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Travel Daily

First with the news

Tuesday 8th April 2014

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New RCCL chief

ADAM Goldstein has been appointed as the president and chief operating officer of Royal Caribbean Cruises Limited, after 12 years heading up the Royal Caribbean International brand.

Goldstein will work closely with the group's ceo Richard Fain, with responsibility for the full portfolio including Royal Caribbean, Celebrity and Azamara brands.

More in today's **TD Cruise Update** - [CLICK HERE](#) to subscribe.

Over 280 agents to Dubai

EMIRATES and Dubai Tourism this morning unveiled the details of their 2014 Mega Famil, which will this year take over 280 travel consultants from Australasia to experience the destination.

It's the third time the huge event has been staged, but 2014 marks a departure from the previous short term incentive-based participation, with agents to be specifically invited on the trip based on consistent sales of Dubai and EK over the last year.

The trip takes place next month, with Aussie agents heading to Dubai 14-19 May, while a separate NZ group will travel 11-17 May to experience Dubai and Emirates, which are "intrinsically connected," EK vice-president Australasia Bryan Banston said.

"Now in its third year, the joint Emirates and Dubai Tourism Mega Famil lets us show our

appreciation for the many agents who support us, and educate many more on the Emirates and Dubai offering," he added.

The itinerary will include five jam-packed days, including a "Discover MyDubai Day" with a series of fun challenges at some of the city's unique attractions.

After the mega group returns, ten lucky "premium sellers" will take part in a special itinerary showcasing the luxury elements of Dubai and Emirates which meet the needs of the Business and First class market, such as Al Maha Desert Resort, Sofitel Dubai The Palm and Burj Al Arab.

Dubai Tourism director Julie King said platinum sponsors for the 2014 mega-famil trip included the Sofitel, Jumeirah and Address hotel groups.

Renault earlybirds

RENAULT Eurodrive is reminding agents that earlybird deals on its European lease vehicles expire at the end of the month - details on the **last page**.

Today's issue of TD

Travel Daily today has seven pages of news & photos, plus full pages from: ([click](#))

- AA Appointments jobs
- inPlace Recruitment jobs
- Globus NTIA nominations
- Renault Eurodrive

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Gaines TD comment

TODAY'S Travel Daily features an exclusive column from newly appointed HelloWorld Limited ceo, Elizabeth Gaines, who took over from Rob Gurney last week.

Gaines says she is dedicated to the success of the *helloworld* brand, confirming there are now more than 760 agencies signed to the HelloWorld retail models "with more agents joining on a weekly basis".

For the full update, see **page six**.

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TA's industry "rally cry"

REGIONAL tourism businesses across Australia are being invited to share their stories with the world in the latest evolution of Tourism Australia's *There's Nothing like Australia* campaign.

The organisation is issuing a 'Rally Cry' to the public to share their stories about the country's food and wine experience, aiming to put Australia "at the top of the menu for international visitors".

TA chief marketing officer Nick Baker said "our regions have an abundance of incredible stories to share where quite literally, every second of every day, unique and brilliant food and wine experiences are being served up in remarkable and awe-inspiring locations".

A special 'Restaurant Australia' online hub launched this morning, where businesses, operators or people directly involved in the industry can submit their stories.

Next month, the content will be unveiled along with new broadcast, print and online elements, meaning participants will have their products exposed to a global audience.

Baker said that by lodging an online submission at australia.com/restaurantaustralia, participants will be automatically listed on the site, with a link back to their product website.

They will also have the chance to have their story or product profiled in a feature article on the site, and even potentially be included in international media familiarisations hosted under the 'Restaurant Australia' promotion.

Baker said the campaign would particularly focus on themes of seafood, restaurants, produce, people, food events, food trails and Australia's wine story.

Research conducted in 15 key markets had identified "food and wine" as a key factor in holiday decision making, Baker added.

QF CZ codeshare

QANTAS is set to place its new China Southern codeshare services (**TD 03 Dec**) on sale later this week, with the routes including flights from Guangzhou to Brisbane, Perth, Melbourne and Sydney as well as Fuzhou, Kunming, Urumqi and Xiamen.

