

A woman in a pink dress is in the foreground, looking down. In the background, a man in a blue shirt and tie is sitting in an airplane seat, wearing headphones and holding a tablet. The scene is brightly lit, suggesting a sunny day.

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Travel Daily

First with the news

Friday 29th August 2014

FRENCH TRAVEL CONNECTION Somme & Flanders - 2015 WWI Battlefield Cruises



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VA gate to gate

VIRGIN Australia is celebrating the CASA approval earlier this week which allows it to offer customers inflight entertainment - via their own personal tablets or smartphones - all the way from take-off through to landing.

Hundreds of hours of free TV, movies and music is available via the Virgin Australia app - see the **cover page** of today's **TD**.

I heart Melbourne

MELBOURNE'S first "specialised family tour provider" will launch tomorrow, with operators James and Lauren Owens saying it fills a gap in the market.

I Heart Melbourne Tours offers trips to the Yarra Valley, Great Ocean Road, Puffing Billy & more - iheartmelbournetours.com.au.

Virgin Tasman Business

VIRGIN Australia is pressing on with its onslaught on the premium and corporate market, this morning revealing the introduction of Business Class on all Trans-Tasman and Pacific Island routes from early next year.

Sydney-Auckland will be the first route to launch, in Mar, with the progressive rollout seeing ten VA Boeing 737s refitted with the 2-2 Business Class configuration as well as priority check-in and boarding options.

Virgin Samoa will be included in the rollout, with the expansion to the short-haul international

routes completing the addition of the premium product across the mainline Virgin Australia network.

"The introduction of Business Class on our key Trans-Tasman routes also allows us to deliver a more consistent customer experience in conjunction with our alliance partner, Air New Zealand," said VA Chief Customer Officer, Mark Hassell.

MEANWHILE, Virgin Australia says its \$211.7m underlying loss (**TD** breaking news) was in line with market expectations and follows an extremely difficult year in Australian aviation.

The overall loss was \$484.1 million, impacted by \$117.3m in restructuring costs and an "asset impairment charge" of \$56.9m mainly relating to strong competition on the Bali route.

Tiger Airways Australia also weighed on the result, with VA booking a loss of \$46.1m in relation to its stake in TT.

CEO John Borghetti said the carrier would now focus on "Virgin Vision 2017" to become Australia's favourite airline.

More from the Virgin Australia results on **page four** of today's **TD**.

Mantra's maiden

MANTRA Group this morning reported its first results since listing on the ASX (**TD** 23 Jun), with the company achieving its prospectus forecasts in terms of revenue, profitability & cash flow.

Total revenue was \$454.7m, up 5.7%, and the hospitality group reported a \$323,000 loss for the year to 30 Jun.

CEO Bob East said Mantra Group was committed to driving growth, with the acquisition of properties in key CBD and leisure destinations in Australia, New Zealand and South East Asia.

He also said Mantra hoped to optimise its distribution "by increasing the proportion of bookings by direct channels" as well as increasing mobile capacity and social media activity.

Today's issue of TD

Travel Daily today has seven pages of news & photos, including a front cover page for **Virgin Australia** plus a full page of jobs from: (**click**)

- AA Appointments

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Pacific heart

German EK marquee

THIS year's Emirates Melbourne Cup will have a distinctly German flavour, with the high profile Emirates Marquee to be fitted out with a replica of one of the country's most famous icons - the fairytale Neuschwanstein Castle in the Black Forest.

Emirates will take guests on "an unforgettable journey through Germany," highlighting its four destinations in the country: Frankfurt, Munich, Hamburg and Dusseldorf.

"Far from Biergartens and bratwurst," the marquee will also take its cue from the 2014 Berlin International Design Festival, featuring bright furniture pieces and "to honour a cool and contemporary Germany," plus German-themed entertainment.

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Qantas ratings OK

RATINGS agencies Moody's and Standard & Poor's have both affirmed the current ratings for Qantas, despite the airline's massive \$2.8 billion loss reported yesterday.

