Travel Daily

First with the news

Thursday 5th April 2018



Carnival appoints

CARNIVAL Corporation today named Anthony Kaufman as executive vice president of professional services and chief financial officer for Carnival Australia, Princess Cruises, Holland America Line and Seabourn

The appointment follows last year's Carnival reshuffle (*CW* 20 Dec) which saw Deanna Austin promoted to chief commercial officer for Princess Cruises and Stuart Allison named as senior vp Asia-Pacific Planning and Operations for Princess.

Allison remains in Sydney with revenue and operations oversight of the Australia and NZ business but is also now responsible for Carnival plc's business in China, Japan, Taiwan, Hong Kong, Korea and Singapore.

More cruise news in today's issue of *Cruise Weekly*, and more appointments on page 6.

Today's issue of TD

Travel Daily today has seven pages of news and photos plus full pages from:

- AA Appointments jobs
- Bunnik Tours

Air NZ splits with Virgin

THE pending dissolution of the trans-Tasman alliance between Air NZ and Virgin Australia (*TD* breaking news) reflects the changing dynamics of the market, according to Air NZ chief revenue officer Cam Wallace.

Speaking to **TD** yesterday, Wallace said NZ had continued to evolve its strategy, including boosting capacity to North and South America with a strong focus on Australian passengers.

He said the trigger point for the split was the upcoming process required to reauthorise the alliance, which expires in Oct.

In particular the withdrawal of Emirates services between Australia and Auckland made approval less likely, given that NZ and VA have a combined capacity share of 53% on the Tasman.

Wallace highlighted that his team had a "tremendous relationship" with their Virgin Australia counterparts, hailing the strong personal connections between the businesses.

However the parties will not apply to renew the alliance.

"The time is now right for

each airline to focus on its own objectives," he said.

"Australia is the largest source of inbound visitors to New Zealand and Air NZ has built up a significant presence in this market...this move will enable us to deliver a more consistent customer experience by using our own fleet and delivering an improved schedule, which we'll provide more details about shortly," Wallace added.

VA ceo John Borghetti said the change provided opportunities for the company on the Tasman, including operating both the Virgin Australia and Tigerair Australia brands in the market.

Current alliance arrangements remain in place until 27 Oct.

Bunnik Middle East

BUNNIK Tours has launched its new Middle East program, including a \$250 earlybird offer to help agents capitalise on a resurgence in interest from consumers about returning to iconic destinations such as Egypt and Jordan.

More details on the last page.











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Tourism WA board

INDIGENOUS business leader Kia Dowell has been appointed as a new commissioner on the board of Tourism Western Australia.

She arrives with a strong level of strategy experience including serving a senior role at Indigenous Business Australia.

Dowell replaces Elizabeth Gaines, who resigned from the Tourism WA board following her appointment as ceo of Fortescue Metals Group.



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Turner on ACCC 'waste'

FLIGHT Centre managing director Graham Turner has described the price fixing action pursued by the competition watchdog as a "waste of everyone's time and money" after saying it has made little difference to the way Flight Centre conducts negotiations with airlines.

In comments made before the Federal Court handed down a \$12.5m fine (TD yesterday), Turner said the retailer had not backed away from requesting the best fares from carriers.

Asked if FC was now having a different conversation with airlines since the original ruling, Turner said: "No, I don't think so. You might have to ask the airlines but it's the same thing.

"If an airline either won't give us access to their fares or won't pay for their distribution, we'll take whatever action we need to."

The Federal Court yesterday handed Flight Centre the heavy fine after a long-running case bought by the Australian Competition and Consumer Commission (ACCC).

It accused the retailer of attempting to fix prices by influencing Singapore Airlines, **Emirates and Malaysia Airlines** not to undercut its fares when selling direct to consumers.

Turner told TD's sister publication travelBulletin in an interview last month that he could not recall what "technicality they got us on in the end" but suggested it came down to language used in negotiations.

He said FC may have told airlines on a handful of occasions that it would not be undercut.

"The other 990 times we said we want access to the same fares you have on your website, or which other people have.

"That has been our story forever and [this ruling] hasn't changed that. We're not going to support someone who won't give us their best fares and we have always said that.

