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# Travel Daily

First with the news

Friday 17th March 2017



## Heron Island sold

**CANADIAN** company Aldesta Hotel Group has expanded its portfolio to Australia through the acquisition of Heron Island Resort in the Great Barrier Reef from Delaware North.

The deal will see Delaware North retain full operational management of the resort, with all forward bookings and reservations honoured.

"We are excited to be continuing our involvement with Heron Island and to have the opportunity working with the Aldesta Hotel Group in continuing to enhance the services & guest experience on what is firmly acknowledged as one of the most beautiful coral cays on the Great Barrier Reef," executive director of Delaware North's Parks & Resorts Greg Magi said recently.

## WeHo insists ignore ban

**VISIT** West Hollywood ceo Tom Kiely is assuring Aussies the region remains the fun place it has always been, despite the political tension in US with President Donald Trump's travel ban.

"We don't want anyone to feel unwelcome with the travel bans and West Hollywood, LA and California still remains a great place to visit," Kiely told **TD**.

This week a Hawaii District Court Judge shot down the ban on visitors to the US from six Middle East and African countries, citing a violation of the constitution that prohibits discrimination against any religion.

Kiely told **TD** today he expects travel boards including those of West Hollywood, Visit California

and Brand USA will work more closely and cohesively than in the past to promote travel from Australia and other countries to Hollywood and the USA.

"We don't want Australians to think that because we don't like what we're seeing in the US, that we're now going to go elsewhere for our travels," he said.

Despite the travel bans, Kiely said the organisation is still seeing strong demand for Australians wanting to visit Hollywood and experience the celebrity lifestyle.

## Albatross St Pat's deal

**ALBATROSS** Tours is celebrating St Patrick's Day today, offering a \$300pp discount on its 14-day Ireland Connection itinerary for bookings deposited by 24 Mar - more from Albatross on **page 8**.

## Air NZ ADL on sale

**AIR** New Zealand is reminding the trade of its special fare on the Adelaide-Auckland route utilising Boeing *Dreamliner* aircraft.

Air NZ's 787-9 will be used on flights NZ191/NZ192 from 29 Oct until the end of Feb.

Fares are on sale until Mon - see the **cover page** for more info.

## Today's issue of TD

**Travel Daily** today has seven pages of news and photos, a front cover page for **Air New NZ** plus full pages from: (**click**)

- Albatross Tours
- Travel Trade Recruitment

## SYD wary of risks

**SYDNEY** Airport is evaluating "significant challenges" facing the development of a second airport in the city's west, but still aims to meet a government deadline of 08 May to decide whether it will take on the project.

In its annual report released today, SYD warns "the risks facing the development of a greenfield airport cannot be underestimated".

It highlights procurement and construction risks over the 10 years before the Western Sydney Airport would open, along with operational, financing, interest rate and political hazards.

The privatised operator has a first right of refusal over the project and is working to establish likely construction costs before making a decision.


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## Fiji Airways profit

**FIJI Airways** has achieved a record pre-tax profit of AU\$53.4 million (F\$84.5 million) during the full year 2016, a 9.1m increase in profit on the previous year.

The group carried 1.4 million passengers in 2016, compared to 1.3 million for the prior year.

This was during a period when yields were under pressure from the increased capacity of its competitors that had taken advantage of lower fuel prices, discounting of airfares by competitors and the disruptive effects of Tropical Cyclone Winston in Feb 2016.

Managing director and ceo Andre Viljoen said 2017 would be another busy year "as we've set bigger, even more ambitious goals for ourselves".

The airline will increase its focus on Singapore with a dedicated new sales team, fly directly between Nadi and Adelaide from Jun, extend San Francisco services to year-round and more.

## Google Trips revolution

**GOOGLE'S** vision for travel continues to expand, with yesterday's Destination Australia conference ([see p6](#)) including a presentation on the new Google Trips app by Jason Pellegrino, Google md Australia and NZ.

Pellegrino described the company's strong focus on "neural processing", which looks to harness the power of artificial intelligence to enhance Google products and services.

That foundation is feeding into Google's travel ecosystem which

includes flight and hotel searches, as well as Trips, which launched late last year and looks to make printed itineraries a thing of the past.

Google Trips is a smartphone app which automatically gathers details such as flight, accommodation, car hire and activity bookings from emails, and organises them sequentially to make a smart itinerary.