S&P said the announcement "has no immediate impact on the 'BB+/Negative/B' ratings or outlook on the company."

The \$2.6 billion write-down of the Qantas fleet "is non-cash and in our view does not affect Qantas' fundamental risk profile," the ratings agency said.

Moody's Investors Service said the Qantas results are "credit negative but have no immediate impact on its Ba1 corporate family rating."

Moody's said it would continue to closely monitor QF's plans to improve profitability.

Air Vanuatu/JQ interline

AN INTERLINE ticketing deal has been struck between Vanuatu's national carrier and Jetstar, providing one-ticket connections to the South Pacific destination from a host of new local hubs.

Air Vanuatu general manager for Australia/New Zealand Malcolm Pryor disclosed details of the new partnership to *Travel Daily* at the Tok Tok Vanuatu 2014 tourism exhibition in Port Vila yesterday.

Earmarked to launch in late Sep, the arrangement will enable Aussie travellers to purchase through fares from more cities in Australia, connecting with NF's flights to Port Vila from Sydney, Brisbane or Melbourne.

"The agreement will mean we can offer more capacity and more fares from other Australian originating points within the catchment of Jetstar," Pryor said.

"We already have codeshare options in Australia with Qantas, but by the same token, Qantas flights domestically between Melbourne and Sydney tend to be full so it just means we have more options for passengers."

New key routes include Perth, Adelaide, Darwin & "everywhere that Jetstar operates in Australia."

In Jun, Air Vanuatu inked a new interline deal with Jetstar's New Zealand operation on services from Wellington, Queenstown, Dunedin and Christchurch to Auckland, linking to Air Vanuatu's twice weekly service to Port Vila - an alliance "that is working well,"

Pryor told *Travel Daily*.

Currently, Jetstar Airways has interline agreements with more than 30 airlines, including Fiji Airways and Aircalin.

MEANWHILE, the International Air Services Commission has today confirmed an application from Virgin Australia which is seeking to vary its allocation on the Vanuatu route to allow the capacity to be utilised for codeshare services with partner carrier Singapore Airlines.

TEQ partners with FC

TOURISM & Events Queensland this morning announced a new \$6 million commercial partnership with Flight Centre to promote Qld globally as a "premier tourism and events destination."

The three year agreement was announced by Flight Centre managing director Graham Turner and Queensland Tourism Minister Jann Stuckey, who said it would target visitation from the UK, New Zealand and Australia.

TEQ ceo Leanne Coddington said the agreement with a travel retailer was a first for the organisation, which was focusing on strengthening commercial partnerships.

She said the landmark deal would keep Queensland destinations top-of-mind amongst Flight Centre customers year-round, with "extensive in-store and online promotions".

AAA Star Ratings pact

THE Accommodation Association of Australia and Star Ratings Australia have announced a three year Memorandum of Understanding, which is the outcome of six months of discussions and negotiations.

AAA ceo Richard Munro said the pact addresses many issues raised by members, with an independent panel to deal with rating disputes, mystery guest services to follow up complaints and certification of reviewers.

Star Ratings gm Damien Hanger said he was delighted to have the support of the Association as the new direction for the program is rolled out.

"Industry representation and involvement is an important element of our plan to re-invigorate the scheme," he said.

Top five agents will fly Qantas in Business class to Singapore staying 2 nights at the "Capella Resort" Sentosa Island for 2 nights. All costs included.



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Travel Daily
on location in
Port Vila, Vanuatu

Today's issue of **TD** is coming to you courtesy of the **Vanuatu Tourism Office and Air Vanuatu**.

THE second and final day of the Tok Tok Vanuatu 2014 tourism exchange got underway this morning with a half-day session of one-on-one appointments between buyers and suppliers.

The theme of this year's Tok Tok is 'Vanuatu and its cultures', and is aimed at having delegates think about the country as a diverse destination, with plenty on offer besides 'flop & drop' holiday experiences.

This afternoon, buyers will split into smaller groups & visit a vast range of the accommodation options available here on Efate.

