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Serko app upgrade

BUSINESS travellers can now book travel and manage expenses from an all-in-one app in what developer Serko says is an industry first.

The new service means users can submit business expenses directly from their devices without having to revert to a laptop or desktop at any stage from booking to reconciliation.

The new expense function has been designed to minimise or eliminate the need to key-in data, relying entirely on details taken from photos of receipts.

"With the ability to book travel and submit expenses from within a single app we've effectively mobilised the entire business process, which represents a huge step forward for travellers," said Serko ceo Darrin Grafton.

Sebel Moorabbin

ACCORHOTELS has announced it will expand its Sebel brand next month with the opening of the Sebel Melbourne Moorabbin.

The 4.5-star new-build property will be the foutth Sebel in Victoria, located in the city's south east.

North Asia drives growth

ASIAN markets including Korea and Japan have joined the Chinese juggernaut in driving an 11.5% growth in Australia's inbound tourists, according to the latest International Visitor Survey released today.

Arrivals topped 7.4 million in the year to 30 Sep, with visitor nights up 3.8% to 251 million and total expenditure increasing 11% to \$38.8 billion.

Minister for Trade, Tourism and Investment Steven Ciobo said Australia's tourism industry was now growing three times as fast as the rest of the economy, with visitors from China, Japan and Korea fuelling the boom.

He said spending by Chinese tourists now exceeded \$9 billion annually, breaking a target set by the Government's Tourism 2020 strategy four years early.

Visitor growth from China was

Today's issue of TD

Travel Daily today has seven pages of news and photos, plus full pages from: (click)

- Voyages to Antiquity
- AA Appointments jobs

22% up on the previous year, reaching 1.1 million people and closing in on top-ranked New Zealand, up 3% to 1.2 million.

Korea showed an even stronger increase of 29% to 255,000 visitors, while Japan jumped 22% to 365.000.

Among other key markets, thirdplaced UK grew 3% to 667,000 arrivals, while the US surged 18% to 648,000.

International visitors to Australia spent a record \$38.8 billion in the year to 30 Sep, up 11% or \$4 billion on the previous year.

Strong growth was reported across the majority of Australia's major markets, with fifteen of the top 20 markets breaking records.

Antiquity itineraries

VOYAGES to Antiquity has released two new small-ship cruise itineraries in Europe, available with fly free offers.

Departing in Apr, choose between a 31-day cruise from Athens to Seville or an 18-day trip between Malaga and Seville. See page 8 for more details.

500th TravelManager

TRAVELMANAGERS has confirmed its 500th recruit (TD 22 Aug), adding an industry veteran of 30 years to its workforce.

Corinne Mutz of Upper Sturt in the Adelaide Hills, South Australia set the milestone for the group, returning to the industry after living overseas.

"We are simply thrilled to have reached 500 personal travel managers," said TravelManagers exec gm Michael Gazal.

HNA expands to UK

CHINA'S largest private airline operator HNA Group has announced plans for five new routes to London, to be operated by three of its subsidiaries.

Hainan Airlines, Tianjin Airlines and Capital Airlines have applied to operate non-stop services from the cities of Changsha, Chengdu, Qingdao, Shenzhen and Xi'an.

The expansion may bring new partnership opportunities for HNA's part-owned Virgin Australia, which plans to launch flights to China and introduce new codeshare services from local gateways next year.







Our new ReadyRooms site is now live with even more product than ever before!

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QR daily to Dublin

QATAR Airways has overnight revealed details of its new Doha-Dublin service (TD 29 Nov).

The oneworld member carrier said it will inaugurate the daily route on 12 Jun, with flights to be operated by dual-class Boeing 787 Dreamliner aircraft.

Three of the daily services (QR19) will depart DOH at 01:25, touching down in DUB at 07:25, returning at 08:50 (as QR20) and landing back in DOH at 18:05.

Mon, Wed, Fri and Sun flights ex DOH (QR17) push back at 07:20, landing in the Irish capital at 13:30, departing outbound from DUB at 15:25 (as QR18), landing in the Gulf state at 00:40+1.

