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# Travel Daily

First with the news

Wednesday 16th April 2014

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## Westbury to chair WTAAA

AFTA ceo Jayson Westbury will take over chairmanship of the World Travel Agents Associations Alliance (WTAAA) later this year, with the move foreshadowed at a meeting of the organisation in Bangkok earlier this month.

A number of "particularly pressing IATA matters" were discussed at the meeting, including a new resolution which requires ADM refunds to be processed electronically.

Westbury told **TD** that he's determined to ensure airlines

comply with the requirement, effective 01 Jun, which makes it compulsory for agent refunds to be processed directly via BSPlink rather than by other means such as "snail mail".

The WTAAA, which currently comprises agent groups from Australia, NZ, South Africa, India, Europe/UK, Brazil, Canada and the USA, has also set its sights on expansion, with a number of travel industry groups from Asia attending the meeting and a strategy being developed to embrace further members.

Westbury told **TD** the WTAAA is also keeping a watching brief on IATA's New Distribution Capability (NDC) technology to ensure it embraces the interests of agents.

### Exclusive TA column

**TOURISM** Australia managing director John O'Sullivan has exclusively provided insights on his new role in a special **TD** column today - see **page eight**.

### Ten pages of news

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

- AA Appointments jobs
- Travel Trade Recruitment
- CruiseAbout jobs
- Qantas Hols NTIA voting

### Qantas Hols NTIA

**QANTAS** Holidays is today inviting the industry to vote for its NTIA nominations - see **last page**.

### CruiseAbout roles

**FLIGHT** Centre's niche CruiseAbout brand is advertising for "more sales hands on deck," - for details see **page thirteen**.

**SCENIC TOURS**

**NEW 2015**  
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**RIVER**  
**CRUISING**  
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Voting closes 17th April 2014



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Voting closes 17 April

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Mat McLachlan  
BATTLEFIELD TOURS

## Clients heading to Gallipoli in 2015 and have a ticket in the ballot?

Want to book airfares outside system range in conjunction with your clients tour to avoid missing out?

**gallipolitour2015.com.au**

## Princess lifts Oz presence

**PRINCESS** Cruises says the deployment of *Golden Princess* from Melbourne in 2015/16 (TD breaking news) is the highlight of the season, which will see the line operate a record five ships in Australian waters.

Stuart Allison, Princess Cruises vice president Australia/NZ, said the program "reaffirms the cruise line's leadership in the Australian market," claiming that Aussies now spend more nights on board Princess vessels than on any other cruise line.

Five out of the 18-strong

Princess fleet will be deployed here, with the line ranking Australia as its biggest market outside the USA.

And in a move certain to please local cruisers, all of the Princess ships cruising in Australia will offer A\$ pricing on board.

Western Australia will enjoy year-round departures, with its first ever summer of "premium cruises" as *Sun Princess* operates 11 voyages out of Fremantle between Oct 15 and Mar 16.

*Diamond Princess* will cruise out of Sydney over the summer season while Brisbane will have both *Sun Princess* and *Sea Princess* offering the Qld capital's biggest ever Princess offering.

The 2600-passenger *Golden Princess* will make her maiden visit to Australia when she arrives in Oct next year.

She will be "the biggest cruise ship ever to be based outside Sydney," operating from Melbourne over a five month period to NZ, the South Pacific and Tasmania.

More in tomorrow's issue of *Travel Daily Cruise Update*.

### Amadeus-UA deal

**AMADEUS** has announced a new multi-year agreement with United Airlines for worldwide distribution services of the carrier's full range of content.

The agreement also provides for access to and booking of UA's ancillary offerings such as Economy Plus seating.

Currently, access to Economy Plus bookings is expected to roll out by the middle of the year, with global implementation planning currently underway.

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## APT info sessions

APT will next month host a series of public information sessions around Australia for agents and clients keen to learn more about its offerings.

Sales executives from the firm will be in attendance at each and in addition to presentations, will be available to answer questions on European river cruising, luxury small ships, land touring & more.

Beginning in Melbourne, events will then travel to Sydney, Brisbane, Perth, Adelaide and Cairns, taking place on 06, 07, 08, 21, 27 and 28 May respectively.

Bookings made on the night will be transferred to travel agents.

Agents are being encouraged to register interested clients early as space is expected to fill quickly.

**CLICK HERE** for more details.

## CI expands in China

**TAIWANESE** SkyTeam member China Airlines is set to add three new routes to mainland China.

The expansion will take effect from Jul this year, with the new services operating from Taipei Taoyuan airport to Hefei (twice weekly), Xuzhou (thrice weekly) and Yantai (twice weekly).

## Trafalgar low season brochure release

**TRAFALGAR** has launched its 2014/15 Autumn, Winter and Spring program for Europe and Britain, and is inviting agents to use it to extend their sales of the product, with 35 itineraries available for travel Nov 14-Mar 15.

23 countries are on offer along with additional departure dates, with the seasonal program also including three popular summer CostSaver itineraries for Britain, Italy and Turkey.

The off-peak brochure for the first time also includes a festive trip taking in France, Switzerland and Italy which features Christmas Day in St Moritz and a New Year's highlight dinner at a house in the Tuscan hills near Florence.

Top selling agents will get to see some of the product on Trafalgar's 2014 Acclaim trip which this year takes in the Christmas markets of Europe.

Every booking made by 30 Jun 2014 helps qualify for participation in the educational.

Early payment discounts of up to 7.5% are available for bookings paid in full by 17 Jul.



## Window Seat

**ANTICIPATION** is at fever pitch ahead of the arrival to Sydney today of the Duke and Duchess of Cambridge & Prince George.

To celebrate, Toga Far East Hospitality has launched a new competition giving the chance to experience life as a Royal with a weekend away complete with the services of a nanny.

To be in the running, parents need to provide the quirkiest caption for an image posted on the Adina Facebook page - see [facebook.com/adina.australia](https://www.facebook.com/adina.australia).

