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Travel Daily
First with the news

Friday 28th March 2014

Tahiti Travel Connection

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New Rail Europe gm

RAIL Europe this morning announced the appointment of Ingrid Kocijan as its new manager Australasia following a "rigorous selection process".

Kocijan is no stranger to the rail trade, having been with Rail Plus for the last eight years and her most recent role as the firm's Assistant Manager for Sales and Marketing.

Taking up the role effective from 22 Apr, Kocijan replaces Richard Leonard who set up the Rail Europe operation in Australia some years ago, who has moved to become Head of Product with Adventure World (**TD** 04 Feb) following its acquisition last year by The Travel Corporation.

Ten pages of news!

Travel Daily today has ten pages of news & photos, plus full pages from:

- AA Appointments jobs
- Travel Trade Recruitment

\$11m Flight Centre penalty

FLIGHT Centre says that the \$11 million penalty imposed this morning by the Federal Court (**TD** breaking news) will not impact its operations, with the company having already proactively made changes after the ACCC launched its initial price fixing investigation in 2009.

The massive judgement will see Flight Centre pay fines as well as part of the ACCC's legal costs, with the case centering on claims that the company attempted to fix prices by influencing airlines not to undercut its pricing when selling tickets directly to consumers (**TD** 09 Mar 2012).

The ruling was handed down late last year but penalties were only announced today, with md Graham Turner saying the outcome of the case was "disappointing, but has not created a need for fundamental changes within our business."

He confirmed that while Flight Centre is "comfortable that we comply with the law, we consider it appropriate to test the decision at an appeal.

"This will clarify our position and rights as an agent," he said - particularly in view of a contrasting ruling that was delivered recently in a similar Federal Court case involving the ACCC, the ANZ bank and its mortgage brokers.

Flight Centre is also considering appealing today's fines.

Turner said that excluding the penalties imposed today the company was continuing to target up to 12% full year profit growth, with a financial year target of between \$370m and \$385m.

"Generally speaking, the business continues to trade solidly, and we are seeing similar trends to the patterns reported at the half year," he added.

GST case hit to Helloworld

HELLOWORLD Limited yesterday said it would record a non-recurring expense of \$1.7m-\$2m after losing an appeal in the Federal Court in a case against the Commissioner of Taxation (**TD** breaking news).

The case was in relation to a GST claim by its inbound travel business ATS Pacific, which was sold to the AOT Group last year.

Helloworld said that in addition to the cost of the case, it may have to pay interest, costs or penalties which are yet to be determined.

It will also be required to remit GST that had been withheld during the progress of the claim.

The company said given it was no longer involved in inbound travel there was "no material ongoing impact on profitability" as a result of the decision, which Helloworld is also considering whether to appeal.

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Travel Daily on location in California, USA

Today's issue of *TD* is coming to you courtesy of The Travel Corporation, which is hosting a huge group of Aussie agents in the US on the TTC Mega Famil.

PARTICIPANTS in the Travel Corporation's American Explorer Mega Famil have now enjoyed the "happiest Place on Earth" having been given day passes to Disneyland to explore the theme parks courtesy of Creative Holidays, prior to last night's welcome reception.

The group was welcomed by Rick Youngman from Disney, with lucky door prizes for five lucky winners and the evening concluding with the fabulous *World of Color* experience.

The groups are now fanning out from Los Angeles, with the Insight group heading north to Santa Barbara, Trafalgar going a little further to Monterey and Contiki tripping south to San Diego.

More from the TTC mega famil on **page nine**.

Aloft confirmed for Perth

STARWOOD Hotels & Resorts has revealed it will bring its 'vibrant and engaging' Aloft hotel brand to Australia, yesterday detailing plans to open a 224-room property in the Perth suburb of Rivervale by late 2016.

Aloft will become the fourth of Starwood's nine brands operating in Australia alongside Sheraton, Four Points by Sheraton & Westin.

Overseeing the development

will be BGC, who are also behind the new Westin brand property set for Perth in 2017 (*TD* 24 Dec).

"BGC has a very solid reputation for excellence and innovation and we strongly feel they are the right company to partner with for the launch of these two new hotels in the Westin and Aloft," Starwood Hotels & Resorts president Asia-Pacific Stephen Ho said.

Aloft Perth Rivervale will feature many of the elements unique to the brand including an XYZ bar, full service restaurant, 'splash' swimming pool and 550 square metres of conference space.

Ho added there was a strong pipeline of Aloft properties both in the Australian marketplace and around the world, with 79 open in 14 countries at the moment.

Starwood Pacific director of acquisitions and development Andrew Taylor said discussions were taking place for more Aloft properties in Australia, with three earmarked for Victoria.

"That's just the start...there's no reason why we can't have ten Aloft's in the Australian market".

More from Aloft on **page six**.

Frontliners 2014

HELLOWORLD this morning announced that its brand-wide 2014 Frontliners Conference will be held at the Adelaide Convention Centre from 28-30 Nov this year.

"With more than 750 *helloworld* locations, this will be our best Frontliners Conference to date," ceo Rob Gurney promised.

Further details of the conference program will be revealed in the coming weeks, with the dates and location of the Helloworld Owner/Managers Conference also set to be announced shortly.

G-man leaves Virgin

LONG-TIME Virgin Australia sales staffer Gary "G-Man" Manuel has left the carrier.

