Travel Daily First with the news

Friday 24th August 2018

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Leaders in air charter concierge services and private aircraft travel

Star record revenue

THE Star Entertainment Group achieved record revenues of almost \$2.7 billion in 2017/18, while continuing its hotel expansion plans in Queensland.

In its annual results released today, the hotel and casino group said its normalised gross revenue grew 15.3% over 2016/17, boosted by growth in revenue from VIP gamblers which increased more than 50%.

The group's normalised earnings (EBITDA) were up 14.2% to \$588 million, and its net profit after tax was up 20% to \$258 million.

Strong visitation helped boost the group's results, particularly in its Sydney operations.

With visits up 11%, gross revenues in Sydney were up 17.5% to \$1.87 billion.

The company said its nongaming revenue was up 15% in Sydney, with hotel cash revenue up 59.9% and food and beverage revenue up 13.1%.

In Queensland, gross revenues were up 10.5% to \$820 million.

The group opened its 57-suite The Darling Gold Coast in Q3 and is progressing works on its Queens Wharf Brisbane project.

Veriu appoints new chief

SYDNEY-BASED Veriu Hotels has announced the appointment Zed Sanjana to the role of ceo, where he will be charged with growing its portfolio of 20 hotels in Sydney. Melbourne & Brisbane.

Sanjana was most recently the chief executive officer at Quest Apartment Hotels, where in a seven-year period he oversaw the addition of 50 new hotel sites.

Before that he spent a decade in the corporate finance department with professional services company Ernst & Young.

"This is a significant appointment for the group at a time where we are experiencing substantial growth in both the Veriu and Punthill brands," Veriu directors Rhys Williams and Alex Thorpe said in a statement.

"Zed will provide the strategic direction needed to consolidate our network and position the

Today's issue of TD

Travel Daily today has six pages of news, including a photo page for Savenio plus a full page from:

• Travel Trade Recruitment



business for future growth," they

Commenting on his own appointment, Sanjana said he was excited to spearhead the company's expansion ambitions.

"I've admired the growth path of Veriu for some time, and with its recent acquisition of Punthill it is now uniquely positioned to take advantage of the significant opportunities for expansion that exist in the market," he said.

The appointment also follows news that construction has commenced on the \$45 million 144-room Veriu Green Square hotel (TD 09 Aug), slated to open in late 2019.

The hotel operator is eyeing off growth opportunities for both its Veriu and Punthill brands nationally and in New Zealand.

Tourism WA ceo

REBECCA Brown has been appointed to the role of chief executive officer at Tourism WA and Director General of the Department of Jobs, Tourism, Science and Innovation.

Brown has previously held a number of senior roles within the WA State Government and will be charged with growing the contribution that tourism makes to the state's economy.

AAA slams Trivago

THE Accommodation Association of Australia (AAA) believes online travel aggregator Trivago "should face significant sanctions" if allegations of duping consumers on accommodation room-rates are proven correct.

Trivago is currently facing Federal Court action launched by the ACCC, which accuses it of misleading television advertising (TD yesterday).

"The ACCC deserves credit for seeking to hold Trivago to account - and this should be one of many ways our competition regulator is scrutinising the practices of Trivago and offshorebased online travel agencies," said AAA chief executive officer Richard Munro.

Munro says that increases in commissions, compelling accommodation operators to agree to room-rate price parity clauses, and "paying virtually no tax in Australia" are among the many reasons companies like Trivago have become the "wrecking balls" of the Australian accommodation sector.

Endeavor sales start

BOOKINGS for *Crystal* Endeavor's inaugural season opened to the public yesterday.

Crystal Yacht Expedition Cruises' first luxury expedition yacht will set sail from Aug 2020 offering 12to 22-day voyages to destinations such as Japan, Indonesia, Borneo, the Philippines, New Zealand and Australia.

Prices for Crystal Endeavor's inaugural season start from US\$13,599 per person.

For more info on the ship's maiden itineraries, CLICK HERE.







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Lux Escapes plans more

LUXURY Escapes is planning to launch a deal with one other partner this year, ceo Adam Schwab told Travel Daily.

Over the weekend the e-commerce travel provider announced a tieup with TravelManagers, marking its first commercial partnership with a retail group, (TD 20 Aug).

"We know and like the TravelManagers model, so it's really a pilot program in the sense that we're keen to see how successful it is," Schwab told TD.

