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Travel Daily

First with the news

Friday 25th March 2011

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ISSN 1834-3058

BA business bargain

BRITISH Airways has today launched a special London business class fare sale, with Club World tickets priced from \$5999 return including a European side trip to one of 75 cities.

The special is valid for bookings made from today until next Wed 30 Mar on BA and QF coded and operated long-haul flights, and for travel 23 Apr-30 Sep as well as over the Christmas holiday period 01 Dec-31 Jan.

China Eastern going daily

QANTAS codeshare partner China Eastern Airlines (MU) is set to significantly increase its capacity to Australia, with planned boosts to both Sydney and Melbourne from 20 Jun.

Agent GDS displays today show MU's existing 5 weekly Shanghai-Sydney A330 operations increasing to daily from that date.

And the current four times per

week Shanghai-Melbourne A340 service will switch to a daily 767-300ER flight - which will be operated by MU's subsidiary Shanghai Airlines (**TD** 18 Feb).

The carrier previously flagged similar increases from 01 Apr (**TD** 08 Nov) but later reversed the planned capacity boost.

The existing Qantas pact with China Eastern (**TD** 21 Jun 2010) sees QF codeshare on three daily MU flights from Singapore to Shanghai and onward to ten cities in China, while the Chinese carrier places its code on selected Qantas domestic and trans-Tasman routes.

China Eastern is a member of the SkyTeam airline alliance.

New FcM Travel chief

FLIGHT Centre's corporate FcM Travel Solutions operation has appointed Gregory Lording as its new global brand leader.

Sydney-based Lording will officially take up his new position on 01 Apr, reporting to Rob Flint on the Flight Centre exec team.

Lording was most recently CiEvents general manager production, and before that was based in the US for three years as president of FcM Americas.

Over 1200 tippers!

IT'S still not too late to register for the **Travel Daily** footy tipping competitions, with more than 1200 industry tippers registered in our exclusive AFL and NRL competitions.

There are huge prizes on offer including trips to Europe, Dubai, Malaysia and Fiji - for the details see www.traveldaily.com.au.

This week's NRL footy tips are due by 6.30pm AEDST tonight - see nrl.traveldaily.com.au.

Another great read

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

- AA Appointments jobs

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Friday 25th March 2011

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Solstice on sale

CELEBRITY Cruises this morning unveiled the details of its 2012/13 Australian program, which includes the groundbreaking down under deployment of *Celebrity Solstice* (TD 02 Mar).

Bookings are now open for the season, which will see *Solstice* make 17 sailings in total ranging from 1-35 nights on eleven unique itineraries.

The mega-ship will travel from Singapore to Australia, arriving in Brisbane via Cairns on Fri 07 Dec 2012 and Sydney two days later, with her first arrival in Auckland on 19 Dec 2012.

Solstice will depart Australia on 08 Apr 2013 heading across the Pacific to Hawaii.

More info on 1300 754 500 or see www.cruisingpower.com.

Strategic to add res system

STRATEGIC Airlines has flagged a new frequent flyer program as part of a major move to revamp its IT including reservations, internet booking, check-in, GDS connectivity, and departure control systems.

The carrier has signed a deal with Mercator, the IT services business owned by the Emirates Group, which will see Strategic implement the Avantik software

platform across its operations.

"As a brand new RPT airline with a phase one business model, we are seeking new generation airline management solutions with the flexibility to grow as we do," said Strategic's Chief Information Officer Bob Kane.

He said the Avantik system was modern and scalable and will "deliver immediate benefits to Strategic in the areas of direct distribution," as well as lifting the carrier's capability to serve the needs of passengers, travel agents and corporate accounts.

MEANWHILE Strategic Airlines is also set to rebrand, having appointed advertising agency CumminsRoss to undertake an image overhaul which is likely to include a name change.

The carrier has named former Virgin Blue head of public affairs Heather Jeffery as its PR and Communications Director.

Vale Bill Frainey

DALLAS Fort Worth Airport is today mourning the sudden death of its Assistant vp for Air Service Development, Bill Frainey.

Frainey was in Australia as part of the Texas Tourism roadshow launching the new Qantas DFW flights (TD Wed) and is believed to have been found dead in his Sydney hotel room yesterday.

