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Travel Daily

First with the news

Monday 19th March 2012

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Retro Syd CBD hotels

A NEW initiative to transform some of Sydney's historic CBD govt-owned buildings into hotels has been heralded as "an outside of the square solution" to solve the city's accommodation woes by Tourism Industry Council NSW.

The plan calls for structures such as the Department of Planning Building on Bridge Street and the Lands Building near Hyde Park to be converted into new boutique hotels to address a lack of accom stock affecting the NSW capital.

Intrepid family brox

INTREPID Travel has launched a Worldwide Family Adventures brochure featuring 30 trips to locations such as Africa, Borneo, Italy, Thailand, Vietnam, Turkey & Cuba - other brochures on pg 5.

NTIA nominations for 2012

GET ready to vote - AFTA has today released the final list of nominees for the industry's night of nights - the National Travel Industry Awards.

Voting commences this Wed, with a huge response expected and a "strong set of contenders in all 30 categories," according to AFTA's Melinda Brown.

The voting period will continue until 5pm AEST on Fri 27 Apr, and as in previous years there are two voting forms - one for travel agents to use when voting for suppliers, and the other for industry suppliers voting in the various travel agency categories. Participants may vote for up to five nominees in each category.

Brown said there had been strong interest in the new Best Travel Agent Technology Innovation and Best Business Events Travel Agency categories.

She said tickets for the gala dinner on Sat 21 Jul were also already selling very quickly.

The voting forms will be live at www.afta.com.au from 9am Wed. See pages seven and eight of TD today for the full nominee list.

Behind the QF scenes

QANTAS is aiming to capture the spirit and passion of its people through the development of six 'Behind the Scenes' videos that showcase staff from across various parts of the QF business.

The four minute unscripted clips capture the words of team members including Flight Operations (pilots), Cabin Crew, Engineering, Ground Operations, QantasLink and QCatering.

Click on the TDTV logo  to view or see traveldaily.com.au/videos.

Etihad cruise alliance

MEMBERS of Etihad Airways' loyalty program Etihad Guest will earn miles when booking sailings on Crystal Cruises, Seabourn, Oceania Cruises, Holland America and Windstar through Century Travel, under a new deal.

Business travel pick up

BUSINESS Class travel to developing countries is on the rise, according to new data from FCm Travel Solutions.

While corporate travel generally remains high, airlines operating to emerging nations in the Asian, Indian, Latin American and African regions are seeing an increased demand for Business-Class seats to satisfy increasingly buoyant corporate markets, the travel company reported today.

Six pages of news

Travel Daily today has six pages of news and photos, two pages of National Travel Industry Award nominees plus full pages from: (click)

- AA Appointments
- inPlace Recruitment jobs

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Voyager scores Coles

CORPORATE travel specialist Voyager Travel has been chosen by grocery store chain Coles to manage its travel arrangements. The deal, which is separate from a deal between Coles owner Wesfarmers with Corporate Travel Management (TD 12 Mar), comes after Coles conducted its own corporate travel tender.

The Voyager/Coles travel deal will go live from 01 Apr, the firm's ceo Richard Savva told **TD**.

Princess axes 2 sailings

A **PROPULSION** motor problem on *Caribbean Princess* has caused Princess Cruises to abandon two voyages of the 3,080-pax ship.

The choice to abort the 18 & 25 Mar sailing from San Juan in the Caribbean was "not a decision we take lightly" the cruise line said.

Affected pax are being offered full refunds and a 25% discount on a future sailing, as well as compensation for cancellation of airfares, pre and post cruise accom and transfers, booked in conjunction with the cut cruises.

Job seekers getting social

TRAVEL industry job seekers are keeping close tabs on prospective employers until a favoured role becomes available, according to inPlace Recruitment business manager Ben Carnegie.

In a travel job market update, the inPlace exec said he believes the biggest shift in recent months coincides with a fall in personnel numbers looking for a new jobs.

"With increased access to job alerts & the continued evolution of social media, more people are taking a passive approach to their job search, waiting for job alerts

to arrive in their inbox and following companies of interest rather than trawling the job boards daily," Carnegie said.

He highlighted that bricks-&-mortar agencies are struggling to find staff saying: "It is getting harder to find experienced consultants to satisfy job demand in the retail travel market anywhere around the country."

Carnegie said demand is high for corporate travel roles, and due to a lack of candidate experience, salaries are becoming "inflated" in a bid to lure the best.

Carnegie said job "hot spots" are from Online Travel Agencies and Travel Technology firms, in particular analytical roles, while marketing and product related opportunities are "steady".

Emirates St Pat's fare

EMIRATES has rolled out special fares from Australia to Dublin to coincided with St Patrick's Day on Sat, with fares ex Melbourne & Perth priced from \$1,884.

Ex Sydney, fares start at \$1,903, or \$1,915 departing Brisbane.

Fares are valid for travel from 16 Aug to 30 Nov, when booked before 26 Mar - emirates.com/au.

QBT appointment

ROSS Appleton has been named as Regional Sales Manager ACT at QBT, a position which will see the business travel expert responsible for the corporate management of Whole of Australian Government business, effective 04 Apr.

Air NZ ATR fleet woes

CRACKS in the cockpit window of an ATR aircraft operated by Air New Zealand's subsidiary, Mount Cook Airline, saw the carrier axe about 60 services yesterday.

The travel plans of around 3,000 passengers were thrown into disarray over the weekend, and a further 2,000 today as the carrier inspected its fleet of 11 ATR-500s for similar window faults.

Mount Cook Airline says it will operate approx 2/3 of its normal seat capacity today, using three ATRs and other aircraft from the Air New Zealand fleet.

Two ATRs were given the green light to recommence today with three more aircraft expected to be reintroduced tomorrow and another two on Thu.

