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Travel Daily

First with the news

Friday 15th April 2011

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Call for Vanuatu education

VANUATU aims to dispel the stigma within the industry that the destination is “expensive”, “boring” and “underdeveloped”, according to the brains behind the island nation’s new branding.

Yesterday, the ‘Discover what Matters. Vanuatu’ branding was officially launched to the trade in Sydney by the Vanuatu Tourism Office (VTO), its Australian-based brand/advertising agency, Moon Communications Group, and the Vanuatu Tourism Marketing Development Fund.

It follows a ‘soft’ launch of the brand late last year (TD 27 Aug).

Moon Group is an experienced destination marketer, previously working with the likes of The Rocks, Darling Harbour, Jamaica, and at the moment, a new project with Tourism Australia.

The group was tasked by VTO to establish a lasting brand that was ‘differentiating’, would promote Vanuatu as more than one island, and drive visitation.

Moon GM Chris Laws said his research of consumers and the trade included making numerous ‘mystery shop’ calls to travel

agents, to ascertain what level of knowledge they had on Vanuatu, “the outcomes (of which) were a little concerning”.

Laws said nearly all of the travel agents Moon spoke with “didn’t know much about Vanuatu, didn’t have confidence selling it, and as a result they were keen to push us to a holiday to Fiji instead.”

Laws said his “biggest task” was to educate the trade on why Vanuatu is different from other neighbouring Pacific islands.

Moon’s research also revealed people didn’t know where Vanuatu was, what it has to offer, had little knowledge beyond Efate & thought it lacked 4-star accom.

The new branding, which is expected to have a life of up to 10 years, promotes Vanuatu as raw, rare, energetic, adventurous, pure, diverse and authentic, Laws said.

To combat the negative trade perception, VTO will soon launch a new travel agent website and says it will work with wholesalers on co-op advertising.

Travel Daily is hosting a range of the new Vanuatu branding ads at traveldaily.com.au/photos.

Boeing KK’s FJ canx

BOEING has confirmed that Air Pacific has cancelled its order for eight 787-9 aircraft (TD Tue).

The manufacturer said it was still in talks with FJ about new planes, but the “airline’s evolving business model has affected its fleet requirement”.

One week left to vote

DON’T forget to get your votes in for this year’s National Travel Industry Awards.

Voting closes at 5pm next Thu 21 Apr - see pages 8 and 9 of today’s TD for all the nominees.

Andrew McEvoy pt 2

TODAY’S Travel Daily includes the second part of Tourism Australia managing director Andrew McEvoy’s exclusive ATE 2011 wrap-up - see page six.

Seven pages of news

Travel Daily today has seven pages of news and photos, an updated list of NTIA nominees on pages 8 & 9, plus a page of jobs from AA Appointments.

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Top QF job for Wirth

OLIVIA Wirth has been named as Group Executive, Government and Corporate Affairs for Qantas, moving up from her previous role as the carrier's head of corporate communications.

She takes the position vacated by David Epstein, who left Qantas in Dec to take a role with mining giant BHP Billiton.

Oaks profit upgrade

OAKS Hotels and Resorts today issued a stock market update, predicting full year EBITDA from core operations of \$33m-\$35m.

The company said this is a 30% increase in "core operational earnings" across its portfolio, with second half trading trends seeing a continuation of strong occupancy and room rates.

However one-off costs, including expenses incurred in battling the current Minor International hostile takeover, will impact the firm's overall second half performance, the company's directors said.

Oaks also said it may take a \$5.3m hit to the carrying value of some assets in Dubai.

Virgin Blue to upgrade res

VIRGIN Blue is aiming to "significantly improve the travel agent experience when booking" as the result of a major system upgrade this weekend.

The DJ reservations system will be offline from 9pm tomorrow night until midday on Sun, and during this period GDS users, API connections and Guest Contact Centre Agents will not be able to make new bookings, access existing bookings or get details of any flight information.

Web-based check-in and airport kiosks will also be unavailable from 6.30pm tomorrow night until the upgrade is complete.

While the system is down DJ will operate an alternate check-in system, as well as having additional staff in place at airports to help passengers.

The carrier said the upgrade was "an important part of a program implementing additional functionality" - including the introduction in the second half of 2011 of GDS Type A messaging for agents "making response times

faster and giving you faster confirmation of inventory availability".

Virgin Blue announced the move to Type A messaging last year (as exclusively revealed in **TD** 18 Oct) in a submission to US authorities about its proposed alliance with Delta Air Lines.

"These changes will eliminate any remaining barriers to sell on V Australia and VA/DL," the airlines said at the time - as well as foreshadowing full adoption of BSP settlements to make the "sales and booking management process identical to any IATA airline".

An agent update issued this week by Virgin Blue Manager Industry Sales, Lesley Owen, said the upgrade would provide "improved guest recognition capabilities which will allow us to enhance the Guest experience".

It will also provide a platform to support seamless bookings with DJ's international airline partners "including in the coming months seamless through checking of baggage for connecting flights," Owen added.

Web accom sales up

THE number of people electing to book accommodation via the internet is now on par with phone bookings, according to the latest Roy Morgan Research poll.

16% of those polled for the twelve months to Dec 2010 used the web or telephone to make their reservation.

33% booked accom directly and only 3% booked in person.

"An increasing percentage of Australians are using the internet on a regular basis and it is now the preferred method of researching and booking a holiday," said Roy Morgan Research's Jane Ianniello.

