



QFFF Hoyts pact

MOVIEGOERS can now utilise Qantas Frequent Flyer points at cinemas under a new partnership with Hoyts announced today.

QFFF members can use 4,000 Qantas Points to get \$20 off each transaction for tickets & candy bar treats at Hoyts' cinemas & online.

Members who join the Hoyts Rewards program can also start accruing points, with Bronze members to earn one QF Point per \$2 spent and Silver members earn two QF Points per \$1 spent.

To redeem points, Qantas Frequent Flyers just need to scan their membership card.

"Going to the movies is a popular activity among our members so partnering with Hoyts to let them simply scan their card at the counter and redeem their points for movie tickets or treats will make their cinema experience not only fun but great value," QF Loyalty ceo Lesley Grant said.

Hoyts is now the exclusive movie partner for the Qantas Frequent Flyer program - more info at qantaspoints.com/hoyts.

AFTA on Reed case

AFTA boss Jayson Westbury has vowed to "push for the truth on what really happened to Reed Holidays" following the collapse of the Melbourne travel company last week, as revealed first by **TD**.

Westbury said for the company to suddenly go belly up will involve "forensic investigations" - see the AFTA column on **page 5**.

Mantra profit jumps 23%

THE acquisitions of six new properties during FY 2016/17 drove Mantra Group Limited's full year revenue to \$689 million, up 13.7%, with the hotelier saying it had seen particularly strong revenue growth from the key markets of Sydney, Melbourne, the ACT and the Sunshine Coast.

CEO Bob East said statutory net profit after tax was \$45.6 million, up 22.7% while the underlying EBITDAI of \$101.2m increased 12.7% on the previous year.

Key metrics were positive for the company including improved occupancy levels, higher average room rates, an increase in the total number of rooms on offer and improved efficiencies across the business.

The strongest growth was in Mantra's resorts division, with strong contributions from new properties including the Ala Moana Hotel by Mantra in Honolulu; Mantra Residences @ Southport Central on the Gold Coast and Mantra the Observatory at Port Macquarie.

The company saw strong short term domestic and international demand as well as group demand

from both corporate and Asian inbound markets.

Looking forward Mantra continues to increase its inventory with the recent acquisition of the Art Series Hotel Group (**TD** 07 Aug) and a strong development pipeline including the Mantra MacArthur Hotel in Canberra and FV by Peppers which will mark the debut of the Peppers brand in Brisbane.

East said industry fundamentals were favourable for the company including strong inbound and domestic leisure demand, a growing corporate market and low supply growth for hotels.

The Gold Coast region is also expected to significantly benefit from the Commonwealth Games next year - but Mantra forecasts that Perth, Brisbane and Darwin will continue to experience difficult trading conditions in the coming year.

Star Alliance comp

THERE are less than two weeks for travel agents to enter the Star Alliance 'Inspirational Journeys' competition.

With a prize valued at \$11,000, the competition involves creating a dream itinerary using the Star Alliance Fare Product Validator.

The trip must circle the planet and be valued at less than \$5,500 per person, with entries due by 09 Sep 2017.

Details at staralliance.com.

Today's issue of TD

Travel Daily today has seven pages of news and photos, a photo page from **Silversea** and a full page from:

- inPlace Recruitment

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Profits take off for Rex

REGIONAL Express this morning announced a \$17.8 million pre-tax profit for the year to 30 Jun - four times the figure from the previous financial year as the company saw green shoots of recovery in the national economy. Executive chairman Lim Kim Hai

said although it had proven to be another challenging year for aviation, with Qantas, Air NZ and Singapore Airlines all reporting declines in profit, "we are pleased to see that Rex was able to buck the trend to turn in a truly solid performance".

BP Woolworths tick

THE Australian Competition and Consumer Commission has issued a draft decision today proposing to grant conditional authorisation to a commercial alliance between BP Australia and Woolworths.

He said Rex was witnessing a bottoming out in declines seen in the prior six years, with a modest 3% lift in passenger numbers.

"As long as the Australian economy continues this modest recovery, I have confidence that Rex will continue to perform well," he added.

Authorisation would allow participating BP service stations to accept Woolworths shopper dockets and participate in the Woolworths Rewards loyalty program, which is linked to the Qantas Frequent Flyer scheme.

The carrier's total revenue rose 7.3% to \$281 million, with the Rex network growing slightly in eastern states along with expansion into Western Australia.