The carrier said it will service all its usual ports today bar Napier - which is still serviced by the regular Air Nelson flights.

Chat Tours winner

CONGRATS to Helen Hunter-Lee of Nationwide Travel who was the Fri winner in our week long Chat Tours mini-comp, winning a \$50 Myer Gift Card.

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Qld lands 5 Taiwanese charters

TOURISM Queensland chief exec Anthony Hayes says five new China Airlines charter flights from Taipei have the potential to attract up to 1,500 Taiwanese visitors to the state later this year.

Hayes announced on Fri that China Airlines (CI) would operate two charter services during the Taiwanese summer holiday period, with two to Cairns on 11 and 25 Jul and an extra three to Brisbane on 04 and 18 Jul and 01 Aug.

Up to 600 Taiwanese travellers will jet into Cairns, and 900 into Brisbane, with the state expecting many will extend their journey to other parts of the state.

The flights "will provide a fantastic boost for Queensland during what is usually a quieter period for many tourism operators," he said.

TQ is partnering with China Airlines, wholesalers and retail agents to offer Queensland holiday packages in Tropical North

Queensland, Brisbane and the Gold Coast to entice travellers from the market.

Ex-pat Taiwanese families and students will also be targeted by TQ to tempt relatives and friends to take advantage of the charters.

The carrier's vice pres. Taiwan Johnson Sun said the flights would further cement CI's "long-standing relationship with Queensland's tourism industry."

Hayes added the charter flights were an opportunity for the state to keep Queensland at the front of Taiwanese traveller's minds for when they make plans for their next overseas holiday also.

Rottnest long stays

HOLIDAY-MAKERS are among the targeted market expected to take advantage of an extension to the length of time visitors can spend on WA's Rottnest Island.

WA Tourism Minister Kim Hames said that for the first time ever, visitors will be able to book a unit over the winter months for longer than the current maximum of 28 days to 16 weeks, effective 08 Jun.

Further, visitors booking a stay of more than eight weeks will save 45% off the normal weekly rate.

Prices for a four-bedroom unit start at \$480 per week.

"Traditionally, Rottnest Island has an average occupancy rate of 38.5% during winter, which needs to be increased if we're going to improve tourism attractions on the island," Hames said.

Top travel sites poll

QANTAS was the most visited travel website in Dec 2011, with 2.13 million visitors to the portal during the month, Roy Morgan Research data has revealed.

The Australian-flag carrier had nearly half a million more visits than its rival Virgin Australia, which scored 1.68 million hits.

Jetstar received 1.59 million visits, while the survey specialists said online travel agents Webjet and Wotif had 1.37 million and 1.27 million respectively.

Stay & Play expansion

STAY and Play Rotorua Ltd has launched a new brand, Stay and Play - New Zealand Tourism Connections, expanding its New Zealand ops beyond Rotorua.

The push into a nationwide service sees the group promote four areas: The Rotorua Collection, Lakes Collection, Cruise Collection and the Adventure Collection, with staff located in Australia, Auckland, Tauranga & Rotorua.

A new portal will also launch in May at www.stayandplaynz.com.

Hangyang airport

CHINA is to begin construction of a new airport later this year in the city of Hangyang to serve the 30 million people in Central and Southern Hunan regions.

The airport will be built to cater for Airbus A320 and Boeing 737 aircraft, and is expected to be completed by 2013 at a cost of around \$100 million.



Window Seat

A NEW menu for space tourists has been devised by the UK's first astronaut, Helen Sharman, famed for visiting Russia's Mir space station in 1991.

The menu addresses special space needs such as needing extra radiation-fighting antioxidants as well as stronger flavours because of dulled in-orbit tastebuds.

Items include some of the strongest cheese ever made, a "Supersonic salad" made using crops which can be grown in space; and "Pot Roast a Pollo" - said to be a full Sunday roast dinner in a pot.

"Like the best works of science fiction, the menu includes wonderful flights of fancy but raises the key challenges facing chefs catering for travellers leaving earth's orbit," she said.

SOME naughty 11-year-olds trying out cigarettes have been blamed for burning down a major tourist attraction in eastern Slovakia last weekend.

Hundreds of firefighters were called to the 14th century Krasna Horka castle when it erupted into flames, with police investigating the boys for their "careless use of safety matches" when lighting up next to the castle walls.

Luckily, about 90% of the castle's historical collections were saved from the flames.

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S Rd 4 Winner
SUPER RUGBY

CONGRATULATIONS

Rosalie Tobias

from **BCD Travel**

Jamie is the top point scorer for Round 4 of *Travel Daily's* Super 15 Rugby industry footy tipping competition, and has won a complimentary pass for two people to Sydney Tower Eye, courtesy of **Merlin Entertainments Group**.



Major Prize Sponsors

1st Prize: 3-night holiday to New Zealand, courtesy of **Emirates & Novotel Hotels**



Family Africa safaris

THE Africa Safari Co. has introduced specialist African safari options in Tanzania aimed at families, in conjunction with the opening of new family suites at a number of game lodges.

Rate policies for families travelling together have also been modified to encourage parents to bring their children aged between six and 16 on safari, paying 50% of the applicable rate when sharing with their parents.

A range of activities are also available for kids, including lessons on identifying different species of animals, fishing and frogging safaris.

See www.africasafarico.com.au.

Expedia Thai TAAP

EXPEDIA has announced the launch of its Travel Agent Affiliate Program in Thailand, with other roll-outs expected in Hong Kong, Indonesia, the Philippines and Vietnam in coming months.

BNE arrivals up 8.2%

BRISBANE Airport has reported an 8.6% year on year growth in domestic traffic for the month of Feb (to 1.2m arrivals) and a 6.3% rise in international passengers (to 319,000) - a combined growth rate of 8.2% against Feb 2011.