"We know that TravelManagers' network of agents have had approaches from customers so this is really about capturing unmet demand."

Schwab confirmed agents earnt a commission as part of the deal with TravelManagers.

He emphasised that Luxury Escapes was "keen to invest in a few trusted partners" and any further partnerships would likely follow a very similar approach [as the TravelManagers deal].

Scoot refresh

LOW cost airline, Scoot has undergone a digital revamp with the introduction of a member portal, Scoot Insider, along with the ability to accrue and redeem KrisFlyer miles and integrated e-visa applications.

Other enhanced services include self-service facilities at Changi Airport which enable DIY check-in for Singapore departures; Scootsurance travel insurance; and a partnership with borderless data roaming provider to enable connection across 64 Scoot destinations.

"We are interested in partnerships where customers are put first, so certainly, we are open to discussions," he said.

The company is expecting over half a million travellers to enjoy a Luxury Escapes experience this year and has grown to over \$300m in top-line revenue in less than five years of operation (TD 13 Jul).

Air Niugini pulls out

AIR Niugini has announced it will suspend services to Townsville from 01 Oct, citing an International Air Services Commission's decision to knock back a codeshare application with Qantas as the primary driver of the decision (TD 01 May).

The carrier also revealed it would reduce flights to Sydney from thrice weekly to two.

"The changes mean Air Niugini can redirect aircraft resources, and especially crew, onto our core domestic network," said Air Niugini acting chief executive officer Tahawar Durrani.

Club Med famil comp

CLUB Med has launched a new agent incentive, with a spot on a luxury famil to the Maldives up for grabs.

To score one of the eight seats on the five-night trip, participants must sell the most Club Med packages before 30 Sep.

The prize includes accom and return Economy flights courtesy of Singapore Airlines.

The famil will take place 13-20 Oct, 2018 - for more information on the incentive, CLICK HERE.

of customers will book with an ATAS accredited travel agent.



Learn More at afta.com.au/awareness



Dantas MEL lounge revamp



QANTAS today opened the first stage of its new Melbourne Domestic Business lounge.

Phase one includes a complete redesign with more seating and dining options, with seasonal menus by Neil Perry, a bar (above), a hydration and wellness drinks concept called Quench and all-day barista-made coffee.

There is now an increased number of power and data outlets at all fixed seating positions throughout the lounge.

The Qantas Club and Business Lounge in Melbourne are being redone in stages and will both be fully operational in early Nov.

Upon completion, the Business lounge will have capacity for 350 customers and a Spice bar serving Asian soups, noodles and Asian street food from midday.

Myanmar self-famil

ASIA DMC is offering a self-fam program for agents and a travel companion to visit Myanmar at an industry rate.

The seven-night package includes Bagan, Mandalay, Inle Lake & Yangon for US\$347pp (A\$479) twin share.

CLICK HERE to enquire.

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Friday 24th August 2018



Discover the families succeeding in business in the industry in the August issue of travelBulletin.

> **CLICK** to read travelBulletin

US turns corner

FLIGHT Centre's leisure operations in the US have posted a modest profit after five years of losses, attributed to productivity increases and cost reductions.

In its annual results, Flight Centre says its Canadian leisure operations also returned to profitability in 2017/18 for the first time since 2011.

When combined with strong corporate business, the turnarounds helped make the Americas Flight Centre's second largest segment by sales, with record profits in the US, Canada and Mexico.

FC flags wage increases

FLIGHT Centre has raised the prospect of increased wage costs as it works to finalise a new **Enterprise Bargaining Agreement** (EBA) for its leisure sales staff.

As part of this week's record profit announcement (TD yesterday), the company confirmed it expected a new wage model for its Australian leisure teams to be introduced during the 2018/19 financial year.

"While the EBA will increase wage costs, it is an important investment that will ensure FLT's leisure sales people operate

under a simpler system and are better rewarded in terms of both pay and overall conditions," the company said.

Flight Centre's pay and conditions came under scrutiny earlier this week after the ABC's 7.30 program aired allegations that staff were pressured to mark-up airfares because of low pay (TD Wed).

Flight Centre's annual results also confirm about 1,200 consultants from 250 Escape Travel and Cruiseabout stores were redeployed as part of the merger of the brands into the Flight Centre and Travel Associates stables (TD 22 Feb).

