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Jayson Westbury / Chief Executive, AFTA

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Travel Daily

First with the news

Tuesday 15th July 2014

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Exhibition seminars

ATTENDEES at this week's Travel Industry Exhibition in Sydney will be able to attend 16 educational seminars over Fri and Sat, with topics ranging from ATAS through to social media, airlines, airports, technology and more. Register now - see the **front page**.

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AirAsia targeting agents

AIRASIA is expecting to further boost its market share by expanding its connectivity with Australian travel agents and wholesalers.

The carrier, which will showcase its long and short-haul offerings to the trade at the Travel Industry Exhibition later this week, says it has been making "significant developments in GDS platforms," building on its former direct to consumer strategy.

Currently AirAsia and its long-haul offshoot AirAsia X operate a combined 93 flights per week out of Australia, making it the fourth

largest foreign carrier operating here, according to AirAsia commercial head of Australia & NZ, Stuart Myerscough.

He said the carrier was in the process of connecting agents via Travelport, with the link expected to be ready early next month.

AirAsia will also participate in IATA's BSP, and a dedicated travel agent portal SkyAgent also allows agents to book flights and manage bookings including groups and ancillaries.

Myerscough said AirAsia was also currently working with Amadeus to offer its product via Amadeus Light Ticketing.

"Travel agents and wholesalers will be able to access our fares more easily, and through their preferred method of distribution," he said.

"We're expecting to be able to substantially increase our business through this automation," he added.

Today's issue of TD
Travel Daily today has nine pages of news & photos, a front cover page for **Travel Industry Exhibition**, a photo page for **Travelport** plus full pages from:

- inPlace Recruitment jobs
- South African Tourism

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QANTAS

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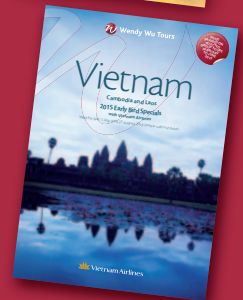
ACCOMMODATION group Golden Chain Motels is inviting tenders for a new website and online reservation system.

Companies can tender for either or both projects, with a deadline of 25 Jul and documents available from gm@goldenchain.com.au.

Wendy Wu Tours

2015 Early Bird Specials

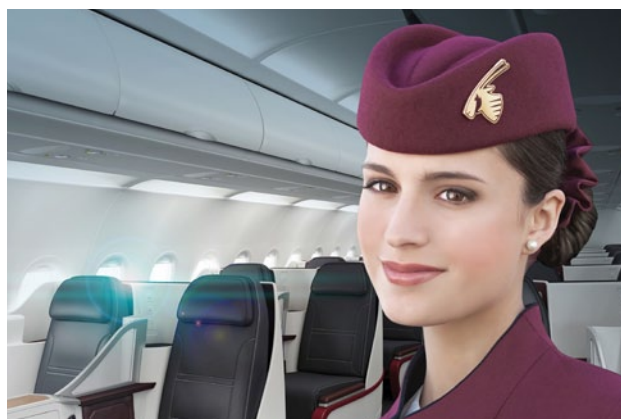
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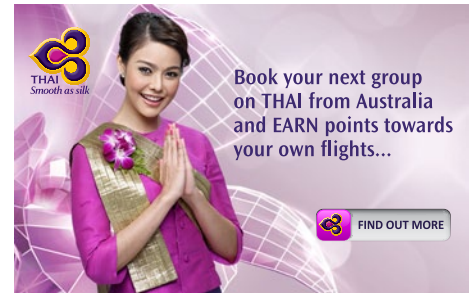
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CONDITIONS APPLY

Webjet's €21m Europe buy

WEBJET'S acquisition of online hotel group SunHotels (*TD* breaking news) will form an "important cornerstone platform for the immediate extension of product sourcing and distribution opportunities," according to Webjet md John Guscic.

Sunhotels has offices in 14 countries and 750,000 customers, with around 150 employees and a TTV of approximately \$130

EK confirms Budapest

WITHIN 24 hours of *Travel Daily* reporting Emirates was mulling the launch of flights to Hungary this year comes confirmation by the Dubai-based carrier of a new daily service to Budapest.