Topdeck extension

TOPDECK'S \$499 return fare to Europe, available when booking a 25-day or longer itinerary in 2017, has been extended until 15 Dec.

A \$799 airfare is offered for trips of 14-24 days' duration.

Qantas Routehappy pact

A NEW tie-up between Qantas & mechandising content platform Routehappy has been pitched as a win for trade partners.

Announced this morning by Qantas, the Australian airline first will enable the carrier to manage and distribute targeted rich content to travel industry partners via flight search results.

Industry partners can display Qantas' rich online content as **Universal Product Attributes** (UPAs) targeted highly by aircraft, cabin, airport, route and fare searches, via Routehappy Hub.

"UPAs highlight relevant merchandising content including headlines, descriptions, photos, captions and videos, to customers while they shop.

"This content will assist Qantas' travel industry partners in showcasing the airline's full service experience," Qantas said.

QF executive manager Customer

& Commercial Relationships Vanessa Hudson said rich content "brings to life the Qantas value proposition by showcasing our customer experience".

"This is about providing our travel industry partners with tools that simplify selling Qantas' full service benefits, and with that in mind we anticipate that they'll be early adopters of Routehappy," Hudson commented.

Authorised partners can gain access to Qantas UPAs by signing up to Routehappy Hub API - for more details, CLICK HERE.

Last month, Webjet also formed a pact with Routehappy.

Travel Store moving

VICTORIAN agency The Travel Store is relocating to larger digs this weekend, moving to Shop 2 110 James St, Templestowe 3106.

Phone, fax and email contact details remain unchanged.

Sheraton Tokoriki Is set to reopen doors

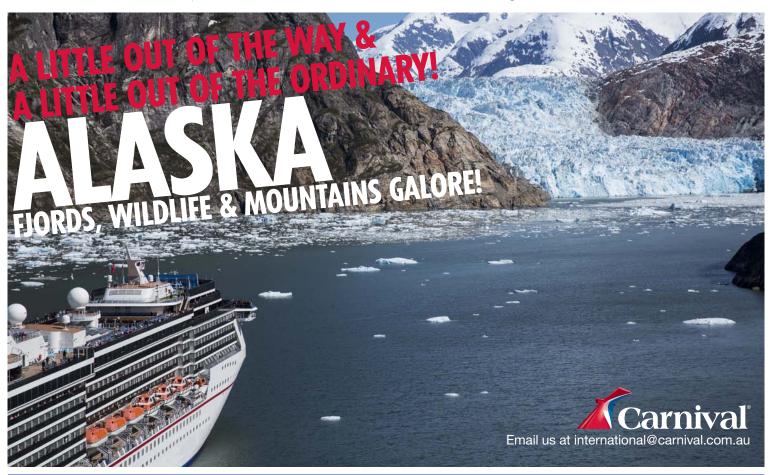
SHERATON Resort & Spa, Tokoriki Island Fiji has confirmed it will reopen to guests on 25 Jan, 11 months after it was forced to close its doors following damage by tropical Cyclone Winston.

Sheraton Hotels & Resorts said a \$16m refurbishment has spanned guest rooms, suites and public areas, and included a new Sunset Bistro, a cultural centre and a mini golf course.

MU shelves XIY/SYD?

RESERVATIONS for China Eastern's mooted new Xian-Wuhan-Sydney route (TD 23 Sep) have been closed off in travel agent GDS displays.

The thrice weekly service, flagged recently by MU as one of the carrier's new "Boomerang" routes (TD 25 Nov), was slated to commence service on 18 Jan, utilising Airbus A330-200s.









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Get Global gaining traction

WHERE THE WORLD MEETS

START-UP trade exhibition, Get Global, today confirmed it had secured a suite of international suppliers for its maiden event being held in Jul in Sydney.

Billed online as "not a typical trade show", the one-day event is the first MICE business



Brands already signed up to participate include Hong Kong Tourism Board, Royal Caribbean International, CINZ, Heritage Hotels NZ, Asian Trails, Hawaii Tourism Oceania and more.

All segments of the MICE sector - Meeting, Incentives, Conferences & Exhibitions will be represented, including worldwide cruise operators,

hotels, DMCs and tour operators, spanning Asia, New Zealand, North America and Europe.

