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**Travel Daily**  
First with the news

Monday 17th February 2014

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# Branson warns Australians

**VIRGIN** Australia part-owner & Virgin empire founder Sir Richard Branson has lambasted the Australian Federal Government as it weighs up offering financial assistance to the Qantas Group, warning such a move could see QF "reinstate their monopoly."

Full pages ads addressed "To the Australian Public" in *News Limited* papers yesterday warned that companies may be reluctant to invest in Australia if Qantas is thrown a financial lifeline or the Qantas Sale Act is reviewed by the Abbott Government.

"Should the Australian taxpayer be forced by the Australian Govt to prop up the Qantas Group, as Federal Treasurer Joe Hockey is suggesting, business people worldwide should think twice about investing in Australia for fear of such intervention in their sectors," Branson warned.

The entrepreneur said that in the face of growing competition, Qantas' "virtual monopoly" on the domestic market is under threat from Virgin Australia.

He slammed QF for "spending endless amounts of money"

to prevent VA offering more competition on more routes, to the point where shareholders have now "turned that tap off."

"Qantas already has the majority of Federal Government spending on travel. For the sake of competition Qantas should not be granted further special privileges over all its competitors."

"We don't care what the Govt does with the Qantas Sales Act, what is most important is that the Govt doesn't provide financial assistance to Qantas, enabling them to reinstate their monopoly."

"It is not right for the industry and it will not benefit the Australian travelling public or the economy," he said in the letter.

Branson added that if the government funds Qantas it will "severely damage competition in Australia."

**CLICK HERE** to view Branson's full letter to the Australian public.

**Today's issue of TD**  
*Travel Daily* today has seven pages of news & photos, plus a full page from:

- AA Appointments jobs

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## helloworld ad campaign

**FIVE** weeks worth of television, print, billboard, search engine, online and social media marketing have now begun as helloworld embarks on its latest introductory marketing pitch to consumers.

The new integrated push aims to follow up on the campaign which ran late last year upon the launch of the new retail network by encouraging Aussie travellers to say "hello" to helloworld.

TV commercials promoting the new brand aired during primetime viewing on channels Seven and Nine, encouraging travellers to visit a store, phone

13 14 15 or log on to the brand's [helloworld.com.au](http://helloworld.com.au) core website.

Helloworld Ltd ceo Rob Gurney said travellers can start thinking about their next holiday even though most are now back at work after their Christmas break.

"With our incredible promotional fares to Europe, cruises to New Zealand or package deals to Bali, we have something for every kind of traveller and budget," Gurney said.

To view the new television commercial, [CLICK HERE](#).

## Volcano flight chaos

**MANY** airports both in Indonesia and nearby countries have reopened after last week's eruption of Mount Kelud, which cancelled dozens of int'l flights.

Qantas delayed its QF41 and QF42 services to and from Jakarta to allow more time for monitoring of the associated ash cloud, while Virgin Australia and Jetstar all reported delays, turn-backs or cancellations on several services to Bali, Phuket and Singapore.

## Mountains recovery

**FUNDING** for a new promotion campaign to encourage visitors back to the Blue Mountains will be included as part of an \$1.8m in recovery package announced by the Federal & NSW Governments.

The campaign will aim to support local tourism businesses by focusing on promoting the region as a "top" destination for tourists.

## Tourism Govt priority

**THE** Federal Government has highlighted tourism as a "priority" area of national investment during a meeting with all states and territories represented.

Tourism was named by Trade and Investment Minister Andrew Robb as one of five investment priorities, announcing that five senior investment specialists will be appointed to work with Austrade to identify significant opportunities & see them realised.

## Virtuoso signs Beyond

**SYDNEY** travel agency Travel Beyond has become the latest member of the Virtuoso network of luxury travel advisors.

Travel Beyond Group's addition lifts Virtuoso's presence to 31 members in Australia and NZ.

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# Travel Daily

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The Online Accommodation Specialists

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## Brand USA proving its value

AUSTRALIAN travellers have been identified as the biggest spenders when visiting the United States, Brand USA data confirms.