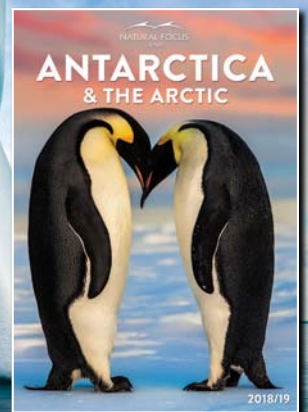
Profits were positively affected by fuel cost reductions and favourable US\$ exchange rates.

The decision is separate to the proposed acquisition of Woolworths service stations by BP, which is still under consideration by the ACCC.

Lim, who owns 17.25% of Rex, said with renewed confidence in future prospects the airline's board of directors had "decided to reward its long-suffering shareholders with a generous dividend of 10c per share".

The Commission is proposing to only grant authorisation on the condition that the maximum fuel discounts offered is 4c per litre.

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TNQ lures Amway delegation

CAIRNS will welcome 8,000 delegates in 2019 for the Amway China Leadership Seminar.

The attendees are expected to inject \$50 million into the Tropical North Queensland economy.

Tourism Tropical North Queensland director of Business and Tourism Events Rosie Douglas said the event would be the largest group incentive the Cairns and Great Barrier Reef region has ever hosted.

“The Amway delegates will travel in waves of 1,000 people for five days and four nights in Apr 2019,” she said.

It will be the sixth time in 15 years Amway China has selected Australia to host the event, but it is the first time they have chosen a regional destination.

On their trip, Douglas said itineraries for the delegates would showcase the Great Barrier Reef and the wet tropics rainforest, as well as the relaxed lifestyle of the region.

The bid was led by Business Events Cairns & Great Barrier Reef in partnership with Tourism Australia, Tourism and Events Queensland, Cairns Regional Council and Cairns Airport.

Scenic sales shuffle

SCENIC this morning confirmed a restructure of its sales team, with national sales manager Emma Davie to step into the newly created role of Commercial Sales Manager with responsibility for managing agent consortia agreements as well as product notifications and events.

National business development manager Rob Kalemba will take over Davie’s role as National Sales Manager with a brief to manage the sales team and work with travel agent partners to maximise sales growth.

Scenic has also recruited Matt Symonds to the role of Senior Sales Development Manager.



Window Seat

WHILE getting on the plane first for your flight may be exciting, experts have found it dramatically increases the risk of infection if another passenger is unwell.

Researchers from Arizona State University in the USA made the discovery after studying plane-boarding scenarios to see how infection spreads if one passenger is sick.

They found if a sick passenger seated in 16B boarded after everyone in front of them had taken their seat, the other travellers were more likely to catch an infection.

Sitting in the aisle was also bad if you wanted to avoid catching a disease from a fellow traveller.

They said using a two-zone boarding process, seating half the plane from the front and half from the back, would lower passenger contact by 27% and similarly cut infection rates.

Lux Rail Collection

INTERNATIONAL Rail has announced the addition of a new ‘Luxury Rail Collection’ to its product range, with a formal launch to agents on 04 Sep.

“These high value products offer the chance of greater profitability for our agency customers, with agents able to earn up to 12% commission per booking,” said Int’l Rail md Jonathan Hume.

Products include Canada’s Rocky Mountaineer, the Venice Simplon Orient Express in Europe, Africa’s Rovos Rail and The Blue Train as well as India’s Maharaja Express and Palace on Wheels.

Luxury rail is becoming a key sector for agents, with rival Rail Plus hosting consultants at a new ‘Great Journeys Showcase’ event in Sydney tonight.

Groves-Berry role

PAUL Groves-Berry has taken a new role as general manager of inbound high-end operator Southern Crossings, moving from his previous position as gm of Italian specialist CIT Holidays.

Prior to joining CIT Groves-Berry was national group sales and customer retention manager for Trafalgar.



You’re invited to the Taiwan Tourism Annual Roadshow

Melbourne – Sept 12 at Sofitel on Collins

Brisbane – Sept 13 at Marriott Hotel

Sydney – Sept 14 at The Westin

For more information or to RSVP contact lillie@bigpond.net.au

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TA, Union Pay agreement

TOURISM Australia has inked a Memorandum of Understanding (MoU) with China's UnionPay Int'l, opening up opportunities for the organisations to work together on business development and joint promotional activity.

The MoU "will also improve the Australian travelling environment and experience by facilitating the highly recognised international payment," Federal Minister for Trade, Tourism and Investment Steven Ciobo said yesterday.

"This will in turn stimulate Chinese visitor spending in Australia and boost tourism revenue," Ciobo said.

Chinese tourists spent \$9.7b in Australia to the year ending Mar and has the potential to be worth over \$13 billion by 2020.