Once a trip has been collated the app then maps out further suggestions of what to see and do in each destination, highlighting nearby attractions and mapping out a full or half day of activity.

Suggestions on transport, shopping, currency and tax reimbursement are also featured.

Google Trips also integrates restaurant suggestions and of course it all works together with Google Maps to help travellers navigate their way around.

## AC adding YVR/BOS

**AIR Canada** will introduce new daily seasonal services from Vancouver to Boston between 23 Jun-04 Sep using Airbus A319s.

The non-stop flight will reduce current travel time by two hours, and will provide connections to Air Canada's daily flights to Sydney and Brisbane.

## JQ FlexiBiz Bundle

**JETSTAR** is offering a \$1 'Flexibundle' for small businesses, allowing same-day flight changes, cancellations, extra carry-on items and seat selection.

The bundle is available to Business Hub members and also allows changes to dates, times & names without fees ([TD 13 Sep](#)).

Travellers can cancel flights and obtain a credit voucher and will have meals included on select international flights.

The \$1 offer is available until 11:59 on Mon.

For details [CLICK HERE](#).

## New TSI chairman

**THE** managing director of Dublin-based Travel Centre Group Aidan Coghlan has been voted chairman of Travel Solutions International (TSI).

He replaces South Africa's Craig Stein who had served in the role since 2015 and will remain on the TSI board.



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Friday 17th March 2017

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**N T I A**

## Support grows for VA alliance with HNA

**OFFICIALS** from Perth Airport and North Queensland Airports have come out in support of the proposed alliance between Virgin Australia and HNA Group, Hong Kong Airlines and HK Express, currently under evaluation by the competition regulator.

The planned Australia-China air alliance will see Virgin add new routes to Hong Kong & mainland China, likely to Beijing.

A decision on whether to grant the carrier's interim authorisation of the alliance is imminent.

Perth Airport cco Steven Holden told the ACCC if approved, it may lead to new direct services from Hong Kong and China to the West Australian capital.

North Queensland Airports' ceo Norris Carter said the deal has the potential to open "more convenient & comfortable options for Chinese visitors to Australia to include Cairns and the Great Barrier Reef".

**MEANWHILE**, HNA is expanding its interest in foreign carriers, acquiring a South Korean Won \$160b stake in Kumho Holdings, the parent firm of Asiana Airlines.

## Caledonia incident

**SMALL-SHIP** specialist Noble Caledonia has launched an investigation into the grounding of its *MS Caledonian Sky* in Indonesia earlier this month.

The ship struck a reef off remote Kri Island, drawing media attention for the damage it caused to tropical corals.

After being refloated on the next high tide, the vessel was inspected by divers and local authorities were notified.

Noble Caledonia said it regretted the "most unfortunately damage done to the reef".

APT Travel Group (ATG) today welcomed the investigation and said although it had a close relationship with Noble Caledonia, the ship was not being operated by ATG at the time.

## RCI room service fee

**THE** room service menu on Royal Caribbean International has been upgraded with new items which carry a new "convenience fee" of US\$7.95 per order.

The fee, introduced "to manage the high demand" for the service, only applies to orders which include new menu additions.



## Window Seat

**JAPAN'S** near monopoly on bizarre hotel themes has been strengthened this week with the opening of a Tokyo property staffed by dinosaur robots.

The Henn na Hotel is the second of its type operated by HIS Co and is located near the Tokyo Disney Resort.

"Having robots in charge of the reception and placing robots everywhere, we aim to make it the most efficient hotel in the world," the chairman of HIS Co Hideo Sawada told *The Japan Times*.

The hotel's reception desk is staffed by multilingual dinosaur robots, while other robots take roles carrying luggage, cleaning windows and vacuuming.



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HOLIDAYS



Friday 17th March 2017

## Magellan celebrates growth



**MAGELLAN** Travel Group wrapped up its Corporate Forum in Sydney last night, with a number of new members taking part in the event.

Notable additions include Victorian-based Encore Journeys, which was established in 2013 by David Hummerston and Leon Burman when they returned to the travel industry after the sale of their previous business, etm group, to Corporate Travel Management (**TD** 03 Aug 2011).

Encore gm Kathy Gambell said the group was excited to be joining Magellan as the business was "coming into a strong growth phase..Encore Journeys prides itself on delivering hand crafted experiences that inspire and reward our clients, and we believe that forging this partnership with Magellan will help us continue to do this".