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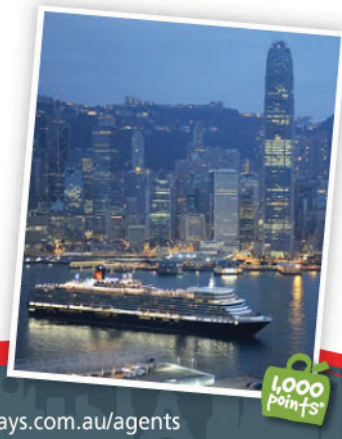
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AF/KLM looks for growth opportunities

DESPITE pulling out of direct services to Australia more than a decade ago, French flag-carrier Air France says its down under sales have never been higher.

Regional manager of Air France/KLM, Tom Reeves told **Travel Daily** yesterday that the airline was "doing more business here now than when we flew directly with our own metal."

"Although we don't fly here, Australia is a very important and

strategic market for us," he said.

AF/KLM currently offers fare options from seven Australian ports, or 100 flights a week, via codeshare partnerships and alliances, "which works well for us," Reeves said.

AF codeshares with Qantas to Hong Kong & Singapore, and KLM with Malaysia Airlines to Kuala Lumpur, while an interline deal with Jetstar (to Darwin and Cairns), which is still in its infancy "has potential to grow".

A new codeshare with China Southern Airlines, operating via Guangzhou, will further increase services for the Australian market from later this year.

"We're very happy with the Australian market, business is growing, and I think that can go further," he told **TD**.

AF/KLM will continue to build business ties here, and will look to explore the SME market, while boosting advertising nationally.

"For our size, we have to be very opportunistic," he added.

Air France is this weekend launching earlybird fares priced from \$1724 ex Melbourne to Paris - see airfrance.com.au.



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Eurostar new branding

EUROSTAR will change its branding and introduce new service enhancements, following a surge in passenger numbers connecting through Lille, Brussels and Paris Gare du Nord in the last few years.

Eurostar plans to expand its services into the South of France, Germany and the Netherlands.

The rail firm is also updating its image with a rebranded logo, to be rolled out in coming months, while other changes are planned for Eurostar's website and travel tickets.

10 new 'trainsets' will also be added to the fleet.

New Wyndham HQ

WYNDHAM Vacation Resorts Asia Pacific is in the process of moving its 500 strong staff to a new headquarters, located in Bundall on the Gold Coast.

Cairns fee free ferry

CAIRNS Regional Council is offering free ferry trips across the Daintree River from 16 Apr to 02 May as part of a tourism economic stimulus package.



Window Seat

ANOTHER reason why self-drive tourism may take a while to develop in China.

Police in the city of Taizhou in Zhejiang Province say they couldn't believe their eyes when they spotted a man trying to drive two fairground bumper cars along a busy road.

CCTV screens showed the man sitting between the two colourful vehicles with his feet on the accelerators of each.

After being arrested (below), the driver told them that he was running the dodgems at a nearby amusement park, but trade was a little slow.

He decided to take two of the cars to a busier part of town in order to drum up business.



THERE'S no doubting the expertise and knowledge of **Travel Daily** readers.

Sandra Camporeale from AA Appointments was one of the first readers to respond to yesterday's *Window Seat* story about the new Emilio Estevez walking tour in Spain.

It's even more likely that the itinerary could involve tiger blood and Adonis DNA, because Estevez and Charlie Sheen are full brothers (not half brothers), she said, with their parents being Martin Sheen and Janet Templeton.



Helen Wong's TOURS WIN \$1000 Coles Myer Voucher

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Globus drives for CHC support



ABOVE: The Globus Family of Brands attended a charity golf day in Sydney recently with the companies in attendance raising more than \$10,000 for the NZ Government's Christchurch earthquake appeal.

Pictured above at the Bonnie Doon Golf Club back row from left are: Chris Waite, Edge Custom Media; Globus staffers Peter

Cooney, Troy Ackerman, Stewart Williams, Christian Schweitzer and Russell Windebank; Glenn Phipps, Rydges Hotels & Resorts; Craig Stamp and Ian Jones.

Front: David Westgate, Westgate & Friends; John Tyson, Globus; and Adam Bird, Westpac.

Rice for Cambodia ball

TRAVELLERS Choice Vic bdm Sharon Richardson is inviting the travel industry to attend the upcoming Rice for Cambodia charity ball, which will take place at the Hotel Windsor in Melbourne on Fri 06 May.

Tickets are \$140pp - for more information call 0408 404 633.

Commercial flights return to Sendai

A **JAPAN** Airlines flight from Haneda landed at Sendai Airport yesterday, just over a month since the airport was devastated by the region's earthquake and tsunami.

Limited schedules to Sendai are in place, with the turnaround remarkable given the mountain of debris left on the tarmac after the natural disaster.

The Japanese airport is not likely to return to full operations for at least 12 months, with recovery and clean-up efforts continuing.

Hahn adds Syria

HAHN Air has joined IATA's Billing and Settlement Plan in Syria, with the move meaning it's now a member of all BSP countries in the Middle East & North Africa.

Agents right across the region can now ticket more than 230 carriers on Hahn HR-169 documents via any GDS.

Kit takes on Explore

FORMER ceo of South Sea Cruises and Awesome Adventures Fiji, Kit Nixon, has taken over as the new Chief Executive Officer of Explore NZ, effective 11 Jun 2011.