"What we won't say now is that 'we won't allow you to undercut us'. It's a subtle difference but practically it doesn't make any difference.

"This has been a total waste of time and money over 10 years."

Flight Centre is considering an appeal against the fine.

QF Assure in court

QANTAS is facing court action from a business created by Therese Rein, the wife of former Prime Minister Keven Rudd, over its use of the name Assure.

The Qantas Assure insurance brand launched in 2016 is the target of action by rehabilitation and employment services company Ingeus, which has used the Assure name to market its own services since 2002.

The Sydney Morning Herald reports Ingeus has lodged action in the Federal Court of NSW to stop QF using the name and is seeking compensation.

Paramount opens

THE Paramount House Hotel in Sydney's Surry Hills officially opened its doors yesterday following a four-year restoration phase of the former Paramount Picture Studios.

The 29-room property features Japanese-style timber baths, two spacious Mack Daddy suites, and lofts with beds that hover above lounges via a mezzanine level.

A Club and Kiosk are set to open later this month.

CLICK HERE for more details.

Kings' Games tours

AAT Kings has launched a range of new day tours in the Gold Coast to coincide with the commencement of the The 2018 Commonwealth Games.

Trips to Australia Zoo, Brisbane's CBD, and the Lamington National Park are all on offer across three separate itinerates.

Tours depart from the Gold Coast with hotel pick-up included - more info call 1300 228 546.

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The role will look after the Viking Cruises air reservations process and assist our Agents and Guests with booking their air requirements.

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Court awards \$1.6m in US bedbug case

A US family has been awarded US\$1.6 million compensation over a bedbug infestation, the largest such case recorded.

The family, including a threeyear-old, had suffered extensive bites in a property operated by Amusement Six Apartments in Inglewood, California.

It follows a US\$546,000 verdict against a Hilton Garden Inn property handed down in Oct.

HK going green

VISITORS to Hong Kong will be able to experience a different side to the island with the launch of five new 'green' tours.

The experiences include a walking tour, a hiking trip and a boat expedition, with additional tours landing later in the year.

Each will be available to book until the end of Jun, for more information **CLICK HERE.**

QF learning hub benefits

QANTAS has launched a range of benefits for travel consultants who complete training on its 'Learning Hub' website, including access to industry fares, discounts on the Qantas Shop and more.

Monthly prizes are also on offer, with various benefits based on the amount of training completed.

Agents are classed as a 'Cadet' when they have completed 0-20% of the site's "learning bites," progressing to '2nd Officer' (20%-50%), '1st Officer' (50%-75%), 'Captain' (75%-95%) and 'Chief Pilot' (95%+).

All statuses have access to discounted fares for the agent and one companion on selected routes, while 2nd Officer+ status gains a 15% discount on the Qantas shop excluding valet parking, flight simulations and baggage tags.

Progressing to 1st Officer gains access to exclusive experiences such as free tickets to sports

games, concerts and more offered quarterly on a first-in first-served basis.

Captain members are offered a 50% discount on an annual Qantas Club membership, while Chief Pilots are automatically entered into a monthly draw for a prize valued at up to \$1,000.

There's also an annual exclusive dinner for top selling Chief Pilots who have maintained their status for six months.

Agents are able to track their progress by logging in at learninghub.qantas.com.

MH res via Facebook

GUESTS travelling on Malaysia Airlines can now purchase their tickets via Facebook Messenger.

The new method is in response to research stating more than half of Malaysians prefer to use their smart phones to make bookings.



Window Seat

AIR New Zealand is so excited about its recent launch of direct flights from Auckland to Chicago that the carrier is already spreading the Chicago spirit.

This cool pizza tin (pictured) was delivered to the *Travel Daily* office today and is designed to cook up the The Windy City's famous deep-dish style pie, renowned for its thick topping density and extra doughy covering. Yummers!





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on location on the Danube River

Today's issue of *TD* is coming to you from Budapest, Hungary, courtesy of Uniworld Boutique River Cruise Collection.

GUESTS on the maiden sailing of Uniworld's freshly revamped *Super Ship Beatrice* were excited to board the ship yesterday, meeting with the captain, the hotel manager and crew.

