

Travel Daily First with the news

Thursday 15th November 2018





Helloworld adds 22 agents

HELLOWORLD Travel today confirmed its full-year pre-tax earnings guidance of up to \$80 million, with CEO Andrew Burnes delivering an upbeat trading update at the company's Annual General Meeting.

Burnes highlighted a range of positive factors, including the addition of 12 new fully branded and 10 new associate agencies opening or joining the group since 01 Jul in Australia and NZ.

He said FY19 was performing in accordance with forecasts, with TTV for the three months to 30 Sep amounting to \$1.7 billion and revenues of \$94 million, up almost 10% on the previous corresponding period.

Air TTV during the quarter was

Join the NZ famil(y)

TRAVEL consultants are being invited to take part in next year's massive Tourism New Zealand/Air NZ mega-famil, which will see 100 Aussie agents explore the Land of the Long White Cloud on 10 specially curated itineraries.

For details on how to register see the **cover page** of today's **TD**.

up 7% year-on-year, with growth in both leisure and corporate sales volumes, Burnes said.

Key technology developments set for the current financial year include the rollout of the new ResWorld platform to the group's retail network, an upgrade to the Air Tickets system and the deployment of the Amadeus "Cytric" product in the QBT and APX corporate travel business.

Burnes also highlighted the improving retail brand recognition for Helloworld Travel, which has increased from 22% unprompted 12 months ago to 30% today.

He said the revised Helloworld Travel branding had now been rolled out across 580 agencies in Australia, with New Zealand to follow in the first quarter of 2019.

Today's issue of TD

Travel Daily today has eight pages of news, a front cover page for **Tourism New Zealand**, a photo page for **Scenic Tours** plus full pages from:

- One&Only Dubai
- AA Appointments jobs
- Tauck

Travel Daily

on location in

The Bay of Islands

Today's issue of *TD* is coming to you from on board *Majestic Princess*, courtesy of the World's Leading Cruise Lines.

MORE than 200 travel agents and industry partners boarded Princess Cruises' Majestic Princess in Auckland yesterday for this year's World's Leading Cruise Lines Next Wave Summit, where a record contingent of international leaders from the group's brands will update the industry on their latest news.

Among them is Jan Swartz, Group President of Princess Cruises and Carnival Australia & New Zealand, who joined event MC Jessica Rowe in welcoming guests aboard the ship.

Today Majestic Princess arrived in New Zealand's Bay of Islands where guests have an opportunity to explore the region's spectacular coastal scenery, while tomorrow the group will get to work in a series of business sessions as the ship makes its way towards Sydney.











One&Only savings

ONE&ONLY Resorts is currently offering a 20% discount on accommodation when bookings of more than five nights are made at two of its Dubai properties.

Deal applies to One&Only Royal Mirage and One&Only The Palm. For more info, see page nine.



Creative Cruising new site

INDEPENDENT cruise wholesaler Creative Cruising has launched a new "one stop shop" cruise booking site for agents, allowing access to live bookings with cruise lines alongside wholesale and retail airfares, live hotel inventory and exclusive package deals.

The company's General Manager Peter Forsyth said the new platform would help agents sell more product & pair the right sailings to the right customers.

"We are very excited to launch our new B2B agent website, which follows best practice design," Forsyth said.

"The platform allows travel agents to seamlessly book dynamic cruise packages and easily access and add on private and public airfares, special oneway cruise fares and pre- and post- cruise accommodation in just a few clicks," he added.

As well as aggregated pricing,

rich content, video, interactive deck plans and itineraries, the site also provides a cruise comparison tool enabling consultants to review up to six sailings side by side, comparing itineraries day by day, start and end ports, pricing by cabin categories and bonus offers, all on a single screen.

Creative Cruising developed the tool in consultation with agents in an effort to provide the most effective content & functionality.

"We have taken on board their feedback, with many suggestions and ideas now featuring in our technology roadmap," said the company's Head of Marketing and Sales Caroline Hitchen.

To celebrate the launch, the company is giving agents who make a booking on the platform before 15 Feb 2019 the chance to win a cruise courtesy of Royal Caribbean Int'l, Celebrity, MSC, Princess and Oceania Cruises.

Tauck Xmas offer

TAUCK is currently offering free Christmas hams or hampers for agents who book five or more guests this month on any of its 2019 cruises.

To take advantage of the deal, deposits must be made by 30 Nov - see page 11 for more details.



available in 2019

More info









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Explorer Dream Oz

DREAM Cruises has revealed itinerary details for its newest ship *Explorer Dream*, which is scheduled to arrive into Sydney for the brand's maiden local season in Oct (*TD* breaking news).