Friday 15th Apr 2011

DJ incentive winners

VIRGIN Blue Group has announced its online training school incentive winners as: Sandra Kerney, Wollongong Travel Centre NSW; Kelly Squirrel, CTM Perth WA; Emma Dafter, Travelscene Swansea VIC; Anthea Carey, Flight Centre Gladesville NSW; Christopher Brandon, Flight Centre QLD; Paula Shields, Travel Managers NSW; Carly Cosgrove, HWT Chermside QLD; and Amy Barns, Phil Hoffmann SA.

Polar Pioneer deal

AURORA Expeditions has released a new 14-day 'Complete Arctic Package' onboard *Polar Pioneer*, priced from \$11,375ppts, departing 02 Sep.

Also on offer is a 10% discount off all Suite cabins on select European Arctic voyages.

CCC Murray discount

CAPTAIN Cook Cruises has taken 25% off its Murray River cruises departing 01 Jun to 31 Aug - captaincook.com.au.

Amadeus signs TK

TURKISH Airlines and Amadeus have signed a three year full content deal that will enable all agents outside of Turkey access to the airline's full range of fares, inventory and schedules.

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Tuscan Charms

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FROM **\$2,670** PER GUEST

Italian Treasures

November 5, 2011 | 7 day voyage
onboard *Insignia*
Rome (Civitavecchia), Amalfi/Positano, Taormina (Sicily), Corfu, Bari, Dubrovnik, Venice

FROM **\$2,385** PER GUEST

Artistic Explorations

November 12, 2011 | 10 day voyage
onboard *Insignia*
Venice, Dubrovnik, Kotor, Taormina (Sicily), Amalfi/Positano, Florence/Pisa/Tuscany (Livorno), Monte Carlo, Rome (Civitavecchia)

FROM **\$2,775** PER GUEST

Splendid Escapes

November 14, 2011 | 10 day voyage
onboard *Marina*
Athens, Ephesus (Kusadasli), Nauplion, Katakalon, Taormina (Sicily), Amalfi/Positano, Olbia/Porto Cervo (Sardinia), Florence/Pisa/Tuscany (Livorno), Monte Carlo, Rome (Civitavecchia)

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New VTO Aussie rep

THE Vanuatu Tourism Office and GTI Tourism have appointed Monica Armesto to the position of Australian Representative, effective immediately.

Armesto was most recently with Tourism New Zealand, where she held the role of Product Development Manager.

Her role will see her responsible for managing all sales and marketing activity for Vanuatu, including the launch of its first-ever dedicated global brand campaign (**TD** 27 Aug 09).

Travel Special of the Week



2 more NCL Cruises in the Med in June.

7 nights from \$629 inc. pt charges and taxes available all members plus family and friends

CLICK HERE FOR MORE!

VA LAX turnaround

PASSENGERS on V Australia flight 2 from Los Angeles to Sydney last night were accommodated in local hotels after an engine problem forced the 777 to return to LAX after departure.

The carrier said it's continuing to help passengers with alternate travel arrangements including transferring them to other carriers, and has chartered a 747 to maintain its scheduled services from Australia today.

Counsellors sales up

TRAVEL Counsellors Australia reported a 70% year on year rise in sales in the last three months, with the rise being attributed to the company's 'winning formula'.

The Australian division's home based travel agency has seen a 55% rise in sales over the last 12 months as well as a greater demand in recruitment enquiries.

The global company started in the UK in 2004 and now has 1200 Travel Counsellors globally.

UA to fly SFO Giants

UNITED Airlines has signed on as the preferred carrier for the San Francisco Giants, flying the team on charter flights to games and displaying new branding on key signage at the AT&T Park.

Discoverers of what matters



ABOVE: A delegation of Vanuatu Govt officials, including the Deputy PM & Minister of Trade & Tourism, and the Director of the Dept of Tourism, were on hand in Sydney yesterday for the official launch of the country's new branding, 'Discover what Matters' (pg 1).

Australia is the most important market for Vanuatu, accounting for 60% of the country's tourism business.

Tourism Minister, the Hon. Lini Vanuarora told **TD** that the new government, which came to power late last year, "is more committed to the tourism industry" than the previous office, and this was reflected in the announcement in the planned doubling of the Australian marketing budget to \$800,000 by the Vanuatu Finance

Minister.

Moon Communications Group assoc. director, Janaya Galloway told wholesalers a new Vanuatu website was in the development phase, and is being designed to stand out from other Pacific islands, such as Fiji, Tahiti, Samoa and the Cook Islands, which all promote clear turquoise oceans as their top selling point.

Laws said the website would promote the Vanuatu people and experiences available to visitors.

Pictured here at the launch **from left** are, Justin Johnson, Tourism Marketing Development Fund; Lini Vanuarora, Deputy PM, Monica Armesto, VTO Australian rep; Moana Caracasses Kalosil, Finance Minister and Malcolm Prior, Air Vanuatu mgr Australia.



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Julie King & Associates is a dynamic brand leader in Hospitality & Tourism Consultancy offering over 24 years of experience.

This exciting new opportunity is for an experienced hands on PR/ Marketing Communications Manager in Sydney, who will be responsible for all areas of Public Relations/ Marketing Communications within Australia and New Zealand for a leading international destination.

An ideal position for someone who has extensive experience in PR in the Tourism/Hospitality Industry with well developed relationships or who works in a reputable agency looking after a Destination or Hotel account.

The ideal candidate should possess excellent communication and presentation skills, be self-motivated, customer focused, target driven, innovative and has the ability to develop and drive new programmes and initiatives.