Manuel has been with Virgin Australia for many years and is well known for his frequent photo appearances with global celebrities in *Travel Daily*.

He told *TD* that his position at VA was made redundant and he accepted a package, but is "looking forward to exciting times ahead".

More QF execs cut

QANTAS is set for further departures from its senior ranks, with a memo to the airline's staff confirming that 26 managers will leave the airline in the coming months including its regional gms across Australia (*TD* yesterday).

Others to go will include Simon Chamberlain, who heads up the Hooroo accommodation website operation, Qantas Int'l head of security Steve Tregarthen, and JQ strategy head Max Kownatzki.

Other international roles to go include head of alliances Maxine Jacquet, airports chief Chadi Chalhob and manager Western Europe Daniele Da-Rin.

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Friday 28th March 2014

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Europe river & Baltic sea combos

EVERGREEN Tours is expanding its 2015 European river cruising program just weeks before the touring company's first Emerald 'Star Ship' sets sail.

Commenting on the release of Evergreen Tours' Europe & Deluxe River Cruising & Tours program, gm Angus Crichton said being first in the market with a finalised 2015 program gives agents confidence in securing dates.

Evergreen's debut 'Star Ship', *Emerald Sky*, will operate its first voyage in mid-Apr, while *Emerald Star* will launch two weeks later.

'Star Ships' offer an all-inclusive experience for guests & feature a range of open air balconies, butler service for top tier guests and a revolutionary all-weather pool with retractable roof which converts to a cinema at night.

This week Evergreen announced the name of two additional ships for 2015, *Emerald Sun* & *Emerald Dawn* (**TD** Mon), vessels which

Crichton suggests to **TD** will feature even more innovations.

Next year's program features a 24-day Amsterdam to Bucharest voyage, going beyond the popular Budapest turnaround point.

There's also a new river cruise and Baltic Sea product offering that gives Evergreen a point of difference from its rivals, he said.

By partnering with Hurtigruten, Evergreen has a seamless 22-day Norwegian Fjord Cruise itinerary available priced from \$9,595ppts.

Other new cruise options are available in France on an A-Rosa Stella charter, plus a Russian river cruise with Dubai & Istanbul stop.

All cruises also link smoothly with European land touring.

Crichton said despite currency fluctuations, ET will carry over earlybird offers in 2015, such as fly free & companion fly free deals.

The 138-pg brochure is currently being distributed to agents, with product available to book now.

VA backs WA AFL'ers

VIRGIN Australia has become the Premier Partner and Official Airline of the West Coast Eagles after signing a five year agreement with the team.

Further, VA has agreed to be the Official Airline of WA's Fremantle Dockers AFL club.

The carrier also today unveiled a 'give back' program to show its support for AFL fans and clubs.

Through the initiative, Virgin Australia will reimburse \$10 to the club for every flight taken by a Velocity Frequent Flyer member who registers their club preference during the Toyota AFL Premiership Season.

Kings appointment

AAT Kings has announced the appointment of Jody Grossfeldt as Head of Day Tours, Australia.

The "veteran of the day tours industry" previously worked for APT Day Tours, acquired by AAT Kings in Jul 2012.

Window Seat

ASIAN delicacy the durian fruit is clearly an acquired taste.

Singapore Tourism Board last night revealed a contingent of Australian Celebrity Concierge's (see **page four**) to promote the destination, including Network Seven's Tom Williams.

He recently visited the city/state for a promotional show to air next month, where he sampled durian for the first time.

So what were his thoughts? "It's smelly, it's salty and it's black - I didn't like it," Williams remarked honestly.

He said it was the equivalent of a visitor to Australia trying Vegemite for the first time.

"No disrespect, but there is something for everybody.

"Would I try [durian fruit] again... unlikely," he quipped.

HAWAII SALE!

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Sheraton Maui Resort & Spa
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Outrigger Kiahuna Plantation
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Get Lost pulls Aussies

SINGAPORE Tourism Board's two-year-old 'Get Lost' marketing campaign has delivered results, with Australian visitor numbers to the region rising 10%.

Oceania director Sharon Lam said according to visitor data for the 12 months ending Sep, the number of Aussies travelling to Singapore in the last year had grown despite a drop in Qantas flight capacity after it moved its Asian hub to Dubai in Mar 2013.

Based on data, Australia is Singapore's fourth biggest market and first Western source.

Lam said the "cheeky" promo had encouraged Aussies to discover more of Singapore by 'getting lost', but admitted the promo was being "toned down."

Tetsuya Silversea talk

HIGHLY acclaimed Australian restaurateur Tetsuya Wakuda says he remains open to further discussions with Silversea for a potential cruise ship proposition.

Wakuda revealed to *Travel Daily* last night he held initial talks with the upmarket cruise line for a restaurant at sea two years ago, but talks had since gone quiet.



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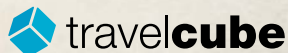
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Singapore Celebrity Concierges



WHAT do an Aussie chippy, *MasterChef* finalist, mother of six and world renowned Chef have in common? An "affinity" with all things Singapore, of course.

The quartet, otherwise known as Tom Williams, Audra Morrice, Antonia Kidman and Tetsuya Wakuda have been enlisted by Singapore Tourism Board to be the faces of a new Facebook-based "VIP travel service" app.

Dubbed Singapore Celebrity Concierge, the group are being used in STB's latest marketing campaign to encourage Aussies to visit Singapore and uncover the country's hidden gems, be it experiences, attractions & food.