For more coverage from Tok Tok, see pages **five** and **six**.

Air Serbia appoints local GSA

FORMER Qantas and Virgin Australia executive Stevan Sipka has been appointed as the Sydney-based vice president Asia-Pacific for Belgrade-based Air Serbia, with Aviation Online named as the carrier's new GSA for Australia and New Zealand.

Sipka has been working in Serbia for the last year, helping with the transformation of the former state-owned JAT into its new identity, with the airline now 49% owned by Etihad Airways.

Air Serbia formally relaunched in Oct last year with a new livery, new onboard product and full service training for crew, with a fleet of ten narrow-body Airbus aircraft and five ATRs.

Since then, 12 new destinations have been launched including daily flights between Abu Dhabi and Belgrade which then connect to cities such as Prague, Warsaw, Split, Sofia, Beirut, Ljubljana, Budapest and Varna plus from

next month, Tirana in Albania.

Air Serbia codeshares on Etihad flights from Australia, and while much of the business is currently VFR from the local Serbian community, Sipka told **TD** he believes there is significant scope to grow the leisure market.

"We're one stop from Australia to Belgrade and then an easy hop to other destinations such as Greece, Lebanon and Scandinavia," he said, with his remit also covering Asia which is a "huge opportunity".

JAL adding Embraers

JAPAN Airlines has signed a firm order with Embraer for 15 E170 and E190 E-jets, plus 12 options.

JAL already has 15 of the smaller aircraft, with the new planes to be delivered starting next year.

They'll be operated by JAL's Osaka-based offshoot J-Air which flies to 21 cities across Japan.



Window Seat

EVERYTHING is bigger in Texas - including the Qantas A380 which will take over the Sydney-Dallas Fort Worth route from late next month.

Aussie travellers wanting to soak up some local Texan culture should head straight for the bottle shop, with a brewer in Austin having just released a limited edition 99-pack of beer.

Forget your traditional Aussie slab of 24 or 36 brewskis - the 99 can pack of "Peacemaker Anytime Ale" from Austin Beerworks costs \$99 and comes in a (somewhat heavy) seven foot long box (**right**).



Quest Woolloongabba – opening 1st September

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Friday 29th August 2014

VA to woo travellers

THE new "Virgin Vision 2017" outlined today by Virgin Australia ceo John Borghetti aims to boost loyalty to the carrier, which is aspiring to become "Australia's favourite airline group."

"A few years ago many travellers were wedded to our competitor because they had no viable alternative," he said.

The now completed Game Change Program had created an "indifference" which helped dislodge these passengers, many of whom are now happy to travel with either carrier.

"Going forward, we no longer want to create an indifference for this group, we want to convert more of them to our loyalty base," Borghetti added.

Tiger profit by 2017

TIGERAIR Australia is not expected to become profitable until 2017, with Virgin Australia this morning revealing that its 60% investment in the budget carrier accounted for more than \$46m in losses in 2013/14.

Over the last year, VA has overhauled TT's revenue and accounting systems and improved asset utilisation, and Virgin ceo John Borghetti said the budget offshoot was "now well positioned to benefit from a recovery in the domestic market".

Velocity separation

VIRGIN Australia's sale of a 35% stake in the Velocity Frequent Flyer program (**TD** breaking news) will increase the company's cash balance by \$336 million, with the deal anticipated to be closed by the end of Oct this year.

Virgin will retain a majority stake in the program, including appointing the chair to a new separate board which will work closely with the dedicated Velocity management team.

VA ceo John Borghetti said Velocity had doubled its membership over the last four years to 4.5 million, as well as "significantly increasing partner and member engagement."

The deal values the scheme at almost \$1 billion, with Borghetti saying that giving Velocity access to additional capital and resources would "allow us to accelerate the program's strategy and realise its full potential as a world class loyalty business".

Freight for Virgin

VIRGIN Australia has confirmed plans to launch a new Freight division in the current financial year, leveraging off its existing RPT and charter capability.

CEO John Borghetti said he expected the freight business to record revenue of \$150m-\$200m over the next three years.