Frainey's family has requested privacy at this difficult time, and accordingly *Travel Daily TV* has removed the video produced at Tuesday's launch event from our Youtube channel.

Buenos Aires rejig

QANTAS will operate its Buenos Aires-Sydney flights via NZ on several dates in Aug and Sep, with the move expected to provide capacity to bring South American guests to the Rugby World Cup.

GDS screens currently show QF18 on 31 Aug flying Sydney-Buenos Aires-Christchurch-Sydney, while on 05 and 07 Sep the EZE flight will operate Sydney-Buenos Aires-Auckland-Sydney.

PNG freight cut

AUSTRALIAN freight carrier HeavyLift Cargo Airlines has applied to the International Air Services Commission for a reduction of its allocation on the Papua New Guinea route by 17.5 tonnes per week.

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Syria DFAT upgrade

THE Department of Foreign Affairs and Trade has reissued its travel advice for Syria, lifting it to the second highest 'Reconsider your need to travel' alert level.

DFAT says the revamp is due to the possibility of "violent protests, high threat of terrorist attack and unpredictable security environment in the region".

EK extends HKG A380s

EMIRATES will continue to operate double daily A380 services between Dubai and Hong Kong until 31 May, according to travel agent GDS screens.

The extension of the A380 HKG operations follows a delay in the carrier obtaining approval to fly the superjumbo to Shanghai.

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Social media key for Busabout

THE Travel Corporation's independent travel brands Busabout, HAGGiS & Shamrock Adventures are harnessing the power of 'sharing' to promote and build the product.

In the past year and a half "the amount of sharing our passengers (have contributed) has been phenomenal," managing director Graeme Ward told a media group yesterday in Sydney.

With so many channels now being used to sell products, and with social media now complicating it, particularly in Australia, Ward said it's traditional 'word of mouth' that drives travel company growth.

"It's what built HAGGiS back in 1993," he said.

Ward said Busabout, HAGGiS & Shamrock is using its travellers' 'word of mouth' promotion as not only a social media strategy but as a 'social selling strategy' to assist with marketing.

Guests "are willing to share info about themselves, to basically complete strangers through social media" and they "are open to share their thoughts, what they are doing, and where they are.

"So they are selling our stuff with their names," he said.

The group has also delved deeper into social networking, on the back of a survey response which showed 79% of respondents updated their Facebook status every day or week.

"What we've done is helped them with their updates," Ward said, by creating Facebook auto-updates for those on hop on, hop off tours.

The system knows where they are at any time, and has the ability to post an update on their behalf, and notify friends where they are at specific points.

"The amount of people that have allowed us to do that, to have access to their wall, has been amazing".

"It really took us by surprise", Ward said.

The TripMates functionality, which allows guests to interact with others on the same tour, has also gained momentum.

Ward said people have used TripMates to prebook their accommodation together when on a hop on, hop off trips, or with arranging pre- or post- tour trips, and cross-selling.

The brands have also switched from their previous 'Radical Travel' banner - **see page five**.

New UA Mexico route

UNITED Continental Holdings has announced a new nonstop route between San Francisco and Guadalajara in Mexico.

The service will be operated by Continental effective 09 Jun, with Guadalajara also set to be served by UA from Los Angeles from 03 May this year.

Continental serves 30 Mexican destinations, which it says is more than any other airline from the US.

More Rocky Oz staff?

ROCKY Mountaineer may look to expand its Australian based presence with more local staff, according to Vice President, Global Sales, Bob Nicholas.

Nicholas told **TD** last week while in Sydney, that prior to the appointment of Robert Halfpenny as its in-market representative, the 'historical' arrangement of having someone based in Vancouver, responsible for growth in this region, was "just not a good model."

Last year Rocky Mountaineer ended its GSA relationship with Asia Pacific Travel Marketing Services (now known as Momento) in favour of having its own person on the ground here.

Nicholas said that Rocky was taking a three-pronged approach to the Aussie market, through consumer messaging, co-op advertising and its in-market rep.

"Further then that, we'll evaluate further feet on the street" in the future, he said.



Window Seat

FOR once he won't get arrested.

French daredevil Alain "Spiderman" Robert has been given official approval to climb the outside of the world's tallest building - the 828 metre-high Burj Khalifa in Dubai.

