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# Travel Daily

First with the news

Friday 14th October 2011

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## Industry urges tax axeing

**AIR** New Zealand ceo Rob Fyfe has urged the Australian govt to scrap its departure tax on trans-Tasman routes, as a way of further stimulating travel demand between Australia and NZ.

In a keynote address at the IATA Symposium in Singapore this week, Fyfe said the proposal was estimated as lifting traffic by 13% or 327,000 passengers annually.

"Surely the potential spend by these extra visitors would be worth much more to the Australian economy than the tax income collected," Fyfe said.

His stand against the tax mirrors comments made yesterday at the Tourism Australia *Directions* conference by World Travel & Tourism Council ceo David Scowsill.

Scowsill (see p6) slammed Australia's carbon tax, saying airlines will have no choice but to pass the extra costs onto travellers "and it will dampen demand".

### TA, STOs to partner

**TOURISM** Australia is set to pursue "even closer cooperation" with state tourism organisations in the coming year, to create a more focused message about Australia in overseas markets.

TA chair Geoff Dixon flagged the move yesterday, saying that in most countries people aren't even aware of the different states so for example it makes more sense to promote "Australia's Great Barrier Reef" or "Australia's Uluru" rather than basing promotion around particular states and territories.

### Bunnik Wolgan winner

**CONGRATULATIONS** to Carolyn Burgmann from TravelManagers, who was the lucky winner of last month's **TD** competition.

She's off to enjoy a fabulous luxury weekend for two at Wolgan Valley Resort & Spa courtesy of Bunnik Tours.

### Seven pages of news

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

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## Peregrine to America

**PEREGRINE** Adventures has launched a North America touring program that highlights National Parks in the USA, Canada and Alaska, after "a number of years" on the drawing board.

For its first ever program, the adventure tour operator has lined up 20 trips - a mix of camping, lodging and hotel-based itineraries that take in hiking, 4x4 drives, horse-riding and cycling.

Options include a seven-day Canyons & Indians trip and a 10-day Canadian Rockies tour.

Recently rival G Adventures said it would begin US trips too (28 Sep).

## DJ adds seats in WA

**VIRGIN** Australia has announced it will add an extra 1000 seats between Perth and Port Headland and Karatha in WA, effective 21 Nov to Mar 2012.

DJ will operate three additional weekly services to Port Headland and two services to Karatha.

## 92,000 tourism jobs needed

**THE** Australian tourism industry has no hope of reaching its potential without major changes to employment rules, because of a huge shortfall in the required labour force.

Speaking at yesterday's Tourism Australia *Directions* conference, Luxury Lodges of Australia chair James Baillie urged the govt to create a "guest worker" scheme under which staff could be brought in from abroad on special visas tied to particular employers.

He also suggested that some of the shortfall could be addressed by extensions to the Working Holiday visa scheme, allowing wider eligibility and longer stays.

The call came on the same day that the government released a comprehensive report on tourism jobs, which Tourism Minister Martin Ferguson says indicates "clearly more work needs to be done" to lure and retain skilled

workers for the industry.

The *Australian Tourism Labour Force Report* - a key milestone for the National Long-Term Tourism Strategy - determined there's an estimated 35,800 tourism vacancies across the country, and by 2015 a further 56,000 people will be required to fill vacancies.

Of that figure 26,000 positions require skilled workers.

Over 1,800 businesses responded to the survey, identifying the most prominent labour force pressures as: recruitment difficulties (57%), skills deficiencies (50%) and retention difficulties (46%).

Ferguson said the report offers ways the industry can overcome labour and skills issues, such as incl "structured career pathways, improved accessibility to training & better integration of indigenous, mature age and foreign workers."

Read the detailed Deloitte Access Economics report at [bit.ly/ATLFR](http://bit.ly/ATLFR).

## Travel Corp to Brazil

**THE** Travel Corporation's ceo Brett Tollman has announced the firm will establish a sales office in Sao Paulo, Brazil next year, initially representing Trafalgar, Contiki, Uniworld, Red Carnation and Insight Vacations.

At yesterday's Tourism Australia *Directions* conference Tollman also revealed that the company was seeing very soft demand from US and UK consumers.



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## Virgin Australia trans-Pacific loads soar

VA AUSTRALIA's flights to and from the United States are flying fuller than any of its trans-Pacific rivals, the latest govt data shows.

According to the Bureau of Infrastructure, Transport and Regional Economies statistics for the month of Jul, Virgin Australia's long-haul int'l aircraft had a seat utilisation of 84.9% outbound, while it's inbound services were approaching full capacity, with loads of 96.1%.