**KERMIT** the Frog has gone missing inside a Novotel hotel.

Following the release of the latest Muppets movie adventure last week, Accor is inviting families to join the search party with a new "Find Kermit at Novotel" deal in which 1,000 Kermits have been hidden inside rooms across Australia.

Guests who find Kermit in their room can win a \$500 Gift Card, movie passes & more - see [www.novotel.com/muppets](http://www.novotel.com/muppets).



Sean Simmons Travel Pty Ltd are very excited to announce that for the 2nd year in a row we have been nominated in TWO categories for the:

**2014 AFTA National Travel Industry Awards**

Our nominations are:

**Best Travel Agency – Corporate (Single Location)**  
**Best Travel Agency Manager – Corporate (Sean Simmons)**

To everyone who has travelled with us on our journey, we offer a heartfelt thank you. Please vote now to help us fly even higher!

SEAN SIMMONS  
**TRAVEL**

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Saving applies to selected fully inclusive group tours to China & Indochina. Offer valid for new bookings made between 1-24 April 2014. Initial deposit of \$300 per person required at time of reservation plus air portion of \$1200 per person. Air portion and completed booking form must be received by Wendy Wu Tours by COB 24 April 2014. Visit [www.wendywutours.com.au](http://www.wendywutours.com.au) or contact reservations for full details and conditions. All tours are subject to air and land availability. Tour details and booking conditions as per 2014/15 brochures. Not available in conjunction with any other offer. Travel licence 2TA4792. 1578K



Wednesday 16th April 2014

## Virgin Galactic- Land Rover partnership

**FLEDGLING** space tourism operation Virgin Galactic has announced a global partnership with vehicle manufacturer Land Rover, with a new "Discovery Vision" concept car unveiled in New York alongside Virgin Galactic's SpaceShipTwo.

The companies said the pact demonstrates their shared commitment to iconic design and engineering excellence.



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## TK, AC expand c/share

**TURKISH** Airlines and Air Canada will expand their codeshare cooperation from 03 Jun, with TK adding 15 new destinations in Canada.

Most of the additions are flights via Montreal, and include Bagotville, Bathurst, Calgary, Edmonton, Fredericton, Halifax, Ottawa, Quebec City, St John, Vancouver and San Francisco.

**MEANWHILE** TK will also add new destinations in West Africa from Jun, including flights to Cotonou in Benin and an Istanbul-Bamako-Conakry route.

## UA CO2 redemptions

**UNITED** Airlines has announced an enhancement of its carbon offset program which allows members of its MileagePlus loyalty scheme to redeem points for offsets to cover the carbon emissions associated with their air travel.

During the booking process pax can elect the new option and choose from a list of 'EcoSkies' partners to support projects such as forest conservation and wind-power electricity generation.

## MGM-Hakkasan joint venture

**MGM** Resorts International has announced the formation of a joint venture hotel management company with Abu Dhabi-owned hospitality group Hakkasan.

To be named MGM Hakkasan Hospitality, the strategic alliance will focus on the design, development and management of luxury non-gaming hotels and resorts under the Bellagio, MGM Grand, Hakkasan and SKYLOFTS brands in key international gateway cities and prime resort destinations across the globe.

All of the projects currently under development by each group will be part of the JV, including MGM developments in Asia, the Middle East and the Americas, as well as Hakkasan projects in Abu Dhabi and Dubai.

Hakkasan Group is described as a "distinguished global lifestyle company" offering a unique approach to restaurant, lounge and nightlife experiences.

Founded in London in 2001, the company pioneered Cantonese fine dining through a series of Michelin-starred eateries which now operate across the globe,

with brands also including Sake no Hana, Herringbone, Searsucker and nightclubs at Caesars Palace and MGM Grand.

The new joint venture will aggressively pursue operations in gateway cities around the globe, with early targets including New York, Beverly Hills and London.

Hakkasan will also focus on placing other high profile dining and nightclub brands into the group's developments.

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## Santa Barbara rename

**THE** historic Hotel Oceana in Santa Barbara, California will rebrand as Hotel Milo Santa Barbara in honour of the city's "first true hotelier," Milo Potter.

The 122-room property is the tenth hotel in the Independent Collection which comprises "design-conscious hotels in culturally-rich niche neighbourhoods".

## 19,000 ciggies seized

**CUSTOMS** and Border Protection Services officers at Sydney Airport made a whopping haul on Mon after detaining a 56-year-old man from Bangladesh who arrived from Thailand.

The man was selected for a baggage examination, and during the inspection the officials found more than 19,000 cigarettes along with 25kg of tobacco which had not been declared.

A prosecution is now pending, with the maximum penalty for tobacco smuggling being a fine of five times the duty evaded or ten years in prison.

## Etihad Fiji agreement

**FIJI** Airways and Etihad this morning confirmed a "new and far-reaching" interline agreement connecting the networks of both carriers.

Effective immediately, Fiji's tourism minister Aiyaz Sayed-Khaiyum said the pact is an "exciting new development for Fiji Airways and the entire Fijian economy."

"This opens up a whole new lucrative market for our tourism industry," he said.

FJ ceo Stefan Pichler said the partnership would "help us to put Fiji on the map in countries where we had no presence before...it is definitely a major step for Fiji Airways".

And Etihad president James Hogan said "we are happy to offer Fiji as an additional destination in our global network."

## Back-Roads bargain

**BACK-ROADS** Touring has reduced the price of its 9-day *Austria: A Winter Wonderland* tour, with a saving of \$204 per person on the trip which departs 30 Nov and 07, 14 and 21 Dec.

The trip, which journeys from Munich to Innsbruck, Salzburg and Vienna, now costs \$3881ppts when booked and paid in full by 31 May - 1300 100 410.

## Blissful Austrian event



**AUSTRIAN** Tourism last night hosted a special dinner to launch its 2014 "Moment of Bliss" campaign, which builds on last year's initiative by focusing on Austria as "Europe's Meeting Place".