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Hot 'pies for EK staff

THE Emirates contact centre in Melbourne yesterday enjoyed a visit from some spunky AFL hunks.

Travis Cloke, Nathan Brown and Ben Reid from Collingwood Football Club walked through, giving out footy tickets, signing autographs and posing for photos.

The visit was in connection with Emirates' links with the Magpies as the club's Principal Partner.



Merlin Orlando move

MERLIN Attractions Group has announced a major project in Orlando, Florida, with the \$200m "I-Drive 360" tourism complex set to include a Madame Tussauds, SeaLife Aquarium and a 130m high observation wheel similar to the London Eye, to open in 2015.

KPT call centre on Sat

EVENT specialist Keith Prowse Travel has announced it will open its call centre on Saturday's from 9am-1pm from tomorrow to help agents - phone 1300 730 023.



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IT MAY have taken four years of perseverance, but Air Vanuatu's nonstop Brisbane-Espiritu Santo route is generating traction with the Queensland market.

Debuting in 2010 and operated by Air Vanuatu's only jet aircraft, the Boeing 737-800 service was developed to draw travellers who wanted to bypass a stop in Port Vila, and begin their Vanuatu experience on an outer island.

Air Vanuatu was particularly keen to tap into the diving market as Santo is rated among the best locations in the world.

Operating weekly on Tue from BNE and with a nonstop return flight on Sun, the schedule allows a five-night stay in Santo, which suits divers who require a certain amount of time after a spell underwater before they can fly.

Air Vanuatu gm Australia/NZ Malcolm Pryor said the service took some time to find its legs.

"We've noticed that the share of passengers embarking and disembarking in Santo has grown year-on-year.

"It started out quite low, with most people travelling on to Vila and a few passengers were getting onboard in Santo, but now the balance has tipped the other way, which is really good for Santo hoteliers," he told **TD**.

Elsewhere, Pryor said there are no plans to move Sydney-Port Vila back to a daily operation, with history showing the Tue night flight "wasn't providing good incremental business."

Further, the local NF boss said it was still very important to "keep a toe in the water" in the Victorian market, where it offers one weekly flight from Melbourne.

Pryor is **pictured** (centre) on the Air Vanuatu stand at the Tok Tok Vanuatu 2014 tourism exchange, flanked by cabin crew.

Travel Daily

First with the news

Friday 29th August 2014

Online uptick for NF

THE number of ticket sales for Air Vanuatu made through online travel agents is on the rise.

According to general manager for ANZ Malcolm Pryor, OTAs have added "another dimension to the way we sell."

"We have seen that other 'e-tailers' - some of the bigger names - are delivering more business to us than before," he told **Travel Daily** in Vanuatu.

"I don't think the increase is to the detriment of traditional distribution of bricks-and-mortar retailers, who are still very important to us - as are wholesalers and direct sellers who promote Air Vanuatu via print in weekend supplements."

Pryor also noted NF's online presence had been revamped over the past 18 months and different facilities have been improved.

Passengers can now make ticket changes through the website and pay supplements where necessary - facilities that were non-existent five years ago.

Aquis gaining support

DEVELOPERS of Aquis resort in Far North Queensland say the proposed project has received "overwhelming support" from the local community.

A study by ReachTEL found that 67% of the 1,212 people polled backed Aquis' eight hotel resort, while 21% were against it.

Close to 72% of the audience said Aquis would have a positive impact on the local economy - **CLICK HERE** for more details.

VX/CI codeshare plan

VIRGIN America is seeking a blanket codeshare to allow China Airlines to place its 'CI' code on flights operated within the USA.

The new agreement would see China Airlines metal-share with Virgin America on seven domestic routes out of Los Angeles and 10 routes out of San Francisco.

VX has urged the US Dept of Transportation for an expedited decision "in order to facilitate the initiation of the codeshare services," the US carrier stated.

Technology Update

Today's Technology Update is brought to you by Tramada Systems Pty Ltd.