Kangaroo Island campaign



THE South Australian Tourism Commission last night hosted a fabulous dinner of Kangaroo Island cuisine at Sydney's upmarket Boathouse eatery, as part of the official launch of its new Kangaroo Island focused tourism campaign.

The promotion "shows that we are serious about ensuring Kangaroo Island becomes known as one of Australia's top tourism icons," said SATC director of marketing, David O'Loughlin.

He said activity around the promotion which includes a new TV commercial (click on the **TDTV** logo to view) would run for at least 18 months, and would be supported by an extensive retail campaign.

Kangaroo Island is being touted for its natural surrounds, unique

wildlife experiences plus stunning cuisine and wine, targeting high yield travellers looking for a "sense of discovery and an escape from busy lives".

SA Tourism Minister Gail Gago said there is great potential to lift tourism to Kangaroo island by boosting interstate awareness.

Pictured above from left are Justin Harman, Kangaroo Island Pure; Nick Hannaford, Life Time Private Retreats; Hayley Baillie, Southern Ocean Lodge; Yale Norris, The Islander Winery; John Lark, Kangaroo Island Spirit; Craig Wickham, Exceptional Kangaroo Island; Julie Anne Briscoe, SeaLink Travel Group; David O'Loughlin, South Australian Tourism Commission; Andrew McEvoy, Tourism Australia md; and James Baillie, Southern Ocean Lodge.



Enjoy getting to know our business.

Virgin Australia is providing you with the opportunity to experience their recently launched Business Class, with discounted fares exclusive to travel agents. It's a rare chance to put yourself in your client's shoes and become accustomed to Virgin Australia's new benchmark in luxury, space and comfort. And with exclusive benefits both on the ground and in the air, your time in Business Class is bound to be one you'll always talk about.

This offer has been extended. Bookings are available from now until 6 April 2012 for domestic travel between 13 March to 30 May 2012.

For fare details and to book, [click here](http://www.breakawaytravelclub.com.au) to visit the Breakaway Travelclub website, email breakaway@travelclub.com.au or phone 02 9250 9400.



Scoot's first bird



photo courtesy of Scoot Air Ltd

ABOVE: Fledgling low cost carrier Scoot took ownership of its first aircraft in Singapore last weekend, a Boeing 777-200 aircraft bought from parent company, Singapore Airlines.

The aircraft will be joined by a second 777-200 on 30 Mar prior to entering heavy maintenance to have the interior refitted with Scoot's seats, cabin product and livery (as per the model).

Scoot is planning to launch nonstop services from Singapore

to Sydney and the Gold Coast later this year.

Pictured beneath their new bird from left are: Ng Ju Li, Head of Cabin Services; Campbell Wilson, ceo and Captain HC Rohan, head of flight operations/chief pilot.

Horizons UK incentive

NEW Horizons Holidays is rewarding agents making a new booking to the value of \$950 or more from its first ever UK & Europe brochure a \$20 Myer Gift Card when made before 06 Apr.

The program, available now to book, features content in London, regional UK, Dublin, Paris, Nice, Rome, Florence, Venice, Madrid, Barcelona, Amsterdam, Munich, Frankfurt, Vienna, Zurich, Athens, Prague and Istanbul.

Hard copies of the brochure will be released later this month.

See www.newhorizons.com.au.

AHA lauds Grand Prix

TOURISM Accom Australia (Vic) says the Melbourne Grand Prix last weekend has provided the city's hotels with an extra boost, with "stronger and close to capacity occupancy" by F1 fans.

Kimberley icons tour

BROOME & The Kimberley Holidays has added a new travel package taking in El Questro, the Bungle Bungles and Broome.

The seven-night package starts at \$3,199pp ex Kununurra and includes return flights from SYD or MEL, a scenic flight, full day tour of El Questro, and accom at Pinctada Kimberley Grande (one night), deluxe tented cabin at Emma Gorge Resort (three nights) and Cable Beach Club Resort & Spa (three nights) and more.

It's valid for travel between 16 Apr-30 Sep - phone 1300 245 565.

Thai Airways growing

FEBRUARY was a better month for THAI Airways International when compared against both Jan 2012 and the same month last year, according to new load factor figures released on Fri.

THAI carried 1.65m pax across its network during the month, an increase of 5.2% year-on-year, with average loads up to 79 percentage points.

Australian and NZ routes provided the biggest increase, up 5.8 percentage points, with European services close behind, with a 5.3% rise.

Regional apt growth

THE number of regional airports in Australia serviced by airlines has dropped by more than 20 ports, to 148, in the past five years, new govt figures show.

Minister for Infrastructure and Transport Anthony Albanese said the new BITRE report found pax movements to regional hubs rose by about 5 million to over 22 million between 2005 and 2010.

Data also shows a slight rise in the number of routes between regional areas, from 234 to 266.

Mr & Mrs Smith to Fiji

BOUTIQUE hotel group Mr & Mrs Smith has expanded its global portfolio to include its maiden collection of properties in Fiji.

Among them is Qamea Resort & Spa, Dolphin Island, Royal Davui Island Resort, Vomo Island Resort and Jean-Michel Cousteau Resort.

Accor appointment

ACCOR has appointed Chris Sedgwick as regional general manager - Queensland Hotels, moving from his previous role as general manager operations at Accor Vacation Club.

Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.

APT - Winter Wonderland 2012
The 2012 brochure features Winter Wonderland trips in Europe & Canada for dates around Christmas and New Year. APT has launched its first Europe river cruise itineraries for the festive season to meet with demand. A fly-free to Europe offer is available on select cruises when booked by 30 Apr. The 13-day Winter Wonderland tour is priced from \$5995ppts departing 19 Nov.

