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First with the news

Friday 23rd May 2014



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MSC orders more

MSC Cruises has boosted its order for new "megaships" with a further two vessels to be built by Italian firm Fincantieri - following the cruise line's recent order for two 5000-pax vessels from STX France (TD 25 Mar).

It's part of a plan that will see MSC double the capacity of its fleet by 2022, according to ceo Gianni Onorato.

"With the arrival of the new ships we will reach a capacity of about 80,000 passengers a day."

Today's issue of TD

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

- AA Appointments jobs
- Travel Trade Recruitment
- AFTA Finalists

2014 NTIA finalists revealed

TRAVEL Daily can today officially reveal the finalists for the 2014 National Travel Industry Awards (TD breaking news).

Travel agents and suppliers from across the country are in the running for the awards, with the finalists in 34 categories determined by the recent month-long polling period.

AFTA ceo Jayson Westbury thanked the industry for once again getting behind the awards.

"There is no greater recognition than that of your peers, and finalists should be very proud of their achievement," he said.

The voting has actually determined the winners in some categories, while in the "judged categories" the finalists will now make a presentation before a

panel of nine official judges.

The judging sessions kick off on Mon, with first cab off the rank being the finalists in the new Emirates Travel Consultant Scholarship.

The judges will undertake more than 65 face-to-face interviews as part of the process.

"NTIA continues to grow in its support and clearly provides a great value to all involved.

"It is the single biggest event of the travel industry across all brands, and AFTA is committed to bringing this significant event to the industry for the industry," Westbury said.

The winners will be revealed at the NTIA Gala Dinner at Sydney's Hordern Pavilion on Sat 19 Jul, following the inaugural Travel Industry Exhibition at the nearby Royal Hall of Industries.

Qantas is the major sponsor of the NTIA, while all tickets for the event also include entry to the AFTA After Party sponsored by Singapore Airlines.

The full list of finalists can be viewed on the last page of today's issue of Travel Daily.

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Etihad's big plans for Au

ETIHAD Airways ceo James Hogan has confirmed the carrier's ongoing ambitions to boost its operations into Australia, which he said is a key market for the Abu Dhabi-based carrier.

Speaking at the TTF Outlook conference in Sydney today, Hogan said he intends to meet with the government later this year to "obtain greater access" for the carrier's flights into Australia.

He said the opening of the new SYD lounge this week (**TD Wed**) was just the start, with other upcoming growth including the debut of non-stop flights to Perth.

Etihad will deploy its new A380 - complete with "the Residence" - to Sydney next year, while the airline's new 787-9 aircraft will also operate to Brisbane.

"And in 2016 we will have daily A380s into Melbourne.

"We see a point in time where we will operate Sydney three times a day, Melbourne double daily and we have the ability over Brisbane and Perth to also increase frequency over time," the EY chief said.

Hogan gave an overview of the

carrier's network strategy which has allowed it to boost feeds to and from key markets through alliances and codeshares.

He said EY's range of equity partnerships, such as those with Virgin Australia, provided a host of benefits on all sides including procurement, staffing, strategy and collaboration on traffic flows which helped the airline to reduce its unit costs.

MEANWHILE, Hogan also criticised the inflexible curfew regime at Sydney Airport, saying that the inability to obtain any dispensation for weather delays "damages Australia's reputation".

"The lack of focus on these policies in the past is an opportunity for the future... technology has changed, these noise bands were put in place 15-20 years ago," Hogan said.

He also praised closer cooperation between Tourism Australia and state tourism bodies over the last few years, saying the ability for them to work together gives EY confidence that its cooperative funds to promote Australia is "money well spent".



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US push to improve arrivals

US PRESIDENT Barack Obama has issued a formal "Presidential Memorandum" which orders the development of "airport specific action plans to enhance the entry process for international travellers to the United States."

The move continues Obama's emphasis on the travel sector, with the aim of maximising the economic contribution of travel by improving the experience of international travellers - "in particular their experience with passport control and customs processing."

The initiative requires the establishment of metrics for service level improvements - including measuring wait times for the entire arrivals process from landing to exiting the airport.

Obama said the goal and action plans should be consistent with efforts that have already shown significant improvements

through partnerships between the Department of Homeland Security and some airports such as Dallas-Fort Worth and Chicago O'Hare that have reduced average wait times to just 15 min.

US Commerce Secretary, Penny Pritzker, welcomed the move.

"In the hospitality business, first impressions matter a great deal.

"We are joining forces today with the private sector to ensure that we send a genuine 'Welcome to America' message at every stage of the arrivals process," Pritzker said overnight.

Delta Air Lines and American Airlines ceos both applauded the US Administration's initiative.

DL boss Richard Anderson said streamlining entry processes was a key priority of the airline.