They represent 15-20% of the Australian leisure workforce.

The company also closed 90 poorly located stores.

Hawaiian Airlines' slam dunk



HAWAIIAN Airlines recently sponsored the University of Hawai'i women's basketball team, the Rainbow Wahine, which wrapped up its first ever pre-season international tour of Australia and NZ last week.

The team paid a visit to the GIANTS netball team while in Sydney, where they were treated to a tour of their facilities and had the chance to swap training and preparation techniques.

Pictured: The GIANTS Netball team members and coach, the Rainbow Wahine touring squad, and Hawaiian Airlines Sydney team members Joyce Weir, Bart Druitt and Celeste Arthur (back row top right).

Princess local in NZ

PRINCESS Cruises has expanded its Across the Ditch Program by adding new excursions in New Zealand led by local experts.

The new tours include an overland excursion to Great Barrier Island located in the outer Hauraki Gulf and a food journey guided by Maori chef Eru Tutaki.

"(These tours) will deliver meaningful...experiences across the country for our guests through the eyes of local chefs, beverage-makers and artisans," said Princess senior vp Asia Pacific Stuart Allison.

Window Seat

EVERYBODY take cover, they're gonna...help you open stuff?

A woman found herself delayed at Newark Liberty International Airport recently after airport security took an active interest in her novelty bottle openers.

To be fair to security, the heavy scrutiny was due to the fact the bottle openers were moulded to look like realistic hand grenades.

The unnamed passenger was eventually allowed to board her plane but not before she was made to read a warning label on the devices - "Do not bring item into airports because they can look real to screeners using X-ray machines to scan luggage".

Having your fake explosive bottle openers taken blows.

Hawaii hurricane

HURRICANE Lane weakened slightly overnight but remains a category 4 storm bringing high winds, heavy rainfall and the risk of flash flooding, according to a statement by Hawaiian Tourism Authority (HTA) today.

"Stay close to your homes, hotels or lodging accommodations and stay off the roadways," said HTA ceo and president George Szigeti.

All airports remain open, pending further announcements.



EARN A \$50 GIFT CARD

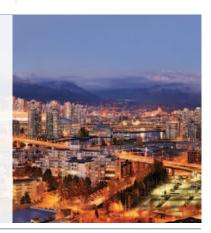
Everytime you add a Vancouver stopover to a Skimax Holidays booking.

*Minimum 2 nights. Book by 30 Sep 2018. T&Cs apply.









Travel Daily

Friday 24th August 2018

LAST week, nine independent travel designers from Savenio attended the 30th annual Virtuoso Travel Week in Las Vegas, with the luxury network taking home the global award for the fastest growing agency -'Top year-over-year percentage growth'.

The award pitched Savenio against Virtuoso's 1,000 travel agency partners across 50 countries, and recognised the extraordinary growth of the brand over the past 12 months.

"Our win is not just a win for Savenio, it is a huge endorsement of the philosophy behind our brand, which is true independence leads to success," md David Brandon said.

"We attract the best of the best in our industry as we pay them the highest commissions and give them the greatest flexibility in choosing the products which are most suited to their client."

Savenio took part in four days of intensive meetings, getting updates on the latest products in luxury travel from hundreds of Savenio wins big in Vegas



suppliers from destinations across the world.

But it wasn't all hard work as the network's Independent Travel Designers were able to eniov fantastic events from the 'Destination Dinner' to 'Cruise Night Out' and the final night's Gala Dinner and dozens of supplier parties in between.

To find out more about Savenio, visit www.savenio.com.au.





SAVENIO md David Brandon (second from left) with Virtuoso's Michael Londregan, Michele Saunderson and Cristina Magni.



SAVENIO md David Brandon with Lisa Pile and Steve McLaughlin from NCLH.



SAVENIO'S Donna Phillips hearing the latest product updates during VTW appointment sessions.



SAVENIO'S Ariana Wong, Margaret Lange and Melissa Pointon with keynote speaker, Simon Sinek.



SAVENIO md David Brandon with Viking md Michelle Black.



LONDREGAN, Uniworld md Fiona Dalton and Brandon.



CORPORATE UPDATE

Corp driving FC growth

CORPORATE travel has helped drive Flight Centre's record financial results (*TD* yesterday), contributing \$7.7 billion or 35% of total transaction value (TTV).