During the evening, SS Beatrice took guests on a voyage to showcase the bright lights of the "Paris of the East", otherwise known as Budapest.

Today, passengers will spend another day in Budapest and have a choice of activities to fill in their time, including a city tour, a "Do as the locals do" walking tour, and a bicycle tour.

CLICK for pics of **TD**'s suite - our home for the next few days.

Euro flight delays

AIR Services across Europe are returning to normal after an air traffic control system failure delayed thousands of flights across the continent yesterday.

Up to half of all European flights were impacted - estimated to involve more than 15,000 departures - when the Eurocontrol air traffic service suffered a technical issue with its Flow Management System.

Several airports were limited to as few as 10 flights per hour, though others such as Heathrow were largely unaffected.

Swiss-Bel Kris link

SWISS-BELHOTEL International has joined the Singapore Airlines KrisFlyer program, offering points to members who stay at its properties worldwide.

Guests will earn one mile for every US dollar spent and can take up special offers.



TIME on board *Diamond*



THE Travel Industry Mentor Experience (TIME) gathered its network aboard Princess Cruises' *Diamond Princess* in Sydney earlier this week, taking the opportunity to enjoy lunch and a series of presentations.

The group included TIME alumni, mentors, sponsors and other guests and had a chance to hear presentations from Princess

senior vp of Asia Pacific Stuart Allison, TIME founder and chair Penny Spencer and GlobeNet Travel owner Dan Russell.

The group also had a chance to inspect the ship before it set sail on its next cruise to Yokohama.

Allison is **pictured** with Spencer, Phil Hoffmann Travel managing director Phil Hoffmann and Russell on board the ship.





Crystal Getaways

CRYSTAL River Cruises has announced more than two dozen new "Crystal Getaways" aboard its three ships, sailing between May and Nov this year.

They include seven-day sailings on *Crystal Bach* along the Rhine between Amsterdam, Mainz, Frankfurt and Basel, as well as seven- and nine-day itineraries by *Crystal Mahler* on the Rhine and Danube between Budapest, Regensburg and Amsterdam.

Crystal Ravel will offer six- and eight-day sailings between Nuremburg and Basel, and Vienna and Nuremberg.

Eurostar Amsterdam

THE Eurostar high-speed train has commenced its new services between London and Amsterdam, via the Channel Tunnel.

The service, from London St Pancras, takes 3hrs 40 mins.

VIA fleet upgrade

CANADIAN train network VIA will be upgrading 17 of its railcars by 2020 in order to bring them in line with a new generation of accessible carriages.

The revamped trains will be equipped with wheelchair lifts, accessible spaces with anchoring, announcement display screens and an accessible washroom.

An improvement of the heating system and electricals will also feature in the upgrade.

Maldives benefits

THREE properties in the Maldives have come together in a luxurious new VIP program.

Travellers to Huvafen Fushi, Amilla Fushi and Finolhu can now access Maldives Afficionado, a membership that provides an exclusive concierge service that unlocks tailor-made activities, specials & free treatments.

Diving into Mauritius

agents had a chance to explore Mauritius recently on a famil hosted by Journeys Africa, giving them a chance to sample some of the country's resorts first hand.

The group included a trio from TravelManagers, whose personal travel managers Vikki Southern, Lauren Compton and Nicole Ginger (pictured) were able to experience Mauritian highlights over six nights.

"I can happily recommend this destination to families, couples, travellers of all ages and sporting enthusiasts," said Ginger.

"It offers white sandy beaches, an exquisitely blue calm ocean and tropical sunshine on almost every day, plus an outstanding array of water sports," she said.

The famil included some of the most popular sites on the island, from Grand Baie in the north to Baie du Cap in the south.

Southern said Mauritius had a lot more to offer than simple "flop and drop" holidays, and that it had a cultural diversity resulting from its colourful - and sometimes difficult - past.



Pax numbers climb

THE total number of revenue passenger movements at Australian airports rose by 2.1% in Jan, compared with Jan 2017, the latest statistics from the Bureau of Infrastructure, Transport and Regional Economics (BITRE) show.

During the period, revenue passenger movements to Hamilton Island took a dramatic slide, down 30.1% on the same period last year, while the Sunshine Coast saw the biggest growth, at 16%.

