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# Travel Daily

First with the news

Tuesday 27th May 2014

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## QF Chauffeur Drive stalls

**QANTAS** is set to axe its complimentary chauffeur drive service for Business and First class passengers flying to and from the USA, with the offering no longer available effective 01 Jul.

Routes affected include Sydney-Los Angeles vv (QF11/12 and QF107/108), Sydney-Dallas Fort Worth vv (QF7/8), Melbourne-Los Angeles vv (QF93/94) & Brisbane-Los Angeles vv (QF15/16).

Passengers connecting to the US flights from Adelaide, Canberra, Hobart, Perth, Auckland, Wellington or Christchurch were also eligible for the service.

Qantas said it will continue to offer the chauffeur drive service for eligible pax travelling between Australia and NZ to/from Dubai and London Heathrow, as well as eligible EK codeshare flights.

Existing US chauffeur drive bookings made before 09 Jun will be honoured through until 30 Jun, but customers with bookings after that date "will need to be contacted and advised that this service is no longer available," the carrier said.

No new Qantas Chauffeur Drive bookings for LAX and DFW flights can be made after 09 Jun.

The service will have only been in place for 12 months when it is axed, while plans to roll it out further to Santiago and Johannesburg (**TD** 03 Jun 13) also appear to have been shelved.

## Upmarket Collection

**PINPOINT** Travel Group's 'The Collection' brochure has been developed to cater for strong growth in the luxury space.

Pinpoint marketing director Vanessa Ligovich said 48% of the affluent market take four holidays a year, and half of this group spend up to \$30,000 on their trip.

The Collection offers more than 230 luxurious properties from the Freestyle and Rosie Holidays ranges - see the **front page**.

### Today's issue of TD

*Travel Daily* today has nine pages of news & photos, a front full page promoting **Pinpoint's new The Collection program** plus full pages from:

- AA Appointments jobs
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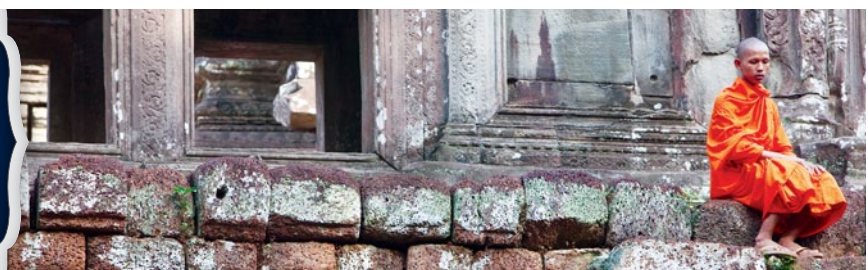


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# Travel Daily

First with the news

Tuesday 27th May 2014



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## First ATAS members join

AFTA has signed up the first fifteen members of the AFTA Travel Accreditation Scheme (ATAS), with the new participants including a broad range of firms including Corporate Travel Management, Epping Travel, HIS Travel and Venture Holidays.

AFTA ceo Jayson Westbury said the additions mark a "key milestone" in the reform of the travel industry in Australia, adding he was delighted that "such a diverse group of intermediaries including retail travel agents, wholesalers, inbound tour operators and corporate travel management companies" had been accredited.

The initial successful applicants also include About You Travel, Broadway Travel & Cruise Centre, Ellendale Travel, Landmark Travel, Main Beach Travel, Moss Vale Cruise and Travel, Northern Beaches Travel, Northline Travel, TTFN Travel, Wentworth Travel and Young at Heart Travel.

ATAS gm Gary O'Riordan said the new members had been evaluated by ATAS' quality assessment criteria on key areas

including business disciplines, solvency, training & compliance.

"This means that consumers will have peace of mind knowing that they are dealing with agencies that are clearly stamped with a reassuring indicator of quality and reliability," O'Riordan added.

The first tranche of members comes as AFTA wraps up its latest national ATAS roadshow, with morning and afternoon sessions to be held in Melbourne tomorrow and Sydney on Thu.

ATAS will also record a webinar to be held next Wed 04 Jun so it can be viewed when convenient.

### Magellan adds more

THREE new travel agencies have joined the Magellan group, with the new members taking Magellan past the 100 office mark.

The expansion includes Brisbane's Atlas Travel Service and The Village Travel, as well as Travel With Purpose in Western Australia, which formerly traded as Jetset Albany.

All of the new Magellan additions were formerly part of the Helloworld group.



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## Phil Hoffmann TTV \$127m

**PHIL** Hoffmann Travel is eyeing acquisitions as it approaches \$127 million in annual revenue - up 11% over the last twelve months, according to a report in today's *Financial Review*.

The South Australian agency group currently operates eight offices - a number which is set to expand as it conducts evaluations of "three or four local travel agencies" which it may acquire over the next six months.

The report also confirms that Phil Hoffmann Travel md Peter Williams currently holds 47.5% of the company, and is expecting to increase his stake to 50% at the end of next month as part of a succession plan.

The Hoffmann family retains the other 50% of the business, with Hoffmann saying he had knocked

back "three or four" offers to purchase the company over the last ten years.

Williams said river cruising was a key driver of the company's growth, with strong demand from self-funded retirees.

## Gow-Gates to host insurance workshop

**GOW-GATES** Insurance Brokers and International Passenger Protection will host a seminar on the optional insolvency insurances which are becoming available as part of the reforms to the Australian travel industry.