AA chief Doug Parker said his airline would "enthusiastically" look at means to assist with expediting processing times.

New ZQN lounge

QUEENSTOWN Airport Corporation has announced the development of a new premium airline lounge which will be "prioritised for Qantas, Jetstar and Emirates customers".

With capacity for 75 guests, the new Manaia Lounge will be located on the first floor of the terminal, with spectacular views of the Remarkables mountain range.

Qantas said the move comes at an opportune time for customers, as it increases its current thrice weekly Sydney-ZQN direct flights for the upcoming ski season.

QF will boost services to four per week from 06 Jun, while from 04 Jul-31 Aug it will fly daily 737s to ZQN, dropping back to five per week from 01 Sep-24 Oct.

Qantas customers eligible to access the lounge include QF Platinum and Gold frequent flyers, Qantas Club members and Business class passengers.



Window Seat

THIS is a little awkward.

SNCF, the operator of France's high-speed rail network, has realised that some new trains it has in order are too wide to fit on many of the country's railway platforms.

According to *Le Canard Enchaîné*, more than 1300 platforms - or about 15% of stations nationwide - will have to be "trimmed" to allow the wider trains to pass through.

In a radio interview about the controversy, a spokesman for the rail network owner RFF (Réseau Ferré de France) admitted "it's as if you bought a Ferrari and when you come to park it in your garage you realise your garage isn't exactly the right size for a Ferrari because you didn't have a Ferrari before."

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QF dropping HKG First Class

QANTAS has confirmed that the network changes facilitating its new A380 services to Dallas-Fort Worth (**TD 08 May**) will see the carrier eliminate First Class service from its Sydney-Hong

Kong route.

Qantas said it is making adjustments to the mix of A380s and 747s flying SYD-HKG, with the move determined by aircraft availability and seasonal demand.

QF's reconfigured 747 aircraft with Economy, Premium Economy and Business class cabins will operate to Hong Kong, with additional capacity provided by the A380 during peak seasons.

During times that the A380 operates, the seats in the First cabin will be allocated to top frequent flyers in Business, who will still receive Business class service but in the A380 First suites.

Customers with existing bookings in First Class for travel on or after 29 Sep 2014 will be rebooked into the Business class cabin on the same flight.

They will be refunded the fare difference for the involuntary downgrade, Qantas said.

Alternatively they'll also be entitled to a full refund.

More time for Aquis

AQUIS Group has sought extra time to provide further detail on its planned acquisition of the Reef Casino Trust in Cairns - part of its \$4.2 billion integrated resort.

The Australian Competition Consumer Commission overnight announced it would provide a new decision date on the merger in due course.



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lafourchette acquired

TRIPADVISOR has announced its first acquisition within the restaurant industry, finalising a deal to buy restaurant booking platform, lafourchette.

The Paris-based company offers an online and mobile reservation system for restaurants in France, Spain and Switzerland, with over 12,000 partners across Europe.

It also operates the 'eltenedor' and 'thefork' brands in Spanish and English respectively.

President & ceo Stephen Kaufer said lafourchette would leverage the company's restaurant traffic of already 200 million-plus page views per month.

"We should be able to drive more demand for restaurants on lafourchette sites," he forecast.

lafourchette ceo Bertrand Jelensperger said the agreement, terms of which have not yet been disclosed, "will allow us to accelerate our growth into new markets and enhance the quality of service we provide."

Following content integration, users can now search TripAdvisor for restaurants on city pages for destinations where lafourchette has restaurant partners.

United start ORD/EDI

UNITED has commenced new seasonal Boeing 757-200 nonstop services between Chicago and Edinburgh, Scotland, from now through to 05 Oct.

In peak season (12 Jun-01 Sep), UA frequencies will operate daily.

Thailand army coup

THAILAND'S military last night seized power of the country in a bid to restore order and achieve political reforms, enforcing a nationwide 10pm-5am curfew.

The move follows the 'martial law' implementation, enacted by the Thai army earlier this week.

In a televised statement beamed around Thailand, General Prayuth Chan-ocha said security forces were needed to seize power "in order for the country to return to normal quickly," after months of political instability, according to *BBC News Asia*.

France has already condemned the coup, while the UK, EU and UN said they were following developments with "concern."

MEANWHILE, DFAT is advising that Suvarnabhumi Int'l Airport & Don Mueang Airport in Bangkok are operating normally, and that the curfew will not apply to people travelling to/from airports.

AOT appointment

EX-GLOBUS family of brands groups development manager Mark Windsor has been appointed as general manager of contracting at the AOT Group.

Windsor has 25 years industry experience, including previous roles with TUI Marine and Grand Pacific Tours.

Based at AOT's headquarters in Melbourne, Windsor will head the team responsible for contracting all rates & allocations for all divisions across the group.