"The broad base of categories represented will ensure MICE

> organisers are able to maximise their time at the event and gain a real insight into the benefits of hosting their

next event off-shore," Kessler said. Get Global director and founder Gary Bender said the team was aiming to build a "leading MICE event in Australia, where sellers and buyers alike benefit from a more business focused, condensed event".

The event is scheduled to be held at The Gallery, within the ICC Sydney complex on Fri 28 Jul.

To register to participate, go to www.getglobal.com.au.

More in tomorrow's issue of **Business Events News.**

Solomon visitation

THE Solomon Islands tourism industry continued its upward trajectory in Q3, with the nine month period ending in Sep showing a 4.5% increase over the corresponding period in 2015, according to official govt stats.

A total of 16,381 visitors arrived between Jan and Sep - 706 more than the figure last year.

Aussie arrivals were at 6,868 which represented a staggering 41% of all total international visitors to the country.

New NY Pod hotel

POD Brooklyn, a micro-hotel from the Pod Hotel Brand, is set to debut in the US spring of 2017.

The 249 modular rooms, each at about 9m2, will feature both queen and bunk bed configurations.

Spaces are fitted with hightech amenities allowing guests to stream their own media from iPhones and other devices.



Window Seat

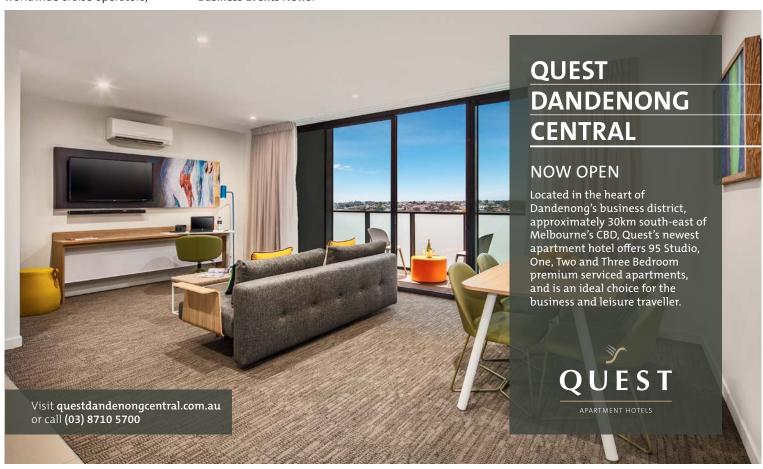
AIRLINE safety videos just got a little sexier with a group of Victoria's Secret Angels making their own clip on board their private jet en route to Paris.

The models used the aisle as a runway as they strutted in the plane and demonstrated how to fit seatbelts and oxygen masks.

One angel explained that while passengers must turn off all electronic devices, there was still opportunity for in-flight selfies.

Another warned against shaking champagne bottles while flying. **CLICK HERE** to watch it.









AMAN hosted seven agents on a luxury trip to Sri Lanka at both Amanwella in Tangalle and Amangalla in Galle, in conjunction with &Beyond who provided the group's ground services.

Participants stayed at the Taj in Colombo, visited a homestead in Kandy & explored the Udawalawe National Park, seeing plenty of birdlife, elephants and crocodiles.

Other highlights included a flight over the rice terraces and tea plantations in a private chartered sea plane, as well as a visit to the local food markets, followed by a cooking class in the rice fields hosted by the chefs at Amangalla.

The group, **pictured** in the Udawalawe NP, were hosted by Aman regional director of sales for ANZ, Elliott Miller (in front), included Ally Kilpin, MTA; Stewart Peterson, Spencer Travel; Ginine Schulberg, FBI Travel; Lucy Yeates, Solve Travel; Jennie Lemmon, Travelcall; Karen Masjay, Low & James Travel Associate and Sally Bird, Executive Edge.

Uncover the East Coast of the USA in the December issue of *travelBulletin*.

click HERE to read travelBulletin



UK China backtrack

BRITISH Airways' parent company International Airlines Group (IAG) has criticised UK Government delays in introducing a 10-year visa for Chinese visitors.