Key travel agent partners joined with suppliers, media and Austrian Consul-General Guido Stock, with ANTO Director Australia Astrid Mulholland-Licht outlining a busy calendar of activities over the next year.

Austrian Tourism will host industry partners in Vienna as part of the upcoming Avalon Waterways *Illumination* launch in early Jun, while other initiatives will include a wine country

family for wine writers, and a concert series with the Sydney Symphony Orchestra which will see the Sydney Opera House with Austrian branding.

The "Dirndl Ambassadors" will visit Canberra, and events focusing on Austria's Jewish heritage will take place in Sydney and Melbourne later in the year.

And in early 2015 the World University Snow Sports Incorporated will see 1000 ski-mad students visit Innsbruck.

**Pictured** above from left are ANTO's Nicole Becker, Astrid Mulholland-Licht and Manuela Moedlhammer, who is returning to Europe shortly after three years in ANTO's Australian office.



## ANZAC Day 2015 Guided Holidays

To commemorate the 100th anniversary of Gallipoli, Trafalgar will be hosting two special guided holidays including ANZAC Day Dawn Service.

You can book your clients on one of these ANZAC Day 2015 trips whether or not they have a ballot ticket.\*

**Best of Turkey with ANZAC Day**  
15 days, departing 13 April 2015

**Highlights of Turkey with ANZAC Day**  
9 days, departing 18 April 2015

For more information, contact your local **Trafalgar Sales Manager** or call **1300 78 78 78**.

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\*Ballot ticket holders only will be able to attend the Anzac Day Dawn Service, other guests without tickets will meet up post the service. Children under 18 years old must be accompanied at all times. TT1511



# Agents on camel-power in Egypt



**UNDER** a blazing sun, this camel-back tour was one of many highlights enjoyed by this group of Flight Centre travel agents from Australia, NZ, South Africa and Canada to a recent fam to Egypt hosted by On The Go Tours.

Thousands of years of Egyptian history was absorbed as best as possible over the nine day fam, with the group learning about and witnessing sites occupied by famous kings and pharaohs.

Along with visiting some local temples, other experiences the group enjoyed included a cruise on the Nile, a visit to the ancient land of Thebes and the timeless

Valley of the Kings.

The group were treated to the full On The Go Tours experience, with local guides sharing their expertise throughout and each night resting their heads in comfortable and stylish hotels.

**Pictured** above at the iconic Pyramids of Giza from left is Lauren King, On The Go Tours; Christine Fleitz, On The Go Tours; Natalie Pappin, FC Bentleigh; Jessica Jackson, FC Mentone; Jane Elliott, ET Ballina; Nicolette Savas, FC Norwood; Filomena Piffaretti, FC Mt Lawley; Melissa Keers, FC Nth Ryde; Glenda Hall, FC Gore; Chelsea Gasko, FC Kingsway Canada; Vanessa Mason, FC Business Travel Georgia & Seymour Canada; Jenny MacInnes, FC West 4th Canada; Camilla Weddell, FC Musgrave Sth Africa and Gisele Plumridge from FC Garden Sth Africa.

## PR to reduce BKK

**PHILIPPINE** Airlines will reduce flights between Manila and Bangkok from three to two daily, according to GDS displays, with the change effective from 15 May.

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To apply, forward your CV and covering letter to

[recruitment@globusfamily.com.au](mailto:recruitment@globusfamily.com.au)

with the position title in the subject line by **30 April 2014**.

Candidates from recruitment agencies will not be accepted before this date.



## TripAdvisor milestone

**TRIPADVISOR** has announced the "mobile milestone" of 100 million downloads of its free smartphone application for Android and iPhone devices.

The company said the number of downloads more than doubled in the last year and is up six-fold from 2011, with TripAdvisor now the most popular travel app based on total App Store downloads.

The free application is available in 21 languages and as well as extensive global content, also provides access to hotel metasearch facilities allowing booking on the go.

## Vanuatu show regos

**AGENTS** interested in attending one of three upcoming Vanuatu roadshows (**TD 02 Apr**) are being urged to get their registrations in, with spaces filling up quickly.

Hosted by the Vanuatu Tourism Office, the roadshows in Sydney, Melbourne and Brisbane on 29 Apr, 30 Apr & 01 May respectively will adopt a 'Quiz Night' format with trips to Vanuatu up for grabs.

To register & attend, **CLICK HERE**.

## Lufthansa Technik to Puerto Rico

**GERMAN** aircraft maintenance business Lufthansa Technik has announced the construction of an aviation repair, maintenance and overhaul facility in the US territory of Puerto Rico.

To be based at the Rafael Hernandez International Airport, the operation will work on both short- and medium-haul aircraft.

A statement confirmed that US carrier JetBlue and another as-yet unnamed "major US client" have committed to using the facility.

## New Hilton gm

**HILTON** on the Park Melbourne has announced the appointment of Andrew Nisbet as its new general manager.

He moves from his previous role at Hilton Brisbane, where he oversaw a \$13m refurbishment.



Discover the World has over 80 offices in more than 60 countries, and is the largest travel representation company with more than 70 clients worldwide. Our Australian office currently represents a number of international travel brands including Hurtigruten, Variety Cruises, Swan Hellenic, Voyages of Discovery, Hebridean Island Cruises, Expedia TAAP, Caesars Entertainment Resorts & Hotels and a number of airlines, and also operates a successful cruise wholesale division, Discover the World Cruising.

Due to our continued growth we have the following exciting opportunities available to join our team.

### Operations Manager – Sydney

An opportunity has arisen for an experienced operations manager to head up our busy and growing cruise division.

This role will suit a dynamic individual with a strong passion for cruise and with excellent communication and management skills. The ideal candidate will have strong organisational, analytical and negotiation skills, a focus on service and will have a minimum of three years experience in a similar role.