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New Voyages chief

HOTEL industry veteran Andrew Williams has been named as the new chief executive officer of Voyages Indigenous Tourism Australia, having held the position in an acting capacity since Jan. Williams replaces Koos Klein, who departed the role last Oct.

Malaysia lead gains in Feb

AUSTRALIA has rapidly grown in popularity among Malaysian travellers in the last 12 months, with official government data showing a 29.2% year-on-year gain in arrivals by Malay nationals.

According to the latest short-term visitor arrivals from the Australian Bureau of Statistics, Hong Kong and Singapore also recorded growth above 20%, with Vietnam and Thailand up 17.8% and 16.7% respectively.

In terms of sheer numbers, China continued to lead the way in dominating fashion, with more than 632,000 flocking for a holiday in Australia in Feb alone, itself up 10.1% on one year prior.

A total of 6.2 million overseas arrivals were recorded for Feb overall - up 9.6% on the year prior.

The result for China was even up 1.6% on Jan this year, driven largely by Chinese New Year festivities, which returned to Feb this year from Jan last year.

Double-digit growth was also recorded for the more traditional markets of UK, USA and Germany, while Japan was the only top-ten source market to record a decline, down 3.1% year-on-year.

Among the 5.3 million short-term resident departures in Feb, Singapore grew strongly with a 27.3% increase on Feb last year, followed by Malaysia at 21.2%.

New Zealand remained at the helm for short-term departures, with slightly more than 1.1 million Aussies crossing the Tasman in Feb - up 6.8% from one year ago.

Tourism & Transport Forum ceo Ken Morrison praised Asia's role in driving local tourism growth.

"Understanding what makes Australia an attractive destination and what we can do to make Australia more competitive is crucial to ensuring we capitalise on the Asian people boom and make the most of our proximity to Asia," he said.



Window Seat

EVERY member of the family, including man's best friend, the family pooch is catered for at Big4 Gold Coast Holiday Park after the facility opened a fenced play area dedicated for dogs.

The super-sized off-leash canine play area offers plenty of equipment for dogs to play on including a see-saw, hurdle, weave poles and much more.

Big4 Gold Coast Holiday Park has always been a dog-friendly destination, with the new play area an even bigger incentive not to leave the four-legged friend at home anymore.

A range of new facilities have also been opened for humans with a new resort-style pool, water slide, BMX track, pedal cars, outdoor screen and more.

LOOKS like the plane just wanted to sit down.

Investigations are underway into how a cargo aircraft found itself in a "nose up" situation while unloading at Abu Dhabi International Airport last week.

No injuries were reported among crew nearby, however aircraft owners DHL are liaising with airport management about how the situation occurred.



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Our nominations are:
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Best Travel Agency Manager – Corporate (Sean Simmons)

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Emma's off to see NZ

CONGRATS to Emma Chapman from Helloworld Corio in Victoria who was selected as the overall winner of the *Travel Daily* month-long competition for Apr. Chapman has won return economy flights to New Zealand courtesy of Air New Zealand, five nights accom at Millennium Hotel Queenstown, three-day ski passes thanks to NZSKI and an AJ Hackett bungy-jumping experience.

India set for SQ A380

SINGAPORE Airlines will launch A380 superjumbo aircraft on select services to Mumbai and New Delhi from late next month. The superjumbo will replace one of the carrier's two daily flights to each city, both of which are currently served by B777 jets.

Brazil health warning

FOOTBALL fans heading to the FIFA World Cup in Brazil are being urged to ensure they get yellow fever vaccinations before leaving. The Travel Doctor - TVMC said shots are required six to eight weeks before departure, with yellow fever endemic in Brazil.

Urban owned in full

INTREPID Travel has announced it has acquired the remaining 50% stake in its day tour business Urban Adventures from the WHL Group, assuming full ownership and control of the operation. Urban Adventures continues to grow at a rapid rate and is on track to welcome 70,000 guests on 265 trips in 90 cities this year. Intrepid Group managing director James Thornton said the organisation had seen a voracious appetite for Urban's products. "This deal allows us to fully integrate Urban Adventures with our portfolio of small group adventure travel brands". Tony Carne will remain general manager of the company following the full acquisition.