IAG chief executive Willie Walsh said the UK had missed an opportunity in not introducing a trial scheme, despite its announcement a year ago.

"The government needs to match its rhetoric on China with action," Walsh said.

"It's not surprising the UK is significantly behind France and Italy in terms of Chinese visitors."

Hainan LAX, JFK plan

CHINA'S Hainan Airlines has put forward plans to launch twice weekly flights between Chengdu and Los Angeles in Q1 2017 and a thrice weekly operation to New York JFK in Q2 2017.

HU already operates several services to the US, adding a new Beijing-Las Vegas route recently.

Indoor IMG park

THE world's largest indoor theme park, Dubai's IMG Worlds of Adventure, will be expanded to include a further 186,000m² of rides and entertainment.

The new section will be known as IMG Worlds of Legends and will feature a retractable roof.

IMG says the park will include characters from global brands such as Nickelodeon, including *Teenage Mutant Ninja Turtles* and *SpongeBob SquarePants*.

Wailea Beach refurb

WAILEA Beach Resort – Marriott, Maui, is preparing to unveil a US\$100 million transformation on 24 Dec, including six new dining options, three pool areas and 547 redesigned rooms and suites.

The nine hectare beachfront property has also modernised all indoor and outdoor meeting and event spaces, its fitness centre and its spa.

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Star Wars attractions

NEW Star Wars experiences have been unveiled for Disney's Hollywood Studios in Orlando. Launching mid-Dec, new attractions include a multisensory space dubbed Star Wars Launch Bay; a first-look at AWR Troopers from Rogue One: A Star Wars Story; evening show Star Wars: A Galactic Spectacular and the return of Star Tours.

Sunshine Coast boom

THE Sunshine Coast experienced a 45% uptick in expenditure to \$266.5m in the year to Sep - an all time record for the region.

Visit Sunshine Coast chief executive officer Simon Latchford said the diversity of the region's attractions, major events and proactive marketing campaigns had not only grown visitor numbers in a sustainable manner but also attracted high yielding visitors to increase their length of stay.

International visitors to the Sunshine Coast grew by 6.4% to 272,000 on the prior corresponding period, with holiday travellers up 9%, according to new data released by Tourism Research Australia.

Air Koryo blacklisted

NORTH Korea's Sep nuclear test has prompted US officials to blacklist North Korean flag carrier Air Koryo.

The airline was banned by the US Treasury Department due to its participation in the Jul 2013 military parade where it delivered spare parts for Scud missiles.

Cooks buy-out

THOMAS Cook will take control of its retail joint venture with the UK's Co-Operative Group in a £56 million deal.

The Co-Op has confirmed it will end the partnership, with Thomas Cook agreeing to purchase its 30% stake for £50m along with a 3.5% share held by Central England Co-Operative for £5.8m.

"This purchase gives us full control over our retail store network, enabling us to better integrate our stores with our online offering, while also helping us to focus on growing sales of added extras such as holiday-related financial services," said Thomas Cook Group chief executive Peter Fankhauser.

CZ CHC flight boost

CHINA Southern is set to boost its services from Guangzhou to Christchurch, New Zealand from five to seven flights weekly.

GDS displays show the frequency change will come into effect from 17 Jan, through until 14 Feb.

CZ will operate the route using Boeing 787-8 *Dreamliner* aircraft.

US Park free days

IN CELEBRATION of the US National Park Service's 100th birthday, 10 fee free days will be introduced for 2017.

The days in which National Park Service sites will waive their entrance fees for all visitors: for next year will be on Martin Luther King Jr Day on 16 Jan; Presidents Day on 20 Feb; National Park Week Weekends 15-16 and 22-23 Apr; National Park Service's Birthday on 25 Aug; National Public Lands Day on 30 Sep, and Veterans Day Weekend on 11-12 Nov.

For more info, **CLICK HERE**.



EIGHT Australian agents embarked on an intrepid journey through Peru as part of a 15-day famil hosted by Contours Travel and LATAM.

Stops were made at iconic destinations such as Lima, Machu Pichu, Sacred Valley, Cuzco, Lake Titicaca, Arequipa, Colca Canyon and the Amazon region.