STB area director Oceania Sharon Lam says the new app strives to encourage visitors to scratch beneath the surface when visiting Singapore.

Rolled out yesterday, the local celebrities provide their insight into 'the real Singapore'.

Each celeb shares their top 10 things to do in Singapore, with app users able to share those ideas on Facebook.

Williams explores the outdoors & mixes with the locals; native to

Singapore Morrice shares cultural experiences & heritage highlights; Kidman (who currently resides in Singapore) tells of family-friendly venues & unique places to visit and Wakuda reveals his favourite places to eat, drink and shop.

Australia is the launch market for the new initiative, with the concept likely to be rolled out in other markets in the future.

Lam told *Travel Daily* the new social push is an extension of STB's 'Get Lost' campaign, using well known Aussies as advocates with insider knowledge.

"There's a whole lot more to Singapore than a Singapore Sling, Raffles Hotels, chilli crab and Singapore Zoo," she told *TD*.

To be marketed primarily through social networks, site browsers will also have a chance to meet with one of the celebs and win a trip to the city/state.

For more info on the app, go to singaporecelebrityconcierge.com.au.

Pictured at Tetsuya's restaurant in Sydney last night from left are Tom Williams, Antonia Kidman, Sharon Lam, STB; Audra Morrice; Kenneth Lim, STB area director and Tetsuya Wakuda.

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TC BDMs on site for site building



EVER eager to master the latest technology, Travellers Choice's keen BDM team recently came together at head office in Perth to learn about new enhancements available to shareholder agencies.

These included the new low-cost Site Builder 2.0 (**TD Wed**), which opens up a range of tools allowing members to customise websites.

ATAS general manager accreditation Gary O'Riordan also

updated the group on the rollout of the program and the range of commercial safeguards available.

Pictured above from left is the BDM team, consisting of Bruce Russ, Jane Southee, Andrea Moore, Christian Hunter, Sharon Richardson, Simon Lang and Melissa Robertson.

Dog Minder service

A **SPECIAL** website has launched which allows travellers to ensure that their furry friends are looked after while they are away on a holiday.

'Find a Dog Minder' connects dog owners with people who can mind their pets, with Australia-wide coverage via a network of caring canine lovers.

American Express currently recommends the service to its Platinum and Centurion card members, with the service offering "FADM-verified" screened minders so you know your pup is in good hands.

The service even comes with photo updates of your dog's stay - for further details and info see www.findadogminder.com.au.

Room service report

TRIPADVISOR has released the results of its latest study into the best value of common room service incidentals purchased by travellers around the world.

The survey looked at the price of popular amenities in 48 cities around the world, with Tunisia found to offer best value.

Items included room service of a club sandwich, dry cleaning of one shirt and a bottle of water, can of coke, peanuts and a bottle of vodka from in-room mini-bars.

These items combined will cost AU\$20.39 in Tunis, the TripIndex report found, whereas Helsinki was found as the most expensive, the same items costing \$98.48.

Cape Town and Marrakech both also ranked in the top five cities.

Sydney was classified as the 20th most expensive city, with the same items totalling \$53.58.

Cruise Hols 4th outlet

A **NOOSA** based Cruise Holidays branded retail store has been opened by the company on the Sunshine Coast in partnership with Noose Cruise & Travel.

The firm joins Tasmanian cruise agents Robyn & Murray Sinfield who recently aligned to the group, bringing the total number of Cruise Holidays agents to 25 since launching last year.

Managing director Les Farrar said Cruise Holidays was exploring a new "host agency" business that would target general travel agents (retail stores or home-based agency networks), utilising its technology and systems

Walsh oneworld chair

INTERNATIONAL Airlines Group chief executive officer Willie Walsh has been named as chairman of the **oneworld** group's Governing Board for one year.

Walsh succeeds American Airlines' chair Tom Horton who held the post since Dec 2011.

IAG is the parent firm of British Airways and Iberia - both of which are part of **oneworld**.



دائرة السياحة والتسويق التجاري
Department of Tourism and Commerce Marketing



State Sales Manager Victoria State Sales Manager Western Australia

Join the team of one of the world's most innovative and progressive destinations.

Dubai Tourism Australia and New Zealand is excited to be expanding our Trade Relations team as a result of the growth to date and potential from the Australian market.

In Phase One of this expansion we are seeking two motivated, results driven, experienced team members whom have a good balance of exceptional client relationship management and opportunity development to join the team in Australia.

The roles will be based in Perth and Melbourne and reporting to the General Manager -Trade Relations & Partnerships (GMTRP).

The following is a very broad outline of the key requirements of the role:

- Implement and evolve client development strategy and develop business plans for your portfolio of industry partners as well as focusing on the retention of business for the destination.
- To actively work with our wholesale, retail and airline partners to strengthen destination awareness and stimulate new product experiences which will attract consumers whilst creating marketing opportunities to ensure targets and KPI's are achieved.
- Attendance at key trade events & consumer expo's within your territory.

Mandatory requirements for this role:

- Be self-motivated, customer focused, target driven, innovative and have the ability to develop and drive new programmes and initiatives.
- Demonstrated effectiveness in building productive relationships with potential customers, driving results and establishing strong sales networks within the related territory.
- Well-developed organisational, interpersonal and networking skills.
- Be able to partake in travel throughout Australia and Overseas if required.
- An eye for detail and ability to prioritise and efficiently manage multiple tasks and deadlines.
- Ideally you will possess a minimum of 5 years' proven sales management experience in hotel/travel/destination sales working within the leisure and corporate travel markets within Australia.