The 48-year-old has climbed over 70 skyscrapers around the world including Sydney's 41-storey RBS Tower in 2009, when he was fined \$750 for the stunt.

Rather than risking the wrath of the possibly stricter authorities in Dubai, Roberts decided to apply for a permit to climb the iconic tower - and contrary to his usual practice will this time also wear a safety harness to comply with official requirements.

A SPECIAL new Chicken Hotel in the UK has opened, targeting a particularly feathery clientele.

31-year-old David Roberts said he built the luxury accom facility on his Helston farm in response to a growth in popularity of people raising their own hens.

Initially the idea was mocked, but Roberts says he now has bookings all the way through to Christmas, according to the **BBC**.

"Guests" are able to roam in a fox-proof enclosure during the day, before being put into upmarket coops overnight - and full board rates are chickenfeed, starting at just £2 per night.

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An application form can be downloaded at <http://www.airmauritius.com/aboutus/mkexternalvacancy.pdf>

£50m LHR snow plan

THE operator of London Heathrow Airport has announced a proposed £50m investment in infrastructure to improve the airport's ability to handle heavy winter snowfalls.

The move follows the release of the Heathrow Winter Resilience Enquiry, which was ordered after major disruptions just before Christmas as the airport reportedly ran out of de-icing fluid.

The project will include revised airport snow plans such as new equipment, more staff and training; crisis management processes; systems for better communication between airlines, the airport and passengers; and improved passenger support.

BAA ceo Colin Matthews said the release of the report and the resulting recommendations was a "pivotal moment for the airport and its reputation".

He said LHR's "lack of spare capacity means that unlike every other British or European airport, we have literally no room to move when disruption occurs."

Standard Star seats?

THE Star Alliance is reportedly investigating a range of new "seat concepts" as part of a project to source a standard seating offer for its member carriers.

A study is being undertaken on behalf of Air China, with frequent flyer customers asked to spend 90 minutes in a "simulated cabin environment" testing a range of possible seats.

Air China said the outcome of the research would provide "an important reference for Star Alliance in deciding which seat is the most suitable".

The Alliance emphasised that while the project could see members offered a particular seat option by a manufacturer, there was no move to standardise seating across the carriers.

New Busabout brand

BUSABOUT has added a new mid-level product specialising in Scottish coach tours, called Highland Explorer Tours.

The division offers day and extended coach tours, including packages to the Highland Games, Edinburgh Tattoo & the Isle of Skye.

MD Graeme Ward said the product is a "local sell" with there being no plans to market it in Australia at this stage.

APT marks major milestones

APT recognised the service and loyalty of two of its staff members in its Melbourne Head office recently.

Susan Coughlin, Partner Program Manager has been with the company for 20 years and Marketing Manager Jodie McDonald has been with the tour operator for 10 years.

Coughlin (pictured below) was given a stunning gold watch to celebrate the landmark, while



McDonald enjoyed a champagne afternoon tea with her team.

Pictured above from left are Emma Coburn, APT Marketing Executive; with Jodie McDonald; Alice Kay, APT Marketing Executive; and Di Powlesland, APT Sales Support.



ABOVE: APT National Sales Manager Susan Haberle with the firm's 20 year veteran, Susan Coughlin.

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Radical brands return to roots



ABOVE: Busabout, HAGGIS and Shamrock Adventures (BHSA) have dropped their collective known 'Radical Travel' branding in a move to focus on the individual companies.

MD Graeme Ward, in Sydney yesterday, said a decision to step away from the Radical brand was aimed at "bringing the consumer brands to the front".

Admitting that Busabout, HAGGIS and Shamrock is a "wee bit of a mouthful", Ward said, the benefit is "we're always talking about the consumer brands" rather than an identity.

The term 'Radical' will still be used by the group, but now denotes savings, such as the

multi-trip deals, group discounts and student prices on offer.

Ward explained that one trend that BHSA had identified since last season was that every second itinerary being booked, was unique, "showing the flexibility of the product".

"The amount of multi-purposes being planned this year and into next year is just growing.

"People are using the hop on, hop off as the core for their independent travel, but adding on week-long or three-day trips, or festivals, and being able to tailor the product is what's really appealing to travellers," he said.