Adventure World - Freestyle Cruising 2012
This Freestyle Cruising program by Adventure World features a unique range of Norwegian Cruise Line voyages to Hawaii, Alaska, the Mediterranean, Baltic Sea, Panama Canal, Caribbean and New York. Earlybird bookers are offered up to \$400 in onboard savings per cabin on their next Freestyle cruise when booked before 31 Mar and for travel by 31 Dec.

Freestyle Holidays - Bali 2012/13
The 76 page Bali brochure has been created for travellers who want a more personalised holiday, Budget breaks, Shoppers Paradise, Weddings and Honeymoons, Family and Friends, Pure Indulgence, Health and Wellbeing, Nature Escapes and Unforgettable Experiences. The hotels, resort and villas are placed in sections through the brochure based on region so they can be found easily.

Contours Travel - Mexico, Central America, Cuba and Caribbean Islands 2012
The new 2012 Mexico brochure also includes product in Central America, Cuba and the Caribbean. Specialising in the area for almost 40 years Contours offers 36 pages of product and holiday ideas. Stopover packages in Cuba start from \$240 twin share for five days/ four nights. Other itineraries are available in Panama and Belize.

FEEL LIKE A STAR WITH HR-169



Travel Daily has teamed up with Hahn Air this week and every day is giving one lucky reader the chance to win a Gold Class Event Cinemas movie ticket.

Hahn Air, a leader in the airline distribution industry, operates the industry's leading universal e-ticketing platform.

If you'd like to benefit from Hahn Air, register on www.hahnair.com

For your chance to win, simply be the first person to send in the correct answer to the question below to: hahnaircomp@traveldaily.com.au

What does ATC or CTC stand for?

Hint! Visit <http://booking.hahnair.travel/about-hahn-air.html>



New ceo for Relais

RELAIS & Chateaux has named former director general for Hertz France, Jean-Francois Ferret as its new chief executive officer.

Airbus brands Dreamliner 'B7aid7'

A REPORT from the World Trade Organisation has confirmed the existence of a series of illegal subsidies paid to aircraft maker Boeing, totalling USD\$5.3 billion.

The payments are understood to have cost rival Airbus approx \$45 billion in aircraft sales.

The report from the WTO's Appellate Body stated that Boeing's problem-plagued and heavily-delayed 787 Dreamliner would not have been able to launch at all if not for the payments from US taxpayers that have now been deemed illegal.

Airbus have applauded the decision, with head of public affairs and communications

Rainer Ohler now calling for the B787 to be known as "B7aid7", and "the most heavily subsidised aircraft in the history of aviation".

The report stated that "the effect of the subsidies, in an anti-competitive nature is significantly larger than their face value in light of their particularly pervasive nature".

The WTO will now give Boeing six months to make major changes to its corporate and government welfare funding sources, forcing an end to its "cash grants", while also ruling that Airbus' system of loans from European governments is legal and may continue.



Supplier Updates

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

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE.**

Supplier enquiries for notices: advertising@traveldaily.com.au

Avalon adding vessels

AVALON Waterways will add a second new vessel for the 2013 European summer, announcing the *Avalon Expression* will join the *Avalon Artistry II* in its fleet.

Responding to record demand from the Australian market, the new ship will feature 83-cabins with panoramic windows that draw back to an open-air balcony.

The new vessels will take the size of Avalon's fleet to 12.

WIN A HOLIDAY TO SINGAPORE

Throughout March, *Travel Daily* is giving readers the chance to win a fabulous Singapore holiday package for two valued at \$5250, courtesy of **Singapore Tourism Board, Singapore Airlines** and **Resorts World Sentosa.**

The prize includes two return economy class airfares on Singapore Airlines, four nights stay for two people at a Resorts World Sentosa Hotel, two one-day passes to Universal Studios Singapore, two tickets to Voyage De La Vie and tickets to Maritime Experiential Museum and Aquarium.

Every day *Travel Daily* will ask a different Singapore-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

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

Email your answers to: singaporecomp@traveldaily.com.au

Q.13: The heartbeat of Singapore is its diverse culture, name one of the ethnic enclaves scattered throughout the city

Hint! Visit: www.yoursingapore.com/au

Click here for terms & conditions



Luxury living at Dubbo's Zoofari

CELEBRATING its 35th year of operation, Taronga's Western Plains Zoo at Dubbo opened its doors exclusively to *Travel Daily* this past weekend, showcasing how travellers can combine thrilling "up-close-and-personal" animal encounters with luxury accomm and 5-star dining.

Travelling with Qantas aboard a special zoo-themed aircraft, **TD** met Cuddles the Elephant, Happy the Hippopotamus and a whole host of other animal species.

The zoo itself aims to combine recreation, tourism and education with a vital animal conservation program, housing some of the most endangered species in the world over its expansive 300-hectare layout.

Animals roam freely inside huge enclosures to allow visitors to view, learn about and interact with them in a safe environment.

Visitors can view Mongolian Wild Horses, which went extinct in their native Mongolia, however Western Plains were steadily breeding more of the creature, and have since returned some to Mongolia where they continue to be bred in captivity and have their population numbers raised.

Accommodation on-site is

wonderfully luxurious, spacious and comfortable, with sufficient bedding for families to ensure everyone has their own space.

After a tiring day on the plains living with the animals, guests can satisfy their hunger-pangs at a restaurant serving a wide range of fine-dining options for adults, with plenty of tasty options for selective kids.

The eatery offers an expansive wine-list, featuring selections from local producers as well as exquisite drops from Africa.

The Zoofari Lodge Experience is a must-do for the whole family and is the closest thing to Africa without leaving Australia.

Packages include zoo admission, breakfast and dinner, behind-the-scenes zoo tour and overnight accomm starting from \$309pp.

More info - bit.ly/zoexp.



More images from *TD's* trip are at www.facebook.com/traveldaily.