The ship, formerly known as *SuperStar Virgo* of Star Cruises, will undergo a US\$30m transformation in Mar, with updates including the addition of the brand's private 50-suite enclave The Palace, new food and beverage options, as well as a new Crystal Life Spa.

Explorer Dream will homeport from Sydney, embarking on a series of seven-night itineraries cruising north to Queensland where she will call in at Newcastle, Gladstone, Sunshine Coast and Brisbane.

Explorer will also head south to Victoria and Tasmania, stopping off at Eden, Phillip Island, Burnie, Port Arthur, Hobart & Melbourne. For more info, CLICK HERE.

New Kangaroo Island walk

THE Australian Walking Company (AWC) has submitted plans for new "eco-sensitive accommodation" on South Australia's Kangaroo Island, under a \$4 million project along the Kangaroo Island Wilderness Trail.

AWC is co-owned by former airline rivals, ex Qantas CEO Geoff Dixon and Virgin Australia Founder Brett Godfrey, and was established in 2015 to raise awareness of Australia's "outstanding walking destinations and associated product offerings".

The Kangaroo Island proposal will see two new 14-guest lodges built, along with the renovation of lighthouse keeper's cottages at Cape du Couedic for use by AWC and the general public.

Dixon said lodgement of the development application was the "next step forward in our quest to elevate Australia as a world class walking destination".

The new Kangaroo Island Lodge Walk would be the first start-up operation for AWC, which also operates lodges in Tasmania's World Heritage Areas through the long-established Tasmanian Walking Company.

Bookings for the Kangaroo Island offering will open in Jan, with the first walk scheduled to depart in Oct 2019.

The \$5.8 million Kangaroo Island Wilderness Trail was established by the SA Government, and since its Oct 2016 opening has seen more than 4,000 visitors experience the 61km walk.

RSSC kids go free

REGENT Seven Seas Cruises has announced that children under 17 can sail free on select 10- and 11-night Alaska voyages in 2019 for more information on the deal, **CLICK HERE**.



Window Seat

JAPANESE flight attendants are of course unfailingly polite - so when a passenger on a recent domestic service asked for a window seat they were only too happy to oblige.

According to SoraNews 24 the traveller was asked if he wanted a drink, and he blurted out "Give me a window", having been placed in a window seat where there was only a blank aircraft wall.

The quick-thinking stewardess

promptly returned with a piece of paper (pictured) which she taped to the wall.



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Available in travel agencies





Discover's new portal

SPECIALIST operator Discover Portugal, Spain and Morocco Holidays is expanding its trade focus with the launch of a travel agent portal.

Director & Product Manager Gill Gaspar told **TD** at a media event in Sydney last night that the B2B booking platform features live inventory with hotels and small group and private tours.

"It's going to provide travel agents a direct way to book with us," he explained.

"I've been doing this since 1986 and I've finally found the technology that allows me to do what I want to do in a more bespoke way."

The company has a team of passionate specialists, all of whom have a Portuguese or Spanish heritage.

Discover Portugal, Spain and Morocco Holidays offers small group and private tours, selfdrive holiday, cruises, all types of accommodation and luxury rail.

Its Camino offering ranges from walking through to electric bikes and the option for luggage to be delivered to accommodation.

The company can also cater to specific client requests.

"It's all about designing it to suit what the client wants."

Gaspar told TD Discover Portugal, Spain and Morocco Holidays had been mainly offering Morocco tours on a private basis, but is now rolling out city stays and small group tours in the destination.

Gaspar said the company is also growing its agent training program with plans to run webinars, and noted it offers travel agents commission.

To register for the agent B2B booking portal, email info@ discovertvl.com.au.

For more, see page six.



Lally to leave APT

LONG-TIME APT Travel Group General Manager of Marketing, Justine Lally, has announced her departure from the company after 13 years.

Lally is taking up a new role as Sales and Marketing Director for Food & Wine Victoria, the organisation behind a range of foodie events including the Melbourne Food & Wine Festival.

Her departure from ATG has triggered a change in the company's marketing team, with brand-specific staff including Sarah Lock who will look after APT, while Paddy Scott will oversee marketing for Travelmarvel.

Lally joined APT in 2005 as a product coordinator after six years with P&O Resorts, rising to head up the organisation's marketing in 2015.

Her final day at APT will be Fri 23 Nov - more industry appointments on page six.

Travel Daily en route to Shanghai, China

Today's issue of TD is coming to you courtesy of Express Travel Group, which is hosting its Independent Travel Group forum in Shanghai this week.