The Flight Centre Travel Group's results show its corporate businesses have increased market share and lifted TTV by 16% over last year's results.

CEO Graham Turner said futher growth would be driven by account wins by both the FCM and Corporate Traveller brands.

"FCM...is coming off a very strong year globally and now

ranks among the global leaders in the sector," Turner said.

"The company is regularly being invited to pitch for - and is winning - flagship multi-national accounts." he said.

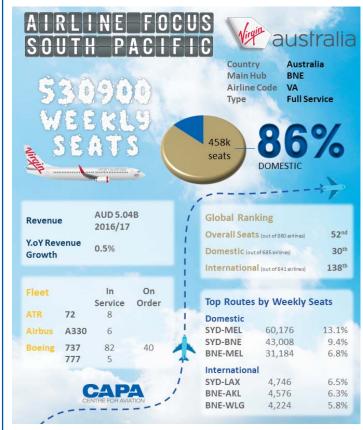
Turner attributed FCM's success in part to investment in its technology suite, including the SAM:] artificial intelligence app.

"FLT will continue to invest in this tech suite and have just announced an exclusive agreement with Serko to develop Savi, the next generation technology offering," he said.

CAPA CENTRE FOR AVIATION

CAPA Insights

CAPA Centre for Aviation today offers its latest exclusive infographic, presenting insight from its own data and external sources.



IN THIS week's infographic, we focus on Virgin Australia, one of 89 airlines operating in the South Pacific.

By the number of seats offered, Virgin is second largest carrier out of 54 operating into Australia. Virgin Australia operates to 57 destinations, 40 within Australia, 15 within the South Pacific and one each to Asia and North America.



Corporate Chatter

Nith Maxine Wiggs

Does your brand burn bright?

6 Has your

business changed

Does it still reflect

are and what you

since its visual

identity was

established?

who you really

really do? >

MANY TMCs are feeling the effects of corporate account realignment as those with global footprints pick up accounts previously held by local boutique agencies. This can have a massive impact on TMCs on the wrong end of the realignment. But it also presents an opportunity to re-assess target markets and review your brand

strategy. That
doesn't mean
dashing off to a
designer for a fresh
logo and expecting
new clients to roll
in, but stepping
back to look at the
big picture.

"Your brand isn't your logo, your product, service, even your business name," says Resource's business identity specialist, Tiffany Gouge.

"That's branding, and it's simply a visual representation of your identity and customer promise. Your brand is more than that. It's what your business represents in the minds of the people that count: your target market," says Gouge.

When was the last time you reviewed your visual identity? Does it tell the right story? Is it consistent? How developed is it? Is it simply a logo? Are your colours defined? What about fonts? Do you have a brand guide?

These are important questions. So too are considerations about

the evolution of your business over time. Has your business changed since its visual identity was established? Has your target market changed? Does it still reflect who you really are and what you really do?

Take Virgin Australia - an airline that launched as a cheap, cheery challenger, Virgin Blue. Save for

the Virgin logo, it's now virtually unrecognisable from the one that first took flight not even 20 years ago. It has evolved from a domestic, lowcost, opposite-of-Qantas positioning (red aircraft body with white tail, for goodness sake), to a full service and perks, premium international carrier comfortably

positioned as an alternative to the Flying Kangaroo. Along the way, it changed its name, its identity, livery and language to articulate its customer promise.

"One of my favourite quotes about branding is that it is 'only branding when you deliver what you promise. All the rest is misleading advertising'," says Tiffany Gouge.

The earliest brands were marks left by charring. The word itself comes from Old English for 'burning'. As the corporate travel market shifts and changes, is your visual identity burning brightly?

Are you leaving your mark?

Maxine Wiggs is a founder and director of Resource, a provider of business services and expertise in areas including marketing, administration, public relations, branding, sales, content, HR, strategy, design and digital.

GBTA's new board

THE Global Business Travel Association (GBTA) has added four new members to its global board of directors after elections last week.

They include Tricia Alsup of Dollar General, Kathy Briski of Boeing, Erin Wilk of Facebook and Doug Payne of Altour.

They join the board's returning members including president Christle Johnson and chairman Bhart Sarin.

CTM tech success

CORPORATE Travel

Management (CTM) says it has now established a global footprint in all primary markets and won a significant number of global clients with its CTM SMART Technology Suite.