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

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Phone: 1300 799 220 Fax: 1300 799 221

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

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AFTA National Travel Industry Awards

2012 Nominees



Category 1: Best Travel Agency Group (100 outlets or more)

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

Category 2: Best Travel Agency Retail – Single Location

- Alpha Travel Pty Ltd
- Bayview Travel
- Bicton Travel
- Concierge Traveller
- Cruiseabout Mosman
- Flying Colours Travel
- Globenet Travel
- Harvey World Travel Caloundra
- Harvey World Travel Elizabeth
- Harvey World Travel Eltham
- Harvey World Travel Garden City
- Harvey World Travel Lane Cove
- Harvey World Travel Surrey Hills
- Harvey World Travel Winston Hills
- Holidays of Australia
- Jetset Travel Liverpool
- Jetset Travel Spring Hill
- Kyrenia Travel
- Modica Travel Services
- MTA Travel
- Seniors Holiday Travel (All Your Travel Pty Ltd)
- The Adventure Traveller
- The Cruise Centre Kotara (Cruise Travel Centre)
- Travel 2000
- Travel by Wyndham
- Travel Concepts (The Cruise Centre)
- Travelscene at Laze Away
- TravelView
- Travelworld Carindale
- Travelworld Kununurra
- Vina World Travel
- Wow! Travel

Category 3: Best Travel Agency Retail – Multi Location

- Andrew Jones Travel
- Australian Holiday Centre
- Create Travel
- Diplomat World Travel
- Fairflights Pty Ltd
- Harvey World Travel Burderim/Maroochydoore/Kawana
- Harvey World Travel Mackay/Mt Pleasant
- Harvey World Travel Maitland/Rutherford
- Harvey World Travel Warwick/Stanthorpe
- Hunter Travel Group
- Mary Rossi Travel
- Maverick Travel
- Phil Hoffmann Travel
- RACQ Travel
- Travel Associates
- Travel Managers Australia Pty Ltd
- Travel Masters
- Travel Shmoo Pty Ltd

Category 4: Best Travel Agency Corporate – Single Location

- Airport Travel
- Anywhere Travel
- Concierge Business Travel
- DBT Corporate
- Egencia
- Ellendale Travel
- Goldman Travel Corporation
- Maxims Travel
- Pulse Travel
- Spencer Travel
- The Departure Lounge
- Your Holidays Pty Ltd

Category 5: Best Travel Agency Corporate – Multi Location

- Corporate Traveller
- Gilpin Travel
- Globetrotter Corporate Travel
- Platinum Travel Corporation
- Show Group Enterprise
- The Travel Authority
- World Travel Professionals

Category 6: Best National Travel Management Company

- American Express Business Travel
- Corporate Travel Management
- FCm Travel Solutions
- HRG Australia
- QBT
- Voyager

Category 7: Best Business Events Travel Agency

- Australian Business & Conference Travel
- Axis Events Group
- Cievents
- ETM
- Impact Events
- Showgroup Enterprise
- The Events Authority
- World Travel Professionals Conference Team

Category 8: Best Travel Consultant – Retail

- Alicia Wilson, Phil Hoffmann Travel - Stirling, SA
- Amy Jackson, Low & James Travel Associates, NSW
- Anne Hannigan, Harvey World Travel Stanthorpe, QLD
- Anthony Russell, Harvey World Travel Buderim, QLD
- Brittany Mortimer, Jervis Bay Travel, NSW
- Claudia Silk, Travel Counsellors, VIC
- Danielle Ong, Vina World Travel, NSW
- Darren Baker, Harvey World Travel Portland, VIC
- Debbie Ashes, Harvey World Travel Lane Cove, NSW
- Deborah Ortado, Travel Phase, NSW
- Hilary Weir, Harvey World Travel Garden City, QLD
- James Jang, Harvey World Travel South Yarra, VIC
- Kelly Spinks, Jetset Albany, WA

- Khaled El-Moustafa, iissa Travel, VIC
- Laura Powell, Phil Hoffmann Travel - Semaphore, SA
- Lauren Grdusiak, Flight Centre Nepean, NSW
- Lauren Mansell, Australian Holiday Centre, VIC
- Louise Dann, Cruise Travel Centre Kotara, NSW
- Lucinda Metcalfe, Maria Slater Travel, ACT
- Melanie Wilson, Flight Centre Beecroft, NSW
- Michael Condon, Breakaway Travelclub, NSW
- Myra Doyle, Australian Holiday Centre Melbourne, VIC
- Paul Rickard, Harvey World Travel Caloundra, QLD
- Sandra Cosic, King William Travel, SA
- Sophie Brooks, Harvey World Travel Lane Cove, NSW
- Sophie Fitzgerald, Flight Centre Mt Hawthorn, WA
- Tania Verscharen, Armadale Travel, VIC
- Tiiu Marmont, Flight Centre Rouse Hill, NSW
- Trish White, Whitestar Travel, NSW
- Uschi Howard, The Travel Authority Northern Beaches, NSW

Category 9: Best Travel Consultant – Corporate

- Amy Spink, Corporate Travel Management, NSW
- Anna Chenchow, Corporate Travel Management, NSW
- Anthony Browning, Executive Edge, VIC
- Ben Cochrane, World Travel Professionals, QLD
- Daryl Dickson, Globetrotter Corporate Travel, WA
- Karen Birch, World Travel Professionals, QLD
- Kathleen Nicholson, TTFN, WA
- Katrina Cook, Corporate Travel Management, QLD
- Laura Weatherstone, Corporate Traveller Canberra, ACT
- Morten Friis, Corporate Traveller , NSW
- Rebecca Normand, Show Group Enterprise, VIC
- Ric Pattaro, Travel Managers, NSW
- Richard French, Platinum Travel Corporation, VIC
- Robert Elias, Gilpin Travel Management, NSW
- Sharn Parker, The Travel Authority, NSW
- Simone King, Goldman Travel Corporation, NSW
- Trevor Stevens, Phil Hoffmann Travel - Glenelg, SA