National Sales Analyst - Qantas Holidays and Viva! Holidays

A vacancy exists for a National Sales Analyst in the wholesale division for Helloworld Limited, for a 2 year parental leave replacement position.

Helloworld Limited is one of Australia's leading integrated travel businesses, providing specialist government and corporate business travel, wholesale products, franchised retail services and ticket distribution services across 8 countries.

Located in Mascot, this role is responsible for the analysis of national account performance and national sales budget tracking. This role will also measure the return on investment of trade activity alongside the sales performance of individual sales territories, and provide additional support with tracking of sales cost budgets.

The ideal candidate will have strong reporting and analytical skills, will understand the sales environment, have a high degree of IT literacy, and tertiary qualifications are desirable.

They will be passionate about travel, have great attention to detail and love working as part of a team.

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Friday 23rd May 2014

Travel Daily on location in Dubai

Today's issue of **TD** is coming to you courtesy of Dubai Tourism and Emirates, which are hosting their agent 'giga famil'.

THE final day of this year's Dubai famil has seen the top achievers check in for the ultimate Dubai hotel experience.

The group has been lucky enough to be hosted for a night at the iconic Burj al Arab hotel.

The landmark "seven star" property offers private reception on every floor, a bevy of personal butlers and the ultimate in service and facilities.

It's located on the Dubai beachfront providing expansive views over the Arabian Gulf, with nine signature restaurants, VIP helicopter transfers, and an amazing 8:1 staff to suite ratio.

For more, see **page seven**.

Infinity Hols facelift

FLIGHT Centre's wholesale arm Infinity Holidays has revealed a newly rejigged website interface.

The "big, bold new look" features a new Map Search and Themed (Family, Culture & History, Activity & Adventure or Luxury & Romance) packages.

Vivid webcam telecast

THE Vivid Sydney light festival is launching tonight and for out-of-townners keen to be a part of the action, EarthCam will feature live webcam views over the duration.

CLICK HERE for more details.

The Castle rebrands

STARWOOD Hotels & Resorts Worldwide has announced The Castle Hotel in Dalian, China will join its Luxury Collection Hotels brand, set to open in 2014.

The 292-room hotel will be the fifth Luxury Collection property Starwood operates in China.

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Top performers train in Austria



APT founder Geoff McGeary was a special guest accompanying a group of top-performing agents on an APT river cruise famil in Austria recently, with the group treated to a range of the tour firm's new Signature Experiences.

The group partook in a day trip aboard the famous and luxurious Majestic Emperor train, which is

exclusive to APT guests.

The journey sees groups travel return from Passau to Salzburg for a tour among classic settings of the Salzkammergut region, famous from The Sound of Music.

McGeary is **pictured** above right with Stuart Coffield of Geelong Travel and one of the Majestic Emperor carriage attendants.



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More QR JKT flights

QATAR Airways will crank up frequencies between Doha and Jakarta starting 04 Jun, adding four new weekly flights, thereby boosting services to 18 per week.

Santa's Lap-land beckons agents



IT'S not Christmas, nor is it July, but Santa Claus made an appearance nonetheless for this group of agents exploring Lapland in north Europe recently.

The group were flown to Europe by Finnair, who also hosted the educational trip along with Consolidated Travel.

In addition to visiting Santa's home in Rovaniemi in the North Pole, the group saw the capital city of Helsinki & Tallinn, Estonia.

Pictured above with Kris Kringle in the back row is Steven Heinrich, Consolidated Travel; Hieu Truong, The Dream Holiday; David

Ballingall, Jetset Ballina and Tony Antoniou of Consolidated Travel.

Front row: Rachel Baker from Terrace Travel; Michelle Nickelson, Finnair; Amy Koetsveld, HWT Fountain Gate and Moira Lloyd from Quadrant Australia.

Nobu Hotel in London

CELEBRITY chef Nobu Matsuhisa will open his self-titled hotel brand in London in 2016, with the Nobu Hotel Shoreditch London to be built in the city's East End, featuring 156 rooms & and food and beverage program.



Travel Specials

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

Savings of up to \$650 per person are on offer for select **Wendy Wu Tours** group departures if booked between 01-30 Jun and flying with Singapore Airlines. Eligible tours range in duration from 9-27 days and include India, China and Vietnam. For more information, phone 1300 727 998.

A range of deals are available for a getaway to Byron Bay through the region's tourism organisation **VIA Byron**. These include \$100 off per night Mon-Thu for Watermark at Wategos stays, a Stay 3 Pay 2 deal up to 31 Jul at Beach Suites Main Beach or seven nights at Julians Apartments Clarks Beach for \$1015 total. Visit www.byronbay.com/deals for details.