Emirates has announced it will operate dual-class A330-200s to Budapest commencing 27 Oct, highlighting that the new route will provide faster connections for customers from Sydney, Taipei and Phuket.

President Tim Clark said BUD would be EK's third European destination to launch in the coming months, alongside Oslo (02 Sep) and Brussels (05 Sep).

million, of which 90% is business-to-business, Guscic told *TD*.

Sunhotels is a profitable business, with an EBITDA of about \$3.75m last year and "tracking significantly higher" in 2014.

Webjet will pay €21m (A\$30.4m) in cash for the business, with the deal set for formal completion at the end of next month.

Guscic said the company is well positioned to "laterally and vertically extend B2B operations across a number of regions," with the SunHotels deal building on the success of Webjet's Dubai-based Lots of Hotels business and the continued development and progress of Zuji in Asia.

SunHotels md Kenneth Karlsson said the company was "delighted to be a part of the Webjet family."

"We are looking forward to being the growth engine for Webjet's European expansion," he said.

The SunHotels acquisition isn't Webjet's first foray into Europe, with the firm launching a B2C joint venture with Malta-based World Aviation Services, owned by Les Cassar, three years ago (*TD* 18 Jan 2011).



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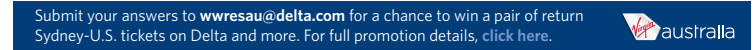


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Travel Daily

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CLICK HERE for further details

EY to San Francisco

ETIHAD Airways has flagged its sixth destination in the USA with the launch of daily Abu Dhabi-San Francisco flights from 18 Nov.

The new route will be operated by Etihad crew using a three-class 777-300ER owned by EY's Indian partner Jet Airways.

Turner to present at CAPA summit

FLIGHT Centre founder Graham Turner will outline the company's vision for the future of corporate travel at the upcoming CAPA Corporate Travel Innovation Summit, which is taking place next month in Sydney.

The corporate travel day on Wed 06 Aug will be chaired by Andrew Kelly of ACTE, with other presenters including Steve Limbrick from Qantas, Andre Moten of CTM, Egencia's Kyle Davis and Shelley Beasley of Webjet.

It precedes CAPA's Asia Pacific Aviation Summit on Thu and Fri 07 and 08 Aug, where speakers will include Etihad ceo James Hogan, Jetstar chief Jayne Hrdlicka, Rob Sharp from Tigerair, Fiji Airways ceo Stefan Pichler and Hawaiian Airlines ceo Mark Dunkerley.

Registrations are still open - for more information **CLICK HERE**.

BA premium upgrade

BRITISH Airways is promoting a free one-way upgrade to First Class when booking return Club World (Business Class) seats to Singapore and London.

Prices start at \$3,300 to Singapore and \$6,500 to London.

The promotion is available for travel until 15 Dec when booked between 14 Jul and 04 Aug.

Business class sector/s need to be booked in 'I' class in one direction and 'A' class (First Class) for the return sector/s, or 'R' class at a slightly higher cost.

A 28-day and 14-day advance purchase requirement applies to the fare from Sydney to London, and a seven-day and three-day advance purchase to Singapore.

CLICK HERE for more details.

Sabre appointment

SABRE Corporation has promoted vp, strategic programs for Airline Solutions, Dasha Kuksenko as vp of airline solutions, Asia Pacific.



Window Seat

IS THERE nothing worse when flying than having the seat in front crash down on your knees?

The answer could be here.

Award-winning designer James Lee, in conjunction with a Hong Kong design firm, has come up with a new style of Economy class aircraft seat which it says will put an end to a variety of awkward seat inconveniences.

"The Meerkat" design offers a sliding sleeper backrest rather than the traditional and stiffer recline motion.

Flyers are pushed forward via a movable lower part of the backrest cushion which allows the traveller to stretch their legs and not hit the knees of the person sitting directly behind.

Additional innovations include a separate water bottle holder and cup holder independent of the tray table, personal storage below the table in place of the seat pocket and a hook to store personal headphones.

Lee adds that his design caters both to airline desires to keep costs down and increases comfort levels for passengers.