A commissioned study of the top eight US markets (Australia, Brazil, Canada, Germany, Japan, Mexico, South Korea and the UK), revealed late last week, found that for the 2013 fiscal year ending Sep 2013, an Aussie's average spend on travel per incremental visit was US\$4,173.

The figure was nearly US\$550 more than what Brazilians spent on travel, according to the Return on Investment marketing study by Oxford Economics.

Aussie arrivals to the US grew 11% for the FY 2013, however the US share of the local market dropped fractionally (0.1%).

Overall, growth in international arrivals exceeded expectation in 2012 and 2013, with the report concluding Brand USA's marketing campaigns for the year ended 30 Sep generated 1.1 million incremental visitors to the US.

The extra 1.1 million visitors spent \$3.4 billion, and equated to every US\$1 spent generating US\$47 for US businesses.

MEANWHILE, Brand USA has launched its inaugural brand advertising blitz in Australia.

The 'Land of Dreams' campaign aims to educate Aussies on the diversity of the US as a travel destination - [CLICK HERE](#) to view.

## Domestic OTP falling

MAJOR Australian domestic airlines fell further behind long-term on-time performance averages for the year ending Dec 2013, new govt statistics reveal.

Qantas strongly led the way with a full year OTP for departures of 85.5%, trailed by Virgin Australia at 79.6% and Tigerair at 76.6%.

Regional Express maintained its lead for regional services with 86.9% of services departing on time, with VA next at 81.8%.

Cancellations among all carriers participating in official reporting closed at 1.8% of all services.

The most reliable Australian airport for on-time departures for the full year was Port Lincoln, SA.

## IHG out of Kakadu

INTERCONTINENTAL Hotels Group revealed this morning in a statement it will cease managing the Gagudju Crocodile Holiday Inn and Gagudju Lodge Cooina in Kakadu from 31 Mar, with new operators to be named on Wed.



## Window Seat

THEY'RE here!

The cast of US Emmy award winning comedy series *Modern Family* touched down in Australia last weekend ahead of filming for future episodes, jetting in on an Airbus A380 courtesy of Qantas.

Some of the show's stars have taken to social media to display their excitement at flying at the 'pointy end' including Eric Stonestreet who plays 'Cam'.

"Taking off for Australia on a giant airplane. It's like I have an apartment for a seat!" he tweeted.

Other flattery for the 'Red roof' came from Jesse Tyler Ferguson (Mitchell Pritchett) who posted on Instagram "Qantas is really rollin out the red carpet for our flight to Australia!"

Perhaps the cutest update was from *Modern Family's* youngest starlet, Aubrey Lily - aka Lily - who said on Twitter "We couldn't be treated any better!"

Her tweet was accompanied by a photo of herself engulfed in her First Class seat (**below**), complete with cushions branded "Qantas loves modern family".



## PRINCESS CRUISES

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## 5th Melbourne Oaks hotel

**MINOR** Hotel Group division Oaks Hotels & Resorts will open a new-build 5th property in the Victorian capital within two months, the firm has revealed. The 4-star Oaks Pinnacle will be

located in South Yarra near the Chapel Street shopping precinct & 10-mins to the Melbourne CBD, offering both business and leisure guests a range of self-contained one-bedroom apartments.

Units will be fitted with full kitchen and laundry facilities, air conditioning, wi-fi (30mins free per day) and private balconies.

GM of sales Daniel Csortan said the new addition continues "an exciting growth phase" at Oaks. "We are always looking for new and unique development opportunities in order to offer the modern-day traveller central, self-contained accommodation in key city and resort locations."

Oaks Pinnacle increases the Oaks portfolio to 46 properties.

"Best Flexible" nightly rates at the new hotel start at \$195, with a launch date earmarked for Sat 08 Mar, according to the Oaks Hotels & Resorts online reservation system.



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### Coolum reassurance

**PALMER** Coolum Resort says recent negative reports of the Sunshine Coast property are part of a political agenda targeting owner & MP Clive Palmer.