Celebrating the 40th anniversary of Malaysia's **Sunway Resort Hotel** and **Pyramid Tower Hotel**, 40% off Best Available Rates for stays is available for stays between 28 Jun and 27 Jul. Rooms start at US\$105 per night inclusive of breakfast for two. Email bookroomsrshs@sunwayhotels.com.

Groups can enjoy luxury in Bali at the **Four Seasons Resort Jimbaran Bay** with a new Residence Special. The property's nine Residence Villas, which range from two to four bedrooms are priced at 25% off for a three-night stay, with a number of exclusive perks. **CLICK HERE** for more info.

GCCT moving forward

PLANS for a Gold Coast Cruise Terminal are progressing after the majority of councillors voted this month in favour of the project.

ASF Consortium Broadwater is spearheading the proposed project, which includes a cruise ship terminal and entertainment precinct, resorts and hotels.

ASF presented findings from its initial community consultation to the Gold Coast Council in early May, which confirmed 52% of local residents polled were in favour of the project.

In its findings, ASF said the key reasons residents supported the Broadwater Marine Project was the tourism & employment benefits for the region, "as well as a desire to see growth, development & modernisation of the Gold Coast."

"This project has the potential to transform the Gold Coast into a World City," ASF Consortium project director Allan Fife said.

Evergreen clarifies

EVERGREEN Tours wishes to clarify that a recently advertised 'Fly Free' offer is only available to couples travelling together and is subject to certain conditions, as set out in the full 2015 European River Cruising brochure.

The advertisement appeared in *Travel Daily* on 09 and 17 Apr, and stated "Fly free to Europe. All Cabins. All Year."

"Evergreen Tours apologises for failing to draw appropriate attention to the conditions of the offer in the original advertisement," the firm said.

Bunnik commercial

BUNNIK Tours is launching a new month-long TV campaign starting Sun night, with the travel company to promote its South America product on Channel 7 and 7Two in Sydney Metro, Regional NSW and Adelaide.

CLICK HERE to preview the ad.



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The ultimate experience of Dubai

Friday 23rd May 2014

DUBAI Tourism has pulled out all stops for the top achieving travel agents attending the final part of this year's "giga famil," with the group hosted for two nights at the Al Maha Desert Resort, followed by the last night at the iconic Burj al Arab hotel.

At Al Maha they experienced a packed program of experiences, starting with an early morning falconry session, a camel ride, spa treatments, wildlife drives and of course amazing cuisine including a desert picnic (right).

Fully refreshed, the group then headed back into Dubai where they were ensconced in the ultimate luxury at the Burj al Arab.

Lots more pics at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

RIGHT: It was worth an early morning to experience falconry at Al Maha, with Dubai Tourism's Veronica Rainbird pictured holding one of the majestic creatures.

BELOW: Al Maha is just 45 minutes from Dubai International Airport, but seems a thousand miles from care.

After the falconry the group did a trek through the desert on this camel train, experiencing the magical isolation.

Camel rides - complete with a break for some sparkling wine - are one of the daily activities included at no extra cost at Al Maha.



ABOVE: Al Maha set up an Arabian feast in the desert to welcome the group to the resort. Transferred by four-wheel-drive, the group came upon a stunning venue in the dunes, complete with this table setting and a barbecue where they were waited on hand and foot.

Pictured from left: Narelle Cooper, American Express Centurion; Andrew Brown, Helloworld Launceston; Penny Mason, Bayview Travel; Shane O'Donnell, FCm Travel; Tony Boomer, House of Travel Dunedin NZ; Kate Smyth, House of Travel Morrinsville NZ; Paul Kariotoglou, Hellenic Travel; Arne Silvis, Al Maha Desert Resort general manager; Niall McNamara, Flight Centre Martin Place; Veronica Rainbird, Dubai Tourism; Evelyn Weskop, Tertiary Travel Nedlands WA; and Lenny Padowitz, BYOJet.



LEFT: One of the Al Maha locals - an Arabian Oryx foraging near the resort.



BELOW: Hospitality at the Burj al Arab started off with a delightful welcome reception.



ABOVE: Lunch at Pier Chic at the Madinat Jumeirah (right) provided a tantalising backdrop of the Burj al Arab, prior to the group checking into the famous property.



Monaco celebrates with FTC



MONACO Tourism in partnership with French Travel Connection hosted a function in Sydney yesterday to launch a joint travel agent incentive.

The promotion aims to highlight the "Passport to Monte-Carlo" package, which enables agents to offer clients a complimentary helicopter transfer between Monaco and Nice Airport.

The offer is valid for bookings of two or more nights at a number of participating three, four or five star properties.

In high season the transfer is one-way, while a return helicopter flight is offered during low season.