The session, which will take place at the Sydney Swissotel from 9am on Wed 02 Jul, will cover Scheduled Airline Failure Insurance (SAFI), End Supplier Failure Insurance (ESFI) and Travel Agent & Intermediary Failure Insurance (TAIFI).

To express interest in attending, email [atas@afta.com.au](mailto:atas@afta.com.au).

## Alberta on the ice

**TRAVEL** Alberta will next month host travel agent events at ice skating venues in Sydney and Melbourne to bring to life "Winter Wonderland in the Canadian Rockies".

On Sun 15 Jun, Sydney Ice Arena will welcome participants, while the Melbourne Ice House event will take place on Sat 21 Jun.

Attendees will be able to skate, enjoy dogsledding rides and watch a professional ice hockey match - while ten agents will win a famil courtesy of Air Canada and Travel Alberta - RSVP for Sydney [HERE](#) & Melbourne [HERE](#).

## QR moves to Hamad

**QATAR** Airways will relocate all commercial passenger airline services to the recently opened Hamad Int'l Airport from 9am local time today.

Passengers are advised to check in for flights departing from HIA at least three hours prior to their flights scheduled push-back.

The move will see QR's services from Melbourne and Perth shift to the state-of-the-art facility.

## GKI casino knockback

**THE** developers of Great Keppel Island (**TD** 15 May) have had an application for a casino licence denied, with tourism authorities saying they're "bitterly disappointed" at the decision.

Mary Carroll, chief executive of Capricorn Enterprise said it was "unbelievable" that the project had missed out on one of two regional licences up for grabs.

The Qld Govt has granted the ASF Consortium cruise terminal project on the Gold Coast preliminary approval for a casino, plus the Aquis project in Cairns.

Carroll said that Central Queensland & the Southern Great Barrier Reef were missing out on a major opportunity, with the ruling surprising considering that GKI's developer Tower Holdings is one of the few applicants with all the necessary approvals in place.

"Today's announcement is a great shame for our destination and Tower Holdings as a fully owned Australian company."



## Window Seat

**AMERICAN** low-cost carrier Spirit Airlines has launched a new promotional video which shows travellers how to make the most of its new "bare fares".

The carrier has unbundled its offerings, with the fares fully unbundled with no 'free' bag or 'free drink and described as "frill control" which allows customers to choose the options they value "so they are never forced to pay for something they don't want".

The carrier only allows a single small carry-on item, and the videos show travellers stripping down to their underwear as they provide instruction on how to pack a "personal item".

The videos, complete with predictably snide comments about "nice packages," can be viewed by [CLICKING HERE](#).

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**AHEAD** of next month's FIFA World Cup in Brazil, South Africa's 'Bafana Bafana' national team provided a stern test to Australia's Soccerroos in their final warm-up match before the tournament.

A crowd of more than 50,000 turned out to see the match at Sydney's ANZ Stadium, with South African Tourism hosting a select group of industry partners and special guests to enjoy the game.

After falling behind early, the Soccerroos quickly scored to draw level with the 2010 World Cup host nation to tie the game 1-1.

South African Tourism continues to build interest in the destination to Australians, with strong numbers likely to continue despite the end this weekend of codeshare relations between Qantas & South African Airways.

SAA has recently signed a new

codeshare agreement with Virgin Australia on services to and from Perth to connect with the SA flight to Johannesburg.

The final QF service carrying an SAA flight number takes off this coming Sat from Sydney Airport.

**Pictured** above looking on and cheering in their national colours from left is Themba Ndlovu, Yana Shvarts, Melyne Nercessian and Laile Ngozi from South African Tourism alongside Tim Clyde-Smith and Graham Ware from South African Airways.

**MEANWHILE**, the event was one of the final engagements for Graham Ware, who yesterday announced his departure from the carrier after nearly eight years.

Ware will move into a role in cruising with local representation firm Discover the World, starting in his new position on 10 Jun.

## Air NZ boosts Tahiti

**AIR** New Zealand will add a seasonal third weekly flight between Auckland and Papeete, with the extra capacity offered from 10 Dec 2014-24 Mar 2015.

## Qantas updates flight app

**QANTAS** has upgraded its iPhone app, with the new IOS7-optimised version offering real-time airport information updates.

Qantas domestic ceo Lyell Strambi said the new app "creates a personalised travel timeline to make airport departures and arrivals a breeze."

New features include flight and boarding time alerts, and can advise customers what time they will need to leave for the airport using their current location.

Google Maps integration helps locate the best route to get to the

airport, while the app also offers live flight status and boarding gate info, and even to which baggage carousel passenger luggage is being delivered.

It also reminds customers which lounges they have access to and where they are in the terminal.

"As a full service travel companion, the app anticipates all your travel needs - putting timely and relevant information in your hand when you need it," Strambi enthused.

Frequent flyers can also monitor their points balance, view upcoming flights at a glance and easily make bookings for flights and hotels.

The Qantas Airways app for iPhone is now available in the Apple iTunes store, with an Android version to be released later in the year.

## Gold Coast Choice

**TRAVELLERS** Choice today confirmed that its 2014 Annual Shareholders' Conference will take place on the Gold Coast from 31 Oct-02 Nov.