Remuneration will be discussed at interview and will be commensurate of skills. As a key member of the team, this position requires an aspiring long-term thinker with a passion for Dubai.

Should you meet the above criteria please send your CV to Julie King, Director, Dubai Tourism, Australia & New Zealand. Email jking@dubaitourism.ae

Closing Date for applications: 7th April 2014.

VOTE FOR US DRIVE US HOME!

Woohoo! We are excited to be nominated AGAIN for the NTIA Awards in the category of Best Car/Campervan Rental Operator. We believe it's in recognition of our continued effort to supply the best products. Help us to the finalists stage by voting for us.



VOTE FOR US



globalCARS reminder

SYDNEY-BASED company globalCARS says agents have until Mon to take advantage of early booking bonuses on European rentals - phone 1300 789 992.

Qantas rejigs FF program

QANTAS yesterday unveiled big changes to the QF Frequent Flyer scheme which will see some pax earn close to half the points they currently receive for some trips.

Effective 01 Jul, members of the program will earn more Qantas Points on flexible fares, while "on some of the lower fares, earn rates will be reduced to better reflect the fare a customer has paid," the carrier said.

For example, on a Tokyo-Sydney flight currently passengers with a discount Economy fare earn 4,863 points, but from 01 Jul this will be slashed to 2,600 points.

On the same flight a passenger in Business class who currently earns 7,295 points will have boosted slightly to 7,800.

Status credit earning rates are being rejigged across the board, in some cases reduced even for First class passengers, but in other cases increased.

There are also changes to earning rates on partner carriers, and "status bonuses" will be changed too, altering the number of flights required to reach or retain Platinum, Gold or Silver membership.

The current 'Minimum Points Guarantee' which offers 1,000

points on even the shortest sectors will be adjusted to 800 points for discount Economy, 1,200 points for flexible Economy, & 1,400 points for Business class.

There will also be a new "partner airline points table" in the coming weeks, while new tables will also be introduced for the all-important Status Credits which determine what tier of the program flyers achieve each year.

Qantas stressed there would be no changes to current point balances, points required for Classic Award flights or earning rates with ground-based partners.

Russia '15 pre-release

SCENIC Tours has rolled out a "limited pre-release" Russia River Cruising program for 2015 today.

Guests booking early will score a \$200 per couple on board credit, as well as securing a preferred date and cabin across the entire Russia river cruising season.

Scenic warns "prices will increase upon release" of the 2015 Europe River Cruising brochure.

The 15-day Imperial Jewels of Russia River Cruise includes free flights for the second person travelling - scenictours.com.au.

Aloft ready to break into Aus

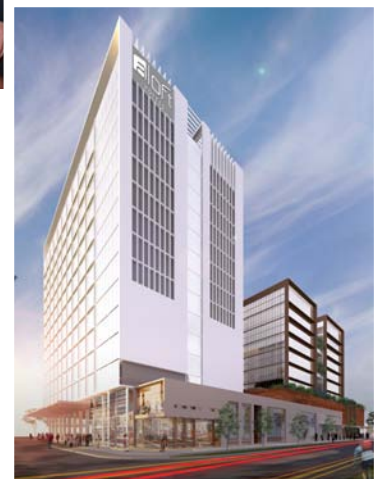


DESCRIBED as the "younger sister of W Hotels", Starwood Hotels & Resort's Aloft brand will seek to engage with the local neighbourhood in Perth upon its debut in 2016.

"Music is important to the social scene so we do have an element of engaging with local artists and again that's part of making sure it's connected to the local environment," Starwood vice president acquisitions and development Matthew Fry said.

Starwood Asia Pacific president Stephen Ho added that guests will appreciate the hotel's "urban design, cutting edge technology as well as its proximity to the Perth city centre".

Globally, four in ten of the group's development pipeline is made up of its mid-market select service brands including Aloft, Four Points by Sheraton and the new environmentally friendly eco-brand Element Hotels.



Almost half of all hotel openings slated for 2014 will be part of these same three brands.

"We believe the Aloft platform has tremendous momentum," Ho told attending media last night.

Pictured above at last night's announcement from left is Andrew Taylor, Matthew Fry, Stephen Ho and Sean Hunt, all from Starwood Hotels & Resorts.

To view a special video entitled "Aloft Hotels Sizzle Reel" detailing the new brand, **CLICK HERE**.

CONCIERGE TRAVEL GROUP

Wanted: Product Operations Manager

We are seeking a professional to own the strategic, implementation and operational relationships of all products that touch our clients. In addition, they will look to develop, communicate and provide training of these products internally and externally to ensure optimization. The role is a varied one that will report to and support the IT Operations Manager in the day to day running of IT systems and the project management of new products. Good analytical and documentation skills are a must. A hands-on individual ready to take on the challenge of managing commercial arrangements and relationships, troubleshooting, handling product rollouts, actively contributing and supporting Travel Advisors through to Sales & Account Management and Senior Management.

Minimum of 8 years' experience working in the travel industry with an emphasis in managing, supporting and implementing Online booking tools. Sabre and Serko Online experience would be an advantage.