The Passport to Monte Carlo deal also includes VIP services at hotels, plus complimentary entry to museums and attractions.

For every passenger booked on

the deal from 22 May-31 Aug, agents will go into a draw to win one of three Passport packages for themselves, while the top selling agent will also win a Ferrari tour of Monaco.

It's an ideal time to promote Monaco, with the principality in focus due to the 72nd Monaco F1 Grand Prix this weekend.

Pictured above back row from left are Charles Boutet, marketing manager Entire Travel Connection; Alison Roberts-Brown, Monaco Tourism; Brad McDonnell, Entire Travel Connection md; Benoit Badufle, SBM Hotel group.

Front row: Camilla MacInnes, French Travel Connection; Lea Granado, French Travel Connection; Gillian Seller, Fairmont Hotels; and Juliet Herault, Monaco Tourism.

Travel Daily

First with the news

Friday 23rd May 2014

NT grants for tourism

APPLICATIONS have been opened for shares in the Northern Territory Government's Tourism Infrastructure and Development Grant Program, with \$500,000 to be distributed.

The one-off program will focus on regional and rural areas of the Territory as part of plans to boost tourism and visitor experiences, NT Minister Matt Conlan said.

Submission deadline has been set as 13 Jun, with more details at www.tourismnt.com.au.

Magnetic rail at MCO

AMERICAN Maglev Technology and a suite of investors will spend US\$300m on a 22km elevated electro-magnetic suspension rail line running between Orlando Airport and the Exhibition Centre.

The system plans to employ a series of lightweight cars floating one centimetre above a guiding steel rail using counter-acting forces similar to those in use on Maglev trains in China and Korea.

Planned stops also include the Florida Mall, with the firm in charge of building hoping to extend the line to eventually service Orlando's theme parks.

Right-of-way leases will now be negotiated, with ground broken on tracks later this year and operations to begin in 2017.

WIN A TRIP FOR TWO TO HAWAII

Throughout May, **Travel Daily** is giving readers the chance to win a fabulous holiday to the island Oahu, courtesy of **Hawaii Tourism, Outrigger Reef on the Beach and Hawaiian Airlines**.

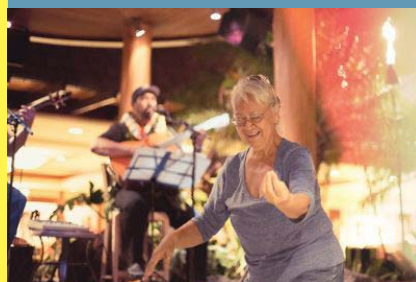
The prize includes:

- Two return economy tickets on Hawaiian Airlines between Sydney or Brisbane to Honolulu, Oahu;
- Five night stay at Outrigger Reef on the Beach in Ocean View Room plus breakfast for two;
- Round-trip shared transfers between Honolulu Airport and Outrigger Reef on the Beach.

Every day **Travel Daily** will ask a different Hawaii-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic holiday to Hawaii.

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



Q.17: Name 3 complimentary cultural activities offered at our 2 Waikiki Beachfront resorts?

Hint: www.outrigger.com

[Click here for more info and terms & conditions](#)



Cruise Consultant Sydney CBD

We are seeking a highly motivated Cruise Consultant to work in our busy, and growing cruise division.

This role will suit an organised, dynamic individual, with a strong passion for cruise. The ideal candidate will have excellent communication skills, with a focus on customer service and will have a minimum 3 years experience in a similar role. Computer Reservation System (CRS) knowledge is essential, preferably Sabre.

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, Portuscale Cruises, Expedia TAAP, Caesars Entertainment Resorts & Hotels and a number of airlines, and also operates a successful cruise wholesale division, Discover the World Cruising.

Competitive remuneration based on experience. Please send all applications to: hr@discovertheworld.com.au. Applications close 13th of June, only successful candidates will be contacted.

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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QLD & NT – 13/97 Creek St, BRISBANE – (07) 3229 9600 – employment@aaappointments.com.au

AFRICAN SPECIALIST?

WHOLESALE TRAVEL AGENT

SYDNEY – SALARY PACKAGE UP TO \$50K + BONUSES

One of Australia's leading wholesalers is looking for an African specialist to join their friendly team. From white sandy beaches in Zanzibar to safaris in Kruger National Park, this is your chance to sell your dream itineraries every day. If you enjoy an excellent base salary package and bonuses with guaranteed educationals every year this is your opportunity to join one of the best. Minimum 1 years travel industry experience and must have travelled extensively through out Africa.