UnionPay is the preferred payment service provider for Chinese tourists, with cards currently issued in 42 countries

& regions and accepted in 162 countries & regions globally.

In Australia, more than 90% of ATMs and over 70% of merchants accept UnionPay cards.

COD, Traveltoo pact

LIMOUSINE hire and corporate cars provider Cars on Demand & corporate travel management business Traveltoo have revealed a new alliance to provide free airport transfers to premium class travellers in Australia.

The partnership is billed as a first-of-its-kind in Australia between a travel agency and car service provider, delivering free ground transfers to First and Business class international travellers around Australia.

"Our alliance with Traveltoo allows us to contribute to a platinum experience that first and business class travellers should expect," Cars on Demand founder & ceo Ritta Khoury commented.

AICS adoption

AFTA national manager of strategy & policy Dean Long is reminding travel agents that the AFTA Insolvency Chargeback Scheme (AICS) will commence coverage this week, from 01 Sep.

When an ATAS travel agent is a member of AICS they are able to claim chargeback losses and not be out of pocket - for more info, go to <http://aics.org.au/join/>.

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Guy knocks up 10 yrs at TD



TRAVEL Daily marked a special occasion this morning, as we celebrated **TD** editor Guy Dundas' 10th anniversary at the company, after joining in 2007.

To mark the occasion, Dundas was bestowed with a few gifts and a delicious cake.

"It's been a privilege to report on the highs, lows, transformation & consolidation of the travel industry over the past decade from the front row, keeping the trade up to date with all the latest news and exclusive interviews," he said, acknowledging the importance of a dedicated and committed team.

Dundas (centre) and the team from Business Publishing Group are pictured above.

Win Gold Class movie tickets

This week, Helloworld Travel are giving five lucky Sydney based readers the chance to WIN a Gold Class double pass to see *Kingsman – The Golden Circle* on at an exclusive screening on Wednesday 27th September, 6pm at Event Cinemas Bondi Junction.

In 25 words or less, please tell us your favourite movie and why. Please email entries to: sponsorships@helloworld.com.au

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THE TRAVEL PROFESSIONALS

Kingsman
THE GOLDEN CIRCLE



QTA Peep's Choice

QUEENSLAND Tourism Industry Council's 2017 Queensland Tourism Awards (QTA) include a new category for the public to vote for their favourite tourism experience, service or accommodation provider.

The inaugural RACQ People's Choice category provides voters with a chance to win a \$5,000 RACQ Travel Voucher to use towards a Queensland holiday.

The QTA category features two awards - RACQ People's Choice Award for experience or service and the RACQ People's Choice Award for accommodation.

Consumers need to vote for their favourite nominee by 17 Sep.

Do you know who sells adventure tours to Cuba? 😞

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itravel cruising to success



SOME of the itravel team made the most of last Fri's CLIA Cruise360 conference in Sydney, with a number of members of the group attending the day along with managing director Steve Labroski.

Labroski is pictured above at the

trade show alongside two of the group's top performers, Jo Agius and Lyndall Collins.

This week's editions of **Cruise Weekly** feature all the news from the conference - sign up free at www.cruiseweekly.com.au.

Classic Kiteboarding

CLASSIC Holidays will continue as major sponsor of Kiteboarding Australia's National Series for the third straight year it confirmed.

Ceo of Classic Holidays Ramy Filo said they were proud to support the series, and hoped to promote it to a wider audience.

GlobalCARS sale

GLOBALCARS has slashed vehicle rental prices in a number of North America cities.

All rates include unlimited kilometres and zero excess in the United States, with rates starting from US\$35.21 per day in Los Angeles or \$246.47 for a week long rental.

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THE collapse of the Reed Holiday group last week has no doubt come as both a surprise and disappointment to AFTA and the broader industry as there was no indications or early warning signs that had been presented in any way through the process of the ATAS accreditation. In fact, if anything the company had a good trading record and long history. So to all of a sudden, without warning go belly up is a mystery that will now need some forensic investigations.

The liquidator who is now at the centre of this entire mess is clearly doing what they can to unwind where the money that is now clearly missing has gone, but the simple fact is, if the reports of over 1,000 passengers being impact are to be true, then one can expect that there is a great deal of money involved.

So where is the money? It is a simple question for the owners of this business, a question that neither of them appear to want to answer. Meanwhile all of these poor unsuspecting consumers and travel agents in some cases are left wondering.

While it is true that in days gone past the previous scheme arrangements may have bailed everyone out, in my view, that is simply not reasonable for the rest of the industry to have to deal with.

Something inappropriate has clearly happened in this case. For a business to be going along happily for all those years reporting profit and paying their bills to in a blink of an eye, right up to the last days, then collapse, it does not add up.

