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Tuesday 30th October 2012

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Feb for MH oneworld

MALAYSIA Airlines will officially become a member of the oneworld airline alliance on 01 Feb (**TD** breaking news), with the date confirmed in a formal announcement last night.

Although implementation of IT systems is on track for imminent completion, the addition to oneworld is being held until early 2013 to "avoid the end-of-year holiday season" and for other administrative reasons.

Virgin Australia's deals day

VIRGIN Australia today sealed a series of major transactions which are set to once again transform the Australian aviation landscape (**TD** breaking news).

Singapore Airlines is a key part of the deals, with a Virgin Australia share placement which will see SIA take 10% of the Australian airline for \$105.3m.

The arrangement will see SIA also have "anti-dilution rights" to maintain its 10% holding.

"This major development demonstrates the importance and strength of the partnership between our two airlines, and our shared commitment to an alliance that provides a wide range of consumer benefits," said SIA ceo Goh Choon Phong.

The second major transaction announced today is the 100% acquisition of Perth-based Skywest Airlines by Virgin.

Subject to approval by Skywest shareholders, the ACCC and the Singapore High Court, the move will be achieved via a scheme of arrangement which "will enable us to fast-track our advancement in the high growth fly-in fly-out

and regional markets, increasing competition in these important segments," said Virgin Australia ceo John Borghetti.

Skywest would become part of the Virgin Australia brand, but would use its current AOC with its own WA-based ceo and management team.

And the final part of the puzzle is a new joint venture with Tiger Airways, with Virgin Australia to acquire 60% of Tiger Australia and the formation of a joint venture between the airlines.

Under the move Tiger will more than triple its fleet of A320s to 35 over the next five years.

In addition to the \$35m cash consideration, Tiger Australia will pay an annual license fee to Tiger Airways Singapore for the use of the brand for 20 years.

Tiger Australia will continue to operate as a LCC providing domestic air travel services in Australia, with Borghetti saying the partnership - which is subject to govt approvals - "enables Virgin Australia to access the budget market and enables Tiger Australia to expedite its growth".

Brennan remembered

A **MEMORIAL** service for the late Allison Brennan will be held this Thu 01 Nov at Pinegrove Memorial Park, Eastern Creek NSW, commencing at 12 noon.

Nine pages of news

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

- TMS Asia Pacific jobs
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Big Oz plans for Club Med

CLUB Med says that its new 'in-store agency' at Sydney's Sabra Travel (TD 24 Oct) is the first of many such partnerships, as the company strives to boost its Australian brand perceptions.

Speaking at last night's launch of the venture (see p4), national sales mgr Marc Letourneau told TD that although many Australians know about Club Med, they have outdated ideas of the company which has reinvented itself as an exclusive upscale operator.

The in-store agency concept (TD 13 Jul) is key to the repositioning, and aims to leverage from the expertise of key partner agents.

"Club Med is looking for travel partners with great ambitions in developing their business" he said, with key locations sought in all states of Australia.

He said the project would also build a pool of recognised Club Med agents in Australia, and keep the brand "top of mind" for both agents and consumers.

Participating agents will also benefit from the partnership, with 24/7 access to the Club Med reservation system, marketing

initiatives and generous comm.

Prospective partners must be well located with good visibility, and able to offer a minimum of ten square metres to Club Med which will offer support with training, collateral, tools, res systems and initial investments.

Athena to be replaced

CLASSIC International Cruises will still operate an Australian season this year - but the heavily promoted *Athena* will be replaced by the German ship *MS Delphin*.

Delphin has been chartered to operate the company's local season, while *MV Athena* remains impounded in France for unpaid bills - but the financial issues in Europe apparently don't affect the Australian operation.

Delphin is younger, more spacious and has a higher rating but carries 520 passengers, versus *Athena's* 640.

The Classic International Cruises website says it's currently loading res systems with bookings for the 2012/13 season, and has put on extra staff to handle queries.



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Tiger Australia \$16 million Q2 loss

TIGER Australia's revenue for the quarter ended 30 Sep 2012 may have rebounded by over SGD\$7 million (\$AU5.5m) on the corresponding time last year, but it hasn't prevented the no-frills carrier today reporting another massive loss for its local operation.

According to Tiger's Group financial performance out this morning, Tiger Australia suffered a SGD\$20 million (AU\$16m) operating loss for the quarter.