Ward is pictured (right) with Adrian Piotta, GM Australia.

AirAsia Philippines

MALAYSIAN low-cost carrier AirAsia is set to have a new affiliate operation in the Philippines, with services expected to debut from a new hub at Clark Airport before the end of the year.

ATE transfer special

DELEGATES to the upcoming Australian Tourism Exchange in Sydney are being offered airport transfers for just \$10 each way via the new Sydney Airport Citybus Express service.

The special price is available until 16 Apr and applies to and from CBD hotels, with the service operating every 20 minutes during the morning peak and half hourly for the rest of the day for a total of 70 daily departures - see www.sydneyairportcitybus.com.au.

Star rating revamp

AAA Tourism has foreshadowed a change to its Star Rating system for accommodation in Australia, with a new scheme set to be introduced from 01 Jul according to the group's ceo Peter Blackwell.

The revamp is intriguing, given the consistent push by Federal tourism minister Martin Ferguson for the introduction of a national tourism accreditation scheme.

Friday 25th Mar 2011

Tasty Tagine incentive

VENTURE Holidays is offering travel agents the opportunity to win an authentic Tagine dish, valued at \$290.

One entry goes into the draw for each four day or longer package booked before 30 Apr to Turkey or Morocco from the company's newly released 2011/12 brochure.

For more information email mail@ventureholidays.com.au.

TSAX having a cuppa

TRAVELSCENE American Express will once again support the Cancer Council's annual Australia's Biggest Morning Tea promotion, with franchisees aiming to beat last year's fundraising total of \$20,340.

The TSAX involvement includes hosting cuppas for clients as well as coordinating a range of travel prizes for event organisers.

TSAX gm Jacqui Timmins said the initiative was also a great way for members to "strategically engage with their clients".

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Friday 25th Mar 2011

Hamilton bowls over

HAMILTON Island has opened a new bowling centre at its Resort Centre this week, expanding the range of all weather activities available.

Nine pin Kegel bowling is a family-friendly version of the sport, with smaller and lighter balls that are easier for kids to use.

It costs \$39 per lane (for up to six people) for 30 minutes.

BCD appointment

BCD Travel Australia has named Chris Lockyer as its new Manager of Client Services.

He's been with TMC for three years, and takes up his new role effective next Mon 28 Mar.

SA tourism site launch

SOUTH African Tourism has soft launched a new Meetings section on its website, aiming to educate the business events market on the country's infrastructure.

Venues and incentive ideas are included, with the move continuing South Africa's MICE push evidenced in its recent Judy Joy's Journal social media initiative (*TD* 16 Feb) - see www.southafrica.net/meetings.

JAL boosts Tohoku

JAPAN Airlines is continuing to respond to the unfolding crisis in Japan with the operation of extra flights to the Tohoku region.

JAL has operated 435 additional services to the affected area over the last two weeks, and will continue to boost operations with supplementary services to 31 Mar.

The temporary suspension of Sendai flights will be extended to 28 Apr, the carrier said.

Four Seasons takes the cake



ABOVE: Four Seasons Hotels and Resorts celebrated its 50th birthday this week, and has launched a new website promoting the brand's global sustainability to mark the milestone.

The site is now online at livingvalues.fourseasons.com, and reflects the company's efforts to support sustainability, build

communities and advance cancer research across the globe.

Recently appointed Four Seasons Sydney gm Vincent Hoogewijs is pictured second from right above with, from left, some of the hotel's longest serving staff: Hanna Kazmierski, Nicole Salonga, Pasquale Rubbo, Myra Salonga and Eric Lindsay.



Travel Specials

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

NZ's luxury **Blanket Bay Lodge** has launched an 'Ultimate Alpine Honeymoon Package' including five nights in a luxury lodge or chalet suite overlooking Lake Wakatipu, bottle of champagne on arrival, brekkie, pre dinner cocktails, gourmet picnic and five course dinners, priced from \$5000 per couple, on sale until 15 Apr - blanketbay.com.