As AFTA has said in our official announcement, we are recommending to impacted customers to contact the local police and file a police report for the money. If these owners are allowed to get away with this, then that is not OK.

Over the past 2.5 years there has been no ATAS accredited agent go under. This has been an excellent record and we stand by the systems and processes we have in place. What we can't oversee or regulate is phoenix activity by owners which in this case appears to me to be without question.

Curiously when you take a look at the insolvency record of Australian businesses, travel businesses do not even rate or report on the ASIC insolvency statistics. In the 12 months to June 2016, 6,348 Australian businesses were reported to be insolvent. This is a staggering number, and fortunately for the travel industry our comparative stat for the same period for ATAS agents was zero. It is important to keep this in balance. In addition to this statistic, of the 6,348 businesses last year, 32 were "fraud" with the main purpose of collapse being "poor strategic management of business".

While nobody in the travel industry is happy about this collapse of Reed Holidays, most least AFTA, it is important to keep a perspective on just how amazingly well our industry does to stay in business compared to the national statistic. As a foot note, the Australian Federation of Travel Agents intends on pushing for the truth on what really happened to Reed Holidays and the principals involved.

Lounge agent rates

PLAZA Premium is offering Australia and New Zealand travel trade a saving of 30% off the walk-in-rate for both the Plaza Premium Lounge in Brisbane and the SkyTeam lounge in Sydney's International Airport.

Trade can also obtain 20% off at the networks overseas lounge network including LHR, YVR and Hong Kong.

CLICK HERE to book trade rates.

MEANWHILE Plaza Premium and SATS will jointly open a new lounge later this year at Singapore Changi's new T4.

flydubai \$39m loss

UAE-BASED carrier flydubai has posted an AED142.5m (US\$38.8 million) half-year loss for the 2017 financial year ending Jun.

Total revenue increased 9.9% to AED2.5 billion (US\$689 million) for the six-month period.

Passenger numbers spiked to 5.4 million, up 10.5% compared to the prior corresponding term.

CEO Ghaith Al Ghaith said travel demand remains strong and that the carrier's newly received Boeing 737 MAX 8 aircraft will "bring greater operational efficiency" to its fleet.



Kimberley, Asia and Galapagos.

Recognising the potential of the cruise market early, Silversea was one of the first luxury cruise brands to establish a dedicated office in Sydney back in 2008.

Since then, Silversea's Sydney team has expanded significantly with the sales team alone now accounting for seven employees.

CRUISE industry execs were all ears to hear what Silversea CEO Roberto Martinoli had to say on the Cruise360 panel.

From left are Steve Odell, Senior Vice President and MD Asia Pacific, Norwegian Cruise Line Holdings; Sarina Bratton, chairman Asia Pacific, Ponant; Adam Armstrong, MD Australia and NZ, Royal Caribbean Cruises; Robert Martinolo and Sture Myrmell, President P&O Australia.

SILVERSEA Cruises was represented by Roberto Martinoli, Chief Executive Officer and Barbara Muckermann, Chief Marketing Officer at CLIA Cruise360 Australasia, the world's biggest cruise conference which took place at the Hyatt Regency Hotel in Sydney last Fri.

Reinforcing Silversea's commitment to the local travel industry, both Roberto and Barbara met with key industry stakeholders during their visit in addition to taking part in panel discussions and specialist breakout sessions alongside other top execs from key cruise lines.

Australia has become Silversea's third largest market, in some destinations it is close to overtaking the UK as the second largest market after the USA.

Australia and New Zealand are both seen as very important strategic parts of Silversea's future plans and continued expansion into the luxury expedition market with one of the largest uptakes of guests travelling on Expedition cruises to Antarctica, the Arctic,

CHRISTINE Gardiner (left), BDM, Silversea Expeditions Australia and New Zealand with Julie Golding, Silversea BDM, NSW South and ACT man the Silversea booth at Cruise360.



ROBERTO Martinoli, Silversea CEO taking part in a panel discussion (along with RCI's Adam Armstrong), sharing with the audience his selected word to reflect the current state of the industry - "Experiences".



SILVERSEA used the Cruise360 Australasia platform to reveal details on its 'Stay Curious' partnership launch with world renowned photographer Steve McCurry, best known for his 1984 photograph 'Afghan Girl', which originally appeared in *National Geographic* magazine.



BARBARA Muckermann, Silversea Chief Marketing Officer speaking during a workshop session for agents: "Upselling - Selling Luxury and Expedition Cruises and Increasing Your Revenue", which was moderated by Larry Pimentel, Azamara Club Cruises President and CEO.