They also should be able to demonstrate effectiveness in building productive relationships with potential Media and Marketing Managers of organisations and establish strong PR/marketing communications networks within the Australia/New Zealand Territory.

Please send your resume to julie@jkingassociates.com

Friday 15th Apr 2011

Mandarin Suite rates

MANDARIN Oriental Hotel Group is offering 'Suite Arrivals' when travellers reserve a suite at the best available rates at 24 locations worldwide.

The package includes a free one-way airport transfer or parking, and in room internet access - mandarinoriental.com.

Voyages hosts band

VOYAGES Hotels and Resorts is supporting Indigenous performers, with the Iwantja Band scheduled to play at the Ayers Rock Resort on 01 May.

WIN TICKETS TO SEE "MARY POPPINS"



Travel Daily has teamed up with Qantas Holidays this week and is giving five lucky travel consultants the chance to win a double pass to the preview session of Mary Poppins on 21 April 2011.

As Australia's leading wholesaler specialising in Events, Qantas Holidays proudly offers your clients to come and step into the magical world of Mary Poppins, opening at the Capitol Theatre, Sydney in May 2011.

For your chance to win a double pass to the preview session of Mary Poppins, simply be the first person to send in a correct answer to the question below to: marypoppins@traveldaily.com.au

Name two other exciting events which you can currently buy ticket packages through Qantas Holidays?

Congratulations to yesterday's lucky winner, Andriana Sardelis from travelmax.

[Click here for terms & conditions](#)



Gateway to Chernobyl

RUSSIAN Gateway Tours is offering day trips to Chernobyl priced from \$576ppts.

The 10-hour tour incl viewing of the fire department & monument to firemen who helped extinguish fires following the nuclear incident at the nearby reactor.

It also includes entry to a museum about the world's worst atomic tragedy - see russian-ateway.com.au.

Creative 25% off pkg.

CREATIVE Cruising is offering 25% off a Star Clippers 8 night fly/cruise/stay package for a 27 Aug Royal Clipper departure, when paid in full by 30 Apr.

Now priced from \$4789pp ex Syd, Mel, Bne, Adl, Per the deal inc economy class CX fares, all meals, entertainment, tips, port charges & taxes

See creativecruising.com.au.

PHG opens in Shanghai

THE Preferred Hotel Group is continuing its global expansion with the opening of its 31st int'l office, this time in Shanghai, China.

Renee Wu will head up the new PHG China operation as its Director, Global Sales.

CZ famil to Australia

CHINA Southern Airlines and Tourism Blue Mountains are set to host a group of travel agents from China to promote the carrier's double daily services to Sydney, with highlights including the Sydney Easter Show, Featherdale Wildlife park, Fairmont Resort & the Blue Mountains Botanic Garden.

Whistler extension

A HUGE snow season in Canada has seen parts of the Whistler ski resort extend its season right through until 30 May.

The resort recorded cumulative snowfall over the winter period of 14.83 metres (49 feet!) and there's currently a hefty base of more than 3.7 metres of snow.

Whistler mountain will close on 25 Apr but Blackcomb mountain will continue to operate until the end of next month - while at the same time Whistler's summer activities will launch, including golf and mountain biking.

Part 2 - ATE wrap-up

By Andrew McEvoy, Managing Director Tourism Australia

A key highlight of this year's ATE for me was the chance to discuss with the industry and all levels of government and the media, the 2020 Tourism Potential, the industry's opportunity to double overnight expenditure by 2020.

This was a key theme of ATE, drilling down beyond the \$140 billion headline figure and looking at the specific regions and markets where these numbers are going to come from, and where the industry needs to focus its future efforts.

It was great getting feedback from Australian operators in particular as they start to engage with how this vision might affect their own business.

What is clear to me is increasing recognition amongst the industry of the growing importance of Asia in Australia's future tourism growth. Pleasingly, the number of Asian delegates attending this year's ATE was substantially up on last year, a positive sign of the commitment to Australia's tourism product from the Eastern travel trade.

As we all know, Australia has battled some terrible weather shocks this year, and ATE also provided an opportunity to update international buyers and the media on the important efforts going on in some of those affected areas - how the joint Federal/State \$10 million recovery package is being put to good use, helping to get Queensland back on its feet.

There was a real buzz around the exhibition floor all week, and a sense that the industry is moving in the right direction, with real purpose and direction.

Let's carry this momentum through into the rest of 2011, starting with the Easter break when we get a chance to remind Australians what we've been telling the world all week at ATE - that There's Nothing like Australia when it comes to a wonderful holiday.



SQ A320 to LA back

SINGAPORE Airlines has announced it will operate A380s to Los Angeles from its hub in Singapore, via Tokyo Narita, from 01 Jul, an amended date from its postponed 11 Mar schedule.

Sofitel gives guests \$

SOFITEL Gold Coast Broadbeach is giving guests \$100 in hotel credit when they book under its '100 Reasons Why' deal, priced from \$269.

New Cale. May sale

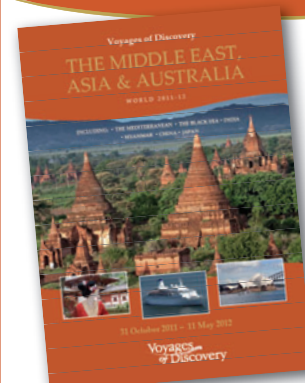
CORAL Seas A-MAY-zing New Caledonia sale includes a four night pkg at the Le Pacifique Hote, now priced from \$749pp.

The stay/pay deal incl economy airfares with Aircalin & airport transfers - visit coralseas.com.au.