To be held at the Jupiters Hotel & Casino, the conference will once again feature Andrew Daddo as emcee.

## Sal Salis stay pay

**WILD** Bush Luxury is offering a Stay 3/Pay 2 deal at the WA-based Sal Salis Ningaloo Reef.

The short-term promotion is priced at \$1,500 per person twin share for stays between 20-31 Jul & represents a saving of \$750pp.

It includes accom in a private eco-friendly tent, daily guided wilderness trips, chef-prepared meals & drinks and more.

## EK incentive winners

**THE** week 3 winners of Visa cards in the Emirates FIFA booking incentive were Aphrodite Nichles from Atlas Travel Qld; Rami Finj, Ammaro Travel Vic; Jason Blackwell, Flight Centre Queen Street Mall Qld; Vaughan Sexton, Reho Travel NSW; John Tootell, JC Travel Professionals NSW; Elisabeth Piper, Flight Centre Eli Waters Qld; Mouroua Hosea, Cityriver Business Travel WA; Kathryn Laurie, TravelEdge NSW and Nishani Ganash, helloworld Mt Ommaney Qld.

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- a full time manager with strong work ethic, who would provide support and leadership to my staff members
- a dynamic leader with outstanding communication and interpersonal skills
- an excellent senior travel consultant with understanding of the importance of customer service
- a creative and proactive manager, with input into marketing and growth of the business
- exceptional organizational and time management skills are also a must.

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We look forward to you joining our team soon.

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## 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](mailto:hr@discovertheworld.com.au). Applications close 13th of June, only successful candidates will be contacted.**

## Earlybird extension

A **15** percent early booking discount on all Back-Roads Touring's winter 2014/15 tours up until 31 Mar has been extended.

The deal applies to new bookings on itineraries through England, Wales, Scotland, Ireland, France, Italy, Croatia, Spain and Portugal that are paid in full prior to 30 Jun - phone 1300 100 410.

## InterCon sales recruit

**HUDSON** Mitchell has been appointed as the new director of sales at InterContinental Fiji Golf Resort & Spa.

Mitchell has 14 years hotel industry experience & was most recently the director of sales at Namale Resort & Spa, also in Fiji.

## Turkey sailing special

**TOPDECK** has slashed the price on a range of Turkey itineraries by 20% with the eight-day Fethiye to Fethiye trip that explores the country's coast now \$522ppts.

Agents are urged to contact Topdeck to ensure tour space is still available - call 1300 886 332.

## FJ ATR-600 training

**FIJI** Airways subsidiary Pacific Sun is preparing for the arrival of the carrier's first ATR 72-600, with pilots recently completing the bridging course for the aircraft.

The carrier, which rebrands to Fiji Link once the first aircraft enters service, already operates smaller ATR 42-500s.

Cabin crew are expected to complete their ground training ahead of commercial flights which will begin in mid-Jun.

CEO Stefan Pichler said another brand new ATR 42-600 aircraft will likely enter the fleet in Nov, allowing one of the existing 500-series ATRs to exit the fleet.

"A second brand new ATR 72-600 will be here in December, exiting the second current ATR 42-500," Pichler added.

## Regal iClub rebrand

**REGAL** Hotels International has announced the rebrand of the Regal iClub Hotel in Hong Kong to the iclub Wan Chai Hotel.

iclub is one of four brands under the Regal portfolio, Regal Hotels, Regal Royale, Regal Residence and iclub by Regal.

The hotelier intends to roll out further iclub "select-service" properties over coming months, including iclub Sheung Wan Hotel and iclub Tin Hua Hotel - Fortress Hill, in Hong Kong.

## Queenstown covered

**NEW** Zealand's South Island adventure hub Queenstown has received a blanketing of snow cover ahead of the official start of the 2014 ski season's launch.

Heavy falls were received over the weekend and yesterday.

Coronet Peak will open to ski & boarders on 07 Jun, with the nearby Cardrona to follow on 20 Jun & The Remarkables on 21 Jun.

Destination Queenstown ceo Graham Budd said the fresh falls have created a "real buzz" in the air around the town.



## Delta adds LAX/DFW

**VIRGIN** Australia's codeshare partner Delta Air Lines has revealed plans to re-launch new four times daily services between Los Angeles and Dallas/Fort Worth, effective 03 Nov.

According to agent GDS displays, flights will operate using Embraer E175 aircraft.

DL had intended to commence a new Dallas Love Field service, starting 13 Oct (**TD** 03 Jan).

## Bungalow bargain

**TAHITI** Travel Connection is offering two of five nights free at the InterContinental Resort & Spa Moorea when booking a seven-night package between 01 Jun and 31 Mar before 4 Jul.

The bonus nights are valid in an overwater bungalow at the InterCon for select periods.

One pre and post night is also included at the InterContinental Tahiti Resort & Spa based in a lagoon view room.

The full package is priced from \$2,995ppts ex Sydney, Brisbane and Melbourne, which includes return Economy class Air Tahiti Nui flights, daily brekkie, land transfers and ferry tickets in Tahiti & Moorea - for further info on the deal & other specials, **CLICK HERE**.

## Velocity, One&Only jv

**MEMBERS** of Virgin Australia's Velocity Frequent Flyer will now be able to accrue points for stays at any resort operated by Kerzner International under a new partnership announced today.