WORK BEHIND THE SCENES

WHOLESALE CONSULTANT

SYDNEY – SALARY PACKAGE UP TO \$43K PLUS BONUS

This award winning client is looking for a Visa/ Administration consultant to join their friendly bubbly team. You will enjoy supporting the reservations department with all administration and visa processing requirements. If you enjoy an excellent salary package with no sales targets and going overseas on educationals every year this job is for you. A minimum 1 year's travel industry experience, exceptional attention to detail and a friendly positive attitude are a must.

THERE'S NO LOOKING BACK

EXPERIENCED TRAVEL CONSULTANT

SUNSHINE COAST – SALARY PKG DEP ON EXP

Working on the beautiful Sunshine Coast away from the buzz of the city in a job you love, what could be better? Perfect your consulting and customer service skills as you assist clients in booking all their travel needs. This company has been around for many years and knows how to treat their staff. With famils and conferences, full time hours and annual salary reviews, you will no doubt love this fantastic opportunity for career progression. You must have minimum 2 years travel consulting experience and GDS skills.

A TEMP-TING OPPORTUNITY

RETAIL TRAVEL CONSULTANTS

TOWNSVILLE – FANTASTIC HOURLY RATE

Available to start work now? We have a new temping assignment available now in Townsville. Your days will be busy as you assist a wide variety of clients in preparing & booking the holiday of their dreams. Located in one of the best shopping centres you will certainly have a high volume of foot traffic. Enjoy a fantastic hourly rate with relocation costs considered for the perfect person. Temp to perm opportunities may also be available. Previous travel consulting experience & GALILEO skills are essential.

BACKOFFICE BLISS

CUSTOMER SERVICE CONSULTANT

MELBOURNE (INNER) – SALARY PKG UP TO \$52K

Love the travel industry but looking for a role that will see you do something a little different?? This leading travel company is seeking their next customer service superstar to join their team. Working on a rotating roster, you will be responding to after sales enquires from direct clients. Confident in using Galileo, you will ensure that every enquiry is attended to within service level agreements & that your client walks away with a satisfactory experience. Great salary, relaxed working environment..... Find out more today!

WELCOME ABOARD YOUR NEXT CAREER MOVE!

WHOLESALE CRUISE CONSULTANT

MELBOURNE – SALARY PKG UP TO \$65K (OTE)

Pack your bags & set sail with this superb niche wholesale position. If you have a passion for cruise but find face to face consulting is getting you down then this role may be just the key to your next career move! Assisting retail travel partners over the phone and via email you'll be booking worldwide cruise lines along with pre and post arrangements. So bring along your minimum 12 months previous travel consulting experience, passion for cruise travel & excellent customer service skills to this sensational role!

TRY BEFORE YOU BUY

CORPORATE TRAVEL CONSULTANT

MELBOURNE (INNER) - SALARY PKG UP TO \$70K (OTE)

We have a unique opportunity for you to try before you buy working for a leading corporate company, starting as a temp contractor with the potential to go permanent!! Specializing on a portfolio of accounts within the academic sector, you will manage all the corporate travel needs of the client from quoting, booking, invoicing and everything in between. Due to start in the coming weeks, this is your chance to see the workings of a leading travel company and find out what they have to offer!

5 STAR PRODUCT ALL THE WAY!

INBOUND CONSULTANT

MELBOURNE (INNER) - SALARY PKG UP TO \$45K + super

This luxury travel company is looking for a talented consultant to join their well established team. Work in beautiful offices located in Melbourne's inner city, close to public transport and shops, you will enjoy the level of responsibility given. In this role you will be required to manage & coordinate luxury set tour departures, together with FIT itineraries, throughout Australia. So bring along your minimum 2 years previous experience in inbound travel & enjoy being surrounded by 5 star products on a daily basis!



Working in partnership with the Australian Travel Industry

Wholesale Travel Consultant

Brisbane CBD \$Uncapped Earnings. Ref:1012PS1

Are you looking for a new career challenge but not quite sure which direction to take? Have you considered a move in to wholesale travel? This exciting global travel company are expanding due to growth. A great career leading opportunity has become available for a target oriented travel consultant to join this wholesale team where the sky is the limit to your earning potential! If you are great at sales with solid worldwide product knowledge and can provide a first-class service to an array of clients then this could be your next move!

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

Business Development Executive

Sydney – Competitive : 925SJ1

A leading travel wholesaler is looking for a business development executive to help promote their niche product across the NSW travel market. If you are a travel consultant but want to move away from consulting then this is for you. Predominantly on the road you will visit clients & increase your company's market share while also sourcing new business. A golden opportunity for a candidate looking for a more diverse role with a real chance to progress in your travel career.

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

Wholesale Travel Consultant

Melbourne Competitive Salary Ref:1104KF2

Are you an outgoing travel consultant with excellent customer service skills? Have you sold worldwide holidays, air packages and domestic products? As a travel consultant, can you look after your clients and ensure they are offered excellent service on their bookings. This leading, global travel company are seeking a true travel consultant! You must have experience working in a busy environment, enjoy working to targets and love to provide effective and efficient service.