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Friday 29th August 2014

VANUATU Tourism Office could be set to merge with the nation's Department of Tourism from as early as next year, with the plan to be pitched during a tourism forum in Oct this year.

The strategy is one of the "new initiatives" flagged by Vanuatu's Deputy Prime Minister Ham Lini Vanuaroroa (**TD** yesterday).

Currently, the VTO is responsible for the destination marketing of Vanuatu and the Dept of Tourism handles developing product, but processes could be more in sync.

Revealed yesterday at Tok Tok, VTO general manager Linda Kalpoi said a merger between the two entities was on the cards.

"The VTO is solely responsible

for marketing Vanuatu but often we find there is a mismatch on the message we bring out and the experience on the ground.

"So we need to bring these bodies together under one roof so the product and the marketing are talking and knowing what's happening & what is the demand of the market," Kalpoi said.

The goal is to have VTO in charge of product development, and the dept remaining in charge of policies, training & standards.

Kalpoi is **pictured** (second from right) with some of the Vanuatu Tourism Office staff, including marketing manager Allan Kalfabun (in red) at the Tok Tok village this morning.

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Please note only successful candidates will be contacted. Recruiters – we will contact our preferred partners direct should the need arise.

Job applications close 16 September.



Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Renowned Thai resort **Rayavadee** has introduced a last-minute special offer valid for new bookings for all room categories. Guests can enjoy a Stay 2 Pay 1 or Stay 3 Pay 2 deal inclusive of breakfast, valid for bookings made by 31 Oct. Phone The Unique Tourism Collection on (02) 9211 6590.

The Point Brisbane has released a \$199 per night weekend special valid for stays on Fri, Sat and Sun nights until 28 Dec. The offer includes accom, free parking, breakfast and late checkout & is a saving of \$464 off normal price. The offer can be booked online at www.thepointbrisbane.com.au.

Rooms priced from AUD\$245 per night are on sale at the newly opened **Courtyard by Marriott Bali Seminyak** on a minimum three night stay. The offer includes a 60-minute Balinese massage for two adults, bottle of house wine and more, for stays to 29 Nov. Book at www.marriott.com.

2nd ATR72 for Air Van

AIR Vanuatu will take delivery of a second turboprop aircraft next month in a move that will improve service efficiencies.

The ATR72-500 will feature 70-seats - two more than its five year old sister aircraft.

Recognised as the "work-horse" of the South Pacific, the ATR72 will enable Air Vanuatu to adjust its inter-island schedule to better cater to meet the arrivals from international services.

GM for Australia/New Zealand Malcolm Pryor said the second ATR72 avoids the change in gauge on flights with the carrier.

"It reduces the concern where a customer comes off an ATR, but then on the return journey, because of scheduling, they are on a smaller aircraft and their baggage will not fit," he said.

Mackay nature push

A NEW nature-based destination brand has been launched for the Mackay region in Qld by state Tourism Minister Jann Stuckey.

The brand aims to showcase Mackay as a place where visitors can "feel the quiet satisfaction of discovering unspoilt nature on a road less travelled".

Minister Stuckey said the govt's 20-year Destination Success plan could significantly benefit Mackay.

Highlights of the Mackay region including the Eungella National Park, Keswick Island and wildlife on Cape Hillsborough will star in promotional material to promote the destination's tourism profile.

Local suppliers will now be invited to take part in a series of workshops on how to capitalise from joint marketing campaigns.

Great Train Journeys

RAIL Plus has added three new iconic rail experiences as part of its newly released Great Train Journeys 2015 brochure.

The Golden Chariot offers two seven-night itineraries through southern India, while other new additions include the Belmond British Pullman & the Vistadome journey to Peru's Machu Picchu.

SIA reveals F1 trophy

SINGAPORE Airlines has unveiled the trophy which will be presented to the winner of next month's Singapore Airlines F1 GP.

The carrier said its iconic 'Singapore Girl' will also make its debut appearance on the starting grid ahead of the race.



Snow conditions

Travel Daily's

regular snow conditions update report provides info on the latest snow falls, depths and lifts in operation at major ski fields in Australia & New Zealand.