Of VA's competitors offering nonstop services to the US mainland the next closest was Qantas (which also operates to Honolulu), with outbound flights at 83.5% full and inbound at 93.2%.

Delta Air Line's flights departed with a seat factor of 79.9% and returned with 89.8%, while United Airlines seat utilisation was 77.8% & 90.8% respectively.

As far as Hawaii is concerned, Hawaiian Airlines had loads of 90.1% outbound and a whopping 96.6% inbound, leaving Jetstar in its wake on 79.3% and 83.4%.

HA's outbound load factor was also the highest of all int'l airlines out of Australia in Jul.

Etihad's flights from Abu Dhabi offered the least likely option for pax to stretch out during the month, with its inbound flights operating at an 97.2% seat factor, no doubt to the carrier's delight.

## Sun Island holds rates

SUN Island Tours is offering agents booking Greece land only content (not cruise) for travel in 2012 this year's prices, when paid in full before 31 Oct 2011.

## Enderby expedition

BEYOND Travel has launched a new 15-day expedition cruise travelling the Bering Strait in north eastern Russia onboard *MS Spirit of Enderby*.

The small expedition ship departs on 25 Jul and 08 Aug 2012 and is priced from \$9,900ppts (flights to/from Nome, Alaska and landing fees are additional).

## TCF termination

THE Travel Compensation Fund today reported its second non-voluntary termination this week due to claims being received, this time against the agent trading as Frankston Travel (Jetset Frankston) in Vic (ABN:65 006 561 851).

## Skywest traffic slips

PERTH-based Skywest Airlines has reported an 8.62% drop in passengers carried in Sep, falling 3,000 year on year.

Revenue passenger kilometres and available seat kilometres also dropped 2.74% and 5.79% respectively.

Skywest's charter services have jumped by more than 20%, up 50 flights to 292.



## Window Seat

AN environmental group is urging the installation of portaloos on Mount Everest in Nepal, to help address a growing tide of pollution on the roof of the world.

The Eco Himal group says that while many climbers bring expedition toilet cans, their Sherpa porters are generally forced to use the great outdoors when nature calls.

The environmentalists say that more than 13 tonnes of garbage - including 400kg of human waste and four bodies - had been collected in cleanups over the last three years.

Because of the high altitude and extreme cold, waste takes decades to decompose.

SINGAPORE shoppers are set to enjoy a more pleasant experience, after a group of retailers on the iconic Orchard Road strip announced plans to deploy trained hawks to scare off other birds.

According to the *Straits Times*, the city's Jurong Bird Park is part of discussions about using some of its resident birds of prey to frighten off up to 5000 Indian Mynahs and starlings which roost along the street each night - making a raucous racket and pooping on passers-by.

Poisoning the birds has been rejected on the grounds of cruelty, while an attempt to get rid of them using ultrasonic noise has also failed.

"We want the pleasant shopping experience to return to Orchard Road," said a spokesman.

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## AW \$129 SYD/AKL fare

**BREAKAWAY** Travel Club is offering a one-off last minute fare with Air New Zealand between Sydney and Auckland on 17 Oct, priced at \$129 all-inclusive.

The specific flight is NZ102 and departs Sydney at 10:00am next Mon, and arrives at 15:00pm.

The deal, which is in conjunction with Adventure World, is also available to travel companions.

See [www.travelclub.com.au](http://www.travelclub.com.au).

## DJ gets 3rd ATR prop

**SKYWEST** Airlines has taken delivery of the third ATR72-500 turboprop for domestic operation on behalf of Virgin Australia as part of its regional alliance.

Chairman Jeff Chatfield yesterday said the latest aircraft will enable Skywest to "further develop our operations with Virgin Australia."

## BA boosts MIA & JFK

**BRITISH** Airways will increase its services to Miami to thrice daily and to New York JFK up to eight daily from its London Heathrow hub, effective 25 Mar 2012, according to agent GDSs.

## Viking Russian names

**VIKING** River Cruises will rename its four Russian ships to celebrate the fleets refurbishment that will be complete by 2012.

The ships will be known as *Viking Rurikm*, *Viking Helgi*, *Viking Ingvar* and *Viking Truvor*.

## HotelClub shifts to Orbitz platform

**ONLINE** accommodation specialist HotelClub is hoping for double-digit growth after today finalising its switch to the global software platform operated by its owner, Orbitz Worldwide.