In return, the Concierge Travel Group will offer an exciting time in a growth organisation and an opportunity to shape the direction of a business that aspires to be the best.

Please indicate your interest to Louise Weatherman, Astute HR Consulting at lw@astutehrconsulting.com.au.

CRUISEOFFICE AUSTRALIA

Area Sales Manager - VIC & TAS

Cruise Office is a boutique sales and marketing office representing Oceania Cruises, the American Queen Steamboat Company and Voyages to Antiquity.

We are seeking an Area Sales Manager to cover our key accounts in both Victoria and Tasmania. This position is 3 days a week and requires your own vehicle. The person we are looking for has cruise sales experience with great presentation skills.

You'll be working with cruise specialist agencies only. Developing strategies to increase sales, conducting product updates along with hosting client functions and guest desks. If you have a passion for the cruise industry, we'd love to hear from you.

Email your CV and covering letter to our Director of Key Accounts, Craig Owens - craig@cruiseoffice.net
Applications close April 4th.

Tjapukai founder now a PhD



MEET Doctor David Dahwurr Hudson, who was awarded an Honorary Doctorate by James Cook University in Cairns earlier this week.

The internationally renowned Aboriginal tourism expert musician, artist and entertainer joined 324 students from four faculties at the graduation ceremony.

Hudson, from the Ewamin and western Yalangi people, was the original co-owner of the Tjapukai Aboriginal Cultural Park which is now a must-see on the itinerary of every tourist visiting Far North

Queensland.

The PhD was recognition of Hudson's "outstanding service and distinguished public contribution to the northern Queensland community," according to JCU Vice-Chancellor, Professor Sandra Harding.

Hudson is recognised as a 'champion' with the Queensland Tourism Industry Council, aiming to encourage and support tourism employers to engage and manage Indigenous employees.

He also worked on the creation of Dreamworld's Indigenous precinct which opened last Dec.



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 TAA, 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 spreadsheets, and will have a minimum of two years work experience in a similar role and must have strong skills in excel.

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

Travel Daily

First with the news

Friday 28th Mar 2014

Ningaloo promo deals

EXCLUSIVE airfares from major east coast cities to Exmouth, WA, flying Qantas will form part of a major Ningaloo sales campaign by Broome & The Kimberley Holidays, kicking off this weekend.

The sale will include a variety of special offers on accommodation and tour options, with product on sale until 18 Apr and valid for travel from 28 Apr to 31 Dec.

England links to rugby

ENGLISH national tourism board VisitEngland has signed on as naming rights sponsor at the 2014 Gala Ball for Super 15 Rugby team, the Melbourne Rebels.

The glittering event will take place on 10 May 2014, promoting next year's Rugby World Cup and the array of attractions in England.

VisitEngland Rugby World Cup project director Jeremy Brinkworth said he expects the event will see the tally of 930,000 Aussie tourist arrivals recorded in 2012 greatly exceeded.

Wu's Easter specials

WENDY Wu Tours has teamed up with its airline partners to offer savings up to \$300 on a range of the company's tours in celebration of the Easter season.

Numerous departures of 23 Chinese and 17 Indochina tours are available between 01 Aug and 30 Nov, with airfares flying CX, QF, SQ, CZ and VN are eligible for the discount if deposited by 24 Apr - see www.wendywutours.com.au.

Japan airline merger

JAPAN Airlines will integrate its domestic operations with that of low-cost subsidiary JAL Express in a simplified merger for JAL not requiring shareholder consent.

Effective 01 Oct, JAL Express will be dissolved, with all liabilities absorbed by its parent firm JAL.

The integration comes as part of an effort by JAL to stabilise its domestic business amid increased competition through "making the best match between capacity and traffic," the carrier said, with the decision approved by JAL's Board.

Technology Update

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

Just the right information at just the right time....



In another tramada® first we are delighted to announce our integration with Google Now. For the first

time Australian travel agents can provide their clients with the ability to track air bookings and to have updated information on flights including on time status, early notice of delays, airport gate changes as well as relevant information on the arrival city, like weather and traffic conditions.

Google Now is a virtual assistant providing users with information....what they want, when they need it. A number of travel related businesses and airlines including Qantas and Singapore Airlines are already on board and partnering with Google Now.

Technologies in this space are undoubtedly fast moving and so we chose to connect with a leading provider to be quick to market using mature and proven expertise. This product is simple to use, can be activated by Tramada clients from the admin area of their system and it comes at no additional charge. It is available on Android and Apple iOS devices.

Using this integration our clients can offer their clients functionality which provides pop-up cards packed with travel information for their flight by simply ticking a check box when creating the itinerary – a real wow factor!

How is your travel ecosystem empowering your business?

For more information about tramada® - email sales@tramada.com

Björn Böhme, Chief Technical Officer, Tramada – your technology partner



Big delegation at TASCo shows



AFRICA once again came to visit Australia last week for the annual series of destination roadshows hosted by The Africa Safari Co.

Nine international suppliers were part of the group, along with reps from South African Airways.

Starting in Perth, the delegation moved through Adelaide, Melbourne, Canberra & Brisbane before concluding in Sydney, with a sit-down meal provided at each.

Collectively, the roadshow series presented to more than 420 agents over the six events,

with details on the vast array of travel products, experiences, attractions and accommodations enthusiastically promoted.

The Africa Safari Co CEO Susie Potter was full of praise for the contingent, most of whom had travelled a long way to participate.