IE resumes after flood

SOLOMON Airlines has resumed its full domestic and int'l schedule following floods in the country last weekend, with debris cleared from the runway and all aircraft inspected & cleared to fly. The airline's fleet would help to bring in emergency supplies, with outer islands also damaged by a 6.1 magnitude earthquake on Fri.

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TTA Terrigal celebrates first year



A LAVISH party was thrown last week to celebrate the first birthday of The Travel Authority's office at Terrigal on the NSW Central Coast, attended by more than 100 suppliers and clients. Taking place at Reef Restaurant in Terrigal, attendees enjoyed a

variety of cocktail, canapés and a panoramic view over Terrigal beach from the party room. Speaking at the event, TTA office manager Claire Winnel thanked all the partners and clients who contributed to the success of the office in its maiden year. Capping off the celebration was a prize draw in which a holiday to Bali was given away to a room full of excited attendees. **Pictured** above from left is the team from The Travel Authority Terrigal and head office in Fiona Rice, Peter Hosper, Patricia Saric, Claire Winnel, Fiona Thorrington and Sarah Bush.

Guide to Syd Harbour

CAPTAIN Cook Cruises has launched its 2014-15 brochure covering sightseeing and dining cruises on Sydney Harbour. The 20-page guide details the fleet in operation as well as ferry & attraction combo tickets.

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Voyager new one-click invoicing

CORPORATE travel technology firm Voyager has launched a new 'one-click' transaction invoice reconciliation solution in conjunction with the American Express Business Travel Account Connect portal (BTA).

Automatically linking client transactions directly to Voyager invoices, the new system lets customers see individual charges on a statement without having to also locate separate invoices.

The new technology uses online communication technology to link

clients with Voyager & Amex BTA under an "e-invoice access" functionality.

"We have implemented this new development in partnership with American Express to provide a route for our clients to work more closely with us and in the process benefit from improved statement reconciliation speeds," Voyager Travel head of technology Yvonne Castle said.

Castle is **pictured** above launching the new system with a cake alongside American Express travel agency partnership manager David Lorimer.



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Crompton for TIME

VIRGIN Australia's chief comm. officer Judith Crompton will be guest speaker and the next Travel Industry Mentor Experience graduation event on 30 Apr.

The ceremony is being held at Vibe Hotel in Sydney from 6pm.



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Bankwest points pact

COMMONWEALTH Bank-owned Bankwest has launched a new 'Bankwest Qantas Transaction Account' which gives customers the opportunity to earn Qantas Points on their daily account balance as well as on eligible purchases.

New customers will receive 10,000 bonus points if they deposit \$2000 into the account each month for the first quarter, while points also accrue at the rate of 0.4 per day per \$100.

Brand USA heads to the big screen

US MARKETING organisation Brand USA has announced the production of an IMAX-style movie which celebrates America as a top travel destination.

Announced at the IPW trade show in Chicago overnight, the film will debut in mid-2015, coinciding with the centenary of the US National Park Service.

Focusing on the more than 400 national parks across the US, Brand USA president and CEO Christopher Thompson said "this giant-screen film will capture the myriad of experiences available through the nation's great outdoors, therefore inspiring visitors to discover the beauty and diversity across the US".

Westpac + UnionPay

WESTPAC has sealed a new agreement with Chinese credit card giant UnionPay, which will enable travellers from China to use Westpac ATMs across Australia to withdraw Aussie dollars from their yuan-designated accounts at home.



[▶ CLICK HERE TO ENTER](#)

*Flights to Japan not included. Conditions apply.

NRL Rd 5 Winner

CONGRATULATIONS

Gayle Dawson

from *TravelManagers*

Gayle is the top point scorer for Round 5 of *Travel Daily's* NRL industry footy tipping competition, and has won a Double Admission pass to

Taronga Zoo.



Major Prize Sponsors

1st Prize: two return flights to Dubai, courtesy of Emirates



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu



QF A380 experience

TRAVEL consultants are being invited to attend an "A380 Aircraft & Hangar Experience" in Sydney on Tue 20 May, with an opportunity to tour the Qantas flagship aircraft and see the onboard product experience across all four cabins.

Attendees will also have a behind the scenes meet and greet with the QF operations and sales teams - for more information, see www.qantas.com/agents.