According to reports, several senior executives have left the one-time Hyatt-operated resort as occupancy levels slumped.

On Fri, gm Simon Stodart said the resort was using the "industry-wide low trading period" to review its business model to "ensure the resort achieved profitability and long-term success."

He admitted that under Hyatt's management, the resort "has never been profitable for any of the owners."

### HNL supplementaries

**QANTAS** has added three new supplementary return services between Sydney and Honolulu to cater for demand over the mid-year school holidays, operating on 28 Jun, 05 Jul and 12 Jul.

### Hunter events centre

**GROUND** has been broken on the site of the new Hunter Valley Conference & Events Centre.

Slated to be complete by the end of 2014 and adjacent to Crowne Plaza Hunter Valley, the \$4 million+ centre will be the largest exhibition facility north of the Sydney CBD, catering for up to 1,000 people (**TD** 19 Jun).

The Centre will feature three conference rooms ranging from 380sqm to 400sqm, which can be used as one combined ballroom.

Some architectural parts will be transplanted from the Sydney Convention & Exhibition Centre.

### QR 787s to Singapore

**THE oneworld** alliance's newest member Qatar Airways says it will deploy 787-8 aircraft on the Doha-Singapore route from 31 Mar, becoming the first carrier to operate *Dreamliners* to the hub.

QR's daily 787 operation to SIN will accompany daily 777 services.



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- Plus weekly iPad mini draws and other exciting spot prizes.

Sell Qatar Airways between 23<sup>rd</sup> Jan and 24<sup>th</sup> Feb 2014 and enter to win these exciting prizes. For more information and entry form, please contact your Qatar Airways sales representative or email [melsales@au.qatarairways.com](mailto:melsales@au.qatarairways.com)



## Revamped Corroboree a hit



**THE** annual Canadian Tourism Commission Corroboree national roadshow wound up last week in Sydney with a media lunch on Fri. Account director of trade Nathan McLoughlin said Corroboree 2014 had been a resounding success, luring close to 1,000 agents at the five shows in Perth, Adelaide, Melbourne, Brisbane and Sydney, with the latter three all achieving new crowd records.

Around 30 Canadian delegates ventured down under this year - a record in itself - with McLoughlin

telling **TD** that a switch of theme, new content and new presenters proved a hit with show attendees.

**Pictured** from left are Jackie McAtee, Calgary Stampede; Jessica Ruffen, Tourism Yukon; Josephine Walsh, VIA Rail; Nathan McLoughlin; Tanya Chamberland, Brewster; Wayne Lundin, Sonora Resort; Lynda Gunter, Frontiers North; Shirley Russ, Adventure Canada, Kim Hood, Destination BC; Colin Brost, Tourism Sun Peaks and Donna Campbell, Canadian Tourism Commission.

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## Jasper Jan strategy

**THE** Canadian Rockies hamlet of Jasper is working with local trade partners to entice Aussies to visit the region outside of peak season to help spread the tourism dollar.

With hotels already at capacity between Jun and Aug (more so on Wed & Sat when the iconic Rocky Mountaineer brings scores of visitors to town), Tourism Jasper wants to tempt Aussies to visit during the shoulder & low period.

Estelle Stewart, travel trade specialist for Tourism Jasper told **TD** on Fri that around 200,000 Aussies stay in Jasper each year.

"Summer is saturated so there is not a lot of sense for Tourism Jasper to push for more summer business," she said, adding there was an opportunity to work with the local trade to offer more value-added inclusions for clients.

Stewart said one strategy she is pursuing is for more Australian ski traffic focused primarily on Jan due to the extended school holiday break, saying Jasper could "use the business then."

One new product introduced by Tourism Jasper last month is a shuttle service to Sun Peaks that offers Australians an opportunity to experience a 'ski-in, ski-out' resort in British Columbia, then linked to Jasper's ski hub, Marmot Basin for dry powder "and a cool mountain town experience."