At each event, two lucky agents walked away with major prizes of a trip to Africa to experience the destination for themselves.

Potter is **pictured** above sitting at the front with her international supplier delegation.



Key Account Manager

British Airways is seeking an experienced Key Account Manager, with a proven sales record, to join our South West Pacific Commercial team based in Sydney. The successful candidate will be responsible for managing a mixed portfolio of Trade and Corporate accounts, to maximise profitable revenue, develop key accounts and exploit revenue opportunities at an effective cost of sale.

The successful applicant will need to be solution focused, enthusiastic and driven to achieve optimal outcomes for our customers and business.

To be eligible to apply, applicants must meet the essential criteria below:

- Minimum of 5 years commercial or field sales experience
- Proven sales negotiation skills and ability to think laterally
- Highly developed communication and relationship building skills both internally and externally
- Demonstrated ability to develop account plans that deliver profitable ROI against target
- Able to identify and interpret market trends/data early and act appropriately
- Strong analytical and numerical skills, with the ability to form effective sales strategies from available market/account data
- Highly motivated, self confident and resilient
- Strong decision making and problem solving skills
- Ability to work flexible hours and travel both domestically and internationally

If you meet the essential criteria above and are seeking a challenging but rewarding career, please email your CV and a cover letter of no more than 250 words, addressing your suitability for the role to hr.pacific@ba.com

Applications will close on the 07 April 2014

Travel Daily

First with the news

Friday 28th Mar 2014

CX opposed to JQ HK

CATHAY Pacific chief operating officer Rupert Hogg believes Jetstar Hong Kong will still not meet the state's constitutional law even if it drums up 51% worth of local investment.

The *Sydney Morning Herald* this week reported Cathay would "vigorously oppose" the start-up of Jetstar Hong Kong.

Nine Airbus aircraft continue to be parked at the manufacturer's Toulouse factory while the Qantas joint venture with China Eastern Airlines awaits a regulatory green light to commence operations.

Hyatt expands brands

EXTENDED stay brand Hyatt House will be introduced into the Chinese market along with more of its Hyatt Place brand properties, the upmarket hotel operator announced yesterday.

In addition to the debut of the Hyatt Place brand in Shenzhen, to be open in May, six new Hyatt House locations are to be opened in Shanghai, Wuxi and Sanya.

Kenya loan approved

A LOAN of US\$203.5 million has been approved by The World Bank to Kenya to kick-start its transport sector and reconstruct its fire-damaged int'l airport.

The fire last year (TD 08 Aug) temporarily halted operations at Nairobi Jomo Kenyatta Airport, although flights quickly resumed using temporary terminal facilities.

Financing will also help develop emergency response units to deal with any future situations.

NSW Business Awards

COMPANIES intending to enter the 2014 Telstra Business Awards are being urged to complete their applications ahead of the entry deadline of 5pm on 31 Mar.

Travel and tourism companies who have submitted their entry include Katoomba Scenic Railway, NSW; Tour Barossa, SA; Cradle Mountain Canyoning, Tas; Travel with a Twist, Vic; Rainbow Beach Houseboats, Qld & WA Gold Tours.

The awards provide significant exposure to winners through marketing and promotion using the accolade as a platform - see www.telstrabusinessawards.com.

WIN A STAY AT THE REGENT BALI

Terms and Conditions



This week, *Travel Daily* is giving away three nights accommodation for two at the **Regent Bali**.

Situated on the south east coast of Bali where the spectacular coral reef is complimented by picture-postcard swaying palms, white sandy beaches and tempting turquoise waters, Regent Bali invites you to explore its four-acre estate of stunning tropical gardens and private beach.

For your chance to win, answer correctly four questions featured in *TD* from Monday to Thursday this week, plus answer the final question featured on Friday.

Email all your answers by COB on Fri 28th Mar to: bali@traveldaily.com.au.

Describe in 25 words or less why you deserve to win a stay at Regent Bali?

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Ears to TTC in Disneyland

IT didn't take long for participants in the Travel Corporation "American Explorer" to start flexing their retail muscles, with a number of agents spotted with big bags of Disney memorabilia not long after arriving in the Happiest Place on Earth.

After making the most of the fabulous Disney magic they were hosted at a welcome reception at Disney's amazing Grand Californian Hotel, as well as being given updates on the rollout of Creative Holidays' new brochures and website.

Virgin Australia's Nicole Laurie, Ashley Cooper and Mary Damic also announced a special \$10,000 agent incentive specially for American Explorer Mega Famil participants, who can enter by booking any domestic or international VA air deal with a Trafalgar, Insight Vacations, Contiki, Creative Holidays or AAT Kings land package, valid on bookings 01 Apr-30 Jun.

Christie Wolker of Flight Centre Mirrabooka and Shannen Bowyer from Student Flights Rockingham are **below** with their loot.



BELOW: No they're not actually Minnie Mouses! Amy Harrison from Contiki and Holly Cooling of Creative Holidays channelling their inner Mousketeers at Disney's California Adventure park on the first day of the famil.



RIGHT: Rick Youngman from Disney Destinations handed out prizes to five lucky agents, including Karla Delacruz from Flight Centre Fairfield.

Other winners included Danielle Austin of STA Travel Flinders University (**below**), Mel Kaha from FC Travel Club, Simone Berryman of iTravel and Gregoria Stefanovski of Helloworld Lower Templestowe.