Other new members at the

Forum included Maxims Travel and CPE Travel, both of which will join in the coming months when current contracts conclude.

The Corporate Forum included presentations from a range of key Magellan supplier partners, with the aim of showcasing insights and opportunities for the members present to build their businesses.

"The key objective was to highlight the value of our preferred partners and the opportunities we will pursue in partnership with them," Magellan ceo Andrew Macfarlane told **TD**.

**Pictured** at yesterday's event are, from left: Scott Darlow, Magellan; Michelle Lafranchi and Emmily Strong, CPE Travel; Chris Goddard, Maxims Travel; David Hummerston, Encore Journeys; Andrew Macfalane, Magellan; and Kathy Gambell, Encore Journeys.

Thank you for your nomination!

**VOTE**



**Best Wholesaler – Australian Product**

Sunlover Holidays, Qantas Holidays & Viva! Holidays

**Best Wholesaler – International Product**

Qantas Holidays & Viva! Holidays

**Best Sales Executive – Industry Supplier**

Darren Evans – Qantas Holidays & Viva! Holidays (NSW/ACT),  
Kim Knight – Qantas Holidays & Viva! Holidays (QLD),  
Mick Boylan – Sunlover Holidays (VIC)

**CLICK TO VOTE**



## IATA forecasts Gulf airline profits to slide

**THE** profitability of airlines in the United Arab Emirates is expected to fall this year, said Alexandre de Juniac director-general of the International Air Transport Association (IATA).

IATA previously said Middle East airlines were likely to see profits fall to US\$300 million in 2017 from US\$900 million last year in part due to high capacity and limited demand growth.

Dubai-based Emirates recently reported its half-year profits fell by 75%, while Air Arabia and flydubai reported lower full-year profits in 2016.

## Air Kirabati, IE pact

**AIR** Kirabati and Solomon Airlines have inked an agreement to establish a service linking Tarawa in Kirabati with Honiara, Solomon Islands, and Brisbane.

Schedules will be revealed soon.

## Excite's new search

**EXCITE** Holidays website has been updated, to allow agents to search by hotel name, location or place of interest.

The new-look search bar also updates results in real time, so there is no need to hit the search button more than once.

Visit [www.exciteholidays.com](http://www.exciteholidays.com).

## Bike & Barge in Tulips

**EUROPEAN** active holiday specialists UTracks has released a new five-day deluxe Bike & Barge Tulip tour for 2017.

Guests will travel on a barge, visiting one of the world's largest flower gardens, Keukenhof Gardens, and Aalsmeer, the world's biggest flower auction.

A highlight is cycling through blooming bulb fields to reach the Zaanse Schans museum and exploring Haarlem.

Tours depart in Mar and Apr, and lead in at \$1,190 per person.

**CLICK HERE** for more info.

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Today's Technology Update is brought to you by Excite Holidays.

Fast. Sleek. Simple.



If you have logged onto the Excite Holidays website, or seen any of our email communication or advertising

this week, you would have seen these three words. We have been working tirelessly to launch a new search functionality that we believe delivers on this idea. These words aren't just fancy marketing copy, but a representation of the experience we strive to create for our agents. A successful search experience requires all three.

#### Fast

In our increasingly busy worlds, we have lower thresholds for patience than ever before. Search and digital has increased efficiency to the point where seconds, or even milliseconds count. Our challenge is to take a huge range of inventory and allow our agents to get to their ideal result as quickly as possible.

#### Sleek

We believe in substance and style. Functionality is important, but our experience adds up to more than just function. The search experience should also be easy on the eyes, and most importantly, logical to navigate.

#### Simple

Simplicity lies at the heart of all search. Take a large amount of information, and distill that into simple, relevant results that agents can easily make sense of. Reduce the number of steps it takes to get to a result, and ensure navigation is intuitive. These principles lie at the heart of the new search function, informing the design, filter options and backend architecture. This is just the start, as we continue to improve our platform for our agents.

**Damian Sutton, Chief technology officer, Excite Holidays**



# Travel Daily

First with the news

Friday 17th March 2017

## Bieber Fever hits Melbourne



**SIX** top Air Tickets agents and their guests were lucky enough to see Justin Bieber at his Melbourne concert on Wed night, hosted by Malaysia Airlines.

The team arrived in style aboard a stretch Hummer limousine and enjoyed a private catered function at the show.

The 'Beliebers' sang along to his popular tunes *What Do You Mean?* and *Cold Water* and even rocked JB t-shirts and caps as they got their Bieber fever on.