Pictured in front of Machu Picchu are (back row from left): Sian Pritchard, Blackrock Travel; Kyran Bottomley, Phil Hoffman

Room Key adds 11

ONLINE booking website Room Key has expanded its portfolio adding 11 new brands and nearly 1,300 properties from Marriott International.

Consumers can now search and book directly through Room Key for St Regis, The Luxury Collection, W, Westin, Sheraton, Le Meridien, Tribute Portfolio, Design Hotels, Aloft, Four Points by Sheraton and Element properties worldwide.

Travel; Brett Ambrose, Contours Travel; Sianne Yensch, Our Vacation Centre; Cheryl Beattie, Castle Hill Travel and Tanya Kellen from MTA Travel.

In the front are: Jennifer Mikkesen, Travel Counsellors; Lisa Wells, Brighton Travelworld and Catherine McHenry from WOW!

Expedia Trivago IPO

TRIVAGO is setting terms for an estimated \$399m initial public offering, with Expedia to retain its controlling stake of 63.5%.

The global online search platform, which is based in Germany, told regulators it planned to offer 28.5 million American depositary shares priced between US\$13 to US\$15.

Proceeds could reach \$459.3m if underwriters purchased a further 4.3 million shares.

Trivago revealed that the net proceeds from the offering would be used for working capital and general corporate purposes.





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Aeromexico chatbot

AEROMEXICO has launched Aerobot, an automated system for Facebook messenger which provides flight and other information to customers.

G-Normous promo winners



WINNERS of G Adventure's 'G-Nourmous' incentive promotion were this month given the opportunity to experience the tour operator's National Geographic Journeys North India Highlights tour first hand.

The eight-day itinerary introduced agents to the beauty of India and included explorations of the Taj Mahal, walking the streets of Delhi with a local young adult from the G Adventures

HKG Nov visitor stats

AUSTRALIAN visitors to Hong Kong rose to 58,011 in Oct - a 3.6% uptick compared to the prior corresponding period, according to the latest govt stats.

The largest increase recorded from long haul markets came from Canada which climbed 7.1% to 36,607 from 34,174.

backed New Delhi Streetkids project and spending a night in a traditional home.

The winners were John La Bella, Travel Managers; Jessica Falzon, Jetaway Travel; Karen Christie, Travel Managers; Lucy De Loryn, helloworld Belgrave and Tina Castello from Montina travel.

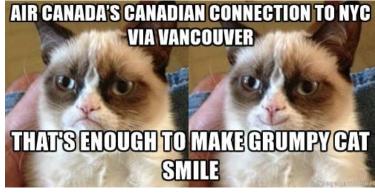
They are **pictured** above standing in front of the magnificent Taj Mahal.

QF Chivas offer

QANTAS has struck a deal with Chivas Regal, giving travellers heading through Sydney and Melbourne Int'l First Class Lounges a chance to taste a "bespoke" cocktail dubbed the Fine St Blend.

The elixir is created by Neil Perry's Rockpool Group, with the recipe card available on request.

Crack a meme, win a holiday



THE silly season is upon us again, which means just one thing: Air Canada's Christmas comp is back on in *Travel Daily*.

It's the battle of the memes this year, with the most creative picture entry themed around Air Canada and the Big Apple to take home two Economy class return tickets to New York flying via Brisbane or Sydney.

Casey Anderson of Hawthorn Travel gave internet sensation Grumpy Cat something to smile about with her hillarious entry above, whilst Sarah Rodgers from East Burwood Travel paid homage to Air Canada's A319 aircraft with her clever picture (below).

Unsure how to piece together a

meme? no problem! Good old fashioned photo entries are also welcome.

The competition runs from now until 31 Dec, with details on pg 7.

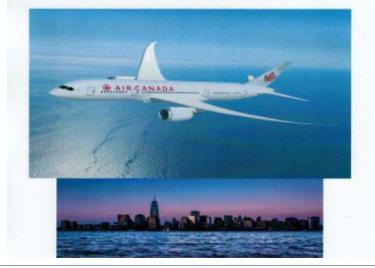
Inset is the winner of last year's Air Canada Comp submitted by Alex Lee of Travel & Cruise Bright in Victoria.







to the state of the art Boeing 787 Dreamliner, Air Canada still loves NYC!