THE 2018 Independent Travel Group Forum is set to be the biggest yet, with the conference taking place at the Hyatt on the Bund in Shanghai.

After delegates arrive from across Australia the business sessions kick off first thing tomorrow, with a business update courtesy of Express Travel Group CEO Tom Manwaring as well as other presentations from Jayson Westbury, Sabre's Richard Morgan and Cathay Pacific. More from Express Travel Group in TD tomorrow.



Win the ultimate AS Roma experience

Kick a goal every time you sell Qatar Airways.

Simply book and ticket Qatar Airways between 1 October 2018 and 30 November 2018 for your chance to

Four top-selling agents will each win:

- Two return flights with Qatar Airways to Rome
- Four nights' accommodation in Rome in a luxurious hotel
- Travelex money card to the value of AUD500 VIP hospitality tickets to the AS Roma v Bologna game, currently scheduled for 17 February 2019

Plus, top-sellers can win instant spot prizes!

Register your bookings on the entry form provided by Qatar Airways Sales Support or email auincentives@au.qatarairways.com for an entry form.



OFFICIAL AIRLINE PARTNER

Incentive period finishes 30 November 2018. One winner will be selected from each of the following states/territories: NSW/ACT, VIC, SA, WA. The agent from each state with the highest amount of points at the end of the incentive will win. The winners will be determined at 5pm AEST on 13 December and winners will be contacted via phone and/or email on 14 December. Qatar Airways reserves the right to withdraw this incentive at any time without prior notice. No correspondence will be entered into regarding allocation of prizes; the judge's decision is final.

For full terms and conditions and entry form please email auincentives@au.qatarairways.com



Noi Copenhagen

NOBIS Hotel Copenhagen has opened a new restaurant called Noi Copenhagen, which "draws on flavours from all over Europe".

Dishes inc lemon sole capers, tomatoes, garlic and browned butter; and pork belly with cabbage, butter fried sage, & jus.



Etihad Choose Well

ETIHAD Airways has launched a new advertising campaign called Choose Well, encouraging travellers to "make their own choices & travel on their terms".

The advertising campaign "reflects Etihad Airways" evolution into an airline of choices" and went live today in key markets including Australia, UK and Saudi Arabia across print, digital and social channels.

The campaign features a range of individuals including Shaima Rashed, one of the UAE's first Airbus A380 female pilots.

View the advertisement HERE.

Hilton Napier, NZ

HILTON has added DoubleTree by Hilton Napier Hotel and Suites to its portfolio, with the hotel slated to open in early 2019.

Located in the central business district, the property will feature modern guest rooms and suites. a restaurant and bar, a fully equipped gym, and a boardroom.

Sarin Investments will manage the hotel.

Air NZ, EVA deal

STAR Alliance carriers Air New Zealand and EVA Air plan to resume their codeshare partnership from 25 Dec, covering services between NZ and Taiwan, as well as beyond Auckland, Brisbane and Taipei.

Reservation for the codeshare service is expected to open in the next few days.



Choose Well.

First voco opens in GC



INTERCONTINENTAL Hotels Group (IHG) with owners, SB&G Group vesterday officially opened voco Gold Coast with a ribbon cutting ceremony, marking the first hotel globally for IHG's new upscale brand.

"We are proud to be the first owner of a voco-branded hotel in the world and to have worked closely with IHG to bring this new brand and service culture to the Gold Coast, making the highquality refurbishment a reality in only five months," said SB&G Group MD Paul Salter.

The 389-room property features



two swimming pools, gym facilities, L'Aqua Day Spa, 800m² of meeting space, views of both the ocean and hinterland, along with multiple dining options -Waves, Clifford's Grill & Lounge and Social House (pictured below

Pictured above are Brenden van Blerk, voco Gold Coast GM: Paul Donovan, Destination Gold Coast Chairman; Gary Baildon, Surfers Paradise Councillor; Tom Tate, Gold Coast Mayor; Ruwan Peiris, IHG Australasia Director of Operations; Annaleise Battista, Destination Gold Coast CEO; and Paul Salter, SB&G Group MD.

Inset is the Deluxe King Room.





BOOK NOW



A taste of Portugal in Sydney



DISCOVER Portugal, Spain and Morocco Holidays last night treated a group of media to a

Win a Barilla cooking class



This week is Italian Cuisine week and thanks to the Italian National Tourist Board, *Travel Daily* readers can join Barilla in Sydney for an authentic hands-on Italian cooking experience. Casa Barilla will take you on a culinary journey through Italy's gastronomic regions. Each hands-on class is intimate, with only 16 people, and interactive: you learn, you cook and you eat! The class includes a cocktail and antipasto on arrival, all food and wine with your meal, plus a generous goodie bag to take home. Prize is for two people and valued at \$200.

