their career in to management. You will need to be a top notch consultant with the ability to motivate and nurture your team members. Monday to Friday hours!

**DO YOU HAVE LOYALTY?
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