The design (pictured below) is currently being patented prior to Lee looking to approach airlines with the idea.



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More Norwegian ships

NORWEGIAN Cruise Line has signed a deal with Meyer Werft for a further two Breakaway-Plus class, 4,200-pax cruise ships.

The new vessels will be sister-ships of *Norwegian Breakaway* and *Norwegian Getaway*.

They are expected to be delivered to Norwegian Cruise Line in Q2 2018 and Q4 2019.

More details in today's issue of **TD Cruise Update** - [CLICK HERE](#).

New LAN 787 routes

LAN Airlines has announced five new routes on which it will deploy Boeing 787-8 *Dreamliner* aircraft, effective Aug.

Routes include Santiago to Sao Paulo, Miami, Punta Cana, Cancun and Guarulhos, as well as the reinstatement of Los Angeles.

LAN currently operates the 787 to Madrid, Frankfurt, New York and Buenos Aires using its fleet of six *Dreamliner* aircraft, and will beef up the number to 10 in 2014.

World Cup tip winner

CONGRATULATIONS to Ian Robinson from Philippine Airlines who was the winner in **Travel Daily's** travel industry-only World Cup soccer tipping competition.

Robinson finished the comp two points clear of Jeffrey Kahl from Phil Hoffmann Travel, while Trevor Briggs (retired) was a further two points afIELD.

Robinson has won a \$500 travel voucher for any Keith Prowse Travel package valued at \$1000+ - more details on KPT's product offering at www.kpt.com.au.

QF A380 for HKG CNY

QANTAS is upgrading aircraft on the Sydney-Hong Kong route from Boeing reconfigured B747s to Airbus A380s on select dates over Chinese New Year (CNY), "to cater for strong demand".

QF127/128 will be upgauged on 14 and 15 Feb and also on flights between 27 Feb and 02 Mar inclusive, Qantas said.

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UTracks Bastille celebrations



White Rose rebrand

THE 4-star White Rose Hotel, Villas & Spa in Bali has rebranded as White Rose Kuta Resort, Villas & Spa following a recent refurb.

Owners Sun Island Bali said the repositioning was required "to more effectively reach out to the intended markets" of the resort.

THE team at UTracks held a special celebratory breakfast to mark Bastille Day and the firm's one-day Flash Sale (**TD Fri**) at its office in Sydney yesterday.

Pictured in French attire from left are Jaclyn Loft, national sales manager with Erin Williams, Dana Garofani & Efti Polous from UTrack's reservations team.



Quest King William South – opens 4th August

Offering brand new stylish studio, one and two bedroom apartments in the heart of Adelaide's CBD. Spacious accommodation perfect for both the business and leisure traveller, whether staying for a night, a week or a month.

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Scenic's best dressed office



SCENIC Tours has announced the winner of its 'best dressed agency' competition as We Know Travel Orange, celebrating the firm's push into France in 2015.

The NSW-based agency decked out its office with a French theme (**pictured**) which included baguettes that spelt 'Scenic.'

We Know Travel won \$5,000, while a highly commended prize of \$1,000 was awarded to HWT Sylvania and runners up prizes of \$500 went to Escape Travel Rockhampton, Travel Experience Atherton & Cruiseabout Glenelg & Escape Travel Townsville.

Win a famil to India

NATURAL Focus Safaris, Air India and the Government of India Tourist Office are offering agents a chance to win a place on a small group educational to India by taking part in a webinar series over four weeks.

The webinars will provide info on India and its accommodation and sightseeing options, making it easier to sell the destination.

Sessions will run on 22 Jul, 19 Aug, 07 Oct and 28 Oct.

Register for the first webinar by **CLICKING HERE**.

2015 TDU race course

ORGANISERS of the annual Santos Tour Down Under in South Australia have revealed course details for next year's event.

Dubbed "the biggest cycling race outside Europe", the six-stage event will run from Sun 18 Jan to Sun 25 Jan.

Following the People's Choice Classic street race in Adelaide, stages will be held from Tanumda to Campbelltown, Unley to Stirling, Norwood to Paracombe, Glenelg to Mt Barker & McLaren Vale to Willunga Hill, with a final yet-to-be-revealed circuit around the streets of Adelaide.