Points can be amassed at the soon to open One&Only Hayman Island, Atlantis, The Palm in Dubai and resorts in Los Cabos, The Bahamas, South Africa, Dubai, the Maldives and Mauritius.

Velocity members receive a room upgrade at One&Only Hayman for bookings made by 30 Jun.



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### 1\_Rooftop Dining

For lovers of fine cuisine, Le LOFT is one of Vienna's culinary highpoints – literally. Located on the 18th floor of the Sofitel Vienna Stephansdom in the city's trendy 2nd district, the restaurant marries Austrian cuisine with French influence accompanied by an extraordinary wine collection. The restaurant's floor to ceiling walls are glass and offer one of the most striking panoramas of the capital city. [www.sofitel-vienna-stephansdom.com](http://www.sofitel-vienna-stephansdom.com)



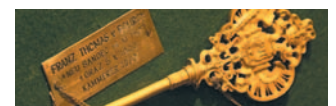
### 2\_Viennese Art Nouveau

A complete gallery dedicated to the timeless art nouveau creations is open to the public, in the city's tasteful three-story shop on Kärntnerstraße. With its special focus on Hoffmann, Wiener Werkstätte and Gustav Klimt, a visit to this institution is a must for anyone with an eye toward design. For fashion accessories, jewelry and one-of-a-kind pieces no other brand has sent more visitors home with exquisite souvenirs. [www.austrianarts.com](http://www.austrianarts.com)



### 3\_On Air

Conducting of the Blue Danube waltz, the Annen Polka, Mozart's Little Night Music, the Radetzky March, Brahms' Hungarian Dance No. 5 or Strauss' Orpheus Quadrille – at Vienna's interactive sound museum everyone can become a conductor. An unforgettable experience that will ring in the ears for a long time is guaranteed with modern art video installations and an electronic baton. [www.hdm.at](http://www.hdm.at)



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# Plan to address Sydney jobs

**AN ACTION** plan to address tourism labour shortages in the Sydney region has been released in a joint initiative of the NSW and Federal Governments.

The Sydney Tourism Employment Plan (TEP) was announced on Fri by Federal Minister for Trade and Investment Andrew Robb and NSW Tourism Minister Andrew Stoner & aims to foster the recruitment, retention and skill development of high-quality tourism workers in Sydney & NSW.

"To meet the labour needs of our growing tourism sector NSW will need an estimated 16,800 additional people working in the industry in the near future," Minister Robb said at the launch.

The TEP was put together with collaboration from more than 300 tourism & hospitality businesses over a 12-month period.

According to the plan, Australia will need an estimated 56,000 people to fill sector vacancies, 30% of which will come from

## Bonus comm. offer

**CREATIVE** Holidays is reminding travel agents its current bonus commission of 15% on all land reservations plus a bonus 2% commission on select airlines, will expire this weekend, on 31 May.

Sydney alone.

The NSW capital was identified by the Government as one of eight "hot spots" in Australia predicted to have "major issues" filling job openings, retaining staff and enhancing workforce planning skills.

Implementing the TEP will be three industry-focused working groups with separate areas of expertise including careers promotion, Indigenous employment outcomes and workforce development & skills.

The groups will be overseen by a Sydney TEP Implementation Group, supported in secretariat roles by NSW Trade & Investment.

NSW Tourism Minister Andrew Stoner said over 929,000 Aussie jobs were linked to tourism.

"It is vitally important that we not only develop the skills of our current workforce but attract new entrants to tourism and hospitality to meet this growing demand," Minister Stoner added.

An online platform of Tourism Employment Plan tools designed to help businesses respond to labour and skills pressures has been released on the Austrade website, featuring around 120 fact sheets and "easy-to-use" strategies - **CLICK HERE** for details.

## SE Asia Biz event push

**A GROUP** of sixteen business events industry partners from Australia are in South East Asia this week as part of a drive to lure companies to bring their business shows to Australia.

Events are wrapping up in Singapore today before moving on to Kuala Lumpur (28-29 May) and Jakarta (29-30 May).

Business Events Sydney, Darwin Convention Centre, Canberra Convention Bureau, Gold Coast Business Events, Melbourne Convention Bureau, Tourism NT and other firms have teamed with Tourism Australia on the mission.

TA general manager of Business Events Penny Lion said the show reinforces Australia's "ongoing investment in its business events and incentive offering."

## APT Russia program

**A NEW** 14-night itinerary through Germany, Poland, Latvia, Estonia, Lithuania and Finland has been released by APT as part of the firm's just released Russia River Cruising 2015 brochure.

The journey is one of 17 trips APT is offering in the program, which also sees the introduction of *MS Anastasia* following a multi-million dollar refurb.

2015 inventory has been jacked up 140% compared to last year.

## WIN HOYTS MOVIE VOUCHERS

Everyday this week, *Travel Daily* are giving one reader the chance to win two Hoyts movie vouchers, courtesy of The Travel Industry Exhibition.

The Travel Industry Exhibition is a must-attend event. It is held on 18-19 July at Sydney's Royal Hall of Industries. It provides opportunities for suppliers to connect with agents and other travel professionals. The event will provide a key forum for education and networking.

For more info visit:  
[www.travelindustryexpo.com.au](http://www.travelindustryexpo.com.au)

To win, be first to email the correct answer to:  
[travelexpo@traveldaily.com.au](mailto:travelexpo@traveldaily.com.au).