Ford joins Village

FORD Australia is the new automotive partner for Village Roadshow Theme Parks.

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THE MIDDLE EAST, ASIA & AUSTRALIA 2011/12

Our World 2011/12 Voyages of Discovery to The Middle East, Asia & Australia promise a wealth of unique experiences, each of which will bring a deeper understanding of the captivating destinations and cultures you will discover in this beautiful part of the world.

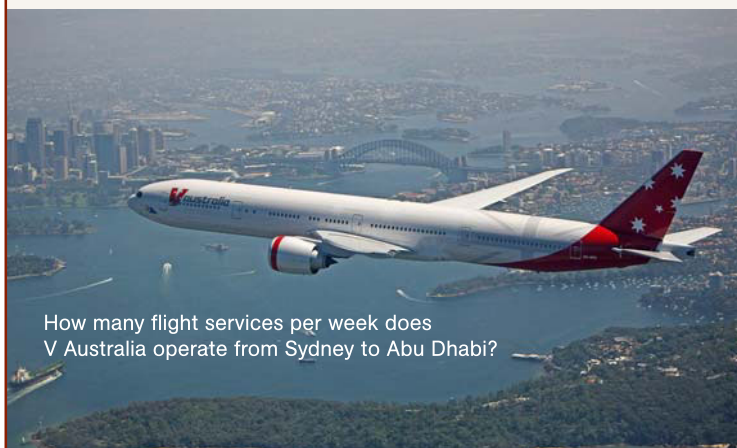
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DJ SYD Lounge debut

VIRGIN Blue will next Mon soft launch its brand new domestic Lounge at Sydney Airport, which features kerbside valet parking and exclusive security screening.

WIN a Luxurious Holiday to Abu Dhabi!



How many flight services per week does V Australia operate from Sydney to Abu Dhabi?

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).



New MH A330 to Brisbane



ABOVE: Malaysia Airlines launched its new Airbus A330-300 aircraft today with the new jet receiving the traditional water canon salute and ceremonial dancing at KLIA.

Travel Daily was aboard for an exclusive look at the aircraft with 220 invited guests who were taken on a 50 minute joy flight over Malaysia.

The 283 passenger aircraft will be used 5 times a week on the KUL-BNE-KUL route, from 20 Apr.

It will offer 36 seats in Business Class (2-2-2 configuration) and 247 seats in Economy Class (2-4-2 configuration).

All seats are equipped with AC power supply and USB ports for laptops and electronic devices.

The new interiors are installed with mood lighting in all cabins.

It's the first of 15 new Airbus A330-300 aircraft for the airline which has embarked on a huge fleet renewal program.

Also on order are 55 Boeing B737-800 aircraft and next year it will take delivery of the first of six

Airbus A380's.

"We aim to be the best carrier in the Asia Pacific by 2015" said Tengku Azmil Zahrudin, MH's chief executive officer.

The aircraft sports the new dynamic livery of red and blue lines and features lie-flat seats in Business Class, a fold out privacy divider and six-way adjustable head rests.

They are equipped with individual audio-video on demand and smart touch screens.

Pictured **from left** are: Melanie Smith, WTP Bne; Nikki Meyers, FCM Travel Bne; Rebecca Rayfield, Pulse Travel; Alex Eecen, Malaysia Airlines Bne; Cathy Douglas, CTM Brisbane; Heidi Gardner, Let's Travel Brisbane.

TDTV has produced a video of the Airbus A330-300's arrival in KLIA and will feature it exclusively in Monday's *TD* issue.

KSL Capital Miami buy

US travel-focused venture capital firm KSL Capital Partners has paid US\$130 million for the Royal Palm Hotel in Miami's South Beach district.

The company said the 409-room hotel will now be completely renovated and relaunched as The James Royal Palm.

KSL Capital Partners has stakes in a range of travel businesses including Squaw Creek Ski Resort in California, Vail Mountain Lodge in Colorado as well as Australia's Orion Expedition Cruises.

Pezula agent incentive

PEZULA Resort Hotel & Spa in South Africa has relaunched a global agent incentive for its Pezula Private Castle in Knysna.

The top seller of room nights between 01 Apr 2011 and 29 Feb 2012 will win accom for up to 10 people at the Castle, valued at R1,100,000 (AU\$150K).

BIG4 NSW addition

BIG4 has added the BIG4 Bonny Hills Holiday Park in Port Macquarie, NSW to its portfolio.

QH extends SA promo

QANTAS Holidays has extended its latest South Australia campaign to now finish on 30 Apr.

The chef dining experiences with Maggie Beer and Mark McNamara are available to book when purchased in conjunction with a minimum of 2 nights stay.

RJ-BA codeshare

ROYAL Jordanian Airlines has announced a new codeshare pact with its oneworld alliance partner British Airways.

RJ operates daily flights between London Heathrow and Amman, with BA customers able to book the services from 12 Apr for travel from 19 Apr.

RJ has been codesharing on BA domestic and Scandinavian flights from LHR since 2008.

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.