### Sales Executive x 2 – Sydney and Melbourne

We are seeking two highly motivated Sales Executives with previous travel industry field sales experience to work in these newly created positions, on a defined portfolio of Discover's clients, with the main focus being on the cruise clients.

These diverse roles will suit energetic individuals who will be responsible for calling on travel agents, developing new, and nurturing existing, business relationships, perform product training to agents and attend trade shows as required. The ideal candidates will have a minimum of three years work experience in a similar role.

### Cruise Consultant – Sydney

An exciting opportunity has arisen for this newly created position to work in our cruise division.

The successful applicant will be responsible for, but not limited to, handling enquiries and special requests, taking bookings and maintaining manifests. The ideal candidate will have a passion for cruise and will have a minimum of two years work experience in a similar role.

**Competitive remuneration based on experience. Please send all applications to: [hr@discovertheworld.com.au](mailto:hr@discovertheworld.com.au). Applications close on 18th April and only successful candidates will be contacted.**

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**AVALON**  
WATERWAYS

## Bonus comm offer

**LUXURY** supplier Island Destinations is offering commission of up to 16% on all new bookings made for travel through until 15 Dec 2014.

The 16% rate applies to product in French Polynesia, while the company is also offering 15% commission on Hawaii and 13% on other destinations including Bali, Vietnam, Thailand, Dubai, Fiji, the Maldives, Seychelles, Singapore, Mexico and Caribbean.

Island Destinations also offers no credit card surcharge, "peace of mind cancellation options" and luxury ticket wallet documentation.

More info from Lynne Ireland on email [lynne@idestin.com](mailto:lynne@idestin.com).

## Record results for EY

**ETIHAD** Airways has recorded its strongest ever Q1 pax volumes and revenue, up 14% network-wide, combined with US\$1.4b in revenue, up 27% year-on-year.

A total of 3.2 million travellers flew Etihad during the first three months of the year, more than double the projected growth rate forecast by IATA for the period.

## ATDW data-hungry

**TOURISM** Australia is rallying operators linked to the food, wine & beverages industries to ensure their listing on the Australian Tourism Data Warehouse is up to date ahead of the launch of the 'Restaurant Australia' campaign.

Data on the ATDW platform will be used as part of the campaign, along with micro-site links from [Australia.com/restaurantaustralia](http://Australia.com/restaurantaustralia).

A Tourism E-kit offering tutorials on how to optimise listings is available on the ATDW website.

## Better deal for airlines

**AIRLINE** lobby group The Board of Airline Representatives of Australia (BARA) has issued a policy paper calling for action to address increasing airport costs.

The paper, entitled "Timely and Reasonably Priced Airport Infrastructure", highlights a range of initiatives in boosting airport efficiency, pricing and negotiating balanced & productive deals.

Executive director Barry Abrams said the organisation was looking forward to discussing initiatives with airport operators.

## Teed up 2015 Masters

**NICHE** tour operator Teed Up Golf Tours has released its 2015 US Masters tour information, with a ten-day itinerary set to operate from 03-13 Apr next year.

Fully hosted and escorted by PGA professional Michael Mosher, the tour includes four days access to the Masters, five rounds of golf, transfers, meals and more.

## Planes fuller in Feb

**OFFICIAL** Federal Government statistics into aviation for Feb, released late yesterday, show a 1.8% increase in pax carried on commercial flights, while capacity increased by a smaller 1.4%.

As a result, average domestic load factors climbed marginally by 0.7% to 75.1% for the month.

The figures from the Bureau of Infrastructure, Transport and Regional Economics showed several major FIFO mining routes reported dramatic pax drops.

Newman to Perth, Brisbane to Emerald and Brisbane to Mt Isa were all down more than 15%, while Uluru to Sydney fell 10.6%.

The best performing routes were MEL to Sunshine Coast, up 38.8% and ADL-OOL, up 16.1%.

On the reverse side, Moranbah recorded the nation's highest pax increase, up 43.2% year-on-year.

A total of 4.46 million passengers were recorded domestically in the month of Feb, with 1.76 million visiting regional ports.



**Destination NSW**

## Senior Zone Manager, Greater Sydney

- **Passion for NSW Tourism and Events**
- **Opportunity to work for Destination NSW**
- **Total Remuneration Package: \$104,563- \$115,225**

### About the Organisation:

Destination NSW is a Public Service Executive agency with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

### About the Role:

The Senior Zone Manager, Greater Sydney is the Destination NSW 'expert' for the region and manages the Zone Management team, comprising four Zone Managers, on a day to day basis. The role is responsible for managing Destination NSW efforts in relation to the development and delivery of a range of programs to assist stakeholders within the Greater Sydney region. Specifically, the role requires:

- Input into the development, implementation and evaluation of applications to the Regional Visitor Economy Fund, where applicable.
- A thorough understanding of the zone in areas such as visitation and visitor expenditure; key products, experiences and destinations; stakeholder issues and opportunities.
- Developing and maintaining positive relationships with key stakeholders.
- Providing information to the NSW tourism industry and other relevant stakeholders on Destination NSW partnership programs while also providing feedback and market intelligence relevant to the zone, to inform marketing activities and communication development within Destination NSW.

### How to Apply:

Please submit your application via **Jobs NSW** using job reference number **00002QWF**.

Applications submitted via email will not be accepted, applications should be sent by close of business 28 April 2014.



**Destination NSW**

## Zone Manager

- **Passion for NSW Tourism and Events**
- **Opportunity to work for Destination NSW**
- **Total Remuneration Package: \$91,728- \$101,537**
- **Sydney based position**

### About the Organisation:

Destination NSW is a Public Service Executive agency with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

### About the Role:

Zone Manager will be the Destination NSW 'expert' for their region. The role is responsible for managing Destination NSW efforts in relation to the development and delivery of a range of programs to assist stakeholders within the region. Specifically, the role requires:

- A thorough understanding of the zone in areas such as visitation and visitor expenditure; key products, experiences and destinations; stakeholder issues and opportunities.
- Ability to provide assistance and advice to stakeholders in regard to Destination Management Planning and the Regional Visitor Economy Fund program.
- Developing and maintaining positive relationships with key stakeholders.
- Providing information to the NSW tourism industry and other relevant stakeholders on Destination NSW partnership programs while also providing feedback and market intelligence relevant to the zone, to inform marketing activities and communication development within Destination NSW.