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Accommodation Updates

WELCOME to Accommodation Updates, Travel Daily's Wed feature. If your property has undergone some recent changes of which you would like to make the industry aware, send a brief description with an image to accomupdates@traveldaily.com.au.



DoubleTree by Hilton Alice Springs has completed an extensive renovation of its conference and events space. The hotel now boasts more than 850m2 flexible meeting facilities. All five dedicated meeting rooms have been fitted with state-of-the-art ceiling

lighting offering several colour options to fit any mood or theme. The hotel can now cater for outdoor cocktail receptions for up to 1,000 people overlooking the MacDonnell Ranges.



Benwerrin Estates has unveiled its freshly renovated mountain-top property, Mountain Magic at Pacific Palms on NSW's Myall Coast. The refurbishment included new beds, furniture, art, wi-fi, foxtel, HD Sony TVs and Sonos sound systems and an outdoor spa.

The luxurious holiday house has views of Wallis Lake and the surrounding Pacific Ocean from all four of its bedrooms.

Vanuatu funding

MINISTER for Foreign Affairs, Julie Bishop will sign a new aid partnership agreement with the Vanuatu Government this week as part of a bipartisan visit to the island nation.

Bishop said the govt will review progress made in Vanuatu's recovery and reconstruction since Tropical Cyclone Pam devastated the destination in Mar last year.

Australia has provided Vanuatu a \$35 million long term recovery package, focused on areas such as education, health & tourism.

LAX Christmas spirit

LOS Angeles International Airport is delivering Christmas cheer to passengers right up until Christmas Day with musical performances, holiday art and craft, visits by Santa and LAX's team of therapy dogs will be dressed in their xmas best.

KE CSeries deliveries

KOREAN Air is set to take delivery of seven Bombardier CSeries 300s next year.

Deliveries are expected to take place from mid-2017 onward.

MS HANSEATIC stays

EXPEDITION ship, MS HANSEATIC will remain in the Hapag-Lloyd Cruises fleet for a further six months, until the end of Sep 2018.

The first of the line's two new expedition ships will be launching in Apr 2019 with an international preview brochure for the vessels to be published in mid-Dec.

Hapag-Lloyd Cruises ceo Karl Pojer said HANSEATIC's charter extension would "largely bridge the gap" before the launch of their first new ship.

"This is the best decision in terms of both cost-effectiveness and offering availability to our guests," he said.

The two new ships will have the highest ice class for pax ships and can accommodate 230 guests.

Le Med Honggiao

LE MERIDIEN Shanghai Minhang has opened its doors in the Honggiao Hub of Shanghai.

The hotel features 240 rooms and suites, four restaurants and lounges and 2,500m² of event space, a fitness centre, indoor pool and Explore Spa.

2017 top travel spots

TRIPADVISOR has crowned San Jose del Cabo, Mexico as the hottest travel spot for 2017 as part of its Travellers' Choice awards for Destinations on the Rise.

The awards recognise 43 locations around the world based on year-over-year increase in positive TripAdvisor traveller review ratings.

Coming in second place was Whistler Canada, followed by Jericoacoara, Brazil; Kihei, Hawaii; Baku, Azerbaijan; El Nido, Philippines and Eilat, Israel.

CLICK HERE to see the full list.

Mandarina in Mexico

ROSEWOOD Mandarina will open in Mexico in 2019 as the brand's fifth hotel in the country.

The property will feature 130 rooms, suites and villas with views across the mountains and ocean along with three restaurants and bars, three pools, a fitness centre and spa.



Wednesday 7th Dec 2016

Thailand flooding

THAI authorities have confirmed that at least 14 people have been killed in severe flooding in Southern Thailand.

The inundation following heavy rainfall has cut rail and road links between the south and Malaysia while the tourist islands of Samui and Ko Pha Ngan have also been affected

A state of natural disaster has been reported in 11 provinces while the Trang province is experiencing its worst flooding in three decades.