**Pictured** from left are Vlado Risteovski, Air Tickets David Hughes and Aida Osta, Travel Counsellors; Natalie Martin and Sarah Longhurst, Travelcall; Felicity Allan, Malaysia Airlines; Judy Quigley, Toorak Village Travel; Peter Scott, helloworld, Belgrave; Alison Yates, Echuca Travel; Holly Chapman and Nicole Grant, Destination HQ.

## Syd Seaplanes lounge

**SYDNEY** Seaplanes has opened its Empire Lounge at its base in harbourside Rose Bay.

The facility is Australia's first purpose-built Seaplane Terminal and is available for functions, with a restaurant, VIP space, flying boat museum and lounge.

## Unleashed in Japan

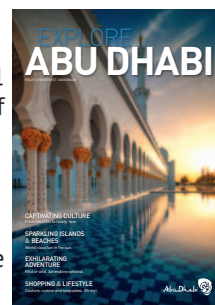
**UNLEASHED** Travel has added a nine-night Japan itinerary to its range of schoolies holidays, combining time in Tokyo with skiing on the slopes of Hakuba.

The company now offers seven overseas packages for school leavers and has embarked on its Mar 'click frenzy' month in which the bulk of its sales are made.

The Japan trip goes on sale Wed 22 Mar, priced from \$3,199pp.

## Win tickets to the Socceroos vs UAE

Abu Dhabi Tourism and Culture Authority has just released the inaugural edition of Explore Abu Dhabi, a 36 page magazine that covers



everything you need to know for planning a holiday to Abu Dhabi.

To celebrate, they're giving away three pairs of tickets to the World Cup qualifier between Australia and UAE on 28 March 2017.

To enter, simply take a look at the digital version of the **GUIDE HERE** and tell us, in 25 words or less, which of the 'Top 10 Things To Do in Abu Dhabi' you'd like to experience and why.

Send your answers to [abudhabi@traveldaily.com.au](mailto:abudhabi@traveldaily.com.au)



## GLC loyalty milestone

**ETIHAD'S** Global Loyalty Company (GLC) has surpassed 20 million members across its four airline frequent flyer programs.

The membership spans 150 countries and includes the Etihad Guest program, Jet Airways' JetPrivilege, Alitalia's MilleMiglia and the topbonus scheme offered by airberlin and NIKI.

GLC was launched in 2013 and also covers Air Serbia, Air Seychelles and Etihad Regional.

## LH, KC codesharing

**LUFTHANSA** and Kazakhstan carrier Air Astana have signed a codeshare deal on flights to and from Germany.

The partnership covers a total of 14 flights per week, including services between the city of Astana and Frankfurt operated by Air Astana, as well as flights from Frankfurt to Almaty operated by Lufthansa.

## THANK YOU FOR NOMINATING US IN THE 2017 AFTA AWARDS

We are delighted to receive nominations for:

**Category 18:** Best Domestic Airline

**Category 19:** Best Airline International - Online

**Category 32:** Best Sales Executive - Industry Supplier  
Kirstie Egan

Thank you for your ongoing support and good luck to fellow nominees.

**VOTE NOW** ➔





Friday 17th March 2017

## CATO consults tourism offices



**THE** Council of Australian Tour Operators' chairman Dennis Bunnik & general manager Peter Bailey held the first tourism office focus group recently.

The meeting was designed to obtain input for CATO's strategy so the Council can identify ways to provide more value to this membership category.

**Pictured** from left are Anne Lee, GTI Tourism; Marc Humphries, ATOU France; Danielle Tuffield, Gate 7; Peter Baily, general manager CATO; Sonia Starr, Catalonia Tourism; Dennis Bunnik, chairman CATO; Mark Wettstein, Switzerland Tourism; Julie King, Dubai Tourism with Jennifer Gaskin and Juliette Herault from Abu Dhabi Tourism.

Present but not pictured was Donna Campbell from Destination Canada/Canadian Tourism Comm.

## Wu Biz class for \$99

**WENDY** Wu Tours is offering the comfort of Business Class for \$99 pp on one of 14 select China Tours with 140 departure dates.

Travel one-way from Sydney, Melbourne, Brisbane, Adelaide and Perth and upgrade to Business class both ways for \$599 per person.

The offer is available from now until 13 Apr and travel must be between 01 Apr-30 Nov.