PO Box 428, West Ryde, NSW 1685
Phone: 1300 799 220 Fax: 1300 799 221

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Publisher/Managing Editor: Bruce Piper
Editor: Guy Dundas
Contributors: Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au

Travel Daily Group:

CRUISE
WEEKLY

Advertising and Marketing: Lisa Maroun (Manager), Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au





afta National Travel Industry Awards 2011 Nominees



Supplier categories - online voting by agents

BEST WHOLESALE - AUSTRALIAN PRODUCT

- Broome & The Kimberley Holidays
- Creative Holidays
- Excite Holidays
- Infinity Holidays
- Octopus Travel
- Qantas Holidays & Viva! Holidays
- Sunlover Holidays
- Travelpoint Holidays

BEST AIRLINE INTERNATIONAL - ONLINE

- Air Canada
- Air China
- Air New Zealand
- Cathay Pacific
- Emirates
- Etihad
- Hawaiian Airlines
- Malaysia Airlines
- Qantas Airways
- Qatar Airways
- Singapore Airlines
- South African Airways
- Strategic Airlines
- Thai Airways International
- V Australia
- Virgin Atlantic

BEST AIRLINE INTERNATIONAL - OFFLINE

- Air France
- Air Malta
- Alaska Airlines
- American Airlines
- Austrian Airlines
- Finnair
- KLM Royal Dutch Airlines
- Lufthansa German Airlines
- Scandinavian Airways
- SriLankan Airlines
- Swiss International Air Lines
- US Airways

BEST CRUISE OPERATOR - INTERNATIONAL BASED OPERATIONS

- APT
- Avalon Waterways
- Carnival Cruises
- Celebrity Cruises
- Crystal Cruises
- Cunard Line
- Holland America Line
- Hurtigruten
- MSC Cruises
- Princess Cruises
- Regent Seven Seas
- Royal Caribbean Line
- Silversea Cruises
- Uniworld Boutique River Cruises

BEST CAR/CAMPERVAN RENTAL OPERATOR

- Avis
- Britz Maui
- Europcar
- Hertz
- Spaceships Campervan Hire Australia
- Thrifty Car Rental

BEST TOURIST OFFICE - NATIONAL

- South Australian Tourism Commission
- Tourism NSW
- Tourism Queensland
- Tourism Tasmania
- Tourism Victoria

BEST CRUISE OPERATOR - AUSTRALIAN BASED

- Captain Cook Cruises
- Orion Expedition Cruises
- P&O Cruises
- Princess Cruises
- Royal Caribbean Line
- True Star Cruises (North Star Cruises)

BEST TOUR OPERATOR - INTERNATIONAL

- Abercrombie & Kent
- APT
- Bunnik Tours
- Contiki Holidays
- Cosmos
- Cox & Kings
- Gap Adventures
- Globus
- Grand Pacific Tours
- Insight Vacations
- Peregrine Adventures
- Scenic Tours
- Trafalgar Tours
- Travel Indochina
- Tucan Travel
- Venture Holidays
- Wendy Wu Tours
- World Exhibitions & UTracks

BEST TOUR OPERATOR - DOMESTIC

- AAT Kings
- Adventure Tours Australia
- APT
- Bill Peach Journeys
- CC's Croc Connections
- Contiki Holidays
- Pinnacle Tours

BEST DOMESTIC AIRLINE

- Qantas Airways
- Virgin Blue

BEST TOURIST OFFICE - INTERNATIONAL

- Austrian National Tourist Office
- California Tourism
- Canadian Tourism Commission
- Fiji Islands Visitors Bureau
- German National Tourist Office
- Hawaii Tourism Oceania
- Italian Government Tourist Office
- Korea Tourism Organisation
- Las Vegas Convention & Visitors Authority
- Macau Government Tourist Office
- Singapore Tourism Board
- South African Tourism
- Sultanate of Oman Tourism
- Tourism Authority of Thailand
- Tourism Malaysia
- Tourism New Zealand

BEST WHOLESALE - INTERNATIONAL PRODUCT

- ANZCRO
- Asia Escape Holidays
- CIT Holidays
- Creative Holidays
- DriveAway Holidays
- Elegant Resorts & Villas
- Excite Holidays
- Infinity Holidays
- Octopus Travel
- Pinpoint Travel Group
- Qantas Holidays & Viva! Holidays
- Rail Plus
- Sun Island Tours
- Tempo Holidays
- Travel 2
- World Drive Holidays

BEST AGENCY SUPPORT SERVICE

- AA Appointments
- Air Tickets
- Amadeus IT Pacific
- Breakaway Travel Club
- C&M Recruitment
- Cover-More Travel Insurance
- Express Ticketing
- inPlace Recruitment
- Qantas Industry Centre (QIC)
- Sabre Pacific
- Tramada Systems
- Travcour
- Travelport (Galileo)

BEST SALES EXECUTIVE - INDUSTRY SUPPLIER

- Alisha Moss - Contiki Holidays
- Blake Muir - Topdeck
- Brooke McQuilty - Contiki Holidays
- Chris Catanzariti - Gap Adventures
- Chris Wilks - Sabre Pacific
- Clare Sloane - Contiki Holidays
- Craig Hunt - Helen Wong Tours
- Danielle Moubarak - Virgin Blue
- Danielle Silburn - Geckos & Peregrine
- Darren Evans - Travel2
- Dylan Hearne - Creative Holidays
- Eddie Steinmann - Kirra Holidays
- Felicity La Terra - Virgin Blue
- Fiona Richards - Sabre Pacific
- Frances Oborn - Buffalo Tours
- Gabe Money - Kirra Holidays
- Gary Manuel - Virgin Blue
- George Markos - Qantas Airways
- Graham Ware - SAA
- Josephine Corry - Virgin Atlantic
- Julie Pratt - Creative Holidays
- Julie Rogers - Globus Family
- Julie Simpson - APT
- Karina Hill - Express Ticketing
- Kathleen 'Mak' Doherty - GAP Adventures
- Kristine Chippendale - Qantas
- Kyle Duffield - Cox & Kings
- Kylie Bevan - Wendy Wu Tours
- Kylie McAlister - Excite Holidays
- Mara Smith - Insight Vacations
- Margaret Sibraa - Pinpoint Travel Group
- Meredith Salotto - Hawaiian Airlines
- Nathan Baber - DriveAway Hols
- Nick Berry - Shangri-La Hotels & Resorts
- Pam Howson - Kirra Holidays
- Peter Balmer - APT
- Rachael Hunter (Dunne) - Air Tickets
- Rebecca Merlino - Pinpoint Travel Group
- Sally Holman - Travelport
- Sally Plenderleith - Insight
- Sandra Cahill - APT
- Sharon Tyson - Singapore Airlines
- Sonia Thorpe - Trafalgar Tours
- Tenille Hunt - Gap Adventures
- Tim Tsagaris - Qantas Airways
- Vanja Brown - Singapore Airlines
- Wayne Poole - Australia Zoo & Australia Zoo Whale Encounters