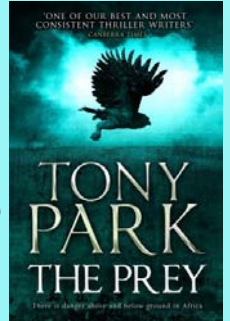
The product is available through Skimax, Sno'n'ski and Travelplan.

## WIN THE PREY BY TONY PARK

This week *Travel Daily* and Swagman Tours is giving five lucky readers the chance to win *The Prey* by Australian author Tony Park.

In the Eureka mine, South Africa's zama zamas illegally hunt for gold. King of this brutal underworld is Wellington Shumba, who rules his pirate miners through fear of torture and death.

Running Eureka's legitimate operation is former recce-commando Cameron McMurtrie. When



one of his engineers is taken hostage, Cameron plans a dramatic rescue - and finish it off with a manhunt for Wellington.

To win, simply be the first person to send through the correct answer to the question below to:

[Theprey@traveldaily.com.au](mailto:Theprey@traveldaily.com.au)

**What type of bird is shown on the cover of the new book?**

## VA point to Starwood

**VIRGIN** Australia's Velocity frequent flyer program has signed a deal with Starwood Hotels & Resorts in which Starpoints earned by staying at one of the group's nine global hotel brands can be transferred into Velocity points.

The partnership with VA is the hotel giant's first in Australia, with a spokesperson saying it will allow Starwood to tap into new markets and extend its reach.



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## Brochures of the Week

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



### Abercrombie & Kent - Private Jet Journeys 2014

The upmarket escorted touring firm has released a new brochure dedicated to one itinerary, designed and released to suit demand for its Private Jet journeys. Travelling from Perth to Darwin with no more than 30 guests, the group enjoy access to some very isolated Aboriginal lands including art collections, with the services of a Top End specialist & an Aboriginal art expert. The 13-day itinerary departs on 26 Aug 2014, staying in first-class hotels and also visiting a number of national parks.



### Highland Explorer Tours - 2014

The Scottish touring experts bring their latest crop of Highland adventures to the market with the release of its 2014 brochure. Packed with experiences ranging in duration from three to seven days, the guide offers tours suitable for families, couples and everything in between. Attractions that can be visited include the "home of golf" St Andrews, Stirling Castle, the Kingdom of Fife and more, with tours customisable to suit personal preferences including standard of accommodation & dining.



### Queensland Rail Travel - Queensland by Rail 2014/15

Whether your clients seek the outback, the rainforest or the beaches, an itinerary exists to suit. Passengers can watch the many scenic vistas of Queensland pass by from a comfortable seat. Multiple new itineraries have been developed for the new season with added value and several new attractions to visit. The brand new Spirit of Queensland train is also now in operation, ready to deliver a new standard of comfort between Brisbane and Cairns. Earlybird deals are available if booked by 31 Mar.



### Compagnie du Ponant - 2014 and 2015 cruises

The first of Ponant's three new brochures for the Australia & New Zealand markets is an essential guide for those unfamiliar with the French line's product. It serves as a great introduction to everything to be found onboard the line's three yachts and one sailing ship from staterooms, to cuisine and entertainment. Each region of the world available is organised, with the ship sailing the region noted above each itinerary, with special side panels highlighting some of the best attractions in each.



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We are seeking Senior Travel Consultants with a minimum of 5-7 years consulting experience and a real passion and interest in Canada, Alaska & the USA. Applicants who have travelled to at least one of the above destinations will have an advantage. You should also have proven sales experience and exceptional communication skills with a commitment to customer service.

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Please email your resume to: [edsmith@canada-alaska.com.au](mailto:edsmith@canada-alaska.com.au)



## Concierge appoints

**CONCIERGE** Travel Group has recruited former employee and recent Sabre Pacific trainer Trina Patterson to the position of head of training & development.



First with the news

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## Lunchtime Legends kicking goals



**HAWAIIAN** Airlines has stamped its mark on the jerseys worn by the "Lunchtime Legends" - a team of Sydney Helloworld agents who take part in a corporate football competition in their lunch breaks.