Here's the latest snow reports:

- Falls Creek - 98cm / 15 lifts
- Perisher - 154.4cm / 47 lifts
- Thredbo - 158.2cm / 13 lifts
- Charlotte Pass - 154.4cm / 6 lifts
- Mt Hotham - 101cm / 12 lifts
- Mt Buller - 72cm / 20 lifts
- Coronet Peak - 55cm / 8 lifts
- The Remarkables - 110cm / 7 lifts
- Mt Hutt - 75cm / 5 lifts
- Cardrona - 85cm / 7 lifts

APAC become mobile

ONLINE travel bookings are growing faster in the Asia-Pacific region than any other on Earth, according to the 7th edition of the Online Travel Overview by industry think-tank PhoCusWright.

In two years, the segment of the market booking online has grown from one-fifth of all bookings in 2012 to one quarter last year.

This is expected to continue to one third of the market by 2016.

"Aggregate APAC mobile travel gross bookings doubled from US\$3.2 billion in 2012 to \$6.4 billion in 2013," PhoCusWright analyst Maggie Rauch said.

While bricks-and-mortar travel agents continue to repel the force of OTAs for the most part, the same cannot be said for Asia, where online retailers are aggressively fighting for market share, the report found.

China, India, Indonesia, South Korea and Taiwan continue to lead the way in online bookings.

Southwest listens up

US LOW-COST carrier Southwest Airlines - known for its high levels of customer service - has opened a state-of-the-art "listening centre" to engage with customers across a variety of mediums.

The carrier's "nerve centre" will allow it to apply improvements to its services obtained via customer feedback efficiently and quickly.

Employees will be available around the clock to answer questions, share feedback and escalate concerns for action.

Castaway on Cloud 9

FIJIAN holiday resort Castaway Island is now offering in-house guests a day trip to the country's new two-tier floating restaurant & entertainment venue, Cloud 9.

Priced from FJ\$140 (AUD\$80) per adult and FJ\$100 (AUD\$58) for children, the day trip includes wood-fired pizza lunch, snorkelling and relaxation opportunities.

1st Dreamliner for RJ

ROYAL Jordanian has become the second Middle-East airline to take delivery of its first Boeing B787 *Dreamliner*, which will fly to North America, Asia and Europe.

TravelEdge's Legend of the Year

CORPORATE travel management company TravelEdge has selected its National Training Manager Sandra "Pixie" Kuhn as its Legend of the Year as part of its internal reward system.

Kuhn will next year chalk up a decade of service with the firm.

The achievement is earned after a year-long nomination process among colleagues for ongoing effort, hard work and daily display of its company values.

As reward for winning Legend of the Year, Kuhn will soon jet off to Europe with her prize of two tickets to Europe.

Kuhn is **pictured** right with her prize certificate, decorated in celebratory streamers.



WIN A LUXURY SOUTH OF FRANCE RIVER CRUISE

Throughout August, **Travel Daily** is giving readers the chance to win a luxury all-inclusive river cruise, courtesy of **Scenic Tours**.

The all-inclusive prize includes return economy class fares to Europe, a 13 day South of France Luxury River Cruise for two adults with private butler service, all meals, complimentary beverages all day, all tipping and gratuities and airport transfers.

Every day this month **TD** will ask a different question about Scenic Tours France River Cruises. The subscriber with the most correct entries and the most creative response to the final question will win this prize.

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

Q21: In 25 words or less, tell us why you would recommend a Scenic Tours Luxury France River Cruise.

[Click HERE for hints](#)



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SCENIC TOURS

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ADD SOME SPICE TO YOUR LFIE

RETAIL TRAVEL CONSULTANT

SUNSHINE COAST – TOP \$\$\$

Are you keen to try something other than retail consulting? Not only will you still book leisure trips when you join this well-established travel company on the Sunshine Coast but you'll also get the chance jump into corporate travel and handle a portfolio of accounts. Working Monday to Friday full time with a half day Saturday on rotation you'll regain that elusive work life/balance. Receive paid overtime, industry discounts for yourself family and friends & enjoy exotic famils. Interviewing now so apply today.