Cooks airport project

THE Cook Islands Government is set to conduct a project looking at the feasibility of upgrading Rarotonga and Aitutaki airports.

The European Investment Bank is helping to fund the works which will look at runways, navigational aids, terminals and the use of renewable energy.

BA adds QR c'share

BRITISH Airways has today launched a new codeshare pact with Qatar Airways, covering flights between LHR and Doha.

BA flights from LHR to seven European destinations will carry the QR code, while BA will also codeshare on QR flights to North Africa and the subcontinent.

AY fly to Thai beaches

FINNAIR is set to increase its seasonal charter services from Helsinki to both Krabi and Phuket into a scheduled operation over the 2014/15 northern winter.

Beginning 14 Nov, the carrier will fly twice weekly to Phuket, increasing to three from 14 Dec, while direct Krabi services will launch from 10 Dec.

Both services will be operated by Airbus A340-300 aircraft.

JetBlue goes flat out

US CARRIER JetBlue is set to boost its product offering with the Jun launch of "premium transcontinental" Business class.

The new cabin will have 16 fully flat seats as well as in-flight entertainment screens and will feature on the popular New York JFK to Los Angeles route.

A new IFE system will also be installed in the economy cabin with larger screens and 100 channels of live TV.

PRODUCT MANAGER

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Your time management skills in a multi-tasking environment are critical and you must be able to travel overseas to fulfil the demands of this role. 3 years product management experience and Calypso skills are essential.

Job description is available. Based in Rozelle, Sydney. To apply, please email your cover letter and resume to alison.powers@au.pinpoint.biz Applications close 4pm Friday 11 April 2014. No agencies please.



A note from helloworld

Helloworld Limited's new CEO Elizabeth Gaines outlines the strategic direction for the group

IN LATE 2012, we embarked on a major strategic review focused on delivering long term success for our stakeholders. This culminated in the launch of *helloworld*, an exciting new consumer brand, and a major business transformation designed to change the future of Australian travel retailing.

In my previous role as Chief Operating Officer & Chief Financial Officer of Helloworld Limited, I was closely involved with the development of the company's strategy and the implementation of the *helloworld* brand. Consequently, I am dedicated to its success. We now have more than 760 locations signed to the *helloworld* retail models, with more agents joining on a weekly basis.

I am delighted to be given the opportunity to lead the team at Helloworld Limited. I am very proud of the team's achievements and as CEO, I am committed to driving a dynamic, sustainable business focused on results, collaboration and profitable partnerships for all our stakeholders.

I understand what is required to operate a profitable business and how vital this is to our agents, suppliers and the travel industry overall. I have spent the last six years in the travel industry and have an extensive background in leading businesses in CEO, CFO and COO level positions in Australia and overseas.

I know, through my experiences both here and overseas, that companies excel when they engage effectively with all key stakeholders. For *helloworld*, this means our agents and members, preferred suppliers and our dedicated and enthusiastic staff.

My immediate focus is to build on the significant progress we have made since introducing the *helloworld* brand. To achieve this, my objectives are to finalise the transition of *helloworld* locations nationwide, raise the consumer profile of the brand and maximise the return on investment via our integrated marketing campaigns. A key area of focus will be supporting the growth of our agents through process improvements and efficiencies. This, in turn, should deliver improved results for our preferred suppliers.

The continued support of our stakeholders during this process is highly valued and critical to our long term success. Over the coming weeks, I will be engaging with key stakeholders, listening to their feedback, reviewing our marketing activity and fostering a strong team spirit which is essential to any business.

2014 promises to be an exciting and eventful year for *helloworld*. Our 2014 Owner/Managers Conference will take place in Los Angeles from 02-04 October and our Frontliners Conference will be held from 28-30 November at the Adelaide Convention Centre.

My team and I look forward to working with our stakeholders to build the *helloworld* brand and transform the Australian travel industry landscape.



Euro travellers green

VISITORS to Australia from Europe are more receptive and likely to support voluntary carbon offset schemes than their Asian counterparts, a study has found.

Research conducted by the Griffith Institute for Tourism and Tourism Research Australia noted that more education was needed to optimise support from Asia.

Although the result favoured the more traditional markets, the study found overall support of offset schemes was still very low among inbound travellers, with social media highlighted as a way to pitch to more demographics.