Decked out in Helloworld blue, the team has taken the corporate sports competition by storm, with one win and one narrow loss so far in its first two games.

The HA/Helloworld team is pictured above prior to their

match and in the back row from left, consists of Guy McFarlane, Anthony Ippolito, Nick Grunseit, Wayne Adams and Ante Kolak.

Front row: Andrej Dopud, Marcelo Ortiz Meruvia, Steven Zahra and James Chaiwon.

## New safari tent camp

**SOUTH** Australia's Wilpena Pound Resort has opened a new luxury safari tented camp to add to the existing hotel accom and campground facilities.

The Ikara Safari Camp offers 15 tents complete with ensuite and air-conditioning, set away from the remainder of the resort, with rates starting at \$180 per night.

Development of the new camp was partially funded through the now-rescinded Tourism Industry Regional Development Fund Grants Program.

## Eurail free travel days

**CLIENTS** booking select Eurail Global Consecutive Passes via International Rail have access to bonus "travel days" if booking between 01 Feb and 31 Mar.

The offers include two free days on the 15-day pass, three free days on the 21-day pass and five free days on the month-long pass.

## Announcing the 2014 Visit USA Expos



**MELBOURNE:** Plaza Ballroom, Regent Theatre - February 20th

**SYDNEY:** The Star Event Centre - February 24th

**BRISBANE:** Pullman Hotel - February 25th

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Great prizes include tickets to Los Angeles or San Francisco and more.

For more details **CLICK HERE** and **RSVP now**

# Select Travel Group's lucky signs



**MESSAGES** of good luck hand painted by a Chinese calligrapher were distributed as personal mementos to team members from SureSave and the Select

Travel Group at a Chinese New Year dinner held last week.

The event, in celebration of the annual Chinese festivities, took place at Sydney's Sky Phoenix Chinese restaurant, with all in attendance now raring to go for the Year of the Horse.

**Pictured** above at the dinner from left is Anna Ivachev, Select Travel Group; Mohammad Nasiry, Select Travel Group; Karina Hill, Select Travel Group; James Lenahan, SureSave and Talbot Henry from SureSave.

## WestJet getting wi-fi

**CANADIAN** carrier WestJet has signed a deal with Panasonic for a new in-flight entertainment system featuring wi-fi connectivity.

Through the Panasonic system, passengers will have access to the internet, live stream TV, on-demand movies, magazines and more via a personal electronic device.

The deal will see WS introduce the technology over the next several years, appearing first on a Next Gen Boeing aircraft by the end of 2014.

## Rendezvous incentive

**TOGA** Hotels' 'Events with Benefits' scheme for meeting & incentive organisers has been expanded through the addition of 11 Rendezvous Hotels spread across Australasia.

## 'It's about' winners

**QANTAS** has named the 11 winners in its recent Companion Sale trade incentive 'It's About a trip for two better for you'.

The winners were Emily Scoble, The Departure Lounge; Marion Hogg, Maverick Travel; Pip Livesey, Andrew Jones Travel; Lecia Marek, Jetset Gladstone; Scott Stephenson, Scarfe & Turner Travel; Sara Phillis, Platinum Escape; Rachel Stone, Stodarts Travel & Cruise; Aimee Kohler, Maria Slater Travel; Sandra Pelekanakis, Wentworth Travel; Charlene Buchananwhite, Prue Travel and Brigid Buchanan, Craig's Travel Service.

To see who won what prize, go to [www.qantas.com.au/agents](http://www.qantas.com.au/agents).

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## Tonga cyclone impact

**SMARTTRAVELLER** is advising Australian travellers bound for Tonga to reconfirm travel plans with their travel agent in the wake of last month's cyclone.

The government website advised on Fri the Cat 5 Cyclone Ian caused "extensive damage" to structures and infrastructure on some of Tonga's northern islands in the Haapai group.

All 7 accommodation businesses in the region were impacted.

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## Ticket Changer

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## WIN A TRIP TO THAILAND



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This month **Travel Daily** is giving one reader and their friend the chance to win a 10 day Thailand tour, courtesy of **On The Go Tours**.