### How to Apply:

Please submit your application via **Jobs NSW** using reference number **00002QNT**.

Applications submitted via email will not be accepted, applications should be sent by close of business 28 April 2014.





## Introducing John O'Sullivan

Two weeks into the job, Tourism Australia's new Managing Director shares his thoughts on TA's current focuses exclusively with Travel Daily

**AFTER** two full weeks in the job, I can see I have inherited a highly committed team here at Tourism Australia with whom I am looking forward to working in the coming months and years.

It's early days, but my early impressions are good, confirming the positive view I had already formed as an interested onlooker, before being handed this exciting opportunity.

The feedback I'm getting from industry is positive with a real commitment to the industry's Tourism 2020 targets.

International arrivals are at record levels, with growth spread across east and west, traditional and emerging markets, in line with our 'balanced portfolio' approach.

Things are going well. But it's important not to become complacent - competition continues to be fierce and, with it, the ever increasing challenge of securing cut through for our message in a cluttered global marketplace.

Tourism Australia's success in international marketing and industry development has been built upon strong and effective industry partnerships, and it is certainly my intention to continue this spirit of collaboration and innovation.

If the first few weeks are anything to go by, we have some big opportunities ahead. Last week took me to Shanghai, accompanying Trade and Investment Minister Andrew Robb AO - as part of a major trade delegation, for 'Australia Week in China'.

China remains a key priority for us, as part of our continued push in Asia. This is a visitor market already worth \$4.7 billion a year to us and one which could be worth \$13 billion by the end of this decade.

It was pleasing to see such a strong tourism component to the week of activities in China, and to be there alongside our Austrade colleagues. A highlight was being able to help launch an important campaign which will see us specifically target the free and independent travellers market.

This is an important segment, travellers who our research shows us stay longer, travel further and spend more.

I also got a chance to spend time with two of our most important Chinese airline partners - China Southern and China Eastern. Other productive meetings included China UnionPay and Ctrip as well as attending the North Asia Business Events Showcase.

The week gave me an early opportunity to spend time with the Minister responsible for tourism, and it is very clear that he shares my own view of the value and importance of tourism to our country's economy.

I was privileged also to participate in an investment round table hosted by Minister Robb. The session was led by Tourism Australia & Austrade and featured ten potential Chinese investors, with each State Tourism Office showcasing a variety of investment-ready tourism projects in their respective states and territories. The session provided an excellent opportunity to focus on Australia's product and infrastructure needs, key to our ongoing tourism viability and competitiveness as we work to ensure Australia continues to attract visitors from around the world.

Now back in Australia, we're just a few weeks away from the launch of our new Restaurant Australia campaign. Our research tells us that food and wine is a key factor in holiday decision making. But the same research also identifies a significant gap in the perceptions of Australia's food and wine offering - with people who have visited rating it highly compared to those who have not.

Our new campaign aims to narrow this perception gap by really rallying the industry and focusing on the depth of Australia's food and wine experiences. As with all our campaigns, there will be a strong emphasis on working closely and partnering with industry.

And, a few days later, our annual flagship event, the Australian Tourism Exchange, being held for the very first time ever in Cairns. A lot to look forward to, and plenty of opportunities to reacquaint myself with old industry contacts and meet new ones.

Over the next few months I intend getting out and spending as much time as I can talking to and listening to industry groups, operators, the states and territories and our other partners. Please don't be shy and feel free to contact me.

John O'Sullivan

THERE'S NOTHING  
LIKE AUSTRALIA



## Travel Daily

First with the news

Wednesday 16th Apr 2014

### Pro-bowl Aloha break

**THE** annual all-star American Football Pro-Bowl game will be played in Arizona in 2015, only the second time in its history it has not taken place in Hawaii.

In 2014, the game attracted more than 47,000 visitors to the Aloha state and contributed more than US\$71.9m in visitor spend.

Hawaii will host the match once again in 2016, the NFL has said.

### Vietnam visa portal

**DFAT** has listed new information on its Smartraveller page for Vietnam detailing a visa portal recently launched by the country.

The portal contains info on how to complete an application, print & lodge at an Australian embassy.

### South America on sale

**LOW** season airfare specials to Santiago and South America ex SYD have been released by LAN Airlines and partner carrier TAM, with seats on sale from \$1,499.

Seats to more than 115 cities across the continent are on sale until 27 Apr and valid for travel between 15 May and 31 Aug.

Fares are now GDS loaded.

### New Cal push to MEL

**A NEW** joint advertising campaign spearheaded by New Caledonia Tourism and Aircalin has been launched in celebration of the carrier's new twice weekly services to Melbourne (**TD Mon**).

Entitled "Have it All", the pitch aims to inspire Australians to visualise themselves surrounded by French culture and Melanesian traditions, backed by a \$499 launch airfare on sale until 28 Apr.

A special micro-site has been set up to support the campaign - see [www.haveitall.com.au](http://www.haveitall.com.au) for details.



CATHAY PACIFIC

### PERSONAL ASSISTANT TO GENERAL MANAGER, SOUTH WEST PACIFIC CATHAY PACIFIC AIRWAYS – SYDNEY OFFICE

#### Let Your Passion Fly!

Cathay Pacific Airways is a global airline based in Hong Kong, offering scheduled passenger and cargo services to over 140 destinations around the world. Our vision is simple – to become the world's best airline.

Our South West Pacific regional head office is seeking a capable, organised Personal Assistant with strong administrative skills to support the General Manager and the regional office.