Over 750,000 local, intrastate, interstate and int'l visitors are expected to line the roads and streets of South Australia to witness the UCI WorldTour event.

Expressions of interest for the People's Choice Undies Run on Sun 18 Jan are also being taken.

Tourism Tas recruits

GUY Taylor has been appointed executive director of marketing at Tourism Tasmania after a five month "extensive search".

Taylor's past experience includes stints working on marketing projects for Blundstone, James Boags Premium beer and RACT.

He commences in his new role at Tourism Tasmania on 11 Aug.

QF selling 3K stake?

QANTAS has quashed reports it is selling its 49% stake in Jetstar Asia, saying the rumours are "speculation."

According to *Reuters*, Indonesia's Lion Air Group is in early talks to sell its stake in the Singapore-based low-cost carrier, based on a person familiar with the matter.

Jetstar Asia and Lion Air Group also declined to comment on the alleged negotiations.

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Luxury Asia River Cruising

Your guide to 2014 - 16 Asia River Cruising OUT NOW.

CX SWP flights fuller

CATHAY Pacific Airways has reported a 5% year-on-year jump in network passengers in Jun, rising to 2.6 million.

Traffic on South West Pacific & South Africa routes surged 11.8% during the month and is up 8.9% for the year-to-date.

Group wide load factors rose 1%.

Sydney secures Sibos

SYDNEY has been announced as the host city for Sibos 2018 due to its "highly coordinated city bid that involved local government, industry and community."

Tourism & Transport Forum today said the NSW economy stands to prosper with 6,000 Sibos delegates injecting around \$50 million into the state.

The event will be held at the new International Convention Centre Sydney.

Insight and Uniworld hitting the road

AGENTS are advised to mark their calendar for an Insight Vacations and Uniworld Boutique River Cruises roadshow which is taking to regional towns in Sep.

The Luxury European Journeys events will showcase the 2015 programs of both companies.

Events are earmarked for the Central Coast (22 Sep), Newcastle (23 Sep), Canberra (24 Sep) and Wagga Wagga (29 Sep) in NSW/ACT; Ballarat (15 Sep), Traralgon (18 Sep) & Geelong (22 Sep) in Vic; Gold Coast (16 Sep) in Qld; Hobart (23 Sep) and Launceston (25 Sep) in Tasmania & Bunbury (23 Sep) in Western Australia.

AKL upgrade begins

WORK on the first phase of Auckland Airports new combined domestic and international terminal has commenced today.

The project will see the int'l baggage hall floor area expanded by 90m to approx 2,500m² at the cost of NZ\$8.4m & adding a sixth baggage belt before peak season.

ITG adds three italktravel stores



ITALKTRAVEL continues its growth strategy with three new stores to be opened by Sep, keeping the retailer on track for its aspirations of 25 out of 100 outlets by Oct.

The newest italktravel additions are former Jetset Travelworld Group/helloworld stores, and are located in Kensington, Vic (ex Jetset), Bathurst, NSW (ex Travelscene) and Reservoir, Vic (ex Harvey World Travel).

Independent Travel Group ceo

said he was "delighted to have these prestigious businesses joining the italktravel group of agents."

Pictured with Jan & Sarah Gott (right) from itraveltalk Reservoir are Vito Romeo, ITG state manager Vic/Tas (left) & Jonathan Nelson, ITG national sales manager.

QR fuss about A380s

DELAYS for the delivery of the first three Qatar Airways A380s (TD 10 Jul) are the result of airline manufacturer Airbus not meeting exacting specifications.

The *WSJ* reports QR found fault in the texture of the paint, the interior cabin decor foils and the superjumbo's non-textile floors.

Langham invitation

TRAVEL agents in Sydney and Melbourne are being invited to learn more about Langham Hotels and Resorts at two trade events taking place later this month.

Events will take place at The Langham properties in **Sydney** on 23 Jul from 4:30pm - the day before it closes for four months for refurbishment, and in **Melbourne** on 24 Jul - to RSVP to attend, click the city name above.

Langham Hotels management from around the world will be in attendance to meet with agents, with luxurious prizes up for grabs.