The improved performance was reflected by a five-fold increase in capacity operated during the period following Tiger's CASA-enforced grounding last year due to safety concerns.

On a positive note, the Aussie Tiger unit witnessed higher load factor and yield, with revenue justifiably skyrocketing by over 700%, from SGD\$9m (AU\$7m) last year, to SGD\$62m (AU\$49).

Tiger Singapore achieved an operating profit of SGD\$5m for

the quarter, which was a turn-around from a loss of SGD\$12m on last year.

Group revenue improved 79% to SGD\$197 million.

However, Tiger Group's net loss for the quarter was SGD\$18.3m - a vast improvement on the SGD\$31.6m loss of Q2 2011/12.

Revenue for first six-months of the 2012/13 FY spiked by 31%, "driven by higher passenger traffic (+15.3%) & yield (+12.6%) as Tiger Australia recovers from last year's capacity restriction," the low-cost carrier said.

Group net loss for the six months to 30 Sep was SGD\$32m, a more than 50% improvement year-on-year.

Tiger said the Group outlook was to "continue to focus on returning to profitability," adding the proposed deal with Virgin Australia (**pg 1**) will "bring about a more competitive Tiger Australia" offering extra low cost capacity.

MU scales down CNS

CHINA Eastern Airlines' thrice weekly service to Cairns - which begins operation tonight from Shanghai Pu Dong - has been wound back to twice weekly.

According to GDS displays, the reduced schedule will come into effect on 06 Nov and remain that way until 03 Feb, prior to returning to three weekly through until the end of Mar.

As revealed by **Travel Daily** recently, MU flagged concerns about the longevity of the Far North Qld operation beyond its Oct-Mar trial period (**TD 22 Oct**).

12,000 flights canned

AS MANY as 12,000 flights by carriers around the world could be the total number cancelled as a result of Hurricane Sandy, which hit the US East Coast this morning.

Passengers are being advised it could take days for schedules to return to normal while backlogs are cleared following the storm.



Window Seat

HERE'S an award you really don't want to win.

Consumer group CHOICE today announced its annual "Shonky Awards," with the Jetset Travelworld Group a first-time inclusion in the shame file.

JTG was cited for fine print in contracts issued by Jetset, Travelworld, Harvey World Travel and Best Flights, which sees travellers waiving their 'chargeback rights'.

CHOICE said this means that if a holiday doesn't operate the onus is on the client to claim from suppliers rather than charging back via credit cards.

"While Jetset Travelworld Group is not acting illegally, we reckon asking consumers to waive this vital consumer protection is unethical and dodgy," CHOICE fumed.

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Club Med celebrates

THERE were smiles all around at Bondi agency Sabra Travel last night when it launched its new look courtesy of Club Med (p2).

The agency, which has been in operation for 25 years, has had a complete makeover which has included the first of Club Med's innovative "in-store agencies project" outlets (TD 24 Oct).

Key supporters along with senior Club Med executives from across the region attended the launch, which builds on a

longstanding relationship between the agency and the upmarket resort operator.

The fresh new look sees half the agency branded as Club Med, including dedicated staff who are experts in the all-inclusive range.

Pictured from left at last night's launch are Barbara Gross, Sabra Travel; Heidi Kunkel, Club Med ceo South East Asia and Pacific; Louise Glaser, Sabra Travel; and Mac Letourneau and Adam Ferraro, Club Med.

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Flight Centre affirms target

FLIGHT Centre md Graham Turner says trading figures for the four months to Oct have affirmed the company's profit target, with a full year 2012/13 pretax result of up to \$315m expected.

Speaking at the FC agm in Brisbane, Turner said results were "reasonable" in Jul and Aug but below expectations in Sep, with some momentum regained this month despite uncertain global economic conditions.

He said trends were similar to 2011/12, with corporate growing faster than leisure in most

markets - but cheap international airfares continue to stimulate Australian outbound travel.

He confirmed the 'blended travel agency' model as the way of the future (TD 28 Aug) and said Flight Centre was considering reducing debt given its cash holdings of over \$400 million.

Rae's sold for \$20m+

BYRON Bay luxury retreat Rae's on Watego's has been sold to an undisclosed buyer at the 11th hour, just moments before its scheduled auction last Fri.