#### Your key responsibilities will be to:

- Provide high quality administrative and organisational support to the GM, SWP and senior executives within the regional office,
- Liaise on a regular and ongoing basis with a variety of key stakeholders and 3rd parties, including government and regulatory bodies,
- Liaise with our Hong Kong based Planning Department regarding scheduling across our Australian ports.

#### The successful candidate should possess:

- Excellent PC skills including Microsoft Word, PowerPoint, Excel and Outlook,
- Excellent communication skills and telephone manner,
- Accuracy and attention to detail,
- Ability to manage complex diary and travel arrangements,
- Ability to work effectively and efficiently in a small team environment,
- Ability to manage own time, with minimal supervision.

Experience in the travel or travel related industry in a similar role would be an advantage.

#### What we offer to the successful candidate:

- Competitive salary,
- Travel benefits, comprehensive medical insurance, superannuation.

If you have the above skills and want to join the Cathay Pacific team, please email your resume and covering letter to our Advisor, People Department Australia: [angela\\_borst@cathaypacific.com](mailto:angela_borst@cathaypacific.com)

**Applications close Monday 28 April 2014.**

**Please note:** Only those applicants who are successful in gaining an interview will be notified. Applicants who do not have the right to live and work in Australia will not be considered.



## Island Experts push

**HAWAII** Tourism Oceania is encouraging travel agents to learn more about the Islands of Aloha by completing the online training to become an Oahu Island Expert. Ahead of the Aloha Down Under roadshow, the training modules teach agents about the historical sites, icons, cuisine, nightlife, shopping and more, all on Oahu. **CLICK HERE** for more details.

## SQ pax carriage falls

**SINGAPORE** Airlines has seen a 3.8% year-on-year drop in overall network-wide passenger numbers in Mar, according to official stats. Load factors in all five of the carrier's operating regions also fell, with South-West Pacific loads down 3.1% to 74.3%. **MEANWHILE**, SQ has signed on as the title sponsor of the 2014 Singapore Formula One Grand Prix, scheduled for 19-21 Sep.

## Insight Winter launch

**HOTEL** upgrades in Casablanca, Lisbon, Madrid, Mainz and a host of other European cities highlights the new Insight Vacations 2014/15 Winter Europe Collection, which was launched yesterday. The season features 34 holidays packed with Signature inclusions such as Christmas markets in many cities and a paella cooking demo. **MEANWHILE**, the tour operator has partnered with Qantas to slash \$400 per couple on all 2014 Europe & Britain departures for all new bookings made by 30 Apr that include a Qantas airfare.

## Hotel Windsor IDEaS

**ICONIC** Melbourne property The Hotel Windsor has reported a 9% year-on-year RevPAR increase for the first five months of the year following the rollout of the IDEaS Revenue Management System at the hotel. Since rolling out the automation system which analyses booking data and helps guide revenue strategy, the hotel has been able to increase its Average Daily Rate by 4% and seen a 6% occupancy jump for the first quarter of 2014.

## qualia delivers divine Chiva-Som



Photo: Clare Smith

**LUXURY** accommodation was elegantly combined with gourmet epicurean delights last week as a group of Aussie travel agents were treated to a Chiva-Som food & spa experience at ultra-luxury Whitsundays resort qualia. The "Taste at Chiva-Som at qualia" was hosted by Travel the World, with the group immersing themselves in a range of deluxe and therapeutic spa treatments prior to a blissful night's sleep in a

Leeward or Windward Pavilion. The event served as a preview for a one-weekend-only retreat in which qualia guests also enjoyed delectable meals, daily yoga and the entire Chiva-Som experience. **Pictured** above from left lapping up the heavenly qualia and Chiva-Som experience is Andrew Millmore, Travel the World; Chiva-Som Ambassador Sarah-Jane Clarke, Sass and Bide; and Matthew Tavener, qualia.



**Destination NSW**

## International Partnerships Manager

- Passion for NSW Tourism and Events
- Opportunity to work for Destination NSW
- Total Remuneration Package: \$120,939- \$139,865

### About the Organisation:

Destination NSW is a Public Service Executive agency with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

### About the Role:

Under the leadership of the Director Partnership Programs, the International Partnership Manager is responsible for building and managing commercial business relationships with traditional and non-traditional partners in the key international markets. A key objective of the role is to secure investment in Destination NSW marketing and event related activities as well as co-operative marketing funds invested with tourism and trade partners, designed to gain greater distribution and sales of NSW products, events and experiences. The Manager works closely across a number of internal teams within Destination NSW and with external partners to develop, implement and report on international marketing and promotional activities that deliver visitation to NSW.

### How to Apply:

Please submit your application via **Jobs NSW** using job reference number 00002QZR.

**Applications submitted via email will not be accepted.**

**Enquiries:** Sue Doyle ([sue.doyle@dns.w.gov.au](mailto:sue.doyle@dns.w.gov.au))

**Position Closes:** 28 April 2014



**Destination NSW**

## Domestic Partnerships Manager

- Passion for NSW Tourism and Events
- Opportunity to work for Destination NSW
- Total Remuneration Package: \$120,939- \$139,865

### About the Organisation:

Destination NSW is a Public Service Executive agency with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

### About the Role:

Under the leadership of the Director Partnership Programs, the Domestic Partnership Manager is responsible for building and managing commercial business relationships with traditional and non-traditional partners in the Domestic Market. A key objective of the role is to secure investment in Destination NSW marketing and event related activities as well as co-operative marketing funds invested with tourism and trade partners, under their own brands, to gain greater distribution and sales of NSW products, destinations and experiences. The Manager works across a number of internal teams within Destination NSW and with external partners to develop implement and report on marketing and promotional activities that drive visitation to NSW.

### How to Apply:

Please submit your application via **Jobs NSW** using job reference number 00002R44.