Sydney's figures grew by 1.8% while Melbourne was up 2%.



MSC CRUISES CRUISE CONSULTANT

Due to further expansion MSC Cruises Australia is looking for a Cruise Consultant, located at King St Wharf, Sydney.

The successful candidate must have a minimum four years experience in the retail or wholesale travel sector, exceptional cruise and sales knowledge, strong airfare and ticketing skills with GDS and system knowledge, excellent attention to detail and a good work ethic.

The successful candidate will work in our reservation team and liaise closely with our marketing, sales and product departments.

For further information and to submit your resume hr@msccruises.com.au





VIRGIN AUSTRA GIGANTIC GIVEAWAY





AC fare restructure

AIR Canada has introduced an expanded Economy fare structure designed to create improved customer flexibility.

The new addition to the Economy suite of fares is the 'Comfort' category, which offers access to preferred seats when available, comp alcoholic beverage, comp checked bag, early boarding, and 115% Aeroplan Miles accrual.

"Each fare type offers customers specific attributes as well as options to purchase additional benefits and amenities," said executive vp & cco at Air Canada.

The Comfort option joins Economy ticket types including Basic, Standard, Flex and Latitude.

Radisson Asia plan

RADISSON Hotel Group has announced an ambitious expansion strategy in Asia, flagging the goal of having 200 hotels in operation and under development by 2022.

The announcement follows recent Asian activity by the group including the signing of Radisson Blu Resort Visakhapatnam, Radisson Panipat City Centre and Country Inn & Suites by Radisson Agra in Q1 this year.

"With the rebranding of our company and many other initiatives in the pipeline, we are positioning Radisson Hotel Group for a bright future," said Katerina Giannouka, president, Asia Pacific, Radisson Hotel Group.

Aviation Industry Analyst, South West Pacific

Job Description: Reporting to the Area Manager, South West Pacific, the incumbent will be responsible for supporting all of IATA's activities and monitoring and reporting on aeropolitical, economic and commercial developments, taking or recommending actions that are consistent with IATA's policies and objectives, and implementing IATA's Campaigns.

Responsibilities:

- Support the Area Manager, South West Pacific and other team members in researching and preparing documentation, papers and presentations, for campaigns, sales activities and industry meetings, as needed;
- Support the Area Manager in advocating industry positions to national governments and regulatory authorities;
- Monitor the markets, selected customer profiles, competition trends and
- Maintain a database of air transport regulatory and policy initiatives and of contacts among government representatives, airline representatives and all other relevant agencies;
- Ensure all team members are informed of priorities, distributing information as appropriate;
- Track and report on IATA's progress in addressing airline needs and priorities; and
- Manage any administrative / compliance matters in the office and fulfill any central reporting functions.

Qualifications and Skills:

- University degree in business administration, economics or another relevant discipline;
- 5 to 8 years of professional experience with at least 3 years in research and development or sales;
- Aviation industry background would be an asset;
- Outstanding interpersonal and communication skills, coupled with the ability to work in complex cross-cultural environments;
- Excellent PC skills, particularity with MS Office programs (Word, Excel, Power Point, Outlook) and MS Project, as well as familiarity with databases and a CRM tool such as Salesforce.com; and
- Fluency in English.

Interested applicants, please apply directly to job ID 8767 on the IATA Careers page at http://www.iata.org/hc/pages/recruitment.aspx.





Industry Appointments

WELCOME to Industry Appointments, Travel Daily's Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Travel Partners has appointed Sharon Orchin as the company's new Business Development Partner NSW, ACT. She brings with her a wealth of experience in the corporate travel, GDS, Airline, & technology space.

A new Business Development Manager for South East Asia has been brought on board at Traveltek Group, with experienced travel technology professional **Adam Tan** joining from Sabre Travel Network.

Booking software platform **Rezdy** has announced the appointment of Chris Atkin as the company's new Chief Executive Officer. Atkin previously served as Rezdy's chief operating officer position and assumes the role from founder Simon Lenoir.

Tim Mayoh has been appointed Development Manager by Choice Hotels Asia-Pac as the group looks to capitalise on hotel growth in the region. He joins from Leading Quality Assurance.