In its record financial results announced this week (*TD* Wed), ceo Jamie Pherous said CTM now had technology hubs well established across all regions, employing 100 staff.



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AirlineCheckins PLUS

AIRLINE check-in assistant AirlineCheckins has expanded its offerings with a new premium membership called AirlineCheckins PLUS.

Developed by Lufthansa Innovation Hub, the upgraded service offers unlimited wi-fi access on board 36 airlines including Air France, Eurowings, KLM, Lufthansa, SWISS and American Airlines as well as 42 million wi-fi hotspots worldwide.

Users will also receive discounted access to over 370 airport lounges.

Virtuoso growth

INTERNATIONAL luxury travel network Virtuoso's membership has reached over 1,000 agency locations with 17,500 advisors across 50 countries.

Over the past year Virtuoso has increased its member locations by more than 200 and added agencies in three new countries: Turkey, Monaco and Uruguay.

Advisor sales have surpassed U\$\$23.7b a year, up 12% from 2017 while reported sales for 2019 are on the rise, with cruise up 15%, on-site ground operator rising 14% & tour sales up 9%.



This month, Scenic and *Travel Daily* are giving readers the chance to win a luxurious river cruise. Experience a 15-day cruise in a balcony suite. The prize includes:

- Jewels of Europe river cruise for 2 people departing Oct 2018
- All-inclusive cruise including butler service, complimentary beverages
 All day evenday all mode, and all

SCENICO LUXURY CRUISES & TOURS

all day, everyday, all meals, and all tipping & gratuities

To win, answer every daily question correctly and have the most creative answer to the final question. Send your answers to scenic@traveldaily.com.au

Q18. In which city is this Scenic Freechoice activity located: visit the village of Giverny, including entry to Monet's former residence and gardens?



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.

Save 50% on **Rail Plus'** Eastern and Oriental journeys departing Sep and Oct 2018 when booking by 28 Sep. Promo code EC50, **CLICK HERE**.

Samoa Airways has launched sale fares for travel between o6 Sep 2018 and 30 Apr 2019. Book by 29 Aug, **CLICK HERE** to view the deals.

Bookings on select **Royal Caribbean Int'l** cruises before 29 Aug will save up to \$1,000, receive US\$500 onboard credit & upgrade - more **HERE**.

Intrepid Travel is offering a \$1 deposit deal on a range of Christmas itineraries when booking by 30 Sep. Call 1300 061 695 for info.

AccorHotels has launched its Stay 2 Sale, offering 30% off hotels & resorts around Australia, NZ, Fiji & French Polynesia - **CLICK HERE**.

Agents can earn a 15% commission on select bookings at **The Library Koh Samui**, Thailand. **EMAIL** to find out more.

Emporium peek

EMPORIUM Hotels South Bank Brisbane has opened its doors within Anthony John Group's \$600 million Southpoint precinct.

The property features 143 suites, a selection of food and beverage offerings and a 23m infinity edge rooftop pool and bar with views of the Brisbane River and city skyline.

The hotel also has a pillarless ballroom which accommodates up to 350 cocktail style, and three boardrooms.

Six Senses hotel

SIX Senses Hotels Resorts Spas has signed a new management agreement to begin operating The Forestias green development at Bangna in Bangkok.

The project includes a 60 room hotel, 36 residences & the first Six Senses membership club in Asia.

WFS aviation focus

THE International Air Transport Association (IATA) announced that the 2018 World Financial Symposium (WFS) will feature discussions on strategies to support sustained airline financial health to help with the rising costs, especially in fuel.

The WFS will be held in Madrid, Spain, 19-20 Sep 2018.

Paperbark Camp

PAPERBARK Camp, a glamping retreat on the NSW South Coast, is offering two spring specials, one for Sep and one for Oct.

Guests can enjoy a complimentary whale-watching cruise as part of their two-night stay in Sep, while in the Oct, Paperbark Camp will offer 50% off regular rates for children.

CLICK HERE for more info.

Syd Harbour shines

CAPTAIN Cook Cruises has released a seasonal series of Gold Lunch cruises, showcasing local food and wine producers on board *MV Sydney 2000*.

The first series CUT ABOVE on 23 Sep will serve a six-course menu featuring NSW Wagyu beef and four wines.

The second lunch AQUA TONIC on 28 Oct will serve a six-course fish and wine menu.