LEFT: Striking a pose at Disneyland are Hannah Pizzey, STA Travel Subiaco; Caleb van Schmal, Student Flights Penrith; Nesa Bellido, Flight Centre Blacktown; and Nathan Blake, Student Flights Parramatta.

RIGHT: The World of Color was a great finale.



Networking, fundraising, generosity!

LAST evening's Platinum Networking Night at the Sydney Sofitel Wentworth Hotel was an exceptional gathering of senior industry staffers, and this time the event for the first time ever included a strongly supported charity auction.

Organiser Helene Taylor from TMS Asia-Pacific added the new element to the night to help support an autism school in the Sydney suburb of Forestville, with spirited bidding for two auction items - a case of wine won by Adam Shepherd of Consolidated Travel, and a US trip taken out by Mary Borg of QBT (hotly contested by Driveaway Holidays chief Chris Hammill) eventually raising more than \$6500.

These pics were taken on the night - lots more at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).



LEFT: The major auction item of the evening - a US trip sponsored by FCM Travel Solutions, Avis, American Airlines and the Ramada Plaza West Hollywood hotel - was taken out by Mary Borg of QBT, who's pictured right with Russell Butler from Avis, Helene Taylor of TMS Asia-Pacific, and Flight Centre's Gregory Lording.



RIGHT: Peter Kelly is pictured with Travel Corporation ceo John Weeks.

LEFT: Tramada ceo Jo O'Brien catching up with Don Clark of Cruise Holidays.



RIGHT: Fiona Ross and Melissa Clare of Travelport.

BELOW: Stamford's Andrea Werner, Angela King and Janine Daniel with Steve Quinlan of Accela.



WIN A MAGICAL WINTER ESCAPE TO NEW ZEALAND 100% PURE NEW ZEALAND



Throughout March, **Travel Daily** is giving readers the chance to win a five night holiday to Queenstown for two valued at over \$3,500, courtesy of **Tourism New Zealand** and **Air New Zealand**.

The prize includes two return economy class airfares from capital cities in Australia to Queenstown with Air New Zealand, five nights accommodation at Millennium Queenstown, a 3-day ski pass and rental from NZ SKI and Kawarau Bridge Tandem bungee tickets from AJ Hackett.

Every day this month **Travel Daily** will ask a different NZ-related question. The subscriber with the most correct entries and the most creative response to the final question will win this magical holiday.

Q.20: AJ Hackett operates the Kawarau Zipride - How long is the zipline?

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

Click here for terms & conditions



Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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**ARE YOU READY TO MEET YOUR NEW TEAM?
CORPORATE CONSULTANTS X2**

MELBOURNE (CBD) - SALARY PKG UP TO \$60K (DOE)

With only 2 roles remaining you will need to get in quick to secure the hottest corporate roles in Melbourne. This global TMC now requires 2 new multi consultants to join their growing teams and provide a high level of customer service. You will work Monday – Friday hours only and will be offered a high base salary of up to \$60k plus super and bonuses! Be a part of this award winning team and never look back. Minimum 2 years corporate consulting experience required. Call us now to find out more.

**PERTH – THE WAIT IS OVER
WHOLESALE RESERVATIONS X 5**

PERTH (CBD) – SALARY PKG UP TO \$80K (OTE)

We have 5 exciting NEW wholesale roles in Perth that will see you moving away from face to face consulting and behind the scenes. This role will see you servicing your loyal agents with their worldwide holidays inclusive of land arrangements, flights and tours! With uncapped commission on offer, amazing famils and a fun and social team, you would be crazy to miss this! If you have at least 2 years experience as a consultant we can help you secure this position. Don't miss this amazing opportunity.

DOWN BY THE WATER

**CORPORATE LEISURE CONSULTANTS
GEELONG – SALARY PKG UP TO \$80K (OTE)**

We have a rare opportunity for an experienced leisure consultant to join this corporate agency in Geelong! You can kiss the city commute goodbye and deal with your clients predominately via phone and email enquiry. Selling high end travel arrangements you will construct fares to match your client's worldwide leisure arrangements. From Bali to Hong Kong to Hawaii, no two days are ever the same. You will earn the best salary in Geelong and finally kiss the time wasters goodbye. Minimum 4 years experience required.

**AFRICA LOVERS – MOVE TO WHOLESALE TODAY
WHOLESALE RESERVATIONS X 2**

MELBOURNE (INNER) – SALARY PKG UP TO \$60K (DOE)

Africa travel experts, we need you! We have 2 sensational new wholesale roles that will see you moving into a well known wholesaler and selling 5 star Africa products to your loyal agents! Working Monday – Friday hours only this role will see you construct tailor made itineraries inclusive of luxury tented safaris, 5 star lodges and more. We have one junior role and one senior role available. All you need is strong Africa knowledge, consulting experience, personal travel to the destination and a can do attitude! Call us now.

**WANTED – TOP NOTCH AUSSIE SPECIALISTS
DOMESTIC WHOLESALE CONSULTANTS
BRISBANE CBD – \$50K OTE**

Want to build your career for the future? Join this award winning wholesaler and use your passion and skills to progress up the ladder. This market leader requires a dynamic self starter to join them as a domestic wholesale consultant. Handling calls from travel professionals you'll love booking all this great country has to offer. Plus earn sensational \$\$, enjoy ongoing training, great conferences and be part of a fun and friendly team. Don't hesitate – call today as these roles are interviewing now!