Technology provider **Sabre** has appointed **Roshan Mendis** as the Chief Commercial Officer of its Travel Network business. He will be charged with leading global sales operations.

A new General Manager will take the helm at the luxury sky hotel Niccolo Changsha, with parent company Wharf Hotels recently appointing industry veteran Jorgen Christensen to the position. The Niccolo Changsha is slated to open at the end of 2018.

Former Scoopon executive **Gordon Bayne** has taken on a new role at TRAVLR.com, the platform behind the Bali Bible and Fiji Bula Bible. Bayne is the company's Global Commercial Director.

Indigenous business leader Kia Dowell has been appointed as a new Commissioner on the board of **Tourism Western Australia**. She replaces Elizabeth Gaines who recently resigned from the Tourism WA board.

Carnival Corporation has announced a raft of senior exec changes with Stuart Allison promoted to Senior VP, Asia-Pacific Planning and Operations for the Princess Cruises brand, Deanna Austin now taking on the Chief Commercial Officer role for Princess Cruises, while **Tony** Kaufman has been appointed Executive VP, Professional Services and CFO for Princess, Holland America Line, Seabourn & Carnival Australia.

Youth travel brand **Contiki** is searching for a new Global Chief Executive Officer after Casper Urhammer recently stepped down from the role to spend more time with his family.

Sydney Airport has appointed Abi Cleland to its board as a Non-Executive Director. She brings more than 20 years of experience with her including seniors roles in the retail and agriculture sectors.

Tamarind bonus

TAMARIND Village in Chiang Mai, Thailand is offering a bonus night for any bookings received up until 30 Apr.

The deal applies to stays between 07 Apr and 30 Jun and includes daily breakfast.

For enquiries email HERE.

Europcar revamp

CAR hire giant Europear has restructured its Business Unit Low Cost division, with the InterRent and Goldcar brands now rolled in under its umbrella.

Former ceo of Goldcar Juan-Carlos Azcona has been appointed to head up the unit.

100th Marriott

MARRIOTT International has notched up its 100th hotel in India by opening the Sheraton Grand Bengaluru Whitefield Hotel & Convention Center in the technology hub of Bengaluru.

The company will keep the Indian expansion going with another 50 projects in the pipe.

9W orders 75 MAX

INDIAN carrier Jet Airways has placed an order for 75 additional 737 MAX aircraft to help secure future growth ambitions.

The latest uptake follows a previous order of 75 MAX planes back in 2015.



Helloworld heads outdoors



IT WAS all about getting in touch with the land and the locals when Helloworld Travel Pakenham set up shop at the 2018 Pakenham District Agricultral and Horticulture Show earlier this month.

Now in its 107th year, the local show draws thousands of attendees each year, with the team at Helloworld Travel Pakenham right in the middle of the action handing out brochures, offering travel deals and giving away prizes.

Manager of the branch Sandra Boavida is pictured manning the stall, while much-loved company mascot Hellooroo is shown mingling with show-goers (inset).

Samoa Airways deal

SAMOA Airways is offering return flights from Sydney to Apia from \$738 in Economy class.

One-way fares in Business class are on sale from \$997, with the sale ending 21 Apr.



Workout with W

GUESTS staying at W Hotels Worldwide can now take fitness while travelling to a whole new level with the launch of FUEL Weekends by W Hotels.

The three-day hotel stays include high intensity training with leading fitness experts, adventure activities as well as opportunities to mingle with other FUEL guests at private pool parties and cocktail events.

W Punta de Mita will be the first to offer FUEL on 25-28 May.



Royal Brunei Airlines' network

Royal Brunei Airlines is celebrating four years of flying from Melbourne to London with the 787 Dreamliner.

Show us in a photograph or meme how you would best celebrate with Royal Brunei Airlines on the 787 Dreamliner to London. Make sure you include the RBA Dreamliner in your entry (you can take a screenshot of the picture from the first day of the comp).

The most creative entry will win two return Economy Class tickets from Melbourne to anywhere on the Royal Brunei network.

Send your entries to rba@traveldaily.com.au by COB 30 April.



Terms and conditions apply.