Hotelclub President Jeremy Bellinghausen told **TD** that when the company's ebookers sister operation in Europe started using the new system it saw a significant increase in bookings.

He said the improved website included a host of features such as better search results, virtual tours, an easier booking process and the ability to search for hotels by map view.

HotelClub is the last of the Orbitz family of brands to move onto the new platform, and the move will also see the top tier of the company's loyalty program able to instantly redeem 7% of the value of any booking on their future accommodation needs.

Bellinghausen said shifting onto

a single technology platform would also allow Orbitz to significantly improve the overall site experience for customers, "while vastly reducing the time required to test and deploy enhancements across all sites".

The upgrade saw ebookers in the UK and Europe deliver 31% growth in hotel room nights and 49% net revenue growth during the second quarter of 2011.

## Trafalgar locks in 2600

**TRAFALGAR** has bedded down more than 2,600 of its 2012 Europe & UK itineraries (including over 500 definite departures for the tour operator's Italy program) following a "huge surge" in early booking demand.

"We are providing both agents & clients alike with the confidence that their holiday is a definite departure," managing director Matthew Cameron-Smith said.

 **Supplier Updates**

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

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## Etihad engine upgrade

**ETIHAD** Airways will spend the next two years upgrading Trent 700 engines on 15 of its Airbus A330s, delivered prior to 2010, with enhanced performance kits.

## SATC guide content

**THE** South Australian Tourism Commission is helping to put together 11 Regional Visitor Guides for the State.

Local tour operators are invited to participate in the scheme and its 2012 Shorts program as well.

Interested parties should call Sue Hoffman on 08 8379 9522.

## Mercer St debut deal

**RADISSON** Edwardian Hotels in London have an opening special at The Mercer Street Hotel priced at £195 + VAT per night for a Double Superior room for stays until 19 Dec - for bookings email Sarah at [whittys@radisson.com](mailto:whittys@radisson.com).

## HA/ANA codesharing

**HAWAIIAN** Airlines and Air Nippon Airways are seeking rights to engage in reciprocal codeshare operations on select routes.

HA wants to place its code on ANA flights from Tokyo Haneda to Hiroshima, Kagoshima, Oita, Osaka, Okinawa, Sapporo, Fukuoka and Honolulu, in return for NH's code on Hawaiian's Honolulu to Kona, Hilo, Kahului and Lihue services.

The carriers plan to commence the codesharing from 30 Oct.

## Outback show rehash

**THE** Australian Outback Spectacular on the Gold Coast is to replace its 'Heroes of the Light Horse' show with a new 'Spirit of the Horse' performance in Dec.

The new show celebrates the "courageous spirit" of the Australian thoroughbred and honours the legend of Phar Lap.

## Real Gap sport options

**REAL** Gap Experience has tours for young school leavers including a Costa Rica Turtle & Surf trip priced from \$1,469pp, or a Martial Arts Academy in China program, which starts at \$1,679pp - [www.realgap.com.au](http://www.realgap.com.au).

## CCC party discounts

**CAPTAIN** Cook Cruises has Christmas Party specials on offer for groups of six or more people, for cruises from 01 Nov to 24 Dec.

The two-course Top Deck Lunch cruise from Mon to Fri is now \$55pp (normally \$77pp) and the three-course Top Deck Lunch cruise between Mon and Sun is available priced from \$99.

## Mauritius hotel fire

**THIS** week's Mauritian hotel fire (**TD** yesterday) occurred at the Grand Mauritian Resort & Spa in Turtle Bay, not the Le Meridien Grand Mauritian.

No guests or staff were injured in the incident, and were relocated to the hotel's sister property Le Meridien Ile Maurice.

## New GBTA taskforce

**THE** Global Business Travel Assoc. has appointed Linda McNairy, vp Strategic Partner Management, StarCite, to head up its newly created meetings taskforce.

The party will focus on offering best tools, resources & education, with its main goal to "have a global impact on everyone involved in meetings management", Michael McCormick, exec. director said.

## AOT Stars see the Red Centre



**THE** AOT Groups held its annual 'Stars' event last weekend inviting their 20 top performing staff from all areas of the business on a trip to the Red Centre.

AOT Group owners Andrew and Cinzia Burnes and Sunlover Holidays GM Leanne Chard congratulated the group for their efforts over the last 12 months.

While on the all expenses paid trip the staff members experienced APT accommodation at Voyages Sails in the Desert and a night under the stars at the Tali Wiru dinner, which is available to consumers from mid-2012.