The boutique property had reportedly attracted the likes of Flight Centre founder Graham Turner and at one stage, human-headline, Sir Richard Branson.

Rae's was acquired by a European investor for over \$21m.

It's unclear if the property will continue to operate as a hotel or be converted to a private abode.

New Radisson DOS

RADISSON Blu Edwardian Hotels has expanded its team, appointing UK-born Cindy Kam as Director of Sales Australia.

Kam has relocated to Sydney from the UK having previously worked for the upmarket Virgin Limited Edition in London.



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Ferguson: Aussie int'l competitiveness fails

AUSTRALIA's international competitiveness has "failed" to keep up with global tourism over the past decade, and risks losing market share in the future, Federal Tourism Minister Martin Ferguson has warned.

Ferguson made the remarks in a new Tourism Australia Corporate Plan for 2012-2015, released this morning, in which he reiterated the importance of the industry.

In the opening address of the 24-page document, Ferguson emphasised that "for Australian tourism to continue to play a significant role, the industry needs to be more competitive."

He said the Plan, coupled with the *Tourism 2020* strategy by the government, was TA's response to "ongoing challenges" - like the Australian dollar, labour and skill shortages & increasing competition from lower cost destinations - to inspire repeat or first time travellers to explore Australia.

TA md Andrew McEvoy said the 3-year Corporate Plan, compiled along with state and territory tourism organisations, addresses "supply-side issues, specifically to further growth in aviation access & tourism investment attraction."

View the Corporate Plan 2012-2015 at www.bit.ly/TAcorpplan.

Tuesday 30th Oct 2012

Mantra MICE portal

MANTRA has unveiled a new dedicated website for bookings of its conference and meeting venues, the company has said.

Launched under the banner "Mantra Makes It Easy", the new site covers Mantra's nine largest & most popular conference venues within its 23 hotels across Australia.

"The diversity of our products & locations allows us to be flexible with what we offer and this is just one of the ways Mantra makes it easier to conference," Mantra MICE director Paul Wilson said.

Tauck Connects

TAUCK has unveiled changes to one of its USA itineraries, with a redesigned New England journey now set to include a visit to Hartford, Connecticut.

The amended routing sees the company taking guests into the state for the first time in 87 years, with the modified Hidden Gems of New England scheduled to operate between Jun-Oct.

See www.traveltheworld.com.au.

Tempo agents rock Brazil



ABOVE: Tempo Holidays & LAN Airlines treated these agents to a spectacular seven-day Brazil famil recently, taking in Rio de Janeiro and the quaint fishing village of Buzios, north of Rio.

Highlights for the first time Brazil travellers included a full day tour of Corcovado Mountain to Christ the Redeemer, Sugar Loaf Mountain, Copacabana Beach and a Favela Tour to the shanty town of Santa Marta - one of Tempo's new sightseeing tours.

In Buzios the group enjoyed a half-day trolley car tour of the town's stunning beaches and crystal clear waters and hotel inspections, including the boutique Casas Brancas.

Pictured at Sugarloaf Mountain from left are: Jill Carmody, Jetset Leongatha; Katrina Mackay, Cox & Kings; Leah Simpson, HWT Dubbo; Annmarie Hundhammer, Phil Hoffmann Travel Glenelg; Rebecca Koch, Beaumaris Travel Centre; Marilyn Da Gama, LAN; Heidi Italia, HWT Surrey Hills; Nick Missikos, HWT East Perth & Diane Rawlings, HWT Malvern.

Tropicana to Hilton

HILTON Worldwide has inked a franchise deal with the Tropicana Las Vegas which will see the popular hotel join the DoubleTree by Hilton chain, effective Jan 2013.

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SLH online growth

SMALL Luxury Hotels of the World is attributing a 6% spike in year-to-date revenue growth & booking reservations during Q3 of 2012 to its online development.

"I am confident that part of our success has been down to the importance we are placing on our website, social media and online business," chief executive officer Paul Kerr said.

Kerr added that the number of web visitors using smart-phones and iPads has doubled in 2012, so far up 18% "showing a growing trend that we in the travel business must respond to."

XR extraordinary sale

WEST Australian carrier Skywest is offering fares priced from \$119 in its 'Extraordinary Sale', valid for travel on select flights from 01 Jan-30 Apr, if booked by 05 Nov.