5 STAR TRAVEL TEMP NEEDED

**HIGH END RETAIL TRAVEL TEMP
BRISBANE CBD – 2 MONTH ASSIGNMENT**

Fancy yourself a guru on first class products? Deliver service like no other consultant you know? Available to start immediately? Then we have the assignment for you! Located in the inner city suburbs this prestigious travel company requires a GALILEO retail travel consultant to come and assist them until June. Working Mon – Fri hours only you'll earn a top hourly rate and have the chance to experience working for a true five star travel company. Sound like the opportunity you have been waiting for? Then apply today.

**CORPORATE TRAVEL IS BOOMING?
CORPORATE TRAVEL AGENT
SYDNEY – SALARY PACKAGE TO \$70K**

This global corporate TMC is looking for an intelligent corporate consultant to join their team. You will have the opportunity to work across a number of blue chip accounts booking all their corporate needs. This company offers amazing perks including access to global travel discounts and ongoing career progression. They also offer excellent training and support. Minimum 2 years corporate travel experience and strong time management skills.
Don't delay – apply today!

SET SAIL TO SUCCESS!

**RETAIL TRAVEL AGENT
SYDNEY – SALARY PACKAGE TO \$65K**

This boutique retail travel operator is looking for a talented, experienced retail consultant to join this well established team. Your day to day responsibilities will include booking world wide itineraries, cruises and high end tours. This company offers amazing perks including access to global travel discounts and ongoing career progression. They also offer excellent training and support. Minimum 2 years travel consultant experience and strong time management skills. Don't delay – apply today!



**VOTE FOR TRAVEL
TRADE RECRUITMENT**



Senior Retail Travel Consultant

Gold Coast - \$DOE+ Uncapped Comm – Ref:1011PS1

Are you an experienced Retail Travel Consultant looking for a better work life balance? This independent travel company are recruiting now and are looking for well travelled, target orientated consultants to join their centrally located Gold Coast office. If you have solid GDS skills, extensive worldwide product knowledge and looking for a better work life balance; this could be the chance you have been looking for! Working Mon – Fri 9 – 5 and a half day Saturday once per month!

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

Senior Travel Consultant – Mon-Fri

Canberra – \$45-65k + commission – Ref:1857SJ2

Escape face to face sales & reclaim your weekends with this Mon – Fri office based Canberra Senior Travel Consultant role. High end & high yield bookings are the norm in this busy office so you should be suitably experienced in this niche of the travel industry especially in European touring & luxury hotels. A competitive starting salary, bonus, benefits & travel industry perks are on offer by this much loved travel industry name. Call me today for more information!

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

Groups Travel Consultant

Melbourne \$ Attractive Package Ref:1623KF1

Opportunities like this do not come up every day! This is a varied and exciting role working for an amazing niche group tour company !!!

I am looking for a Senior Travel Industry professional with group reservation experience. If you are a Travel Consultant and looking for a new challenge and a role with a difference or if you have a solid group travel reservation background and would like to work as a Group Travel Specialist then this is the role for you.

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

Senior Sales Manager

Perth Area - \$DOE – Ref:1010LA1

Experienced Sales Manager required for a major TMC which primarily looks after the corporate accounts for marine, offshore and energy markets. This role will require a proactive self starter who can input strategies to develop and bring on new business. If you have approximately 10 years experience within a B2B sales role then we want to hear from you! A background in the travel industry will be considered a plus. Fantastic salary package on offer for the right candidate!

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

Corporate Travel Consultant

Brisbane CBD- \$DOE – Ref:1012PS2

Are you an experienced Corporate Travel Consultant looking for a fresh challenge within a leading global TMC? Multi-skilled consultants with strong domestic fares knowledge are required to join this central CBD office to work on a large dedicated account due to the company winning new business. You will need to be highly service oriented & able to work efficiently in a fast paced environment Very competitive base salary & company benefits are on offer to the winning candidate.

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

Account Manager – Strategic Accounts

Sydney – Excellent salary + bonuses – Ref:1060LY1

A rare opportunity to work within an In House Travel Team as a Team Leader. This small team of experienced consultants are looking for an experienced Leader. You will bring your strong product and fares knowledge as well as your strong team mentoring skills. This role is a pleasure, you will enjoy the diversity of bookings and working with a friendly and professional team. Be rewarded well with a great salary plus bonuses and the chance to work within a Global Corporation.

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

Wholesale Travel Reservation Consultant

South Melbourne \$40-45K + bonus Ref:1778KF1

Are you ready for the Travel Industry perks? If you are an experienced reservations travel consultant with excellent worldwide travel & selling experience please contact me today!

My client is a reputable Wholesaler in Melbourne's South, looking for an experienced reservations consultant to join their busy and dynamic team. You'll be a team player, have tailor-made experience & ability to work under pressure. You ideally will have sales ability & a passion for the industry.

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

Senior Travel Consultant

Adelaide – \$40K + Super Ref: 1956LA1

Fantastic opportunity to join an office that is service and tailor-made focussed! An experienced leisure travel consultant is required to join this growing company based in Mawson Lakes. If you are passionate and professional about both your travel career and the customer service you provide, this could be the long term career move you want to make. Selling unique and boutique tour packages within the team, we are also looking for a person with leadership qualities and initiative!

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



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