**Supplier categories
continued on next page...**

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afta National Travel Industry Awards 2011 Nominees



More supplier categories...

BEST HOTEL/RESORT - AUSTRALIAN PROPERTY

- Cable Beach Club Resort
- Club Med Lindeman Island
- Crystal Beach Resort, Gold Coast
- Daydream Island Resort and Spa
- Hamilton Island Resort
- Hayman
- Hilton Melbourne South Wharf
- Ibis Melbourne
- Kingfisher Bay Resort, Fraser Island
- Lilianfels Resort and Spa
- Mantra 2 Bond Street, Sydney
- Palazzo Versace, Gold Coast
- Peppers Broadbeach
- Peppers Salt at Kingscliff
- qualia
- Quay West Resort Bunker Bay
- Sea Temple Port Douglas
- Sofitel Brisbane
- Voyages Ayers Rock Resort

BEST HOTEL/RESORT GROUP

- Accor Hotel Group
- Caesars Entertainment Las Vegas
- Club Med
- Dorchester Collection
- Fairmont Hotels & Resorts
- Four Seasons Hotels
- Hyatt Hotels and Resorts
- IHG
- Leading Hotels of the World
- Mandarin Oriental Hotels
- Mantra Group
- Marriott International
- Mirvac Hotels and Resorts
- Relais & Chateaux
- Shangri-La Hotels and Resorts
- Starwood Hotels and Resorts
- Voyages Hotels and Resorts

BEST REGISTERED TRAVEL INDUSTRY TRAINING INSTITUTION

- Adelaide Hospitality & Tourism School
- Australian Pacific Travel & Tourism
- TAFENSW - Western Sydney Institute - The Hills College
- Brisbane North Institute of TAFE
- Gold Coast Institute of TAFE
- Hamilton Secondary College
- Tourism & Hotel Management Centre
- TAFE Ultimo
- William Angliss College Institute

ROOKIE OF THE YEAR - SUPPLIER

- Amie Tickner - Contiki Holidays
- Christian Coronica - AAT Kings
- Laura Cuthbert - Trafalgar Tours
- Rachel Bennett - Air Tickets
- Venise Taavili - Breakaway Travel Club

Agent categories - online voting by suppliers

BEST TRAVEL AGENCY RETAIL (MULTI LOCATION)

- Concierge Traveller
- Diploma World Travel
- Harvey World Travel Loganholme/Carindale/Forest Lake
- Harvey World Travel Mackay/Mt Pleasant
- JC Travel Professionals
- Phil Hoffmann Travel
- STA Travel
- Travel Associates
- TravelManagers

BEST TRAVEL AGENCY RETAIL SINGLE LOCATION

- Australia Zoo Travel
- Australians Studying Abroad
- Bayview Travel
- Cove Travel
- Cruise Lovers
- Cruisescene
- Flying Colours Travel
- Globenet Travel (Clean Cruising)
- Harvey World Travel Caloundra
- Harvey World Travel Lane Cove
- Harvey World Travel Sunbury
- Harvey World Travel Sylvania
- Jetset Travel Castle Hill
- Jetset Travel Hurstville
- Jetset Travel Midland
- Jetset Travel Newcastle
- Jetset Travel Norwood
- Macedon Ranges Travel Services
- MTA Travel
- Newcastle Travel
- Port Travel
- The Adventure Traveller
- Travel by Wyndham
- Travelcall
- Travelcentre Bendigo
- WOW! Travel

BEST NATIONAL CORPORATE TRAVEL MANAGEMENT CO.

- American Express Business Travel
- Corporate Travel Management
- FCM Travel Solutions
- Qantas Business Travel (QBT)
- Voyager Travel

BEST TRAVEL AGENCY GROUP

- Concorde Agency Group
- Escape Travel
- Flight Centre
- Harvey World Travel
- Jetset Travelworld Network
- Travellers Choice
- Travelscene American Express

BEST TRAVEL CONSULTANT - CORPORATE

- Cecilia Menage - Corporate Travel Management
- Darren Whittaker - Travelforce
- Hannah Moore - The Travel Authority
- Hayley Rogers - Corporate Travel Management
- Joanne Cater - Corporate Travel Management
- Jodie McLaren - Corporate Travel Management
- Julie Brender - Goldman Travel Corporation
- Lily Sisopha - Show Group Enterprises
- Lisa Rayner - Travelforce
- Lizette Braithwaite - Corporate Travel Management
- Mark Trim - RoundAbout Travel
- Nicolle Pyle - Corporate Travel Management
- Rebecca Normand - Show Group Enterprises
- Ric Pattaro - TravelManagers
- Robyn Lawley - WOW! Travel
- Rosanna Golino - VI.SA Travel
- Samantha Devlin - DBT Corporate
- Sandra Pelekanakis - Wentworth Travel
- Stacey Rowe - Corporate Travel Management
- Vito Li Puma - Globetrotter