TT 'infrequent flyers'

LOW-COST carrier Tigerair Australia this morning launched a new online club for travellers who "don't fly as often as they'd like".

The Infrequent Flyer Club provides regular updates on special deals flying with Tiger, as well as "surprises and rewards".

"Most Australian travellers don't fly often...because it is just too expensive and therefore the merits of belonging to a frequent flyer program become pretty meaningless," Tigerair said.

The first 5000 members to join will receive a \$100 flight voucher - see www.infrequentflyers.com.

LH/OS suspends Libya

AN EXPLOSION on the main runway of Libya's Tripoli Airport in late Mar has seen Lufthansa and Austrian Airlines suspends flights to the country indefinitely.

The carriers join British Airways and Alitalia, who shelved services to Libya last week following the incident, with no estimated date for resumption of flights hinted.

Topdeck Aus/NZ sale

ITINERARIES in NZ & Australia operated by youth tour operator Topdeck have been cut by 10% and 20% respectively for new bookings deposited by 30 Apr.

The sale applies to trips leaving in May and Jun this year, with savings of up to \$426 available.

GTA Hilton deal live

A FURTHER 4,000 Hilton Worldwide properties are now available to book by travel agents and tour operators via GTA HTML sites, XML feeds or wholesalers as part of an expanded distribution deal which went live this week.

Shark fins off menus

STARWOOD Hotels & Resorts Worldwide has declared it will no longer source shark-fin products in any of its 1,200 hotels or 1,300 restaurants worldwide as part of its commitment to sustainability.

The new policy will take effect from Jul, with the group saying it was committed to eliminating the consumption of shark fin entirely in its hotels by the end of 2014.

Travel Daily

First with the news

Tuesday 8th Apr 2014

New bags for Teulia

TEULIA Soochoon from Virgin Australia has been selected as the winner of last week's Samsonite *Travel Daily* mini-competition.

Soochoon will be next travelling with two new Samsonite Spin Trunk suitcases in violet and blue, valued at \$499 each.

Accor on the catwalk

UPSCALE Accor hotel brand Pullman has renewed its deal as the Official Hotel Partner of the Mercedes-Benz Fashion Week Australia, which began on Sun.

Under the tie-up, the brand's three Sydney hotels & resorts will play host to fashion designers, buyers, models and media over the course of the week-long event.

Nth Bali airport build

ANY new airport earmarked for the north of Bali to ease capacity concerns at Ngurah Rai must be built with all supporting factors considered, Bali Governor Made Mangku Pastika has warned.

Following completion of a feasibility study into the proposed facility, the Governor said airlines and tourists will only respond to the new airport if supporting infrastructure such as roads and transport is also readily available.

Jambojet jazzes off

KENYA Airways has commenced operations of its new low-cost subsidiary carrier Jambojet, with the first flight taking off last week from Nairobi to Mombasa.

Jambojet will initially operate three B737-300 aircraft leased from KQ, flying domestic routes ex NBO to Kisumu and Eldoret before moving into short-haul flights to nearby countries such as Tanzania, Rwanda and Uganda.



Money

WELCOME to *Money Talk*, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US\$0.92

THE Australian dollar is persisting at its current high levels, with the Reserve Bank in a difficult situation, hoping that it will decline but unable to drop interest rates further for fear of stimulating the already hot local housing market.

Part of the issue is the still weak US economy, with concerns about unemployment leading to expectations that US interest rates will remain very low for some time to come.

Last week, the Aussie hit a four month high against the Euro, but slipped back due to strengthening confidence about European economies.

Wholesale rates this morning:

US	\$0.924
UK	£0.556
NZ	\$1.069
Euro	€0.672
Japan	¥95.22
Singapore	\$1.158
China	¥5.557
South Africa	R9.634
Canada	\$1.009
Crude oil	US\$100.44

Airline shares strong

IMPROVEMENTS in airline financial figures have led to jumps in the price of airline shares, according to the Mar edition of the IATA Airline Financial Monitor.

From the start of the year, air stocks have risen in value by 13%, bucking the overall market trends which have remained flat.

MEANWHILE, IATA director general Tony Tyler has urged Gulf-based airlines to work together to ensure long-term and ongoing success, saying the region will be stronger if carriers cooperate.