**Applications submitted via email will not be accepted.**

**Enquiries:** Sue Doyle ([sue.doyle@dns.w.gov.au](mailto:sue.doyle@dns.w.gov.au))

**Position Closes:** 28 April 2014



## Sunsets on Emerald famil



**THE** sun has set on the first ever Emerald Waterways famil, with agents now enroute home or extending their stay in Europe.

On the final morning of the trip, the group awoke in the Swiss city of Basel, with most heading to Zurich for a brief city tour hosted by Evergreen Tours product manager Andrew Kelleher.

The agents told **TD** they were extremely impressed with the brand new product, which they believed would be a hot ticket

river cruise item for the future.

The entire contingent of Aussie agents along with some of the Evergreen Tours staff are pictured on The Terrace of *Emerald Sky* ahead of the Captain's Farewell Dinner, including Evergreen Tours general manager Angus Crichton and groups manager Amanda Todd, both in front with lifebuoy.

## Bali hotel moratorium

**SECRETARY** of the Indonesia Hotel and Restaurant Association Denpasar branch AA Ngurah Adhi Ardhana has called for an urgent moratorium on new hotel builds in Bali to prevent the island from turning into a budget destination.

New room supply is outstripping visitor arrival rates, with Ardhana saying the government must act to regulate new developments.

He added new hotel investors should be made to partner with established accom providers to upgrade existing hotels & resorts.

## Bris hotels on the up

**BRISBANE** has the ability, space and market growth capability to boost its hotel room inventory by up to 450 rooms per year for the next decade, new research shows.

A study into the market by economic development authority Brisbane Marketing showed the welcome mat was well and truly out for new hotel investors to build new properties in the city.

Brisbane Marketing ceo John Aitken said the company was working with the Brisbane City Council and the Qld State Govt to encourage new development.

"Brisbane is an attractive proposition for potential investors and the fourth most sought-after location for hotel investment in the world," Aitken added.

## Kenya tourism pitch

**A NEW** marketing campaign enticing Aussies to visit Kenya has been launched by the Kenya Tourism Board Australia in conjunction with Kenya Airways and Bench International.

The "Discover Magical Kenya" pitch will revolve around a new micro-site showcasing Bench Int'l deals to the country and holiday highlights in the African nation.

Marketing will feature on social media and digital platforms - visit [seediscovermagicalkenya.com.au](http://seediscovermagicalkenya.com.au).

## 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](mailto:kokodacomp@traveldaily.com.au)

Click here for terms & conditions of the competition.

**Q.12: Back Track Adventures has packages available departing from which Australian cities?**

**Your nominations mean the world to us**

2014 NTIA Awards nominations:

- Best Domestic Airline
- Best International Airline
- Best Sales Executive - Industry Supplier (Felicity Allan, VIC)

Thank you for your ongoing support.

Click To Vote >

**Virgin australia**

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### **NO MORE UNPAID O/T OR WEEKEND WORK TEMPS CONTROLLER X1 - MELBOURNE TRAVEL RECRUITMENT CONSULTANT X 1 - SYDNEY TOP SALARY PACKAGE & BENEFITS**

Love the travel industry but sick of booking boring travel itineraries and long hours? Want to get away from retail consulting and learn new skills? You can now use your exceptional industry knowledge, excellent customer service and client relationship skills in an exciting new area:  
**Travel Recruitment!**

Due to a very successful year, our Company is expanding. As part of our professional team, you will enjoy managing our clients' recruitment needs, whilst assisting candidates with their next career move.

#### **FANTASTIC PERKS INCLUDE:**

A generous base salary + uncapped commission and amazing staff rewards including monthly team incentives, annual \$\$\$ bonuses and luxury company conference. Full training and career advancement is on offer.

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Email your CV to [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au) or contact our MD on 02 9231 6377

### **YOUR BIG BREAK INTO MARKETING MARKETING ASSISTANT**

**BRISBANE CBD – UP TO \$60K PKG**

Travel consultants, here's your big break to get behind the scenes and into the world of travel marketing. As part of this leading wholesaler you'll create and manage international holiday packages through a variety of media channels.

From planning, budgeting, funding, negotiating with suppliers, packaging, proofing and reporting - you'll be involved in the whole process. This will be the start of a long and promising career. Top \$\$ & benefits are on offer. Get in quick as this role won't be around for long!

### **ROCKIN ROCKHAMPTON TRAVEL CONSULTANT & MANAGER ROCKHAMPTON – TOP PKG ON OFFER**

Great \$\$, supportive management, superb educationals, work/life balance, fun team mates and ongoing training are just the start of the benefits you'll enjoy when you join this well established and thriving team in Rockhampton. Handling the travel needs of a strong database of repeat and referral clients your days will fly by with the variety and challenges you'll enjoy. Previous travel consulting experience and GDS skills are a must to be in the running for these fabulous roles. Call today to find out more.

### **STEP INTO A BEHIND THE SCENES ROLE CUSTOMER SERVICE CONSULTANT MELBOURNE (INNER) – SALARY PKG UP TO \$51K**

Do you love being part of the travel industry but feel as though you are getting burnt out dealing with clients face to face day in, day out?? This sensational role will see you working behind the scenes for a leading travel company, responding to after sales enquiries from direct clients. Working on a rotating roster, this position will see you earning over \$50K per year plus bonuses! All you need to make this role yours is at least 12 months travel industry experience using Galileo GDS!

### **\*NEW\* MOVE AWAY FROM FACE TO FACE WHOLESALE CONSULTANT SYDNEY – SALARY UP TO \$90K OTE**

This is your opportunity to move away from face to face retail travel. Work for one of the countries leading wholesale companies that have an excellent training program, fantastic benefits and unlimited commission. You will be working with great agents selling exciting and exotic packages worldwide. From Hawaii to London and everything in between, no two days will be the same in this role. If you have 2 years experience in the industry and are looking for a fantastic opportunity with great pay. Apply for this role today.