At **TD**'s time of print today Smartraveller had not upgraded its travel advice for Aussies from exercising a high degree of caution overall in Thailand.



Tis the season to be creative Win tickets to New York with Air Canada

This month Travel Daily and Air Canada are giving readers the chance to win two Economy Class return tickets from BNE/SYD to New York (EWR) and two CityPASSes for NY attractions from NYC & Company.

AIR CANADA 🗰

To win, submit a photo, meme or similar which combines Air Canada with a Canadian A STAR ALLIANCE MEMBER and New York theme, showcasing "Air

Canada's Canadian connection to NYC via Vancouver". Send your entries to aircanada@traveldaily.com.au TERMS AND CONDITIONS

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Page

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TAKE THE NEXT STEP IN YOUR CAREER TODAY! CORPORATE TRAVEL CONSULTANTS MELBOURNE INNER – SALARY PKG UP TO \$70K (OTE)

Are you sick of not being recognised for all your hard work? Look no further! Known for their recognition & supportive team environment, this company is looking for their next Corporate Superstar. Working with small to medium sized accounts, this is the perfect career step opportunity to move into the corporate world. Monday to Friday hours, you will never work a weekend again! 2 years retail travel experience required, along with strong fares knowledge. Exceptional benefits on offer! Don't miss out!!

CRUISE INTO 2017 WITH A NEW ROLE CRUISE CONSULTANTS x 10 BRISBANE -TOP SALARY PACKAGES & BENEFITS ON OFFER

If you are a cruise guru and wanting a new role to sink your teeth into in 2017 – we need to speak ASAP. Never has there been a better time to look for a cruise specialist role. From global to boutique companies, wholesale, retail or online – we have it all. These roles will see you selling a product you love whilst enjoying superb benefits including top salary packages, \$\$ incentives, free cruises, unbelievable famils, discounted travel and more. Beat the New Year rush – call us today and take your pickl

MANAGE YOUR DESTINY

RETAIL STORE MANAGER
SYD EASTERN SUBS – SALARY UP TO \$65K + HUGE BONUS

Are you a passionate, sales driven Team Leader looking for the next step? Lead these highly successful teams. Located in busy shopping centre, you will service their loyal high-end clients whilst overseeing the office inc marketing, business development & more. On offer is a top salary, amazing bonus, abundance of famils, office close to home & chance to make your mark in the industry. If you have min 4 yrs exp, inc Management, solid GDS, proven sales, customer focus & passion for travel then this is the rare opportunity for you.

PREFER THE ACTIVE STYLE OF TRAVEL? ADVENTURE TRAVEL CONSULTANT MELB STH EAST PENINSULA – SALARY UP TO \$65K (DOE)

Do you have a passion for being adventurous! Going for spectacular hikes in destinations untouched by the first world. Our client has an opening in their office for someone who has a love for organic travel, who wants to personally experience the real side to the destination as well as share it with their clients. This is a rare opportunity for an experienced travel consultant to bring their personal experiences into the role and focus on their passion. Min. of 2 years travel consulting experience and GDS Skills

** NEW ROLE ** VIRTUOSO AGENCY HIGH END / LUXURY TRAVEL CONSULTANT MELBOURNE (INNER) - SALARY PKG TO \$64K

With a fantastic new office just opened, from a larger national chain, in one of Melbourne's affluent suburbs, you will be selling some of the most glamorous F.I.T and cruising products on the market. This is a fantastic opportunity to really be a part of the beginning of this agency in Melbourne and watch it grow. With a fantastic salary package being offered, Monday to Friday hours and selling to high end customers. To be successful in this role you will have a min. of 3 years Travel Consulting experience and strong GDS skills.

ASIA ADVENTURE TRAVEL CONSULTANTS BRISBANE – \$50-\$60K OTE ++

This is your chance to join a great team in Brisbane specialising in small groups, tailored packages & wholesale arrangements to Japan. You will be booking holidays to Japan for direct passengers & travel agents. Your first hand Japan travel & knowledge will ensure your clients have the best experience the country has to offer. Strong salary pkg. with bonus structure on offer. Must have exp. living & working in Japan or extensive personal Japan travel, basic Japanese language skills & high level customer service skills.