For more info, CLICK HERE.

Dusit Middle East

HOSPITALITY company Dusit International has signed a management agreement with the Al Majed Group to operate Dusit Doha Hotel in Qatar.

The project will have 61 rooms and 98 apartments and is set to open in Dec 2018.



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Working in partnership with the Australian Travel Industry



Tour Coordinator

Sydney, High Base + Super, Ref: 4054AJ01

Join a well-established and highly regarded company providing exciting, one of a kind itineraries to educational groups, clubs and various associations. We are currently searching for a superstar within the travel industry who is looking to step away from the face to face operations and move into the exciting behind the scenes, product based side of the industry. This will be a great introduction to product and offers the rare opportunity to get into this highly sought after career path.

For more information please call Antony on (02) 9119 8744 or click APPLY now.

Wholesale Consultant

Melbourne, \$55k, Ref: 2925HC1

Love selling Europe? Why not become a Europe specialist and work for a travel brand you are proud to represent! This team are expanding due to market growth and they are looking for passionate travel industry candidates to join their enthusiastic team specialising in Europe. Use your wholesale/retail experience to exceed in this fantastic role. The main areas of responsibility in this position will focus around selling a wide range of travel products and itineraries to European destinations.

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

Japan Travel Specialist

Brisbane, Generous salary package, Ref: 3488SZ2

If you are an experienced travel consultant with good knowledge of Japan through personal travels, then this role could be the dream you have been waiting for! You will be talking anything Japan - Working for a tour operator, you will be looking after the tailor made, small group journeys. Monday to Friday only with no late night trading or weekend work, you will be in a supportive team focused environment with salary increase & promotion within your first 18 months of employment.

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

African Travel Specialist | Flexible Hours | Earn Big \$\$

Sunshine Coast, \$50k-\$60k p.a.+ super + coms, Ref: 2040AW5

This is a specialist sales position, where you will be responsible for designing and selling bespoke African itineraries. Ensuring all customers have the best possible holiday experience, this is your chance to join a dynamic international travel company, in a multi-faceted role! Along with providing the highest levels of customer service, you will work towards specific sales targets, promoting products and services, to both national and international customers. Amazing earning potential!

For more information please call Amanda on (07) 3123 6107 or click APPLY now.

Business Travel Consultant | After-hours | Part-Time

Sydney, \$35 P/H + Penalties, Ref: 3461PE3

My client, a leading independent corporate travel provider is looking to recruit an After Hours Corporate Travel Consultant for their team. You will be on call to service clients making changes and last-minute bookings, be flexible to shift work during the week and on weekends on a rota basis. (20 hours P/W) & work from home. Importantly you will need to have a professional, calm and reassuring demeanour as you will be dealing with stressed passengers and offering them the best travel solutions.

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

Product Manager

Melbourne, \$Competitive, Ref: 3600JP1

If you're a product professional looking for a new & exciting opportunity this is the perfect opportunity to let your career grow within this innovative expanding travel company. You will be responsible for assisting the business to grow by building new and exciting products whilst refining the current portfolio of products. Duties include research, design, costing, procurement, brochure production and training. You will engage and influence marketing strategy to ensure sales targets are met.

For more information please call Josh on (03) 9988 0616 or click APPLY now.

Experienced Travel Consultant

Townsville, Generous Salary Package, Ref: 1316CGA1

This fast-paced vibrant office is looking for an experienced travel consultant to come on board and join their busy team, you will offer personal service creating the perfect holiday for each customer. Every day will be different with plenty of enquiries coming through! Book domestic and international flights, hotels and tour reservations and more. IF you are after long term career progression, a great salary, incentives & a close knit team, this could be the role for you!!!

For more information please call Courtney on (07) 3123 6107 or click APPLY now.

Corporate Travel Consultant - Temp Role

Perth, 50k-60k + Super, Ref: 5432JB1

Our client is seeking an experienced Corporate Travel Consultant for a temp role in their office near Perth CBD! You will have the ability to organise and book business travel arrangements whilst delivering an unparalleled level of client care. You will ideally possess a background in corporate travel and have experience using either Amadeus or Sabre. Experience using Tramada is also desirable. The role is Monday to Friday and the successful candidate will enjoy a competitive remuneration.

For more information please call Jacqueline on (08) 6365 4313 or click APPLY now.



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