Airasia's flights to China have been discounted with airfares from Perth to Chengdu starting from \$279 one way, on sale until 10 Apr and travel between 11 Nov 11 to 29 Feb 2012. Other deals include prices starting from \$359 one way from Gold Coast to Hangzhou, and \$399 between Melbourne to Taipei. Airfares from Kuala Lumpur to Taipei are priced from \$98, to Chengdu from \$101 and Hangzhou from \$115 - airasia.com.

Sheraton big on China

SHERATON has plans to open 25 new hotels with year, with 16 of these properties located in China.

Starwood Hotels and Resorts said that Sheraton would lead its future global expansion, currently representing 30% of its total global development pipeline.

China is now Starwood's second biggest market after Nth America.

Princess sale away

PRINCESS Cruises is offering \$50 onboard credits on a range of NZ cruises, as part of a three day sale which finishes tonight at midnight.

The bonus is available on nine cruises sailing from Sydney, Brisbane and Melbourne in late 2011 and early 2012.

C&K Small Groups

COX and Kings has today launched a collection of 18 new 'Small Group Journeys,' with the range including several new destinations such as Brazil, the Balkans and Mongolia.

There are also more Turkey, Egypt and India itineraries, with C&K Business Head Antony Giblin saying the move is a response to the "runaway success" of the original suite of brochured tours and strong demand for more intimate holidays - 1300 836 764.

LH back to Tokyo

LUFTHANSA yesterday resumed flights to Tokyo, with daily A340 services operating from both Frankfurt and Munich, via Seoul.

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National Sales Manager - Government

Mantra Group, own and operate a number of unique resort brands including Peppers, Mantra and Breakfree. We are looking for a full time **National Sales Manager – Government** to join our dynamic Sales Team.

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- Represent Mantra Group at National, state and local Trade events.
- Provide weekly/monthly sales analysis and reports within nominated time frames.
- Understand the key revenue drivers for assigned properties and undertake sales call of regional accounts as required maximising the revenue outcome for listed regional properties, all sales calls must be undertaken within a defined sales territory.

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- Previous experience within a similar role
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- Excellent organisation and communication skills

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EXPRESS Ticketing Sydney and Emirates recently hosted an Auckland Weekend Getaway for members of the 1Independence group, who experienced the Emirates A380 as well as enjoying the sights, sounds and tastes of Auckland.

Pictured above at check-in are, from left: Mohammad Nasiry,

Express Ticketing; Ghada Assad, Travel 2000; Helen Nguyen, Your Holidays; Kire Filipovski, Millennium Travel; Karina Hill, Express Ticketing; Dilek Uner, Trans Turk Travel; Lincoln Bache, Emirates; Maria Anissa, Tadors Travel; Wafik Gobran, Twin Wings Travel; and in front, Renzo Savaloro, Freedom Travel.

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Please send your covering letter and resume by 1 April 2011 through to careers@aotgroup.com.au

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WIN A TRIP FOR TWO TO TAHITI

GET A BUNGALOW



Michelle Kelly of Travel Counsellors sent in the following entry:
Title: Meridian Magnetism
Tagline: They felt the Tahitian Heat from Sunrise to Sunset

Tahiti Travel Connection & Travel Daily are giving travel consultant readers the chance to win a trip of a lifetime to Tahiti & Bora Bora! On this 7 night trip you will be staying at the gorgeous and newly-renovated Le Meridien resorts.

To enter, you need to come up with a title and tag line for this imaginary Tahiti-based romance novel. Keep it short and snappy (see our example above) and the most creative entry will win this dream holiday.

Email your entries to: tahiticomp@traveldaily.com.au

[Click here for competition terms & conditions.](#)



New family campervan

BRITZ has announced the addition of the new Maverick to its fleet, targeting the Australian family and couple market.

The four berth vehicle (below) will be rolled out to all branches from 04 Apr, and is claimed to offer unique features such as a permanent built-in bed at the rear, a "spacious bathroom," and a kitchen with a 90 litre fridge.

See britz.com.au.



Beverly Hills guarantee

THE Dorchester Collection is offering guaranteed early check-in at the iconic Beverly Hills Hotel and Bungalows in Los Angeles to accommodate inbound flight schedules from Australia.

The offer is valid for all room types and rates booked at the hotel - more details at www.dorchestercollection.com.