### **PART TIME BLISS SENIOR TRAVEL CONSULTANT MELBOURNE – SALARY PKG UP TO \$65K (pro rata)**

We have an exciting role that will see you moving into this well established retail office and the best bit is you will be working part time hours! Responsible for creating luxury 5 star itineraries inclusive of cruising, boutique hotels, luxury resorts and business class air fares you will enjoy working in a small team servicing high end repeat clients. This office can offer you 3 days per week plus every 2nd Saturday morning and the best part time salary in Melbourne. Contact AA Appointments today to find out more!!

### **SIT BACK & WATCH THAT BANK BALANCE SOAR WHOLESALE CONSULTANT PERTH – SALARY PKG UP TO \$80K (OTE)**

This is one of those rare opportunities that after a hard days work you can sit back & earn unlimited commissions & watch your bank balance grow! Working in a fast paced environment, your day will consist of creating & booking a range of worldwide itineraries. This company is offering regular in house product training and the chance to participate in some legendary famils! You will also receive an excellent salary package and incentives that will give you the opportunity to earn in excess of \$70,000!

*We are delighted to be nominated again for the NTIA Awards. If you enjoy working with us we would greatly appreciate your support*



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### Group Travel Consultant

**Gold Coast - \$Attractive. Ref:1095PS4**

Do you consider yourself to be a professional Travel Consultant able to make an excellent first impression both in person and over the telephone? If you have experience working in group leisure travel with strong luxury travel product knowledge teamed with flawless customer service skills then this may be the fresh challenge you have been searching for. Reputable independent recruiting now due to winning new business. If you're in need of a better work life balance; apply now!

For more information please call Peta on  
(02) 9113 7272 or click [APPLY](#) now.

### Group Travel Consultant

**Sydney - \$Competitive – Ref:1085SJ1**

A unique role is available in Sydney for a group travel specialist. This is more than just reservations though; get involved with sourcing & contracting airlines & accommodation to form the best travel package for your clients. Be it 10 people or 10,000 are you up to the challenge? Travel experience is necessary from a reservation or product background and the drive for long term career progression. In return a competitive salary is on offer & a great team environment.

For further information please call Sarah on  
(02) 9113 7272 or click [APPLY](#) now

### Dive Specialist Travel Consultant

**Melbourne \$40k + Incentives Ref:1097KF1**

A rare travel opportunity has become available to specialise in something you love! Are you a dive fanatic? Do you hold a PADI qualification? Can you tell your clients the best diving spots around the world? An industry leading travel company is expanding and they are recruiting now! If you are already working as a Travel Consultant with at least 1 years experience using a GDS and have excellent worldwide destination and product knowledge then I'd love to hear from you!

For more information please call Kate on  
(02) 9113 7272 or click [APPLY](#) now.

### Travel Cruise Expert

**Adelaide – \$DOE Ref: 593-LA**

Travel Consultant wanted for this busy retail agency in Adelaide. Your excellent knowledge of cruise along with your sales skills will be key for this leading company. If you have a minimum of 3 years' experience in selling international and domestic destinations, the ability to meet deadlines, are proactive & organised then we want to hear from you! Only experienced cruise guru's need apply for this niche role. Solid salary package on offer for the right candidate!

For more information please call Lauren on  
(02) 9113 7272 or click [APPLY](#) now.

### Travel Consultant

**Gold Coast - \$40K+Comm. Ref1789PS1**

Are you looking for work for a leading national travel company where you will be rewarded with a generous base salary and uncapped commission? If you are a professional yet bubbly travel consultant with worldwide product knowledge and have proven experience not only work to but smashing targets then this could be the role you have been looking for. We are looking for both part-time and full time consultants to join their team to work 9-5 Mon-Fri and rota Saturdays from 0900-1300

For more information please call Peta on  
(02) 9113 7272 or click [APPLY](#) now.

### Retail Travel Consultant – Several roles

**Newcastle – Competitive + bonus – Ref:4667SJ1**

Due to company growth I have several travel consultant roles in Newcastle and the surrounding areas. If you have two years travel consulting experience and are ready for the next challenge in your travel career then this is for you. Various working environments both shopping centre and suburbs. Fantastic earning potential with an uncapped commission structure plus travel perks are on offer with this reputable and respected travel company with a great team to support you.

For further information please call Sarah on  
(02) 9113 7272 or click [APPLY](#) now

### Business Development Manager

**Melbourne \$DOE Ref:2293KF1**

Brand new Business Development Manager opportunity with a well respected accommodation group! Do you have proven business development experience and an outstanding sales record? This leading company are looking for an experienced BDM to assist with their ongoing expansion across the travel market to drive new business and to identify key business development opportunities within the travel market. There are excellent benefits on offer for the right person.

For more information please call Kate on  
(02) 9113 7272 or click [APPLY](#) now.

### Wholesale Travel Consultants

**Perth - \$45-80K OTE– Ref:1079-LA**

Fantastic opportunity to work for one of Australia's largest wholesale companies! See and sell the world from the inside of this expanding team in Perth. Great salary package inclusive of uncapped commission and amazing company incentives & families. If you have at least 12 months consulting experience, awesome destination knowledge and are not afraid of working to sales targets then I want to hear from you. Develop your career with an award winning global company!

For more information please call Lauren on  
(02) 9113 7272 or click [APPLY](#) now.



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## **Cruising Consultants & Leadership Opportunities** **Stores Australia Wide**

Cruising is the fastest growing area of the Australian retail travel sector and Cruiseabout is proud to be a market leader in this exciting and fast developing industry.

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Assistant Team Leaders and Team Leaders. We run a ship like no other, so if you love to cruise and want a career that can take you places, this is the perfect time to join us.

A career with Cruiseabout is more than just travel. We're about helping you set sail for success. With stores across Australia, apply now for an opportunity near you!

**visit [applynow.net.au/jobFI63074](http://applynow.net.au/jobFI63074)**

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# 2014 AFTA

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