Category 10: Rookie of the Year – Agent

- Angela Melotti, Flight Centre Macquarie, NSW
- Ben Wilson, Flight Centre Martin Place, NSW
- Jacky Sands, City Centre Travel, SA

- Karla Pruiti, Harvey World Travel Booragoon, WA
- Lyana Nguyen, Concierge Business Travel, NSW
- Masina Unasa, Breakaway Travelclub, NSW
- Nellie Haines, Travel View, NSW
- Rebecca Scaffidi, World Travel Professionals, WA
- Renee Cipollone, Show Group Enterprise, NSW
- Tim van Reede, Fair Flights, NSW
- Tina Grey, Flight Centre Currimundi, QLD

Category 11: Best Domestic Airline

- Qantas Airways Limited
- Virgin Australia

Category 12: Best International Airline – On-Line

- Air Austral
- Air New Zealand
- Cathay Pacific
- Emirates
- Etihad Airways
- Garuda Indonesia
- Korean Air
- Malaysia Airlines
- Qantas Airways Limited
- Qatar Airways
- Singapore Airlines
- South African Airways
- Thai Airways
- Virgin Australia

Category 13: Best International Airline – Off-Line

- Air France
- Finnair
- Lufthansa German Airlines
- Olympic Air
- Swiss International Airlines
- Turkish Airlines
- US Airways

Category 14: Best Cruise Operator – Australian Based Operation

- Captain Cook Cruises
- Mike Ball Dive Expeditions
- North Star Cruises
- Orion Expeditions
- P&O Cruises Australia
- Princess Cruises
- Royal Caribbean Cruise Line

AFTA National Travel Industry Awards

2012 Nominees



Category 15: Best Cruise Operator – International Based Operation

- APT
- Captain Cook Cruises Fiji
- Carnival Cruises
- Celebrity Cruises
- Holland America Line
- Hurtigruten
- Oceania Cruises
- P&O Cruises World Cruising
- Regent Seven Seas Cruises
- Royal Caribbean Cruise Line
- Seabourn
- Silversea Cruises
- Uniworld Boutique River Cruises

Category 16: Best Tour Operator – Domestic

- AAT Kings
- APT
- East Kimberley Tours
- Fraser Island Adventure Tours
- Inspiring Journeys
- Sealink Travel Group
- Topdeck

Category 17: Best Tour Operator – International

- APT
- Contiki Holidays
- Globus & Cosmos
- G Adventures
- Insight Vacations
- Intrepid Travel
- Swagman Tours
- Tauck World Discovery
- Topdeck
- Trafalgar
- Travel Indochina
- Venture Holidays
- Wendy Wu Tours

Category 18: Best Car/Campervan Rental Operator

- Avis
- Europcar
- Hertz Australia
- thl Britz Maui

Category 19: Best Tourist Office – National

- Destination NSW
- Norfolk Island Tourism
- Tourism NT
- Tourism Queensland
- Tourism Tropical North Queensland
- Tourism WA

Category 20: Best Tourist Office – International

- Abu Dhabi Tourism and Culture Authority
- Austrian National Tourist Office
- Canadian Tourism Commission
- Fiji Visitors Bureau T/A Tourism Fiji
- France Tourism Development Agency
- Hong Kong Tourism Board
- Las Vegas Convention & Visitors Authority
- Singapore Tourism Board
- South African Tourism

- Sultanate of Oman Tourism
- Tourism Malaysia
- Tourism New Zealand

Category 21: Best Wholesaler – Australian Product

- Broome & The Kimberley Holidays
- Creative Holidays
- Excite Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays
- Sunlover Holidays
- The Kimberley Collection

Category 22: Best Wholesaler – International product

- Above and Beyond Holidays
- Adventure World
- Bench International
- CIT Holidays
- Creative Holidays
- DriveAway Holidays
- Elegant Resorts & Villas
- Excite Holidays
- Expedia (TAAP)
- Fiesta Holidays
- French Travel Connection
- Garuda Orient Holidays
- Harvey's Choice Holidays
- Infinity Holidays
- Pinpoint Travel Group
- Qantas Holidays & Viva! Holidays
- Rail Plus
- Sun Island Tours
- Wildlife Safari (Australia) Pty. Ltd.
- World Drive Holidays

Category 23: Best Agency Support Service

- AA Appointments
- Air Tickets
- Amadeus
- Avis Travel Agent Scholarship of Excellence
- Breakaway Travelclub
- C&M Travel Recruitment
- Consolidated Travel
- Cover-More Travel Insurance
- Express Ticketing
- inPlace Recruitment
- QIC & the Qantas Industry Sales Site
- roomsXML
- Sabre Pacific
- TMS Asia Pacific
- Toll Visas Direct
- Tramada Systems
- Travel Industry Mentoring Experience (TIME)
- Travelport (Galileo)

Category 24: Best Sales Executive – Industry Supplier

- Anastacia Agius, Uniworld Boutique River Cruise Collection, VIC
- Angela Tanis, Thai Airways, NSW
- Anna Powell, Finnair, QLD
- Bradley Ellis, Travel Indochina, NSW
- Brooke McQuilty, Contiki Holidays, QLD
- Christine Knight, Singapore Airlines, QLD
- Chris Le Roux, Globus Cosmos Avalon, NSW
- Christopher Ellis, Air Tickets, NSW