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

Wholesale Travel Consultants

Perth \$45-80K OTE Ref:1079LB1

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

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

24/7 Online Travel Support

Brisbane CBD \$50K-\$60K OTE - Ref:1128PS1

Ready to move away from face to face to sales? If you are looking for a job with a difference look no further! This leading online travel company are looking for candidates with first class customer service skills to assist online customers with their travel enquiries, amendments & cancellations. To be considered for this role you must be available to work on a 7 day rotating roster with shifts between 1700 – 0500. Candidates with a calm and diplomatic demeanour would be best suited to this role.

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

Experienced Travel Consultant

Sydney North . Generous base + commission – Ref:9982RF1

Are you an experienced travel consultant wanting to work closer to home?? I am looking for a sales superstar with an amazing service ethic to help this well established local agency manage and grow its existing database. Previous retail consultant experience is a must(minimum 12 months), along with GDS knowledge and outstanding customer service. A generous base plus commission is on offer to the right candidate. This fantastic opportunity is not one to be missed!

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

Entertainment Travel Account Manager

Melbourne \$\$ Attractive Package Ref:1126KF1

If you have extensive account management experience in the travel industry then this role could be what you are looking for. As the Account Manager for this brand within a global travel company, your primary focus will be to build and maintain strong relationships within the business. You will be working for a world leader and have the opportunity to develop and exceed within your career. Previous experience in client relations and customer service is a must.

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

Bilingual Travel Consultant

Adelaide \$DOE Ref: 1136LBA

Busy and centrally located travel agency in Adelaide is seeking a bilingual travel consultant. If you can speak both Chinese and English fluently, then we want to hear from you! Your strong airfares knowledge will be key in consideration for this company. If you have a minimum of two years' experience in the industry, the ability to meet deadlines, and ticketing knowledge you will be highly regarded. Solid salary package on offer for the right candidate!

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



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afta National Travel Industry Awards 2014 Finalists



Category 1: Best Travel Agency Group (100 outlets or more)

- Escape Travel
- Flight Centre
- helloworld Limited
- Travellers Choice

Category 2: Best Travel Agency Retail – Single Location

- Bicton Travel
- Globenet Travel
- Harvey World Travel Lane Cove
- MTA Travel
- Maria Slater Travel

Category 3: Best Travel Agency Retail – Multi Location

- helloworld Hunter Travel Group
- helloworld Waverley Gardens, Ferntree Gully and Endeavour Hills
- Phil Hoffmann Travel
- TravelManagers
- where2travel

Category 4: Best Travel Agency Corporate – Single Location

- IYC Travel
- Sean Simmons Travel
- Spencer Travel
- Anywhere Travel
- Goldman Travel

Category 5: Best Travel Agency Corporate – Multi Location

- Corporate Traveller
- Platinum Travel Corporation
- Show Group Enterprise
- The Travel Authority

Category 6: Best National Travel Management Company

- Corporate Travel Management
- FCm Travel Solutions
- QBT
- Voyager Travel Corporation
- CPE Travel

Category 7: Best Business Events Travel Agency

- Event Travel Management
- cievents
- The Events Authority

Category 8: Best Travel Consultant – Retail

- Andrea Mithen, Flight Centre Eastland, VIC
- Gemma Smith, City Beach Travel and Cruise, WA
- Jenny Cooper, Queanbeyan City Travel and Cruise, NSW
- Olga Alexander, Corporate Travel Management, QLD
- Sophie Brooks, Harvey World Travel Lane Cove, NSW
- Nicola Rowlingson, Maleny Cruise and Travel, QLD

Category 9: Best Travel Consultant – Corporate

- Lee Wissemann, Corporate Travel Management, QLD
- Linda Pauer, Platinum Travel Corporation, VIC

- Renee Cipollone, Show Group Enterprise, QLD
- Ric Pattaro, TravelManagers, NSW
- Sharn Parker, The Travel Authority, NSW

Category 10: Best Travel Agency Manager – Retail

- Bec Brown, My Adventure Store Paddington, NSW
- Jaculin Lowien, Travel by Wyndham, QLD
- Pip Windsor, Reho Travel Leisure, VIC
- Michelle McNamara, Phil Hoffmann Travel, SA
- Debbie Ashes, Harvey World Travel Lane Cove, NSW

Category 11: Best Travel Agency Manager - Corporate

- Jason Starling, Hunter Travel Group, NSW
- Sean Simmons, Sean Simmons Travel, VIC
- Vera Konsuo, Voyager Travel, NSW
- Shelley Leven, Corporate Travel Management, QLD
- Christine Tilston, American Express Global Business Travel, NSW