**CLICK HERE** for more info.

## ABTA hacked

**THE** UK's largest travel group The Association of British Travel Agents (ABTA) was hacked on 27 Feb, with data stolen on personal identity information of customers of ABTA members and on tour operators and holiday makers.

It's estimated over 43,000 people were affected and 1,000 files were breached.

ABTA has since alerted the data watchdog, information commissioner and the police and is contacting customers.

## New lounges for LHR

**PLANS** have been unveiled by Plaza Premium Group to open two new landside lounges in London Heathrow Airport.

The arrivals lounge in Terminal 4 is scheduled to open late this month and features a lounge and bar area, multi-function room designed for pre-flight meetings, 25 shower rooms and a total capacity of 75 people.

It will offer a new healthy dining concept, Flight Club, which is "herb and seeds inspired".

The Lounge in Terminal 3 will open later this year and details are yet to be released.

Plaza Premium Group already operates airside in Terminals 2 and 4 and landside in Terminal 2.

Independent travellers can pay on entry with no prior booking.

## Destination Australia 2017



**HUNDREDS** of Australia's tourism leaders packed Sydney's Doltone House Hyde Park venue yesterday for the Tourism Australia *Destination Australia 2017* conference.

The event included a "Succeeding in Asia" panel discussion, where several of TA's international representatives gave intriguing insights into their respective markets.

Key factors mentioned include the massive growth of technology and connectivity across Asia, with consumers increasingly reliant on smart devices for almost everything including monetary transactions.

China is rapidly becoming an almost cashless society, with payment systems incorporated into social media platforms used for almost every purchase.

This trend is also clearly a focus

for Facebook, with the company's acting regional md Paul McCrory earlier showcasing the latest iteration of Instagram where advertisers will be able to link directly to inspirational content so users can make bookings directly from within the app.

The Succeeding in Asia panel was convened by Tourism Australia executive general manager international, Phillipa Harrison, who's **pictured** above with, from left: Andy Jiang, Tourism Australia country manager China; Nishant Kashikar, country manager India; Scott Walker, country manager South Korea; & LC Tan, regional business events director North Asia.

Other pics below were also taken at the conference; more at [facebook.com/traveldaily](https://facebook.com/traveldaily).

**RIGHT:** Tourism Australia md John O'Sullivan was all smiles, and is pictured with the one & only (get it?) Anna Guillan from Kerzner.



**LEFT:** Paul and Alexandra Brown, Kangaroo Island Wilderness Tours, with Miranda Lang, Fleurieu Peninsula Tourism and Biddie Shearing, Limestone Coast Tourism.



Friday 17th March 2017

## Dudley gets Trumped



**ECRUISE** founder Brett Dudley met with a number of 'The Donald's' hotel executives who were in Sydney recently drumming up business for the accommodation empire.

There are currently 13 Trump hotels across the USA, Canada, Central America and the UK & Ireland with Dudley saying that ecrusing contracts all of the properties globally.

"The hotels themselves are first class and our customers are ensured a great experience when

staying at them", adding that "the Trump team are incredibly easy to work with too."

Dudley is pictured centre with Aleksandr Sigalus of Trump Soho New York and Wendi Yip of Trump Central Park.

### Aqua Exp incentive

**THE** first agent to book one of Aqua Expeditions' seven-night Jean-Michel Cousteau charters on *Aqua Mekong* or *Aria Amazon* for 2017/2018 will win a trip to Fiji.

The prize includes a week-long stay at the five-star Jean-Michel Cousteau Resort.

Cousteau charters operate in Sep this year and Feb, Sep and Oct 2018 - **CLICK HERE** for info.

### Ying'an AOC axed

**THE** Civil Aviation Administration of China (CAAC) has revoked the Air Operator's Certificate (AOC) for Ying'an Airlines because, CAAC said, the airline was no longer able to conduct safe operations.

Ying'an is the smallest carrier in China and operated only one MA60 aircraft.

### LTN touchscreen tech

**LUTON** Airport in London recently began operating the first touchless T-Series bag drop in the United Kingdom, in partnership with Rockwell Collins.

The bag drop automatically detects that the tag is attached, the weight is correct and then dispatches the bag without the pax needing to touch any button or screen.

The new kiosks also are fitted with audio prompts for visually impaired pax & future plans could make extra payments from kiosks.

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## Travel Specials

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

**Helen Wong's Tours** has extended its \$1,000 per couple saving on its new "Fascinating India by Train" program for 2017 and 2018. The savings apply to bookings and deposits made before 01 April and for select departures.