Where is the Travel Industry Exhibition being held?

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## AKL Aussie visits soar

THE later Easter break & school holidays this year has been cited for a 17.5% year-on-year increase in monthly visitor arrivals from Australians at Auckland Airport.

Foreign visitor arrivals from the UK, Germany and Hong Kong also soared during Apr, up 23%, 55% and a massive 89% respectively on the same time in 2013.

Queenstown Airport, also owned and operated by Auckland Airport, saw a 23% jump in international passenger arrivals as aircraft movements rose 17%.

Cairns Airport recorded a 20.8% fall in int'l pax, blamed on service reductions from PNG, changes to a Jetstar service to Darwin & Cyclone Ita flight cancellations.

Domestic movements at CNS were up 5.8% during the month.

## Jetstar Hawaii promo

JETSTAR has launched a new incentive targeting group travel to the Hawaiian islands.

Available for group bookings deposited by 30 Jun, organisers will be rewarded with a Jetstar Flight voucher of up to \$500, sold through the Jetstar Group Desk.

Organisers will be awarded a \$50 voucher for 10-49 pax; \$100 for 50-99 pax, a \$250 voucher for 100-149 pax & \$500 for over 150.

**CLICK HERE** for full details.

## Exodus prices slashed

ADVENTURE World has cut prices on Exodus Small Group Journeys through Europe by 15% and the rest of the world by 10% for new bookings made by 30 Jun.

The offer applies to departures until 31 Dec 2014.

## Luxperience EOJ

DESTINATIONS outside Sydney are invited to provide expressions of interest before 30 Jun to host Luxperience in 2015 and 2016.

Call (02) 8584 1777 for queries.

## Fiji suppliers rural Vic showcase



TRAVEL agents in Mornington, Victoria were treated to a Fijian roadshow hosted at Brass Razu Wine Bar last week.

Participating in the show were reps from Plantation Island Resort, Raffles Gateway Hotel, Koro Sun Resort, Castaway Island Resort, Lomani Island Resort, Outrigger on the Lagoon Fiji, Blue Lagoon Cruises, Awesome Adventures, Island Escapes and Tourism Fiji.

Tourism Fiji's David McMahon told agents Fiji was more than a 'flop & drop' destination,

with resorts placing a greater emphasis on the quality of food available on the island.

**Pictured** are agents including Alex Ruggero, Matt Sellenger and Zoe Birchall from Flight Centre Mornington; Natalie Campbell, Andrea Fried & Michelle Tull from Mornington Travel; Trish Stamp & Aurora Poynder from Trish Stamp Travel; Robyn Woodruff & Monique Quail from Helloworld Mornington Bayside and Cathy Barton and Sarah Martin from Canadian Bay Travel, with the reps.



— LATAM AIRLINES GROUP —

## BUSINESS DEVELOPMENT MANAGER VIC

LATAM Airlines group is formed by LAN Airlines and TAM Airlines and is one of the largest and fastest-growing airline groups in South America. In Australia LAN Airlines operates daily flights to South America with onward connections to over 135 destinations.

A great opportunity has arisen for a highly motivated, service oriented and experienced full time **Business Development Manager** in Victoria, South Australia and Tasmania as part of LATAM'S Commercial team. Based in Melbourne and reporting to the Senior Sales Manager for South Pacific, this exciting role offers the opportunity to work as part of a dynamic team in a great company and an ever changing industry **leading the sales activity in the region.**

### Key Responsibilities:

- Execute, support and monitor the sales strategy and associated activities in a proactive manner, based in report analysis and all relevant market information
- Provide timely, accurate and relevant Market Intelligence to Management including but not limited to prospect for new business partners and opportunities
- Conduct planned and regular visits to key accounts with emphasis on growing business, revenue performance tracking and increase product awareness
- Develop strong relationships with clients and colleagues
- Develop a Sales activity plan targeting the different segments and channels for the region with emphasis on key revenue suppliers
- Search for new Business opportunities and partnerships in the market

### Skills & experience:

- A least 3 years experience in the travel industry, ideally experienced in the Aviation industry.
- Experience in working with Corporate Travel Management Companies.
- Network of travel industry contacts in Victoria (Australia).
- Outstanding communication, presentation, and interpersonal skills are pre-requisites.
- Knowledge in the use of GDS/CRS (Sabre training will be provided if required)
- Exposure to working within a performance based environment
- Availability to travel interstate and overseas
- Intermediate to Advanced MS Office
- Spanish is desirable (but not necessary)

Industry benefits and the opportunity to work with one of the biggest group of airlines in the world are offered.

If you believe you could thrive in this position please send your **Resume and Cover letter** to [lanaustralia@lan.com](mailto:lanaustralia@lan.com)



THE LEADING HOTELS  
OF THE WORLD®

## RESERVATIONS & MEMBERSHIP ASSOCIATE MANAGER

FULL TIME POSITION AVAILABLE – SYDNEY CBD BASED

The Leading Hotels of the World is looking for a dynamic and revenue orientated Reservations & Membership Associate Manager to lead our Reservations department and oversee our high value Leaders Club clientele.

Reporting to the Director of Australia & New Zealand, this role is a great opportunity to join an organization which dates back to 1928 and whose member hotels include some of the most celebrated and iconic hotels in the world.