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Account Managers Melbourne, home based Sydney, CBD based

Due to a company restructure, Rakso Australia GSA for Philippine Airlines has created new positions and is seeking experienced and enthusiastic Account Managers to manage and support local sales channel strategy within Australia to achieve maximum revenue.

Candidates must have 5 years' experience in a similar position within the travel industry; have a demonstrable track record of success in generating profitable revenue and implementing sales strategy for trade partners and clients.

A key part of the role will be to develop and maintain business relationships with trade partners through regular key contact meetings, understand their commercial requirements, their business direction and expectations. You will also manage contractual obligations, performance development and develop new business in your territory.

The person we seek will understand how to create market share growth, build rewarding business relationships and how to work in a diverse multi-cultural environment.

Applicants must have the right to live and work in Australia, and must have a current Australian drivers license.

Application should be sent to sam@philippineairlines.com.au (copy to brenda@philippineairlines.com.au) by Thursday 24th of July 14.

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ALBERTA and British Columbia were showcased to this group of travel agents handpicked by Air New Zealand on a recent Western Canada familiarisation.

Hosted by Air NZ bdm for NSW Elizabeth Hutchison, the group of 10 agents were blown away by the scenery, wildlife and hospitality across the region.

Trip highlights in British Columbia including bike riding in Stanley Park, eating their way through Granville Markets, inhaling the aromas of Butchart Gardens, high-tea at the Fairmont Empress and spotting killer whales on a zodiac.

In Alberta, the troop explored Banff and Jasper National Parks where they saw grizzly and black bears, elk and wolfdogs at the Yamnuska Wolfdog Sanctuary.

The stunning scenery at Lake Louise and from the recently opened Glacier Skywalk were also favourites among the group.

Pictured at the Rimrock Resort in Banff back row from left are Jodie de Gille, Flight Centre Bendigo; Elizabeth Hutchison, Air New Zealand; Lynne Anderson, Flight Centre Katoomba; Minetta Cox, Champion Travel SA; Bethany Lawson, Flight Centre Modbury; Kym Nulty, Flight Centre Northland; Rosalind Dempsey, Flight Centre Mt Eliza and Judy Garnett, Tripaway Cruise & Travel.

Front row: Katrina Lesnie, Flight Centre Vaucluse; Adriana Makarian, Windsong Travel Bellingen and Jacqui Lhositis, New England Travel.

Choice into Turkey

THE 135-room Clarion Hotel & Suites Istanbul Sisli has opened as the first Choice Hotels International property in Turkey, 25mins from Ataturk Int'l Airport.

Choice Hotels said the addition of an Istanbul hotel reflected a "thriving" interest from leisure & business travellers for the city.



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AFTA UPDATE

The latest updates from AFTA's Chief Executive, Jayson Westbury

JULY is the month when our minds turn to the NTIA and this year in 2014 we are set for an even bigger and better event, if that is possible than last year.

AFTA has spent a considerable amount of time building the NTIA, and with the fantastic support of **Travel Daily** and many loyal sponsors, the NTIA is now set on the industry's calendar as the big event of the year.

This year we will award winners in 34 categories across a range of areas within the industry.

From travel agencies to travel agents, to airlines and cruise lines, tour companies, car rental and marketing bodies; all aspects of the travel industry have been included for recognition.

This year more than 70 face to face interviews took place across the judged categories and we registered our biggest ever response via the voting portal which confirms the interest the industry has for NTIA.

This means that we have had significant competition between finalists this year, and to accommodate this we enlarged our judging pool to nine eminent and experienced industry people.

Even before the big night scheduled for this coming Saturday (19th July 2014), this year is bigger and better than ever before.

A very big congratulations to all the finalists and I am sure the gala event will bring the house down.

Coupled this year with the NTIA is the co-located Travel Industry Exhibition. The industry does come together in one enormous way at the NTIA and this year we have the added excitement of the Travel Industry Exhibition which will run on Friday 18th (this Friday) and Saturday 19th (the day of the NTIA) at the Royal Hall of Industries right next door to the Hordern Pavilion at Moore Park in Sydney.