Located in the Yarra Valley, **Balgownie Estate and Vineyard Resort and Spa** has released an over-night package starting at \$365.00 for Autumn.

**Collette** is offering savings of \$500 per person on selected European summer tours to France and Italy. If travellers want to escape the Australian winter, they have until 30 Apr to book.

Fly to Bali with **Jetstar** and the kids fly free. Prices start at \$599 and are for select departure dates between: 25 Jul-21 Aug and 02 Oct-11 Dec.

### Tallink on Hahn Air

**E-TICKETING** platform Hahn Air Systems has added a second ferry partner, Estonia's Tallink, to its 5W-Rail&Shuttle product.

Tallink operates "mini-cruises" and passenger transport services in the Northern Baltic region to ports including Stockholm & Riga.

### KAIR A320ceo order

**SOUTH** Korean start-up carrier KAIR Airlines has ordered a fleet of eight Airbus A320ceos ahead of its launch next year.

KAIR will be based in Cheongju in central South Korea and will operate to destinations including China, Taiwan and Japan.

## Win flights to Europe with the Lufthansa Group



**experts**

This month **Travel Daily** and Lufthansa Group are offering readers the chance to experience their award-winning long haul product on a trip to any European destination served by the Lufthansa Group. The Lufthansa Group prize includes two return economy class flights with Lufthansa Group and their airline partners ex-Australia to **any European destination of your choice**.

The Lufthansa Group - composed of Austrian, Lufthansa and Swiss International Air Lines - offers Australian travelers the world's most comprehensive European network and more than 300 global destinations accessed through their four regional hubs. The theme of this competition is Mixed Class - learn more about the product **HERE**.

Open to all Australian Travel Agents, the lucky winner will have the most correct answers as well as the most creative entry to the final question. Send your answers to [lufthansa@traveldaily.com.au](mailto:lufthansa@traveldaily.com.au)

Terms & conditions

Q13. Can you combine an Austrian, Lufthansa and SWISS Business Class fare?

**Lufthansa Group**

**Austrian**



**Lufthansa**

**SWISS**

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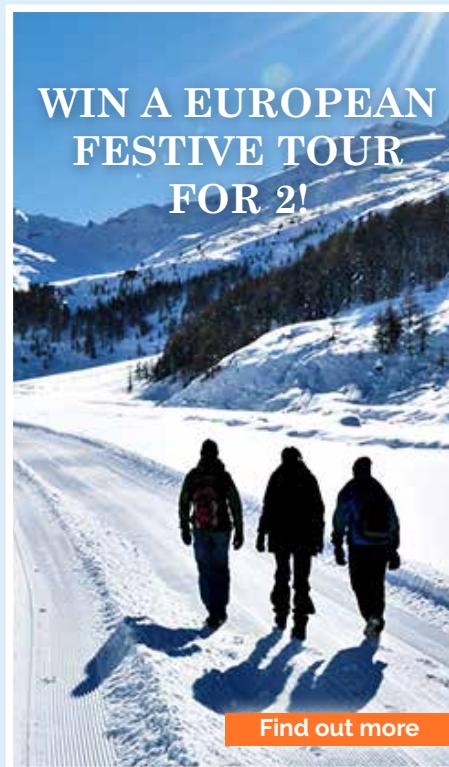
## ST PADDY'S DAY SPECIAL OFFER!



Albatross Tours are offering a special St Patrick's Day discount on their 14 day, 'The Ireland Connection' tour. Agents can save their clients \$300 per person on the tour when booked and deposited before 24 March 2017. Exploring Ireland in-depth, this unique itinerary features the fascinating story of the mass emigration and deportation of the Irish to Australia. From the Temple Bar in Dublin, Killarney and the Wild Atlantic Way, to the Aran Islands, ancient Megalithic tombs and the Titanic Experience in Belfast.