The prize consists of:

- Return economy flights from BNE, PER, SYD or MEL
- Airport arrival transfer on day 1 and departure transfer on day 10
- Breakfast daily and one dinner
- 8 nights accommodation in a 4 star hotel and 1 night accommodation on a floating jungle lodge
- Escorted by English speaking local guides.

Throughout February **Travel Daily** will ask 20 questions. The subscriber with the most correct entries and the most creative response to the final question will win this amazing Thailand holiday.

Email all your answers by COB Fri 28 Feb to:  
[Onthegotours@traveldaily.com.au](mailto:Onthegotours@traveldaily.com.au)

**On the OTG Bangkok to Laos tour, what is the name of the Waterfall they visit in Laos?**

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## WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL THE EXPERTS

### **\*JOB OF THE WEEK\***

**AIR SUPPLIER RELATIONS MANAGER  
SYDNEY – SALARY PACKAGE \$85K +**

Experienced Supplier Relations Managers get excited – here is your chance to diversify the product you're currently working with and join a successful organisation that has many great brands under its roof. You'll have experience in product, research, supplier relations, contracting, and negotiating and brochure production. You must be a team player, have great attention to detail, and enjoy a fun, fast-paced environment.

### **\*6 MONTH MAT LEAVE CONTRACT\***

**PROJECT MANAGER – IMPLEMENTATION SPECIALIST  
SYDNEY – SALARY PACKAGE \$\$\$**

Do you understand client needs within the online space and have the ability to determine what solutions will provide value while helping achieve the proposed solution accordingly? Are you able to manage multiple responsibilities and deliver detailed and high level product demonstrations, training and coaching tailored to specifically capabilities to solve the prospect's critical business issues? Call today for a confidential chat.

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Are you tired of working within a hostile team environment? Move your career to the next level and see your career go further. Coming on board as the Team Leader you will be driven, motivated and have a maturity to be able to handle this role running the operational requirements of the Inventory team. Strong inventory experience is essential for this role along with previous supervisory knowledge.

### **TAKE OFF!**

**FIRST CLASS TICKETS – SENIOR FARES SPECIALIST  
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Are you a Senior Fares Specialist striving to work for one of the biggest names in the business? This global travel organisation is now one of the most successful companies within the Australian market and has a unique opportunity within fares and consolidation. You will be resolving escalated fares issues, liaising with suppliers, implementing fare systems along with identifying areas for enhancements.

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SYDNEY – SALARY PACKAGE OTE \$120K+**

Do you prefer doing business face to face? Like schmoozing with company MD's instead of pitching travel procurement managers or board of directors? Then it's time to take your strong sales and client relationship skills to this award winning TMC where you will be rewarded for your efforts. Effective leads, supporting co-ordinators and a premium brand name will set you on the road to success.

### **UNIQUE MANAGEMENT EXPERIENCE**

**GENERAL MANAGER - WHOLESALE  
SYDNEY – EXECUTIVE SALARY PACKAGE**

This growing company are looking to expand in 2014 and to do that a new role is being introduced. As GM you will be leading a team to achieve and drive sales within the team. This company prides itself on creating tailor made experiences and believe that the real Australian experience goes well beyond traditional Icons! You will ensure delivery of high quality, value itineraries to clients and agents to ensure maximum loyalty.

### **LUCRATIVE SALARY IN ACCOUNT MANAGEMENT**

**CLIENT RELATIONSHIP MANAGER  
SYDNEY - SALARY PACKAGE UP TO \$90K**

As Client Relationship Manager you will be responsible for managing a portfolio of high profile clients. Key objectives include growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with managers at all levels up to executives.

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SYDNEY – SALARY PACKAGE \$\$**

Are you an experienced, innovative and highly motivated Marketer within the Travel Industry? This rare new opportunity will allow you to create and grow the business stream within a large organization. You must be proficient within the digital space, and be adaptable to growth & change. If you thrive with a challenge this is a brilliant chance for you to shine.

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