NZ ski payment plan

NZSKI.COM has introduced an early payment plan for its 2013 season passes, offering the option to pay off skifield entry at earlybird prices up until 14 Mar.

There are two plans - either 8 equal payments spread over eight months that must be created by Wed (31 Oct), or 3 instalments paid by 14 Mar, 17 Apr & 16 May. Info at www.bit.ly/NZski2013.

Berry joins Pan Pacific

LONG standing Shangri-La Hotels & Resorts executive Nick Berry has jumped ship, taking on the role of Director of Sales at Pan Pacific Perth.

Perry will oversee strategic sales and focus on partnerships and business growth.

Most recently he was Shangri-La Hotels & Resorts dual Director of Sales & Marketing for the group's 72 properties and also Director of Sales & Marketing at Shangri-La Hotel Singapore.

Cooks flights tender

THE government of the Cook Islands is set to call tenders for the operation of flights to the Pacific destination, with a three year deal on offer from 2014.

Currently underwritten flights are operated by Air New Zealand, which flies to the Cook Islands from Los Angeles and Sydney.

CINews reports that the subsidy this year will be around NZ\$12.5m.

Staging appointment

LYNNE O'Brien has been appointed as bdm for Staging Connections, based in Canberra.

She previously held senior roles at the Sydney Convention and Exhibition Centre, City of Sydney, Staging Connections Sydney and The Star (previously Star City).

Thrifty toll solution

THRIFTY Car Rental has adopted a new road toll solution that charges customers directly for toll schemes in each state, making rentals "simple and stress-free".

CATO defends wholesalers

THE Council of Australian Tour Operators has staunchly defended the role of wholesalers, in the light of this week's launch of Maestro Travel (**TD** yesterday), which offers to connect agents directly with overseas suppliers.

Maestro, ironically headed up by former CATO chairman Simon Hills, is an invitation-only network which charges an annual fee to enable agencies to buy nett rate product from DMCs and tour operators, cutting out the local wholesale "middle-man".

CATO gm Peter Baily told **TD** this morning that agents should closely examine the costs and benefits of being part of such a group.

He said that Australian-based wholesalers do "all the hard work" of dealing with suppliers, and their experience and expertise ensures that agents who book through them don't have any worries for their clients.

"I'm totally confident that the value offered by wholesalers is more than offset by any savings through dealing directly with

suppliers via a group such as Maestro," he said.

Baily said that CATO had been aware of the development of Maestro for some months, and "in this evolving world we can't stop these things happening".

But he urged agents considering such groups to consider the expertise and knowledge offered by wholesalers, and the time involved in dealing directly with the overseas suppliers.

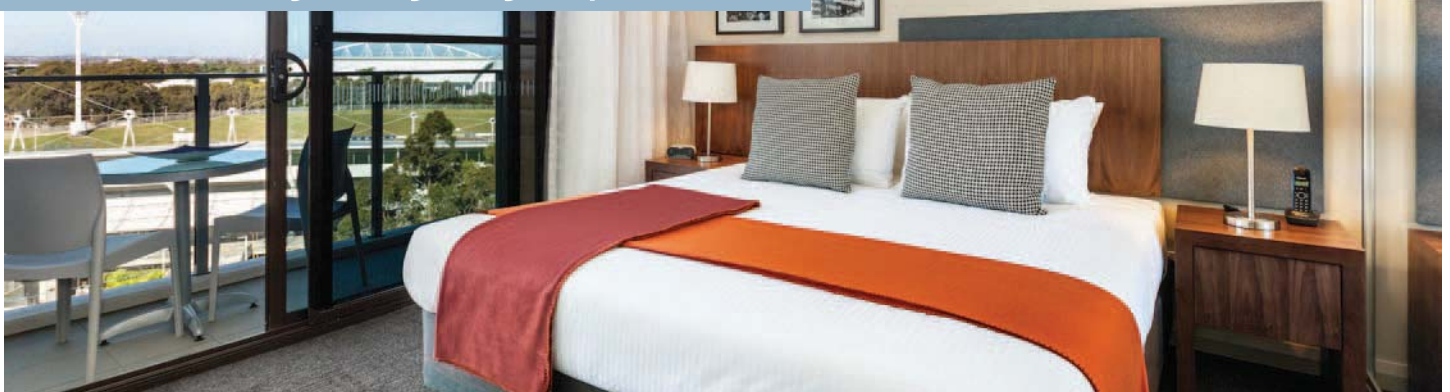
He cited Dennis Bunnik from Bunnik Tours, who went to Egypt during the unrest last year to ensure that clients were looked after, as an example of the significant value added by booking through a local wholesaler.