## CHRISTMAS MARKET TOURING WITH ALBATROSS

Albatross tours have released 3 unique Pre-Christmas tours timed to capture the European Christmas magic in the festive weeks leading up to Christmas. Featuring fabulous Christmas markets, exciting activities and thrilling mountain activities, these tours are ideal for your clients wanting to be home in time for Christmas. Find out more on the website





[www.afta.com.au/events/ntia/nominations-and-voting](http://www.afta.com.au/events/ntia/nominations-and-voting)

**VOTE FOR TRAVEL  
TRADE RECRUITMENT**



## Assistant Team Manager

**Brisbane, \$50-53k + Commission, Ref: 2387522**

A successful agency with a great MD, looking for an Assistant TL to join a supportive and experienced team of travel consultants. You will be working closely with the Team Leader to implement changes, encouraging and motivating the team, providing constructive feedback and driving sales. This is a hands on role where you will be the primary contact in assisting any new novices that might be joining. No late night trading and only a 9am – 12pm rotational Saturday and a day off in lieu.

For more information please call Serena on  
(07) 3123 6107 or click [APPLY](#) now.

## Travel Agency Manager

**Narellan area, Up to \$70k + Super, Ref: 2760PE1**

My client, a well-known travel company who book worldwide hotels, flights & tours are looking for an experienced manager to join them. You'll be responsible for the profitability, leadership & motivational management of your team. You'll drive sales targets through support and influence of each team member offering coaching & training support & setting sales targets. The role would ideally suit a mature Travel Manager with exceptional people management skills and is highly customer focussed.

For more information please call Paul on  
(02) 9119 8744 or click [APPLY](#) now.

## Luxury Africa Travel Consultant

**Melbourne, \$55-60k, Ref: 2764KF1**

Africa destination specialists say hello to your new dream wholesale travel role! If Africa is your passion and you have travelled the region extensively, why not specialise in what you love to do! This is a fantastic opportunity for an experienced tailor made travel consultant to join the expanding team in this leading, luxury tour operator based in Melbourne. You will be creating bespoke, end to end tailor made holidays and luxury travel to Africa in this full time travel role!

For more information please call Katie on  
(03) 9988 0616 or click [APPLY](#) now.

## Online Travel - Customer Care and Fares

**Melbourne, Package to \$55k, Ref: 2742HC1**

If you have a sound understanding of airfares, complex itinerary changes and ticketing and would like more of a work/life balance then this could be the role for you. My client is a leading online travel agent and they are seeking a customer service advisor to join their team. Your ability to problem solve and assist customers with their queries around fare changes and refund processing will propel you in your career. The position is located in Melbourne and an attractive salary is on offer.

For more information please call Hannah on  
(03) 9988 0616 or click [APPLY](#) now.

## Virtuoso Travel Consultant

**Gold Coast, \$40-45k + Bonus Structure, Ref: 2413CN2**

If you want to be part of this virtuoso agency and deal with very high-end clientele, repeat business and an excellent bonus structure on offer, then look no further. You will be working towards targets and earning a lucrative bonus in return within a sales and service focused environment. You will ideally be experienced within the travel industry, have GDS skills and have a passion in dealing with high-end clientele. Long term career progression & a great salary are perks to this role.

For more information please call Chandini on  
(07) 3123 6107 or click [APPLY](#) now.

## Retail Travel Consultant

**Eastern Suburbs, \$45k + Super, Ref: 2737SO1**

This lovely boutique travel agency in the Eastern suburbs is looking for a well rounded travel consultant to join their busy store. You will be booking worldwide trips with a wide demographic of clients using a GDS and you will have strong knowledge of many destinations across Europe, Asia and America. It is important that you are used exceeding client expectations by going that extra mile. You will be thoroughly rewarded with a generous commission for exceeding your cost of seat.

For more information please call Sasha on  
(02) 9119 8744 or click [APPLY](#) now.

## Travel Consultant

**Melbourne, \$57k + Super, Ref: 2743HC1**

This agency based in Melbourne is known for its excellent customer service & their holidays to stunning destinations. They have an outstanding reputation and believe in delivering the highest standards to their customers. No day will ever be the same in this travel consultant role, from booking complex airfares, organising transfers to selecting the perfect accommodation for your clients. The role will be heavily customer service focused offering your expertise on worldwide destinations.

For more information please call Hannah on  
(03) 9988 0616 or click [APPLY](#) now.

## Corporate Travel Consultant

**Perth, Competitive Salary, Ref: 1185SJ1**

To tie in with ongoing success across the Perth corporate travel industry we are on the look out for a Corporate Travel Consultant to join a leading travel management company in their luxurious offices in Perth CBD. Dealing with SME corporate accounts, using your travel industry experience and excellent customer service skills this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work and reap the rewards with this sought after TMC.

For more information please call Sarah on  
(08) 6365 4313 or click [APPLY](#) now.



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