CORPORATE TRAVEL WITH A TWIST!

ACADEMIC TRAVEL CONSULTANT

ADELAIDE - SALARY PACKAGE UP TO \$60K (OTE)

We have a rare opportunity in Adelaide that will see you moving away from the time wasters and into corporate bliss! This well known travel company now requires a superstar consultant to join their growing dedicated academic corporate team. You will look after all aspects of academic travel, from students to university staff. Your days will be filled with variety and interesting itineraries. With Monday – Friday hours only and the best salary in Adelaide you would be crazy to miss this. Min 2 years exp req.

UNIQUE CAREER PROGRESSION OPPORTUNITY

RETAIL TRAVEL MANAGER

DARWIN – UP TO \$55K PKG

This innovative travel company in Darwin is looking for a manager to drive their small team forward by inspiring, motivating and nurturing. In addition you'll also assist clients' book all their travel needs online in store including flights, accommodation, cruises and tours. Work 5 days a week across a 7 day roster, be paid a generous salary and receive famils and industry discounts along with full training. Previous travel consulting experience and travel in Europe and Asia is highly desirable. Call to find out more.

ARE YOU READY TO MOVE BEHIND THE SCENES?

WHOLESALE TRAVEL CONSULTANT

MELBOURNE - SALARY PACKAGE UP TO \$80K (DOE)

This well known wholesale travel company is now looking for a sales superstar to join their growing team. This role will see you moving behind the scenes and servicing loyal travel agents with their worldwide bookings. From Bali one call, to the USA the next no two phone calls are the same! This role will allow you to be a part of a great team environment that is social, fun and welcoming. If you have at least 12 months travel industry experience we can help you land this dream role in Melbourne. Call us today to find out more!

LOOKING FOR SOMETHING DIFFERENT?

ONLINE SUPPORT AGENT

MELBOURNE – SALARY PACKAGE UP TO \$65 K (DOE)

Working in the online support and training team, you will be a vital part of the training and testing of the online booking tool. Working for this successful TMC, you will be responsible for all trouble shooting support calls, training new clients on how to navigate around the online booking tool, testing the booking tools when required, together with assisting with the production of training manuals and online policies. Don't delay this is a unique role for Melbourne and is sure to fly out the door! Call us today to find out more.

THE MORE THE MERRIER IN THIS NEW ROLE

CORPORATE GROUP CONSULTANT

MELBOURNE - SALARY PAKAGE TO \$65K (DOE)

We have an exciting corporate group's role that will see you joining a well respected company who prides themselves on offering a personalised service to their clients and always going the extra mile. You will be responsible for arranging group travel for corporate clients ranging from 10– 250 passengers. Booking hotels, flights and more you are going to love this role! This company offers a great working environment and you will have the opportunity to work for one of the best in the business. Apply today.

BE TOP OF YOUR CLASS

GROUPS TRAVEL CONSULTANT

SYDNEY – SALARY PACKAGE UP TO \$65k

This boutique group's agency is looking for a travel manager to join their close knit and dynamic team. Design all aspects of exciting specialised group tours within Australia including sporting and historical destinations. You will oversee a small team of consultants in this hands on as well as building and maintaining relationships with new and existing clients. Be rewarded with a top salary, M-F only and working closer to home. If you have at least two years' experience including management, and a passion for group travel, Apply Now!

HELP IS ON I.T.S WAY!

SYSTEMS SUPPORT ADVISOR

SYDNEY – SALARY PACKAGE UP TO \$60K

This global leader in service providers is looking for a technical savvy travel professional to join their growing team. Put your excellent systems knowledge to the test and provide specialist support to travel personal with their booking tools. Enjoy a top salary package, working M-F only and access to ongoing development and career progression. If you have a min 2 years experience, very strong GDS skills and preferably experience working within an I.T helpdesk environment, we want to hear from you!