Middle-East airlines are forecast to contribute \$2.2b of expected \$18.7b in airline profits globally.

WIN A TRIP TO PNG TO DO KOKODA

To coincide with the launch of PNG Tourism's new Kokoda campaign and website 'Do Kokoda', this month **PNG Tourism, Air Niugini & Back Track Adventures** are giving you and a friend the chance to trek Kokoda during the 100th year anniversary of the ANZAC.

Thousands of people walk in the footsteps of heroes on Kokoda each year through the jungles of the Owen Stanley Ranges in Papua New Guinea, our closest neighbours and allies.

The prize includes:

- Back Track Kokoda trek package for two including flights.
- 2 x return economy flights between Australia and Port Moresby with Air Niugini.
- 10 night/11 day package - 2 nights accommodation at Holiday Inn Port Moresby and 8 nights at Kokoda Track camping
- Total Prize Value: \$11,000

Each day *Travel Daily* will ask a PNG-related question – just read the issue and email us your answer. There will be 19 questions in total. 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 incredible experience.

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

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

Q.6: Can you fly direct to Port Moresby from Cairns and Brisbane daily?



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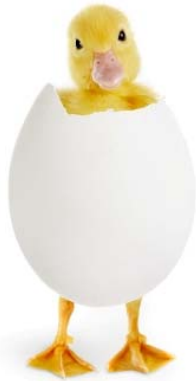
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STEP AWAY FROM EVERYDAY CONSULTING CUSTOMER SERVICE CONSULTANTS MELBOURNE – SALARY PKG UP TO \$55K

Due to company growth, AA Appointments have 2 sensational NEW customer service roles that you are going to LOVE! Working behind the scenes, you will be assisting customers with their online bookings, flight changes & special requests. You will work in a fun, social team working on a rotating roster. This role requires you to have expert knowledge of using Galileo & a passion for delivering a top notch customer service experience. These roles won't be available for long, contact AA to find out how to apply!

HAVE A PASSION FOR ALL THINGS AUSSIE? INBOUND OPERATIONS CONSULTANT MELBOURNE (INNER) – SALARY PKG UP TO \$50K (DOE)

This boutique travel company specializing in luxury holiday packages is seeking an experienced inbound consultant to join their team. This back office role will see you finalizing confirmations, preparing client documentation & corresponding with suppliers to ensure that your clients holiday itinerary flows like clock work! A good understanding of Australian holiday destinations & genuine interest in the area an advantage when applying for this role. Contact AA Appointments today to find out more!

FINALLY THE PERFECT JUNIOR POSITION TRAVEL CONSULTANT

MELBOURNE (WEST) - SALARY PKG UP TO \$50K (DOE)

Sick of being told you don't have enough experience? Are you looking for an opportunity to further your travel industry experience & demonstrate your desire to learn & grow within travel? This exclusive role will see you working in a well established retail office & provided the mentoring to become a true industry professional! All you need is a min of 6 months previous consulting experience & posses a true passion for travel. Work Mon – Fri hours plus every second Sat PLUS a great salary package you'd be crazy not to apply!

IS GROUP TRAVEL YOUR THING? GROUPS CONSULTANT

MELBOURNE (WEST) - SALARY PKG UP TO \$50K (DOE)

Do you enjoy the intricacies of organizing & booking group travel? We have a fantastic role just called in working for a global travel company in their dedicated groups department. Working via phone and email enquiry only, you will create tailor made itineraries for groups from 10 - 100 people to worldwide destinations. This is a fantastic opportunity to work close to home and be rewarded with a very generous salary package. If you think working in groups travel is your thing, then we suggest you apply today!

TAKE THE REINS TRAVEL MANAGER

TOWNSVILLE – SENSATIONAL \$\$\$

Team Leaders – come and manage a well-established store with a high volume of walk in traffic and referral clientele. Enjoy Monday to Friday full time hours with a rotating roster on Saturdays, no Sunday work. Annual conferences, head office support & ongoing salary reviews are just some of the perks on offer. You will need to be a strong leader, have the ability to inspire & lead your team through good and bad. An understanding of marketing and business development is essential. Grab the bull by the horns and apply now!