LH domestic shuttles

LUFTHANSA has announced the introduction of 'shuttle flights' on three key domestic routes, with departures on the hour every hour between 0600 and 2000 on weekdays from Frankfurt to Hamburg, Munich and Berlin.

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Hyatt takes Ista Hotels

HYATT Hotels Corporation will expand its footprint in India after signing a management deal to run five Ista Hotels which will also see the hotels rebranded by Mar.

The Ista properties will become known as Hyatt Bangalore, Hyatt Pune, Hyatt Hyderabad, Hyatt Ahmedabad & Hyatt Armistar.

QF ups Tassie options

QANTASLINK has boosted its weekly seat capacity on services between Melbourne & Tasmania, adding 1,700 seats to the state.

Services to Hobart will increase by 50%, with existing twice-daily flights boosted to three and flown using Q400 aircraft, adding 1,030 extra seats between the cities, as flagged recently (**TD** 16 Jul).

Launceston capacity will be boosted by 690 seats with current 17 weekly flights jumping to 28, while Devonport services will be operated using larger Q400 jets.

Consumer site boom

THE new leisure and consumer RailPlus website has been well received by the industry since its launch earlier this month, company ceo David Stafford has told **TD**.

RailPlus unveiled a redesigned & enhanced online booking platform (**TD** 05 Oct), with Stafford saying sales for Italy, Spain and France have remained consistently popular and overall feedback from the trade has been excellent.

"The 'My Favourites' feature has been particularly popular, and a lot of leisure consultants have had a lot of traffic between particular points and they've found that this is just a very quick and easy way of loading those points," Stafford said.

RailPlus corporate platform



EUROPEAN rail ticket bookings last night became significantly easier for corporate travellers with the unveiling of a dedicated web booking platform for the business market by RailPlus.

The new site, accessible at <http://corporate.railplus.com.au> with a username and password, offers a range of features aimed at time-poor corporate travel specialists to book point-to-point rail sectors or passes for clients.

RailPlus ceo David Stafford told **Travel Daily** the development of the dedicated site embodied what he described as the "Three C's" of rail travel in "convenience, cost-effectiveness, and comfort".

"We've seen excellent growth from a lot of our corporate agents

over the last 18 months," he said.

"We met with several of our corporate partners and discussed with consultants what they need and the message that came loud and clear was that they wanted flexibility as paramount, however companies that dealt with small or medium accounts said price was also of great importance".

Highlights of the new site include a "My Favourites" tab, allowing users to select favourite or most frequently booked sectors for quick access thereafter.

"We've tried to make the site as easy to navigate & as information friendly as possible, and for corporate travellers who may not be used to booking rail over air, as easy and flexible as possible".

Stafford added the company was already planning a number of enhancements and updates to the platform, saying the company was working with Rail Europe to identify gaps in the market in terms of fare and ticket flexibility to suit the market.

"We're working with Rail Europe to speak to [rail operators] to try and get fares that are totally suitable to the corporate market," Stafford concluded.

Cruising in Russia

THE new brochure from Russian Travel Centre and Eastern Europe Travel offers three-, four- and five star cruising in Russia & Ukraine in the new Russia Cruises guide.

SHINY LOCKS YEAR ROUND

This week **TD** is giving one lucky reader the chance to win a years supply of Paul Mitchell shampoo and conditioner, courtesy of **Hawaiian Airlines** and **Paul Mitchell**.

For centuries, Hawaiian natives have used the fragrant juice of the Awapuhi ginger plant to moisturise skin and hair. Captivated by the plant's healing benefits, Paul Mitchell and co-founder/owner, John Paul DeJoria and friends established a sustainable solar-powered Awapuhi farm in Hawaii nearly 30 years ago.

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Travelport appoints

TRAVELPORT yesterday named Patrick Andres as its new Vice President and Regional md for the Asia-Pacific, effective 01 Nov.