Tiger returns to ROK

TIGER Airways will next Tue reinstate flights from Melbourne to Rockhampton as part of its new season schedule.

Tiger's ROK services were suspended in Jan after the airport was closed during the Qld floods.

Advertising and Marketing: Lisa Maroun (Manager), Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
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**CORPORATE TRAVEL GROUPS – TEMP ROLE.
SYDNEY CBD - EXCELLENT HOURLY RATE + SUPER**

Our client needs a specialized Groups Coordinator to step in and assist with several large group movements over the next several weeks. Servicing the Groups Team, this is a demanding and fast paced role. Your expertise in Groups, Sabre and Excel combined with your friendly and personable nature and ability to handle pressure will make you stand out from the rest. Temp role starts ASAP. Don't miss out on this amazing opportunity to shine.

GO WITH THE FLOW!

**CORPORATE TRAVEL TEMP
SYDNEY CBD – HOURLY RATE EQUATES TO \$52k+**

Want to earn a top salary, but not ready to commit to a permanent role? Then Temping is your solution. You can choose where and when you work, whilst earning top hourly rates. This boutique corporate travel office offers a good mix of domestic & international bookings, changes and ticketing. Your proficiency using Galileo and ability to multitask and remain cool under pressure are just some of your stand out strengths you will require. Register now for immediate result.

ACCELERATE YOUR CAREER

RETAIL TEAM LEADER

MELBOURNE (SOUTH) – SALARY PACKAGES UP TO \$55K

Are you a senior consultant looking to take the next step in your career? This boutique independently owned travel agency is seeking a competent consultant that enjoys working in a small team. You will report to the Owner of the agency, however will be given the daily responsibilities of the office. Monday to Friday business hours only are on offer together with an already established client base.

TAKE POLL POSITION

RESERVATIONS SUPERVISOR

MELBOURNE (SOUTH) - SALARY PACKAGE UP TO \$65K

Are you currently managing a team or consultants in a sales focused environment however looking for a new and exciting company to join? Our client is the largest wholesale company in Melbourne and they are currently taking applications for their reservations team. You will be responsible for supervising and motivating the team, together with assisting with reservation enquiries. Great salary!

HIT THE LEAD WITH THIS 1ST CLASS ROLE

CORPORATE TRAVEL CONSULTANTS X 5

PERTH (INNER & SOUTH) – SALARY PACKAGE UP TO \$60K

Perth is busy busy busy with corporate travel roles and we have the role that will suit you specifically! Whether you are searching for a city based role or suburban, commission structure or set salary, largest global company or boutique independent, we will surely have it covered. AA Appointments only work with reputable and well recognised companies so no need to worry about your career path, we will do it for you!

POP THE CHAMPAGNE & TAKE THE PODIUM

WHOLESALE CONSULTANT & BACK OFFICE SUPPORT

MELBOURNE (EAST) – SALARY PACKAGE TO \$50K

luxury tailor-made wholesale travel company is seeking 2 professional consultants with strong travel consulting experience & solid international travel knowledge to destinations such as Africa, South America, Bhutan, China, Japan, India & Russia just to name a few. 1 tour sales role available, 1 back office support role available. Monday to Friday hours only. Experience essential.

LIVE THE HIGH LIFE - 6 WKS ANNUAL LEAVE!

PREMIUM LEISURE CONSULTANT

BRISBANE INNER SUBURBS – up to \$60K PKG

Looking to join an agency where you can focus on high end leisure arrangements? Well this job will take your breath away. The perfect mix of a fabulous location, fun team, big spending clientele, educationals and a strong set salary are all on offer with this superb role. Plus enjoy up to 6 weeks leave a year! Min 2 years international consulting experience required. Don't miss out on the rare chance to join this highly successful office and ride to the top.

PLAY THE FIELD!

CORPORATE TRAVEL TEMPS x 4

BRISBANE CBD – TOP HOURLY RATE

Here is your chance to try out corporate travel role before committing to full time employment. Based in CBD you will enjoy Mon – Fri hours along with earning a top hourly rate and enjoy a weekly pay cheque. All you need is to have min 12 months travel industry experience, strong GALILEO skills and exceptional customer service skills. There is the possibility of these positions turning into permanent roles. Don't delay as this golden opportunity won't last!