**Pictured** are the AOT top selling staff enjoying a glass of bubbly with Uluru in the background - back row from left are: Malcolm Muir, Jerome Rouston, Emily South, Daniel Budgeon, Mark

Ehlers, Andrew Burnes, Michael Broom, Barney Hamilton and Emma Stephens.

Front: Shannan Lawlor, Shelley Wilson, Belling Setiawan, Daria Nadalin, Cinzia Burnes, Irra Khin, Cheryl Ahyick-Wong, Christa Moore, Sandy Huntley, Lana Larkins, Leanne Chard and Andrea Woods.

## RJ Euro bargain fares

**ROYAL** Jordanian has released sale fares from five Australian hubs to Europe with prices to Paris (ex SYD) starting from \$1821 in Economy class.

Fares are also available to 17 other European cities, including London, Amsterdam and Athens.

The deal is valid for sales until 30 Nov and travel from 25 Dec to 30 Jun and 16 Aug to 30 Nov.



### Reservations and Ticketing Agent (Part Time Mon-Fri, minimum 20hrs each week) Melbourne, city location

Philippine Airlines' GSA, has a vacancy for a well experienced and enthusiastic consultant at its centrally located office in Melbourne. Candidates should have 5 years international consulting experience with a travel agent or airline, strong GDS and fare skills, be well presented and demonstrate excellent customer service. Applicants must have the right to live and work in Australia.

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# Tourism Australia set for luxury push

THE next phase of the *There's Nothing Like Australia* promotion will specifically target high yield travellers, in particular from Asia.

Tourism Australia chairman Geoff Dixon confirmed the evolution of the campaign at yesterday's *Directions* conference in Canberra - along with a call for Australia to recognise its outstanding tourism assets.

He said too often the industry was focused on negative aspects, talking down the situation, while "the truth is we have some of the world's best tourism offerings".

With more than \$1.5 billion invested in developments such as Sydney's Star City plus the Crown and Burswood integrated resorts - not to mention the proliferation

of luxury lodge product - Australia has so much to offer to the high end traveller, Dixon said.

MEANWHILE the conference also heard a succession of speakers including Foreign Minister Kevin Rudd and former Ambassador to China, Geoff Raby, emphasising the stunning growth of China and its tourism potential for Australia.

Phil Ruthven from consulting group IBISWorld predicted that China will consistently be the top source of visitors to Australia in less than four years, and suggested that with the growing middle class in emerging economies such as China and India, 20 million inbound visitors is a realistic target by 2025.

TD took these exclusive photos at the conference, with lots more online at [traveldaily.com.au](http://traveldaily.com.au) and at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).



ABOVE: David Scowsill, ceo of the World Travel & Tourism Council; Tourism Australia md Andrew McEvoy; and president and ceo of The Travel Corporation, Brett Tollman.

## 457 visas explained

THE Department of Immigration and Citizenship (DIAC) is set to offer information sessions for tourism operators around the country before the end of the year, as part of an ongoing move to explain the use of 457 visas.

DIAC is in the process of producing a guide to the special program for the Tourism Industry outlining how operators can comply with the requirements and utilise overseas workers to fill positions in skilled occupations.

Feedback on the program to [457policy@immi.gov.au](mailto:457policy@immi.gov.au) by 28 Oct.

## Open skies - but not over the Pacific

THE new bilateral agreement between Australia and Japan (TD 04 Oct) includes significant rights for carriers from both countries to fly on to other destinations - but doesn't incorporate the route between Australia and the USA.

In an update on aviation policy at yesterday's *Directions* conference, Transport Dept secretary Mike Mrdak said the new Japan pact was an example of the ongoing liberalisation of Australian skies.

However as per its Aviation White Paper, the govt continues to believe that the trans-Pacific route is "one of the few valuable rights we have available to trade," signalling a continuation of the existing stance which puts the kybosh on Singapore Airlines' long-cherished Pacific aspirations.

RIGHT: Nell Anderson from Tourism Australia with Bill Wright of ID Australia.



BELOW: Rodger Powell from Tourism Accommodation Australia with Simon Westaway and Leo Seaton, Tourism Australia.



ABOVE: Tourism Victoria's Leigh Harry with Dianne Smith, Victorian Tourism Industry Council.

BELOW: ATEC communications head Julie Smith with Assistant Tourism Minister Nick Sherry.



LEFT: Doc Reynolds from the Western Australian Indigenous Tourism Operators Council with Carole Reid from Great Ocean Road.