Andres was most recently the Vice President of Asia-Pacific for Sabre Hospitality Solutions, based in Singapore, where he led the firm's growth and presence in the region for nearly six years.

His new post, also in Singapore, sees him report to Jason Clarke, Group vp & md of Global Sales.

Slaving away in the Cook Islands



WITH the sun shining down strongly, this group of agents recently swapped their desks for the beaches in the Cook Islands, courtesy of Omniche Holidays.

Hosted by the Brisbane-based wholesaler along with Air New Zealand, Cook Islands Tourism and a number of local suppliers, the group enjoyed six-nights touring the idyllic paradise, taking every opportunity to work on their suntans ahead of summer.

Exploring some local hotels during site inspections, the group also enjoyed a night in Aitutaki, snorkelling in the lagoon, watching the turtles and partaking in a BBQ lunch on One Foot Island.

Pictured above undoubtedly missing their desks at work, from left in the back row is Glenn Humphrey from Flight Centre Taree; Anne Coombes, MTA Travel; Tina Vaughan, Mary Rossi Travel Lindfield and Toni Sarich, Harvey World Travel Erina.

Front: Jenny McGee, MTA Travel; Jo Howard, Omniche Holidays; Amanda Barrett; Omniche Holidays Reservations and Tracey McCarroll, Jetset Ballina.

16 new Scoot hubs

SINGAPORE based low-cost carrier Scoot has added 16 new hubs to its route map under its alliance with Tiger Airways.

The new destinations include key points in Malaysia, Indonesia, Vietnam, Cambodia, India and Sri Lanka, on top of its six gateways.

World China growth

WORLDHOTELS has added its second property in China with the opening of the Worldhotel Grand Dushulake in the south-eastern city of Suzhou.

The company has flagged plans to further expand its portfolio in the country to 10 properties in Beijing, Shanghai, Xi'an, Chengdu, Xiamen, Guangzhou, Ningbo, Chongqing, Shanxi and Hainan within the next year.

Director of Sales – Carnival Cruise Lines

Be part of something big – drive the presence of Carnival Cruise Lines in the Australian market.

Carnival Cruise Lines is part of Carnival Corporation, the world's leading cruise holiday company. Cruising is the fastest growing segment of tourism in Australia, and Carnival Cruise Lines is the newest entrant into the Australian market, with the recent arrival of Carnival Spirit.

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For further information and to apply online, please visit: careers.carnivalaustralia.com Job Reference: CAR/ 979740



Pickpockets

It's a simple equation really, you are a tourist loaded with small high-value stuff, they want it.

Unfortunately, many travellers make it easy for crooks by wearing tourist clothing, standing in the street with a map unfolded, and a backpack behind with a Canon camera strap hanging from the unzipped compartment.

You could write an essay on ways to beat pickpockets and petty thieves (hang on, we have, read it on SureSave.net.au and download the PDF version for your customers).

But there are two things to remember if you want to stay safe: don't make yourself a target and be aware of how the pickpockets operate.

Ditch the backpack, forget the easy-care travel pants and photographer vest that scream "I'm a tourist, rob me!" Instead, dress more like the locals, so you blend in.

Pickpockets rely on you being distracted so you don't feel the wallet disappearing from your pocket, so be wary of anything unusual such as a gaggle of children surrounding you, a map thrust under your nose (it's hiding hands going into your bag), if you're splashed with water, mud, mustard or bird dropping politely refuse any assistance (the hands will clean you up and clean you out at the same time).

If you suspect you are being hassled by a pickpocket simply walk away.

If you are robbed, report it to the police. You will need to be able to show you have done this when making a claim.



Cunard 2014 brochure

CUNARD Line has released hard copies of its World Voyages 2014 brochure which includes the QM2 Royal Circumnavigation of Australia - phone 13 24 41.

Ancillary revenue to reach \$36b

AMADEUS has forecast an 11.3% increase in airline ancillary revenue this year, with \$3.6 billion in new receipts by carriers as they work to boost their bottom lines.

The third annual 'Worldwide Estimate of Ancillary Revenue' tracks the non-ticket income of carriers across the world, with much of the increase attributed to "increased passenger revenue" as airlines grow.

The report has been produced in partnership with IdeaWorks, which predicted significant further growth in ancillary activity "when the sale of optional extras becomes more prevalent in the automated booking systems used by travel agents".