If you have not been able to secure a ticket to NTIA but have the time to visit the Expo, registrations are still open, simply click the link on the www.afta.com.au website.

From the long list of distinguished exhibitors, the Expo is also set to be a big success for the industry. So plenty going on this week including the AFTA Annual General Meeting which will be held at the Travel Industry Exhibition at 9.30am on the Friday morning.

I hope everyone involved in the industry is able to experience some aspect of these fantastic events all being held this week.



Africa Sun Hotels rep

ZIMBABWE'S African Sun Hotels has appointed Africareps as its representative in Australia and New Zealand.

African Sun has four properties including The Victoria Falls Hotel, The Kingdom (the nearest hotel to Victoria Falls), Elephant Hills Resort & Hwange Safari Lodge.

Airbus launch A330neo

AIRBUS has added two new members to its widebody family.

The A330-800neo and A330-900neo will build on the high reliability and versatility of the A330 & feature latest generation Rolls-Royce Trent 700 engines, aerodynamic enhancements and new cabin features, Airbus said.

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“Travelport Inspires Me To...” photo comp sends lucky Flight Centre staff member round the world

LAST week at the Flight Centre Global Gathering held in Macau, Travelport announced Laura Volp from Flight Centre Head Office New Zealand, as the lucky winner of the ‘Travelport Inspires Me To’ photo competition. Created by Travelport’s Australia-based Flight Centre account team, the ‘Travelport Inspires Me To’ competition was launched in July 2013 and challenged Flight Centre Travel Group’s employees around the globe to take an inspiring photo of themselves with the Travelport logo.

As the winner, Laura (pictured right) will receive two round-the-world air tickets and dinner at her choice of a world-leading restaurant.

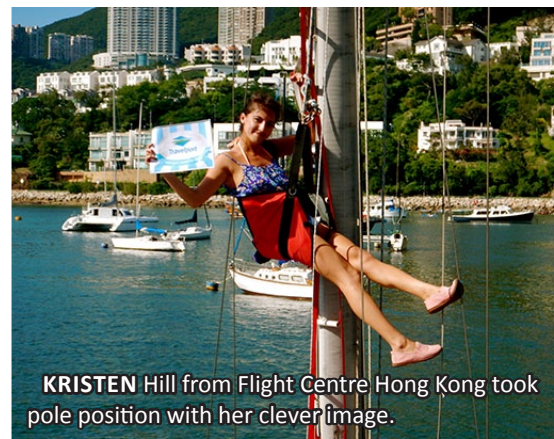
Laura says, “I’m excited to be selected as the winner of the competition and can’t wait to see the world! I love any opportunity to travel, so jumped at the chance to enter this fun competition.”

“My entry was inspired by yarn bombing and street art around the globe. I used approximately 180 nails, 200 metres of string, and it took about 8 hours to complete. Many thanks to the Travelport team for the awesome competition!”

Travelport’s Global Account Director, Scott Slattery, says, “We have really enjoyed seeing the creative entries pour in for this competition, and have valued the opportunity to engage with Flight Centre agents around the world.”

More than 140 entries were submitted from around Flight Centre agencies around the world including Australia, New Zealand, Singapore, Hong Kong, India, United Arab Emirates, Canada, US, UK and South Africa.

Pictured here are some of the other outstanding entries received.



Tripoli Airport closed

CLASHES between rival armed groups has seen Libya's Tripoli Airport closed to all aircraft, the latest DFAT notice has advised.

The overall warning level for Libya remains at "Do Not Travel".

London record looms

RECORD numbers of inbound visitors were welcomed to London for the first quarter of 2014, stats from London & Partners show.

The latest Int'l Passenger Survey showed 3.6 million arrivals, up 8.6% year-on-year, with the city now on track to break its full year record of 16.8 million set in 2013.

Incrowd Island feeling

GREECE has been confirmed as the destination for the Infinity Holidays Incrowd incentive for 2014/15, with two reward levels available for 54 top selling agents.

Once again, the incentive is open to all agents booking through Infinity Holidays, Cruise, Rail, Quickbeds and Explore Holidays.