# G that's some fancy costumes



**G ADVENTURES** held a movie characters themed event during its annual G Stock global staff conference in Toronto recently. 300 staff from around the world flew to G Adventures HQ to learn about the adventure company's new branding, brochures and upcoming projects during the three-day event, which was held

outside Toronto at Niagara Falls. **Pictured** here are The Outpost team comprised of (from left): Shailey Hewlett, reservations; Natalie Whiston, marketing mgr; Melinda Baxter, office mgr; Belinda Ward, sales mgr; Julia Morgan, WA road warrior; Pete Rawley, general mgr & Melissa Thurman, partnerships mgr.

## Thai flood situation

**FLOODING** in parts of Thailand is resulting in "some impact" on the country's tourism industry, but most key tourist spots and attractions are unaffected, says the Tourism Authority of Thailand.

The TAT says flooding is worst in the provinces of central Thailand and a few locations in the North and Northeast.

Access to Chiang Mai, Chian Rai and Sukhothai in Thailand's north is best reached by air due to road and railway closures.

"All provinces in southern Thailand are experiencing normal weather conditions for this time of year," the TAT stated.

## Aeroflot GDS deal

**TRAVELPORT** has signed a five-year deal with Aeroflot - Russian Airlines that enables Galileo and Worldspan-connected agents to access the carrier's full content, including fares and inventory.

## Tokoriki wedding deal

**TOKORIKI** Island Resort in Fiji is offering a free Kavuni Wedding package to guests booking six nights in a Deluxe Beach Bure or Sunset Pool Villa, for travel from 15 Jan-31 Mar, on sale til 31 Mar.

## Voyager Consulting

**VOYAGER** Travel Management has set up a new service that allows non-Voyager corporate companies to benefit from its exclusive management tools.

Called 'Voyager Consulting' the service offers clients the chance "to benefit from the strategic insight, advanced diagnostic abilities and supplier negotiation services we provide our current clients with as part of our standard service package", Richard Saava ceo said.

Clients will also have access to a new software app, ProcureApp, that saves them up to 20% in procurement costs.

## Airlines PNG crash

**AIRLINES PNG** has confirmed one of its Dash 8 aircraft crashed in Papua New Guinea yesterday near Madang, which was carrying 32 pax and crew, of which 28 are reported to have been killed.

According to the Airlines PNG website, the carrier has grounded its fleet of 12 Dash 8 aircraft until further notice.

It also said it "fully supports the action of local authorities at Lae who have quarantined aviation fuel at Lae airport from where the aircraft originated."

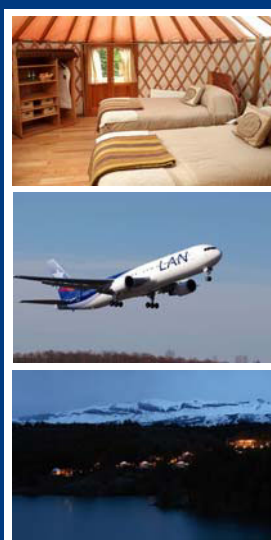
## Hotel Bel-Air opening

**DORCHESTER** Collection will re-open the doors for guests to the Hotel Bel-Air today in Los Angeles after 24-months of extensive renovations and three months later than initially expected.

A preview room rate of US\$595 is available for stays to 29 Dec.

## WIN A HOLIDAY FOR TWO TO CHILE

Throughout October, **Travel Daily** is giving subscribers the chance to win a fabulous Chile holiday package valued at almost \$10,000, courtesy of **Turismo Chile, LAN, Latitud 90 and Patagonia Camp.**



The prize includes:

- ◆ Return Economy Class fares on LAN to Santiago ex Sydney plus domestic flights Santiago/Punta Arenas/Santiago
- ◆ Transfers in/out from Punta Arenas & Santiago Airport
- ◆ Three (3) nights' accommodation in a Luxury Yurts with views To The Paine Massif at Patagonia Camp - Torres Del Paine
- ◆ Entries and full day guided excursions to Torres del Paine National Park
- ◆ One (1) nights' accommodation at La Casona at Matetic Vineyards
- ◆ Breakfast and dinner daily
- ◆ Wine tour and tasting

Every day **Travel Daily** will ask a different Chile-related question – just read the issue and email us your answer. There will be twenty questions in total.

At the end of the month the subscriber with the most correct entries and the most creative response to the final competition question will win this fantastic Chile holiday.