MO loyalty scheme

MANDARIN Hotel Group has launched "Fans of M.O.", a customer loyalty program that personalises a guest's experience.

Members receive free wi-fi, a welcome amenity and exclusive deals at the group's properties around the world, as well as a range of personalised offers based on personal preferences entered at the time of joining the new program.

Kenya rock art tour

THE Safari Collection touring group has launched an expert-led Kenyan rock art tour itinerary.

Guests will experience an up close and personal look at some of the country's most fascinating ancient rock art, while enoying local scenery.

Glamping Japan

JAPANESE holiday spot Goto Islands is set to become the first location in the country to house the latest in glamping facilities.

Nordisk Village Goto Islands, part of the Fujita Kanko hotel group, is currently being built on an old school site in the beachside location, and will feature a cafe, restaurant and 10 accommodation tents.

Curio in Portland

TRAVELLERS to Portland, USA can experience a touch of luxury with the opening of the Curio Collection by Hilton's Porter Portland hotel.

As well as enjoying all the amenities the hotel has to offer, guests can also use their Hilton Honors loyalty card to access a range of special offers.

THE WHO'S WHO OF SUPPLIERS ARE IN THE 2018 AFTA TRAVEL PAGES SUPPLIER DIRECTORY.

VIEW HERE



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OPERATIONS DIRECTOR SYDNEY – SALARY TO \$100K plus

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NEW LEAD YOUR TECHNICAL TEAM

TEAM LEADER - SYSTEMS SYDNEY - 80K DOE + BONUS

Rare role available to join this global company in their systems area. Your team will act as support between the vendor and system users supporting different booking systems. If you have calypso this will be highly desired but not essential. Working in state of the art offices in the city and endless career opportunities this is well worth applying for. Great salary and incentives on offer.

WESTERN AUSTRALIAN COAST

GENERAL MANAGER REGIONAL WA – \$70 - \$80K + SUPER + BONUS

A unique General Manager position has now become available for someone looking to step up and progress in their hotel management career. You will be responsible for the overseeing the day to day operations, leading the team, strategy, budgeting & forecasting to achieve goals. Current hotel management experience essential along with proven results in sales & marketing & leading successful teams.

Strong salary + bonus + benefits on offer.

RESERVATIONS MANAGER BRISBANE – DOE UP TO \$70K + SUPER

A great new opportunity to join this unique & expanding hotel brand as Reservations Manager. Work as part of the wider Revenue team you will work closely with the General Manager to maximise their position in the market through strategy and driving revenue through all channels. Previous Reservations experience in a senior role essential along with strong communication, organisation & problem solving skills. Great salary on offer plus career progression.

LAST CHANCE TO APPLY

MARKETING MANAGER MELBOURNE – UP TO \$120K PLUS SUPER

This company has a rare opportunity to join their marketing team. You will be responsible for all marketing strategy & implementation, running end to end campaigns, measurement of results & working closely with key stakeholders on strategy & branding to deliver product to

market. Proven track record in running successful campaigns across all channels including digital required. Top salary on offer. Call for more information.

NEWGLOBAL ROLE

CORPORATE ACCOUNT MANAGER SYDNEY- STRONG SALARY PACKAGE

As a global Corporate Account Manager you will be responsible for the regional program with the objective of growing revenues, increasing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to executives. Interviews to commence this week.

LEAD THE TEAM

RESERVATIONS SALES MANAGER MELBOURNE – \$100K PLUS

Turn the key and open the door to success when you join this travel company. Managing a team of reservations and support consultants you'll know the secrets of driving and motivating staff members to reach their full potential and sales targets. Stepping into this rare management opportunity your previous leadership experience, wholesale travel knowledge & experience in setting targets will set you apart from the pack. Top \$\$ & bonuses on offer.

ARE YOU A DYNAMIC LEADER?

GENERAL MANAGER

MELBOURNE - \$110K-\$120K + SUPER + BONUS

We are looking for an experienced General Manager or Hotel Manager for a beautiful property in Lorne. You will be responsible for overseeing all aspects of the property, lead a capable management team, and focus on customer service, budgeting & forecasting & delivering results. Previous experience in a similar role. Great salary plus super plus bonus. Good career progression plus a great team environment. Apply todayl

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