### Responsibilities include:

- Managing the daily reservations department to achieve set revenue goals
- Lead the team to deliver exceptional customer service levels and build brand loyalty with trade and direct customers
- Manage the daily interactions with our loyal Leaders Club customers
- Retention and engagement of Leaders Club loyalty members to achieve set revenue goals
- Execute strategic partnership initiatives to grow Leaders Club acquisition

The Reservations & Membership Associate Manager role would suit a results driven leader. A minimum of 3 years experience in the travel or hospitality industry is essential, preferably within a Reservations or Sales environment.

To apply, please send a cover letter and resume to Craig Adamson, Director Australia & New Zealand at [craig.adamson@lhwc-offices.com](mailto:craig.adamson@lhwc-offices.com)



## Dawe to play lottery

**WORKING** with the UK Heritage Lottery is on the cards for departing VisitBritain ceo Sandie Dawe once she finishes up at the inbound tourism organisation.

Dawe confirmed she would be leaving VisitBritain (TD 23 Jan), with her last day likely in early Jul.

Interviews for her replacement commenced earlier this month.

In the UK, 20% of monies put through the lottery are allocated for heritage investment, with more than £3.75m available to be put towards the development of attractions and accommodation.

Money from the fund is also put towards museums and galleries, Dawe told *Travel Daily* during the recent Destination Britain A-PAC show in Kuala Lumpur.

## Swiss ramp up MIA

**SWISS** International Air Lines is boosting services between Zurich & Miami to double daily during winter, starting 27 Mar, up from the current 10 weekly frequency.

## Master Plan for MEB

**DEPUTY** Prime Minister and Minister for Infrastructure Warren Truss has rubber-stamped a Master Plan for Melbourne's Essendon Airport covering growth of the facility for the next 20 years.

The facility, located near to the main MEL Airport, primarily serves regional aviation and air units of emergency services.

Elements of the plan include a proposed shortening of the north-south runway and further developing non-aviation land use.

"Essendon Airport currently supports 4,200 jobs directly and the continued development of the airport over the next five years is expected to support an additional 2,000 jobs," Truss said.

The Master Plan will be made available for public consultation in coming weeks.

## New Ultimate winery

**TOURISM** Australia has added a new member of its 'Ultimate Winery Experiences of Australia' collection in The Lane Vineyard in South Australia's Adelaide Hills.

The attraction is located near Hahndorf and approx 20 minutes from the SA capital city and offers a range of tours and tastings priced from \$100 per person.



## AFTA UPDATE

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

**ATAS** is off and running with travel agents from across the country already seeking accreditation. Following the "becoming accredited" workshops in Brisbane, Perth and Adelaide we have already got a strong number of agencies seeking accreditation.

The same workshops will be run in Melbourne and Sydney this week with a webinar scheduled for next week on the 4th June for anyone that is unable to attend in person or who is operating in a regional area.

We have done the best we can to provide as many opportunities as possible to explain just how easy it is to become travel accredited.

In fact, the collective of those registered for the workshops and webinar has exceeded 1000 participants, which really does demonstrate the interest level in ATAS.

Becoming travel accredited is simple and for those that have already used the online portal to upload their information the feedback has been extremely pleasing.

ATAS has assembled a quality team of people to assist agency owners who find themselves stuck along the way and for many of the loyal AFTA members you will be pleased to know that Gina Dounis who is well known amongst the agency community having been with AFTA for more than 20 years is always on the other end of the phone to help.

Exciting times for the travel industry as the reality of the reform is just one month from full implementation. ATAS has come alive and I am confident that the scheme will deliver long lasting value to travel agents across Australia and while I am sure there will be a few bumps along the way and some settling in pain in the end ATAS will become part of the travel agent DNA.

The [www.afta.com.au](http://www.afta.com.au) website has been refreshed and is looking very user friendly and for anyone still needing information about ATAS and becoming travel accredited simply click on the tile in the middle of the home page and take the first step to becoming travel accredited.

Lastly, congratulations to all the finalists for this years NTIA. The AFTA office is abuzz with finalists coming for their judges interviews and I wish everyone all the best of luck for the NTIA 2014.



## Sales & Marketing Executive - NSW

The Walshe Group, GSA for South African Airways in Australia is seeking a committed and experienced individual for the above role. The role is required to maintain a regular sales call schedule across NSW to retail and corporate segments as well as assisting with the development of various marketing projects on a national basis.

### Applicants must possess the following;

- A successful track record in managing a sales territory in an airline/travel industry sales role;
- Knowledge of airline terminology and processes;
- A thorough understanding of the NSW travel trade and distribution systems;
- First-hand experience in contributing to marketing campaigns and projects;
- Exceptional written & verbal communication skills.

Applications including a cover letter and CV should be sent [applications@walshegroup.com](mailto:applications@walshegroup.com) by COB Friday 06 June 2014.



## AAX, Air Busan deal

**AIRASIA** X has signed a new marketing agreement with South Korean carrier Air Busan, which will see AAX promote fares from Busan to Jeju Island.

'Fly-thru' promo airfares from Australia to Busan, via Kuala Lumpur, start from \$349 one way.

AirAsia X operates four times per week from KUL to Busan and since the route launched last Jul it has recorded an average passenger load factor of 88%.