BEST CONFERENCE & INCENTIVE TRAVEL AGENCY

- etm
- Australian Business & Conference Travel
- CI Events
- CPE Travel
- Destination Event Management

ROOKIE OF THE YEAR - AGENT

- Adrienne Miller - Travelforce
- Chloe Kenny - Jetset Travel Norwood
- Christy Brown - DBT Corporate
- Claudia Nethery - Travelforce
- Janet Seluoge - Spencer Travel
- Katrina Tasker - Escape Travel Chatswood
- Lisa Dietze - Concierge Business Travel
- Nick Lowes - Jetset Travel Norwood
- Philippa Pan - STA Travel Bondi
- Sophie Brooks - Harvey World Travel Lane Cove

BEST TRAVEL AGENCY CORPORATE SINGLE LOCATION

- Airport Travel
- Concierge BT
- DBT Corporate
- etm
- Goldman Travel Corporation
- Impact Organisation Travel
- Motive Travel
- Shean & Partners
- Spencer Travel
- TTFN Travel

BEST TRAVEL AGENCY CORPORATE MULTI LOCATION

- Complete Business Travel
- Corporate Traveller
- Globetrotter Corporate Travel
- Show Group Enterprise
- Stodarts Travel (Travel & Cruise)
- The Travel Authority
- Travelforce

BEST TRAVEL CONSULTANT - RETAIL

- Anne Westby - Travelcentre Bendigo
- Cathy Moir - TravelManagers
- Chris McGetrick - Bayview Travel
- Debbi Ashes - Harvey World Travel Lane Cove
- Diana Abousattout - Rotana Travel
- Diana Buckler - Cove Travel
- Donna Meads-Barlow - Cruisescene
- James Jang - Port Travel
- Karen McLaren - Cruise Lovers
- Kate Driver - Travelworld Naracoorte
- Kathy Millett - Alpha Travel
- Kelly Grace - Student Flights Knox City
- Kylie Taylor - Complete Travel Solutions (Plus Kids Travel)
- Lisa Myers - WOW! Travel
- Maria Slater - Maria Slater Travel
- Mario Cufone - Phil Hoffmann Travel Glenelg
- Mel Proeve - Jetset Travel Norwood
- Nick Agnew - STA Travel Bondi
- Nicole Howard - Seniors Holiday Travel
- Nieccia Miller - Jetset Travel Norwood
- Paul Rickard - Harvey World Travel Caloundra
- Thaddeus Lin - Flight Centre Business Travel

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This is an amazing opportunity for a Sabre trained Leisure Consultant who would like to secure a long term temp role with a Global Company. Take the first step towards making the change you have been looking for. Call now!

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Turn the key to open the door to your career success, when you join this company. This is a great opportunity for your own career advancement and your chance to prove you have what it takes to run a successful office. Essentially, as a previous Retail

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BOUTIQUE, GLOBAL OR INDEPENDENT?

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MELBOURNE & PERTH – SALARY PACKAGES TO \$63K

We have boutiques, large global's and independent TMC's, looking for competent corporate consultants to join their winning teams! Whether it is a sole corporate travel consulting role or a mix of corporate leisure, you will be thrilled with the opportunities that await you. Great working hours and top salary packages on offer to the successful candidates. Gain a salary increase in addition to a new job!

SOUTH & JUST SUPERB!

WHOLESALE TRAVEL CONSULTING ROLES

MELB (SOUTH) - SALARY PACKAGE TO \$45K + BENEFITS

Australian owned & operated tour company has an overabundance of roles available including reservations and retail. If you have a minimum 6 months travel industry experience & possess great communication skills, this is your chance to join the big guns! Not only will you love the working environment, you will have numerous career advance opportunities that are presented to you! Flexible employer too.

CAREER OPPORTUNITIES AWAIT

FARES & TICKETING CONSULTANTS

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This amazing travel company has seen dramatic growth and as such, requires 2 competent consultants to join their fares & ticketing team. Working in this fun & fast paced environment, will see you enjoying your days at work. With a fares & ticketing employment background, you will not believe your future career prospects that will eventuate from your experience in this particular role! Apply NOW!

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RETAIL TRAVEL CONSULTANT

BRISBANE NORTHSIDE – SALARY PKGE \$43K

Are you sick of booking just FLIGHTS? Want to book more varied, international itineraries? Take the leap and plunge into this role and you will never look back! Join this boutique agency and enjoy booking high end tours and packages, as well as earning the extra \$\$\$ that you deserve.

Enjoy additional travel benefits, 5 star famils and plenty more. Don't miss out on this great opportunity. Apply Now.

LIGHTENING DOESN'T STRIKE TWICE

CORPORATE CONSULTANT

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Do you want to get your foot in the door and work for one of the best? Get out your lap top and start updating your CV now! This leading agency doesn't recruit very often!

There are plenty of benefits to offer the lucky consultant - Including a fantastic salary package with 6 weeks leave per year, 1 guaranteed famil per year, Monday – Friday working hours + more. Min exp 12 months Retail/ Corporate Travel experience. Apply Now.