**Q.9: One of the Patagonia Camp Experiences is to enjoy a delicious Patagonian barbecue of slow-roasted Magallanic lamb. How is the barbecue dining area called?**

Email your answer to: [chilecomp@traveldaily.com.au](mailto:chilecomp@traveldaily.com.au)

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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](mailto:info@traveldaily.com.au)

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### **IT'S BACK TO SCHOOL TIME!!!**

**CORPORATE TRAVEL CONSULTANT – ACADEMIC CLIENT  
SYDNEY (CBD) – SALARY PACKAGE \$55K+**

Our client is a leading TMC specialising in Academic Travel servicing universities, schools, colleges and educational institutions across Australia. From study tours, lecture groups, research trips & much more, you will be booking everything from domestic to complex international itineraries. If you are ready for something different, make the smart choice & join the TMC who offer a generous salary package plus ongoing training, career progression & a work/ life balance.

### **YOUR CHANCE TO SHINE**

**LEISURE TRAVEL CONSULTANT**

**ADELAIDE – SALARY PACKAGE TO \$45K + BONUSES**

Tired of the office politics & stressful working environment? This boutique travel company is seeking a self motivated leisure consultant that is capable of coordinating both individual & group travel requests. Although this is not a pressured sales environment, you will be capable of converting enquiry. To be successful you must possess a minimum 12 months retail travel consulting experience. Sabre skills highly desirable.

### **JOIN THE MARKET LEADERS**

**CORPORATE CONSULTANTS**

**PERTH (CITY) – SALARY PACKAGE TO \$70K (OTE)**

This global TMC has seen growth like no other & as a result, require numerous travel consultants to join a number of corporate teams. With more career advancement opportunities than most other organisations, you will not only have the opportunity to grow, you will earn the highest salaries in the corporate travel business! A motivated approach is a prerequisite with this company!

### **GIVE FRONT LINE SALES THE FLICK**

**CUSTOMER SERVICE CONSULTANT**

**MELB (INNER) – SALARY PACKAGE TO \$45K + BONUSES**

Looking for a larger organisation to work for without the front line sales aspect? Join this outstanding company in a customer service capacity where you will be responsible for assisting clients over the phone with regards to airfare queries & website support while processing changes, reissues & ticketing requirements. This role requires flexibility with shifts & previous knowledge of Galileo... Apply NOW!

### **CHALLENGE YOURSELF FURTHER**

**RETAIL TRAVEL CONSULTANT**

**MELBOURNE (CBD) – SALARY PACKAGE TO \$50K + COMM**

This highly successful city based retail travel company has seen enormous growth past few years & in turn, requires a competent travel consultant to further advance their growth. With leisure and business travel requests, you will be thrilled with the professional working environment, not to mention the great salary package on offer. Galileo & Crosscheck skills highly regarded however not essential. Mon to Fri hours only!

### **SHIP TO SHORE**

**SPECIALIST CRUISE CONSULTANT X 2**

**NSW (ROSE BAY & TURRAMURRA) – SALARY PKG TO \$55K+**

Tired of having to know everything about everything? Why not specialise in one of the few booming areas of the travel industry? Cruise is hugely popular & is amongst the highest yielding products in the industry. As a cruise specialist you will book cruise holidays across the globe along with all the pre & post add ons. Excellent training & career progression, an outstanding salary package & unlimited incentives await...

### **UNTRACKED POWDER IS WAITING FOR YOU!**

**INTERNATIONAL SKI TRAVEL SPECIALIST X 2**

**BRISBANE (CBD & NTH WEST) – SALARY PKG TO \$45K+ INC**

Do you feel your current career snowballing? Have a love of travel & a devotion to ski? Want to work for avid skiers & a fun loving team that share the passion? Time to set your career on the right course with this avalanche role! Here you will receive a great base salary, commission incentives, famils to worldwide ski resorts. You will need to have min. 2 yrs recent industry experience, strong knowledge of international & domestic ski resorts, a love of skiing (obviously!) & be proficient in Galileo. Don't miss this uniaue & excitina oppoortunitv!

### **MAKE THE "A" GRADE**

**VIP RETAIL TRAVEL CONSULTANT**

**OLD (GOLD COAST) – SALARY PACKAGE TO \$45K + BONUS**

Are you a talented retail consultant looking for the opportunity to combine your outstanding customer service & sales skills? Want to work for a well established agency with affluent clientele? This is a nationally recognised, boutique style agency, situated on the Gold Coast. Here you will look after mature clientele with their varied, high end itineraries. You will get to know your clients well, where they will keep coming back for your great service & superior knowledge. You must have min. 2vrs experience & be well travelled.



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