## Nth Sydney Vibe sale

**THE** Vibe Hotel in Sydney's Milsons Point is to be sold, with the property expected to be redeveloped into apartments and commercial suites.

The site has Harbour Bridge and Opera House views and is being sold with development approval by a syndicate associated with the Barana Group.

CBRE and JLL are jointly marketing the project which could fetch more than \$80m.



### Product Manager Brisbane or Adelaide

Flight Centre Active Travel has an excellent opportunity for a full time **Product Manager** with a passion for our speciality area: Active Travel. In this diverse role, you'll be **working closely with the Brand Leader to deliver on the product strategy goals through developing and growing long-term relationships with supplier partners to maximise the return to Flight Centre Active Travel.**

This is a terrific opportunity to **move into a product-focused role** within Flight Centre Active Travel and join a global industry leader. If you have the experience and the drive to excel in this role, you will be rewarded with a **competitive, performance-driven remuneration package of \$70,000 to \$75,000.**

Apply Online at: [Applynow.net.au/job56865](http://Applynow.net.au/job56865)

CONGRATULATIONS

**Sue-Ellen Johnson**  
from *Travelscene*

Sue-Ellen is the top point scorer for Round 11 of *Travel Daily's* NRL industry footy tipping competition, and has won a \$50 voucher, courtesy of Life!<sup>®</sup>.



**Major Prize Sponsors**

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



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



**italktravel sponsors**

**INDEPENDENT** Travel Group's first italktravel retail franchise offices in Newcastle (**TD 07 Apr**) are backing local sporting groups, signing on as sponsors of both boy & girl AFL teams and as reps for the RAAF AFL team.

**inPlace tipping prize delivery**



**ABOVE:** inPlace Recruitment last week put a smile on the face of *Travel Daily's* Round 10's NRL Footy Tipping competition winner. Matt Inman from Maxim's Travel in Sydney was presented with his

prize, a NRL jersey of his choice, by inPlace's business manager Ben Carnegie (pictured right).

**Honeyguide package**

**CLIENTS** can save \$400pp for new bookings on a seven night package to South Africa available through Bench International. The deal includes three nights at Honeyguide tented safari in the Manyeleti Game Reserve and four nights at the five-star Romney Park hotel in Cape Town.

A Cape Town city tour, airport transfers & more is also included. Currently priced at \$1,500ppts, the offer is valid for bookings made by 30 Jun for travel up until 31 Aug - phone 1300 AFRICA.

**Brit flower show trips**

**INSIGHT** Vacations is offering two tours that incorporate visits to the Chelsea Flower Show in London in 2015. Itineraries include the nine-day European Affair & the Chelsea Flower Show that departs on 09 May priced from \$3,985ppts, and the 18-day Chelsea Flower Show Springtime in the Alps which is slated to depart from Paris on 05 May or ex London on 20 and 22 May, starting at \$6,975ppts. More at [insightvacations.com](http://insightvacations.com).

**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](mailto:hawaiicomp@traveldaily.com.au)



**Q.19: Name one of the museums on Oahu.**

Hint: [www.gohawaii.com/au/oahu](http://www.gohawaii.com/au/oahu)

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



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SYDNEY 4th June 2014  
MELBOURNE 12th June 2014  
BRISBANE 17th June 2014

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**JOB OF THE WEEK**

**PART TIME RETAIL TRAVEL CONSULTANT  
GOLD COAST – ANNUAL SALARY REVIEWS**

Wanting to work part time hours? Then come and join this well-known agency on the Gold Coast. You'll love working with a high number of loyal and repeat clients who know what they want - meaning no more price beats and unrealistic expectations when it comes to booking and planning their dream holidays. It's not just your clients that get to travel as you will enjoy famils & conferences plus a top salary + incentives and regular salary reviews. Min 18 months travel consulting experience is a must.

**\*HOT\* WATCH YOUR BANK BALANCE SOAR  
CORPORATE CONSULTANT  
SYDNEY – SALARY UP TO \$90K OTE**

This exciting corporate travel role will have your bank balance soaring to new heights. This role has unlimited commission and amazing benefits. Be responsible for managing your own portfolio of accounts, with everything from quoting, booking, some accounting and providing top notch customer service skills. If you have 2 years experience in the travel industry, strong GDS skills and airfare knowledge. This is your chance to take the next step in your career and apply for this great role today.

**CONSIDER YOURSELF A CRUISE EXPERT  
CRUISE CONSULTANTS  
BRISBANE CBD – \$55K PKG + \$\$ BONUSES**

Continue your passion for all things cruise as you sell a large variety of cruise ships around the world; from 3 star P&O to 6 star Regent Seven Seas. With cruise being one of the fastest growing sectors of the travel industry you certainly have hit the jackpot. You will get to experience the ships first hand with famils and ship inspections. You must be able to work a roster ranging from 8am -8pm and have previously worked as a cruise specialist and have superior cruise product knowledge. Set sail for an adventure of a lifetime.

**\*NEW\* MOVE INTO PRODUCT  
PRODUCT LOAD CONSULTANT  
SYDNEY – SALARY UP TO \$55K OTE**

This is your golden opportunity to move away from face to face consulting and move into a behind the scenes role. You will be working with one of the largest wholesale travel companies in Australia that offers an excellent bonus scheme. Your main duties will be loading all the rates and products into the back office system, some contract negotiation and relationship building with overseas suppliers. If you have 12 months industry experience and have previously worked in a product load role, apply today.