- Diana Adaman, Topdeck Travel, VIC
- Dylan Hearne, Creative Holidays, SA
- Fabricio Leiva, Air Tickets, VIC
- Gary Manuel, Virgin Australia, NSW
- Helen Courias, Club Med, NSW
- Jamie Bunn, Etihad Airways, ACT
- Josephine Corry, Virgin Atlantic, NSW
- Justin La Grange, Malaysia Airlines, WA
- Karina Hill, Express Ticketing, NSW
- Kirsty Blows, Railplus, VIC
- Kristine Chippendale, Qantas Airways, NSW
- Laura Cuthbert, Trafalgar, NSW/ACT
- Lisa Kirwan, Insight Vacations, NSW
- Mara Smith, Insight Vacations, VIC
- Martin Edwards, Bench International, NSW
- Matt Symonds, Rail Plus, NSW
- Matt Wood, Kirra Holidays, NSW
- Melinda Robilliard, Globus, VIC
- Michael Poes, Qantas Airways, VIC
- Nathan Baber, Driveaway Holidays, QLD
- Pauline Walker, Rail Plus, WA
- Peter Lombardi, Contiki Holidays, NSW
- Rebecca Merlino, Pinpoint Travel Group, NSW
- Sabina Ziolkowski, Discover the World Marketing, NSW
- Scott Wallace, Thl Britz Maui, VIC
- Sharon Joseph, Garuda Orient Holidays, WA
- Stephen Farrelly, Insight Vacations, NSW
- Steve Alysandratos, Consolidated Travel, VIC
- Steve Richards, Inspiring Journeys, NSW
- Sue Burgess, Air New Zealand, VIC
- Suzy McPhail, Trafalgar, VIC

Category 25: Rookie of the Year – Supplier

- Candisse Blaney, New Horizons Holidays, WA
- Aaron Christian, AAT Kings, NSW
- Erin Williams, U Tracks (A Division of World Expeditions), NSW
- Christopher Jones, Excite Holidays, NSW

Category 26: Best Hotel/Resort – Australian Property

- Cable Beach Club Resort and Spa
- Crown Metropole
- Crown Promenade
- Crowne Plaza Melbourne
- Daydream Island Resort and Spa
- Hayman
- Hilton Melbourne South Wharf
- Hilton Sydney
- Hyatt Hotel Canberra - A Park Hyatt Hotel
- InterContinental Melbourne The Rialto
- Pullman Reef Hotel Casino, Cairns
- Saffire Freycinet
- Shangri-La Hotel Sydney
- Sheraton Mirage Resort Port Douglas
- Sofitel Melbourne on Collins
- Sofitel Sydney
- Swissotel Sydney
- The Darling, Sydney
- The Henry Jones Art Hotel, Hobart
- Wolgan Valley Resort & Spa

Category 27: Best Hotel/Resort Group

- Accor
- Club Med
- Four Seasons Hotels
- Hilton Hotels
- Hyatt Hotels and Resorts
- IHG
- Leading Hotels of the World
- Mantra Group
- Marriott International
- Shangri-La Hotels and Resorts
- Spicers Group
- Starwood Hotels

Category 28: Best Registered Travel Industry Training Institution

- Australian Tourism College & Recruitment Centre
- Australian Pacific Travel & Tourism
- Canberra Institute of Technology (CIT)
- Carrick Institute
- Group Colleges Australia
- TAFE NSW - Sydney Institute, Ultimo College
- TAFE SA Adelaide Institute
- Tropical North Institute of TAFE
- Victoria University
- William Angliss Institute

Category 29: Best Travel Writer

- Angela Saurine
- Brian Crisp
- Daniel Scott
- Eric J Goldring
- Garry Burns
- Julie Miller
- Kris Madden
- Mark Irving
- Max Llewelyn
- Rob McFarland
- Roderick Eime
- Roger Condon
- Stephen Scourfield

Category 30: Best Travel Agent Technology Innovation

- Name Your Own Price (NYOP), Air Tickets
- Express Marketing Tools, Express Ticketing
- Just Cruises Website, Just Cruises
- Sabre Red, Sabre Pacific
- Tramada Next Gen, Tramada Systems Australia
- SUDS/Forum/Disaster Recovery Alerts, TravelManagers Australia
- Amadeus "Offers", Amadeus
- Travelport Universal Desktop, Travelport



TIME FOR A CHANGE? LET AA APPOINTMENTS SHOW YOU HOW.

DRIVE THIS BUSINESS TO THE NEXT LEVEL REGIONAL DIRECTOR

SYDNEY – SALARY PACKAGE OTE \$120K + benefits

This exciting Brand is looking for someone to lead and innovate to grow the business in the Australasian market. To be successful here you'll need proven skills in strategic planning, leading & developing teams, financial acumen, and market intelligence. The strength of your relationships across the travel trade and your grasp of B2B sales & marketing strategies will lead to continued growth and a fun team environment.

STEP OFFSHORE FOR YOUR NEXT CAREER MOVE GENERAL MANAGER

SINGAPORE BASED – SALARY PACKAGE OTE \$200K

Our client is a leading brand with global operations and a clear vision for excellence in client satisfaction and business performance. This outstanding opportunity is available now based in Singapore. This position heads up a thriving business that is looking for inspirational leadership and a clear path for future success. You'll have results in financial performance, staff engagement, business growth, and multi-site operations.

ATTENTION GRABBING OPPORTUNITIES

BUSINESS DEVELOPMENT MANAGERS - CORPORATE

SYDNEY / MELB / PERTH - SALARY PACKAGES \$100k ++

If you have a proven record of success in corporate sales with a hunger for winning new business now you have a brilliant choice of these great roles. You will have a solid business network across the corporate market and the ability to leverage your strong relationships. With your motivation to drive growth and great influencing skills you'll be able to win new accounts and build a career with a leading global company.