To enter, send a photo of what represents Italy to you to **italia@traveldaily.com.au**. The most creative entry will win.





Portuguese feast at bibo wine bar in Sydney's Double Bay.

Attendees were updated on the Sydney-based company's offering, with a specialist team organising holidays across Portugal, Spain and Morocco, including small group tours, private tours, self-drive holidays, and all types of accommodation.

The operator has partnered with Masterchef finalist, Christina Batista, who will lead a gourmet tour through Portugal in 2019.

Batista filled in guests on the highlights of her trip, which include the chance to make their own cheese, paint a traditional Portuguese tile and watch a Masterchef-style cookoff between Batista and a contestant from the Portuguese Masterchef.

Pictured are: Christina Batista, MasterChef finalist and Gill & Celeste Gaspar, Discover Portugal, Spain & Morocco Holidays.

Ikon Pass adds NZ

IKON Pass has partnered with three new ski resorts in New Zealand, bringing its total number of partners to 38 globally.

The pass now provides access to Coronet Peak and the Remarkables in Queenstown, as well as Mt Hutt near Christchurch.

For further information regarding Ikon Pass pricing, **CLICK**

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.

The **COMO Group** has welcomed **Tapa Tibble** as Managing Director of the Americas. In his new role, Tibble will oversee the northern Caribbeau private island resort of COMO Parrot Cay.

TMS Talent has expanded with the appointment of four new roles. **Belinda Peddie** has come on board as Recruitment Team Manager Auckland, while **Guilia Giovagnoli** and **Chloe Spillane** join the Sydney recruitment team. **Jasmine Pickering** rounds out the company's new additions, stepping into a role within the marketing team.

Two new recruits have joined **Ovolo Hotels**. **Kristy Ryan** has taken up the General Manager position at Canberra's Ovolo Nishi, while **Kylie Mann** steps into the role of Area Sales Manager ACT/NSW.

Berjaya Times Square Hotel Kuala Lumpur has welcomed **Anthony O'Neill** as General Manager. He brings a range of GM experience in countries spanning Zimbabwe, Switzerland, the Caribbean and Asia.

Kate Cameron will join Flight Centre's home-based Travel Partners network as its new General Manager, effective o3 Dec. In her new role, Cameron will work alongside MD Jeff Hakim.

Qatar, QF dispute

QATAR Airways' Chief Executive Officer Akbar Al Baker has threatened to withdraw the airline from the Oneworld alliance following his claim that Qantas Airways sent a letter to staff attacking his carrier's expansion in Australia, local media report.

"I don't see any point in us continuing to stay a part of Oneworld when other partners see us as a threat...we have put the chips on the table," Al Baker said at an Int'l Air Transport Association conference in Madrid.

Al Baker also added that Qatar's recent expansion in Australia had been initiated at the invitation of the Australian Government.

Qatar Airways holds stakes in British Airways-owner IAG, South American carrier Latam Airlines Group SA, and Cathay Pacific.

Avalon incentive

AVALON Waterways has launched a new sales incentive for agents, with the chance to earn up to \$2,000 worth of famil credit towards any Avalon Waterways cruise.

Agents will garner \$1,000 credit when 10 passengers are booked and deposited, \$1,500 for 20 passengers and \$2,000 for 30 passengers.

The promotion is valid for 2018 and 2019 departures only, and applies to bookings made between 01 Nov & 31 Jan 2019. For more details, **CLICK HERE**.

SIA profit slide

THE parent company of Singapore Airlines, SIA Group has reported an operating profit of \$426 million for the first half of the 2018/19 financial year, a 44.1% decline from the \$762 million reported in the previous corresponding period.

SIA Group attributed the \$762 million profit drop mainly to a \$379m increase in fuel costs.

The company is anticipating bookings across its brands to be stronger year-on-year, however, it has flagged that elevated fuel prices & increased competition in key markets will create financial pressure during the next period.

The group also operates the SilkAir and Scoot airlines.

Sabre buys Farelogix

SABRE Corporation has announced the purchase of Farelogix, a travel technology company that offers airlinecontrolled distribution, shopping, pricing, merchandising, and retailing across digital channels.

Sabre hopes that when the acquisition is finalised, Farelogix will allow it to accelerate delivery of its end-to-end NDC-enabled retailing, distribution and fulfillment solutions.

"By integrating Farelogix's capabilities into Sabre's leading airline technology platform, we'll be able to offer the innovative and comprehensive solutions that airlines require," said Sabre Chief Executive Officer Sean Menke.