**\*NEW\* THIS IS YOUR STEP UP TO SUPERVISOR!  
CORPORATE TRAVEL SUPERVISOR  
PERTH (CBD) - SALARY PKG UP TO \$60K + (DOE)**

Senior corporate travel consultants, we have an exciting rare opportunity that will allow you to finally step up into a corporate supervisor position! This well known travel management company now requires an experienced corporate consultant to join their team and assist in the management of staff, admin, accounting and consulting. With Monday – Friday hours on offer and a high base salary, you will love your new position! If you have at least 5 year's international consulting experience apply today!

**\*NEW\* LAND YOUR DREAM JOB TODAY  
WHOLESALE TRAVEL CONSULTANT  
MELBOURNE – SALARY PKG UP TO \$70K (OTE)**

Retail travel agents, make the move to wholesale travel in Melbourne and start earning the big bucks! This well known organisation will see you selling worldwide holidays to loyal agents. You will package hotels, tours, transfers and flights to exciting destinations such as Fiji, Bali, Europe and more. With uncapped commission on offer and global incentives such as famils, you would be crazy to miss this! If you have at least 12 months industry experience we can help you land your dream job. Apply today.

**\*NEW\* 2 x MICE CONSULTANTS IN MELBOURNE  
MICE TRAVEL CONSULTANTS  
MELBOURNE (INNER) - SALARY PKG UP TO \$70K (PKG)**

Due to company growth this corporate TMC now requires 2 experienced MICE consultants to join their events team. You will book meeting and incentive groups to worldwide destinations and look after groups ranging in size from 10 – 5000, the possibilities are endless. Arranging everything from Gala dinners, hotels and conference rooms you will do it. These roles can see you earning up to \$65K (DOE) and working Monday – Friday hours only, make the move today and never look back.

**MOVE AWAY FROM THE PRICE BEATERS!  
RETAIL TRAVEL CONSULTANT  
MELBOURNE (EAST) - SALARY PKG UP TO \$50K + super**

Kiss the city commute goodbye this year and move to this boutique office in the suburbs. You will assist the many repeat and referral clients of the office with their worldwide itineraries and finally gain that work life balance you have been dreaming of. With M-F hours and every 2<sup>nd</sup> Sat morning you will have every Sunday off and never work a Thursday or Friday night again! This role could be yours if you have at least 3 years high end retail experience and a can do attitude. Call us today to find out more.



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## Cruise Shore Excursions Team Leader - Melbourne

- ▶ Manage the team through daily operations
- ▶ Travel to ports around Australia
- ▶ Salary from \$65K + super



Ben Carnegie

An international specialist in luxury travel is seeking a team leader to manage the team of shore excursion co-ordinators. Your role will oversee this team to ensure that all inbound cruising passengers to Australia are welcomed and managed seamlessly from the ship to shore and beyond.

You will be compiling rosters for the teams across all Australian ports and ensuring ground handling is operated to the highest standards. Some of your tasks will include reviewing operational procedure manuals, development of booking processes, maintaining both internal and customer relationships.

This is a Melbourne based role. The ideal candidate will have previously worked on cruise ships and bring with them hands on operational experience ensuring their success in securing this role.

Call Ben or [click here](#) for more details

## Senior Leisure Consultant - Sydney

- ▶ Merrylands vicinity
- ▶ Lots of business to be converted
- ▶ Salary from \$45K + super + incentives

Join this small, enthusiastic & knowledgeable team in this bustling cosmopolitan environment and watch your sales soar! Galileo or Sabre, immediate start!

Call Sandra or [click here](#) for more details

## Incentive Co-ordinator - Sydney

- ▶ Sydney CBD based role with travel required
  - ▶ Incentives management both international & domestic
  - ▶ Salary to be paid on experience from \$50K +
- Australian owned Events and Incentives business seeks Incentives co-ordinator in Sydney for busy incentives calendar for 2014/2015.

Call Ben or [click here](#) for more details

## Wholesale Cruise Consultants - Sydney

- ▶ Based on the southern fringe of the CBD
- ▶ No direct public, all travel agents over the phone!
- ▶ Salary from \$46K + super + incentives + penalties

Reputable, well established brand of cruise guru's looking to expand their dynamic and knowledgeable team. Must have previous cruise sales & personal cruise travel exp.

Call Sandra or [click here](#) for more details

## Travel Manager - Events & Incentives - Sydney

- ▶ Well respected Events and Incentives agency
- ▶ Centrally located in Sydney's CBD
- ▶ Salary \$50K - \$70K + super DOE

Use your excellent fares & destination exp in this innovative co. seeking an exp Travel Mgr with solid domestic & international fares & destination knowledge coupled with small team mgt.

Call Ben or [click here](#) for more details

## Corporate & Corporate Leisure Cons - Mel

- ▶ Multiple roles based in Melbourne's Eastern Suburbs
- ▶ International and domestic bookings
- ▶ Salary DOE, Intermediate, Senior & Snr Leisure roles

Seeking a new corporate consulting role? Due to a boom in business I'm seeking both corporate & leisure cons to add to this boutique corporate agency. Amadeus essential.

Call Ben or [click here](#) for more details