THE CREAM OF ACCOUNT MANAGEMENT

CORPORATE ACCOUNT MANAGERS

SYDNEY, BRISBANE, PERTH, ACT - SALARY PKG TO \$100K

Manage a portfolio of clients with the objective of growing revenues, increasing margins and retaining the business. You need a thorough knowledge of corporate travel as well as the professional communication & negotiation skills needed to deal with people at all levels up to Executives. Move to a growing global Brand who celebrates and rewards success and offers long term career development.

TAKE CHARGE OF THIS GREAT TEAM

VIP LEISURE MANAGER

MELBOURNE – SALARY PACKAGE TO \$75K

Use your leadership qualities and drive strategies to improve efficiencies in this large team. You will be responsible for overseeing the corporate leisure and VIP team establishing a close knit working relationship within your team members. You will be a strong leader to be able to make relevant changes and implement new processes & strategies to drive increased revenue for this department. You're sure to make a difference.

SALES ROLES ARE HOT IN QUEENSLAND

BUSINESS DEVELOPMENT MANAGER X 3

BRISBANE – SALARY PACKAGES OTE \$70k - \$80k

Get the equation that's right for you and move your travel career forward into this booming sales department. You will be motivated, driven and have a passion for sales being a real hunter who has the ability to win clients over. If you are afraid of hitting targets and cold calling this is not the role for you but if you thrive under pressure and love to see the dollars increase this is the perfect role for you!

THE PERFECT USE FOR ALL YOUR GDS SKILLS

IMPLEMENTATION MANAGER

SYDNEY – SALARY PACKAGE OTE TO \$70K

Bring your experience in Corporate Travel and system implementation to this expanding organisation. You'll be project managing the implementation processes for both new & existing clients, meeting time lines and managing stakeholder relationships. If you are proficient in GDS, online interfaces and mid/back office systems this role will allow you to bring it all together in the perfect role.

GET YOUR WORK/LIFE BALANCE RIGHT

TRAVEL CENTRE MANAGER – MON-FRI HOURS

SYDNEY – SALARY PACKAGE OTE \$70K+

It is possible to manage a successful Retail travel operation and have a work/life balance in a Mon-Fri 38hr week. Join this great Aussie specialist and get your life back! You need previous experience in a Retail Sales position, dealing directly with consumers and growing sales revenues. Being a strong leader you can coach & drive the performance of the team to continually improve the overall performance of the business.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR

Ph: 02 9231 1299

Linda Green
NSW & ACT

Ph: 02 9231 2825

Anna Veitch
NSW & ACT

Ph: 02 9231 6377

Kathryn Hebenton
VIC, SA, WA, QLD

Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

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Corporate - Service Team Leader - Melbourne

- ▶ **Managing and mentoring role**
- ▶ Leading Global TMC - Melbourne CBD
- ▶ Salary \$65K - \$70K + super

Managing a team of highly skilled consultants who service the top VIP Executives in their client portfolios. Your experience & positive influence will ensure they deliver exceptional service.

Call or [email Sandra Chiles](#) for more details

Corporate Multi-skilled Consultant - Sydney

- ▶ **Award winning TMC**
- ▶ Be recognised and rewarded
- ▶ What are you worth? \$50K, \$55K, \$60K

Join this growing TMC - large enough to attract top clients but still has the 'family' culture. Known for keeping their staff, security and career advancement are just some of the benefits.

Call or [email Sandra Chiles](#) for more details

Online Travel System Support - Team Leader

- ▶ **Sydney CBD location**
- ▶ Team supervision of 10 consultants
- ▶ Excellent remuneration package, immediate start

An opportunity to supervise a team of established Help Desk Consultants whose responsibility it is to support Online & Home Based Consultants. Extensive GDS knowledge is essential.

Call or [email Ben Carnegie](#) for more details

High End Leisure Consultant - Dural area, Syd

- ▶ **Very high-end up market repeat clientele**
- ▶ Well established agency in the Dural area of Sydney
- ▶ Salary to \$52K + incentives + super neg DOE

This role would suit a mature person with strong GDS systems knowledge who is well travelled and has previous experience selling cruise. Amadeus & Tramada but all CRS considered.

Call or [email Kristi Gomm](#) for more details

Leisure Consultant - Perth

- ▶ **Thriving shopping centre location**
- ▶ South Perth location
- ▶ Salary to \$45K + incentives + super

Join this well established boutique retail agency and be part of a well travelled and busy team who are proud of their travel knowledge and high service levels.

Call or [email Kristi Gomm](#) for more details

Ben's Top Job

Finance & Admin Executive



Ben Carnegie

- ▶ Salary from \$100K + super
- ▶ Located on Sydney City Fringe
- ▶ Global business - Online Travel/Hotels

This well known online travel & hotel booking company is seeking an experienced Finance Manager to manage a small team and take responsibility for the day to day accounting functions. This role offers a great deal of variety and is essentially a Financial Controller for Australian accounting operations.

Role responsibilities will include; head office reporting, management accounting, asset management, annual budgeting and BAS but are certainly not limited to these tasks.

Ideally you will have your CPA and have experience in budgeting, forecasting, taxation, payroll and staff management.

Call or [email Ben Carnegie](#) for more details

Corporate & Retail Consultant - Hobart

- ▶ **Join a highly productive, driven yet friendly team**
- ▶ Clear progression into management
- ▶ Salary flexible starting from \$45K + super + incentives

High end clients, no face to face, located in the buzzing Salamanca Square region. Flexible working conditions offered, office based or work from home.

Call or [email Kelly Wellmore](#) for more details

Travel Centre Manager - Lake Macquarie

- ▶ **Work close to home!**
- ▶ Thriving agency group in a beautiful location
- ▶ Salary from \$50K++ negotiable!

Lead a team of professionals, get amongst the local community and drive overall business. Your experience in management/supervisory, strong consulting skills & business operations is a must.

Call or [email Kelly Wellmore](#) for more details