Category 12: Rookie of the Year Agent

- David Simpson, Macedon Ranges Travel Services, VIC
- Bridgit Little, Globenet Travel, QLD
- Allyce Balderston, STA Travel, NSW
- Erin Fahey, Student Flights, ACT

Category 13: Best Niche Wholesaler

- Back-Roads Touring
- French Travel Connection
- Mat McLachlan Battlefield Tours
- The Africa Safari Co
- This Is Africa

Category 14: Best Domestic Airline

- Qantas Airways
- Virgin Australia

Category 15: Best International Airline – On-Line

- Air New Zealand
- Emirates
- Qantas Airways
- Singapore Airlines
- Virgin Australia

Category 16: Best International Airline – Off-Line

- Alaska Airlines
- Finnair
- KLM
- Lufthansa
- Swiss International Airlines

Category 17: Best Cruise Operator – Australian Based Operation

- Carnival Cruise Lines
- Orion Expeditions
- P&O Cruises Australia
- Princess Cruises
- Royal Caribbean

Category 18: Best Cruise Operator – International Based Operation

- APT
- Celebrity Cruises
- Princess Cruises
- Royal Caribbean Cruise Lines
- Silversea

Category 19: Best Tour Operator – Domestic

- AAT Kings
- APT
- G Adventures
- Great Southern Rail
- Scenic Tours

Category 20: Best Tour Operator – International

- APT
- G Adventures
- Insight Vacations
- Scenic Tours
- Trafalgar

Category 21: Best Car/Campervan Rental Operator

- Avis
- Tourism Holdings Limited - Britz/maui Campervans
- Europcar
- Hertz
- Thrifty Car Rental

Category 22: Best Tourist Office – National

- Destination NSW
- South Australia Tourism Commission
- Tourism and Events Queensland
- Tourism Victoria
- Tourism Tropical North Queensland

Category 23: Best Tourist Office – International

- Visit California
- Dubai Tourism
- Singapore Tourism Board
- Tourism Fiji
- Tourism New Zealand

Category 24: Best Wholesaler – Australian Product

- Excite Holidays
- Infinity Holidays
- Qantas Holidays and Viva! Holidays
- Sunlover Holidays
- TravelCube

Category 25: Best Wholesaler – International Product

- Creative Holidays
- Infinity Holidays
- Pinpoint Travel Group
- Qantas Holidays and Viva! Holidays
- TravelCube

Category 26: Best Agency Support Service

- Air Tickets
- Amadeus IT Pacific
- QIC & the Qantas Industry Sales Site
- Sabre Pacific
- Travelport

Category 27: Best Sales Executive – Industry Supplier

- Jill Lance, APT, VIC
- Kristine Chippendale, Qantas Airways, NSW
- Stella Hritis, Trafalgar, NSW
- Tomas Malmberg, Insight Vacations, QLD

Category 28: Rookie of the Year – Supplier

- Andrea Morgan, G Adventures, NSW
- Brooke Gabriel, Contiki, QLD
- Clarence Goff, VisasDirect a CIBT Company, VIC
- Shaun McIntosh, Globus Family of Brands, WA
- Zach Gregory, Princess Cruises, NSW

Category 29: Best Hotel/Resort – Australian Property

- Langham Melbourne
- Palazzo Versace Gold Coast
- QT Hotels & Resorts
- Qualia
- Crown Metropal Melbourne

Category 30: Best Hotel/Resort Group

- Accor
- Fairmont Raffles Swissotel
- Shangri-La Hotels & Resorts
- Starwood Hotels & Resorts
- Mantra Group

Category 31: Best Registered Travel Industry Training Institution

- TAFE SA - Adelaide City Campus
- Australian Pacific Travel & Tourism
- Sydney TAFE -Travel & Tourism
- Sunshine Coast TAFE
- Franklyn Scholar

Category 32: Best Travel Writer

- Lyndon Barnett
- Jane E Fraser
- Julie Miller
- Daniel Scott
- Kerry van der Jagt

Category 33: Best Travel Agent Technology Innovation

- Express Marketing Tools – Express Ticketing
- Around the World Online – Air Tickets
- ReadyRooms for Agents – 7 day book and pay enhancement – Qantas Holidays
- tramada® Connect Wholesale – Tramada Systems
- Travelport Merchandising Platform – Travelport

Category 34: Emirates Travel Consultant Scholarship

- Annabel Tidmarsh, Flight Centre Toowoong, QLD
- Rane Reguson, Jetsetter Travel, QLD
- Lionel Brown, Wentworth Travel, NSW
- Kathryn Granger, Burnie Travel Centre, TAS
- Camille Helm, Phil Hoffmann Travel, SA