BCN security strikes

SECURITY workers at Barcelona's El Prat airport have called for another round of strikes starting on 08 Sep to demand more staff and better conditions. Staff will hold their industrial action for two one-hour periods every Fri from on 08 Sep. Workers have held a series of short stoppages since early Aug.

Wilpena boys choir

THE Australian Boys Choir will visit Wilpena Pound Resort's amphitheatre on 30 Sep as part of a community day at the resort. The choir will perform songs such as the Big Mountain Wilpena Pound, which celebrates the landscape of the Ikara-Flinders Ranges and Wilpena Pound. Besides watching the show, there will be pop-up market stalls, boomerang making exhibitions and storytelling. Rooms start from \$162pn.

Rottnest eco tick

ROTTNEST Express has been awarded Ecotourism Certification by Ecotourism Australia for each of its three Rottnest Island tours. The certification was awarded to Rottnest Express' Adventure Rottnest Tour, its Underwater Rottnest Tour and Discover Rottnest tour. It's designed to assure travellers that certified products use sustainable practices and provide quality nature-based experiences. Rottnest Island is located off Perth's coastline and is home to a large population of quokkas.

WN Cancun routes

SOUTHWEST Airlines will add additional capacity into Cancun in Mexico from 14 Apr. The seasonal flights will operate on Sat between Cancun and both Columbus, Ohio, and New Orleans, Louisiana. WN will use Boeing 737 aircraft on the two new routes. Southwest Airlines will also add daily services from Orlando to San Jose and Sacramento in California from 06 May.

Philippine comp last days



TRAVEL Daily and **travelBulletin** readers have until tomorrow to enter our Aug competition to win a trip to the Philippines (below). **Pictured** is a submission from Carolyn Farbrother from Carnival Australia who said: *My ideal Philippines holiday is all about*

relaxation and luxury. Think about snorkeling in the warm waters enjoying the islands natural beauty whilst still being able to enjoy the fresh food washed down with a thirst quenching cocktail and later enjoy a relaxing massage!! All this and fantastic shopping as well!

Money

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US0.792

YESTERDAY the Australian dollar was dancing to three-week highs, today not so much, with North Korea bursting the Aussie's bubble after it launched a missile over Japan.

The dollar was down 1.2% against the Japanese Yen this morning as a result.

There was also a 0.6% drop against the US dollar and Euro, while it lost 0.3% in gains in New Zealand's dollar.

It was not all bad news for the Australian dollar overnight as it began to recover against the South African rand after a drop on Fri night.

Wholesale rates this morning.

US	\$0.792
UK	£0.613
NZ	\$1.094
Euro	€0.662
Japan	¥86.19
Thailand	฿26.31
China	¥5.241
South Africa	R10.368
Canada	\$0.991
Crude oil	US\$47.84



This month Travel Daily together with Philippine Airlines, The Peninsula Manila and Henann Regency Resort and Spa Boracay are giving readers the chance to win an island getaway to the Philippines. The prize for two people includes:
Return economy class tickets from Sydney to Manila flying with Philippine Airlines
Two nights accommodation at The Peninsula Manila
Three nights accommodation at Henann Regency Resort and Spa Boracay



WIN A TRIP TO THE PHILIPPINES

TO WIN

Send us your most creative image, photo, collage, meme or photoshop creation which represents your ideal Philippines island destination experience flying Philippine Airlines **AND** tell us about that experience in 50 words or less.

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- Monday to Friday
- Service focused agency

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- Inspiring product
- Newly created role

Call Susan or [click here](#)

Team Leader - Corporate TMC

Sydney CBD

Salary to \$80K + super + great benefits

Lead, mentor, motivate & develop this team of 15 corporate travel consultants. This is a global management brand where the focus of the company is on the customers experience. A fantastic opportunity & brand that offers great benefits including Birthdays off, interstate xmas party, opportunity to support charity and more. Must have TL experience within a corporate travel environment.

- Monday to Friday
- Career Potential

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Part time Retail Consultant - TEMP

Inner West, Great hourly rate - 3 days for 2 mths

Great temp assignment starting mid Aug till mid Oct for 3 days per week. A boutique, affluent, retail agency in the Inner West. You will sell flights, cruises and packages worldwide. Galileo CRS.

Call Cristina or [click here](#)

Event Manager - Agency

Sydney, Salary to \$75K + super

Working with high end corporate clients this highly regarded B2B event company is growing and needs a strong Event Mgr or Snr Coordinator with EventsAIR and EventPRO. You will plan all aspects of meetings, conferences & events.

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