FILL UP YOUR PIGGY BANK WHOLESALE TRAVEL CONSULTANTS

BRISBANE CBD – UNLIMITED EARNING POTENTIAL

This unique opportunity will give you the chance to specialise in a field, be it International, Cruise or Domestic. You will move away from face to face consulting and instead liaise with retail partners, airlines and suppliers – either over the phone, online or via email. You will receive discounted travel benefits, ongoing product training, famils & more. Minimum 2 years previous consulting experience, strong GDS skills and multi tasking skills are key to landing this job. Wave goodbye to face to face consulting – apply now!

NEW ONE WAY TICKET TO THE TOP TICKETING/SUPPORT CONSULTANT SYDNEY – SALARY PACKAGE \$50K

Are you an expert at issuing tickets? Do you have a passion for airfares? This is your dream role. Work for a global online company based in the North Shore. This is a mixed bag role with lots of variety. Your main responsibility in this role will be after sales support. This includes everything from ticket reissues, date changes, special requests and general help desk. If you have 2 years experience in the travel industry and have strong airfare and ticketing skills, apply for this fantastic opportunity today.

HOT ACCOUNTS WITH A DIFFERENCE ACCOUNTS HELPDESK SYDNEY – SALARY PACKAGE \$60K

This is your chance for something different, move away from consulting and put your best accounts foot forward. Have the opportunity to work for a global support company with great benefits and career progression. Offices based in the CBD. You will be responsible for supporting agents in mid and back office systems such as Tramada & SAM. If you have strong accounts knowledge, have use a mid office travel system and are looking for that something different, this is the role for you.



Are you mixing it up in your office?

Read the latest inPlace blog



Events & Incentive Executive - Sydney

- ▶ Sydney CBD based role- travel required
- ▶ Salary from \$65K + super
- ▶ Domestic & international Incentives mgt



Ben Carnegie

Our client is a well-respected and high profile events and incentives agency based in Sydney. They are currently seeking a new Incentives Executive to help manage a portfolio of calendar events.

You will be there for both new and existing clients from the conceptual stage of the event, managing all logistics for the programs which could be held anywhere in Australia or around the world.

To be considered for this role, you will need previous experience working for an events agency dealing with international incentive programs as well as corporate conferencing experience. Previous experience working in the travel industry is highly regarded for this sort after position.

Apply today to avoid disappointment!

Call Ben or [click here](#) for more details

Online Travel Customer Service - Sydney

- ▶ Work 7 nights on get the next 7 nights off! No sales!
- ▶ Excellent work/ life balance - Online Customer Service
- ▶ 2 positions available for late April start \$46K pkg

Service clients direct- no face to face! Must have experience working in Australia in hotel or travel reservations. Work Mon-Sun 11pm-8am 7 nights straight then get 7 off!

Call Ben or [click here](#) for more details

Private Groups Consultant - Sydney

- ▶ 18 Month contract role
- ▶ Work on unique programs exclusive to this operator
- ▶ Salary from \$45K + super

Arrange flights, accommodation, transfers & coordination of tours on behalf of Schools, Parishes, Pilgrim & study groups throughout Italy, Germany & Israel.

Call Ben or [click here](#) for more details

Team Leader Cruise - Sydney

- ▶ No weekends! Monday to Friday only!
- ▶ City fringe location
- ▶ Salary \$75K doe

Experienced cruise team leader or senior cruise specialist ready to take that next step needed for this well-established office. Must have sold cruising in a retail travel environment.

Call Sandra or [click here](#) for more details

Senior Wholesale Consultant - Sydney

- ▶ Lower North Shore location
- ▶ Monday to Friday hours
- ▶ Do you have an in-depth knowledge of Scandinavia or Russia?

Highly reputable wholesaler specialising in creating FIT travel itineraries throughout these unique parts of the world. Salary up to \$50K for experienced consultants.

Call Sandra or [click here](#) for more details

Asian Wholesale Reservations - Sydney

- ▶ Sell a destination you are passionate about!
- ▶ Monday to Friday - No weekend work!
- ▶ Salary from \$45 - \$50K + super

Customer service excellence is a priority in this company, working with travel agents to arrange their clients holidays throughout Asia. CRS experience required.

Call Sandra or [click here](#) for more details



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