The Top 15 sellers will embark on a special dedicated Incrowd Ultra trip, with Infinity saying guests will experience "luxury beyond their wildest dreams".

For the remaining 39, Santorini and Mykonos will be the reward trip, along with a \$1,000 Cash Passport and \$1,200 in IH travel.

South Africa was recently announced as the destination for the 2013/14 Incrowd trip, with the group to enjoy exclusive use of the Sabi Sabi Private Game Reserve for two nights before continuing on to Cape Town.

East US meets with Aussie East



EAGER to build a stronger presence in the Oceania region, 15 suppliers from hotels, cultural institutions and tourist attractions from the US East Coast joined to welcome travel agents to its first dedicated roadshow last night.

Held at Sydney's Doltone House in Pyrmont, the event was the first of three, with Melbourne to follow tonight before wrapping up in Auckland on Wednesday.

Well over one hundred Sydney agents attended the event, which was also preceded with a series of rapid-fire B2B meetings with Australian wholesalers & buyers.

The shows are a collaborative effort by New York City, New York State, Washington DC and Florida to drive the promotion of their region to Australian travel agents.

Visitation figures have been on a rapid increase in recent years, thanks largely to increased air links from various halfway hubs on the US west coast, Pacific, Asia and even the Middle East.

Last year, New York welcomed 619,000 visitors from Australia, a figure which has steadily climbed from 103,000 ten years ago.

NYC & Company president and ceo Fred Dixon said the Australian market was very important due to a trend of staying longer in hotels and spending more on shopping.

Makiko Matsuda Healy from NYC & Company added she was thrilled with the attendance but that it was a "wait and see" approach that will determine whether the event becomes an

annual or bi-annual occasion.

Pictured above from left at the event is Tracy Vaughan, Visit Florida; Elliott L Ferguson II, Destination DC; Elizabeth Davis, Niagara Tourism and Convention Corporation and Makiko Matsuda Healy from NYC & Company.

WIN A TRIP TO MAURITIUS

In July, **TD** is giving readers the chance to win a holiday to Mauritius, courtesy of **Club Med and Air Mauritius**.

The prize includes return economy class fares to Mauritius with Air Mauritius, airport transfers and six nights accommodation at either Club Med Albion or La Pointe aux Canonnières, for two.

Every day this month **TD** will ask a different question about Club Med or Air Mauritius. The subscriber with the most correct entries and the most creative response to the final question will win this holiday.

Email answers to: clubmedcomp@traveldaily.com.au

Q11: What is Air Mauritius' Australian codeshare partner airline?

Hint: www.airmauritius.com



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NRL Rd 18 Winner

CONGRATULATIONS

Peter Smith

from **eWaterways**

Peter is the top point scorer for Round 18 of **Travel Daily's** NRL footy tipping competition, and has won a Breakfast Cruise, courtesy of **Captain Cook Cruises**.



Major Prize Sponsors

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



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



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Read the latest inPlace Blog!



Ben Carnegie

Customer Service Supervisor - Sydney

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An exciting opportunity has become available with one of Australia's most recognised brands. Specialising in Europe however not limited to this alone, the products offered by the brand and unique and second to none in their quality and reputation. Working for this company will ensure your career is taken to new heights - an impressive addition to your resume!

As Customer Service Supervisor, you will be responsible for maintaining the current levels of customer service, customer SLA's and training new staff to up hold these values when joining the team.

You will require superior communication skills as your department is often the hub of activity in this busy organisation & you will be liaising with all other departments at various times. A strong background in fares & ticketing coupled with team management experience will ensure you an interview with this leading wholesaler.

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Enviably product range with high end boutique products worldwide. If you like things outside the norm then this product range will excite you. Previous product mgt & cruise exp essent.

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Product Loader - Sydney Inner West

- ▶ 4-6 month temp assignment
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- ▶ Fun and enthusiastic team

Excellent opportunity to work with a fantastic product range on a long term temp assignment. Must have solid experience with product loading and Calypso an advantage.

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- ▶ Work in the thriving hub of Sydney's inner west
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Travel Centre Manager - Sydney

- ▶ Domestic Tourist Information Centre
- ▶ Domestic destinations, tours & attraction sales
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