Amadeus senior vice president of Airline IT, Julia Sattel, said it

was "paramount that airlines adopt the Electronic Miscellaneous Document (EMD)" which provides a standard way of dealing with ancillaries.

She said Amadeus issued almost 5 million EMDs last year which was "testament to the importance of ancillary services in driving revenues and supporting growth".

Insight's ultimate UK

INSIGHT Vacations has launched two extended length itineraries of 34-days and 47-days, offering more in-depth region exploration.

Only two exclusive departures are scheduled for May & Jul 2013. More info on 1300 727 767.

Wyndham rewards

WYNDHAM Hotel Group today announced the introduction of its Wyndham Rewards loyalty scheme into the South Pacific region.

The move will see members of the scheme able to earn and redeem points when they stay with any participating Wyndham group property in Australia and New Zealand.

The expansion follows the recent addition of Wyndham properties in Sri Lanka, India and the Philippines, with the program also offered in China and Thailand.

Wyndham Rewards launched a new global rewards catalogue earlier this year, allowing members in all countries where the program is available to redeem points for "items that are locally relevant to them" such as gift cards and tickets to events.

Wyndham said the program is the "world's largest lodging loyalty program as measured by number of participating hotels," and has over 7m active members.

Allardice popular at Bayview

BAYVIEW Travel in the Melbourne suburb of Brighton was recently visited by David Allardice of Eastern Journeys, who stopped in for one of the company's special client events.

Allardice, through his Eastern Journeys operation, specialises in customised tours to China and is always a popular visitor to the team at Bayview, and was well received by the guests in attendance during the evening for his informative offerings.



Pictured above during the evening's entertainment, from left is Michael Nolan, Bayview Travel Director; David Allardice, CEO and Owner of Eastern Journeys and Chris McGetrick Bayview Travel Director.

QH Gold Coast bonus

QANTAS Holidays is celebrating the return of QF flights to the Gold Coast with a bonus offer of 5000 Qantas frequent flyer points.

Packages start from \$311 including three nights at the Gold Coast Vibe Hotel and a Reef Ryder Island cruise with lunch. See www.qhv.com/agents.

 **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:
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**MOVE WITH THE TIMES – GET ONLINE!
CUSTOMER SERVICES CONSULTANTS x 6
MELBOURNE - SALARY PACKAGES TO \$51K+ BONUS**

This rapidly growing online travel company is looking for 6 consultants to join their expanding team! Working in the Customer Service division you must possess a strong focus on delivering superior customer service both over the phone and via email. As you will be working on a rotating roster, you will need your own car. A high base salary + commissions are on offer to the successful candidates!

**SOUTH AMERICA EXPERT REQUIRED
WHOLESALE RESERVATIONS CONSULTANT
MELBOURNE (CBD) – SALARY PACKAGE TO \$45K (DOE)**

Based in Melbourne’s CBD this is an exciting role with a difference and will see you specialising in South America. Your day will consist of tailor making interesting itineraries for travel agents and the direct public. No two days will ever be the same with this role. You will book destinations including Galapagos Islands, Rio De Janeiro Machu Picchu and more! Min 2 yrs consulting experience and personal travel essential.

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CORPORATE CONSULTANTS**

PERTH (SOUTH) - SALARY PACKAGE TO \$80K+ OTE
Calling all travel consultants in Perth, we have a wonderful new corporate role just called in! Working with the academic market you will book exciting itineraries on a daily basis! This role will see you working Monday – Friday hours, earn a sensational high base wage, have access to incentive trips and work in a fun team environment! If you have a min 2 years corporate experience, this role could be yours!

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Love talking about your adventures around the globe? Is your current travel role a little soft? If you are tired of selling the same old package over and over again and need some action in your day then this leading travel office needs you. You will ideally be an experienced retail travel consultant who has a passion for building memorable travel experiences for your clients. Sensational \$\$ are on offer along with top famils, ongoing training and more. There will be no yawning in this office!

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Do you have a love for all things green and gold? Want a role where you can show off your Aussie spirit? This is it! Being part of this leading wholesaler you will deal with travel professionals via phone and email and sell all the wonderful experiences this great country has to offer. You’ll get to see it all yourself as well with the great famils on offer. All you need is min 12 months travel consulting or reservations experience and a positive attitude.