Travel Daily

Thu 15th November 2018

SCENIC'S top agents certainly know how to have fun, which can be seen from some of these amazing images taken on a recent famil to Egypt and Jordan.

Many of the photos on the trip were taken by resident Scenic photographers Rob Kalemba and Damien Wolff, plus a host of selfies from the 18 Top Achievers.

The Australian agents were chosen to go on the trip based on their sales performance between 01 Jul 2017 and 30 Jun 2018, with the best performers rewarded with an exclusive Egypt in Depth luxury famil last month.

Adventures included cruising the Nile and exploring the ancient wonders and the timeless

The ancient wonders of Egypt & Jordan



villages of the majestic land of Pharaoh's, Kings and Queens.

Scenic's handcrafted itineraries are unique and feature exclusive extras agents won't find anywhere else - to find out more about the destinations,

CLICK HERE.



ROB Kalemba from Scenic at Abu Simbel, Egypt.



from Mena House in Cairo.



EGYPTIAN Museum, Cairo.

THE Egyptian Museum, Cairo.



Village additions

VILLAGE Roadshow Theme Parks is launching five new attractions across its Gold Coast properties, offering "something for everyone, from families to teens and adults".

New for the Australian Outback Spectacular is "Heartland", a multi-million dollar show where guests can enjoy dinner & drinks.

Warner Bros. Movie World will welcome the "Aquaman Exhibition" inspired by the movie, as well as an updated "Scooby-Doo Spooky Coaster: Next Generation" attraction.

Sea World guests can enjoy the new Sky Flyer attraction which swings 33 metres above the ground, while Paradise Country will kick off a brand new Australian-focused Shaun the Sheep show.

More information is available at themeparks.com.au.

IATA Oct air prices

GLOBAL airline share prices fell by 10.1% during the month of Oct in the biggest monthly decline since Jun 2016, according to the latest data from IATA's Airlines Financial Monitor.

The decline was attributed to "rising costs on industry profitability" which meant global airline share price index had underperformed.

Oil and jet fuel prices both reached four-year highs during Oct, but have decreased sharply since the start of Nov.

The report also highlighted growth of global passenger yields, occurring over recent months, with the premium cabin providing a "useful buffer for airline financial performance" over the last 12 months.

Industry-wide passenger load factor remains elevated, however momentum has weakened.

Enter for your chance to win a 12 day safari to Botswana - including flights!

Fly on South African Airways, Best Airline to Africa and travel with Australia's Best Speciality Wholesaler, Bench Africa, on the Highlights of Botswana Mobile Safari.

To win, all you need to do is have the most creative photo showing your 'Africa' face – the over the top, super excited or emotional expressions that many people make on seeing the incredible experiences that Africa offers. It can be from a trip you took to Africa or even from here (using your imagination)!

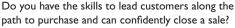




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Perth to Sth Africa

SOUTH African Airways has released new airfares from Perth to Johannesburg, and Perth to Cape Town, valid for low season departures from 04 Jan to 10 Dec.

The return Economy fares are priced at \$1,845 and \$1,927 respectively, and include all taxes and government charges.

For more information, call 1300 435 972 or **CLICK HERE.**

Mercure Vietnam

THE Mercure Hai Phong has officially opened its doors, offering 176 guest rooms and suites, plus 57 one-, two- and three-bedroom apartments.

The property is in close proximity to the Lach Tray football stadium and Lach Tray Street.

See mercurehaiphong.com.

Japan snow season

JAPAN'S Niseko Village is set to welcome its first group of winter tourists when the destination officially opens for the 2018/19 ski season on 02 Dec.

For the first time, the Village has also partnered with ProPeak and Hokkaido Powder Guides to offer backcountry guiding services.

More information HERE.

EK group travel

AUSTRALIANS travelling with Emirates in groups of between two and nine will be able to access special Emirates "companion fares" until 26 Nov.

The deal is valid on selected travel periods to a range of destinations, including Europe, the Americas and Dubai - more info can be found HERE.

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

VIEW HERE



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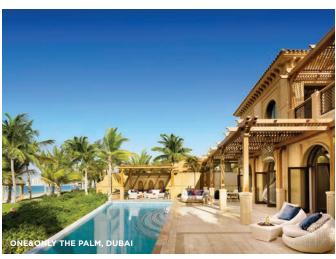
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INDUSTRY BDM

BDM -PREMIUM PRODUCT SYDNEY-STRONG SALARY PACKAGE

We are searching for BDMs who are passionate about increasing sales with the ability to source and secure new business. You will have previous Industry BDM experience with established relationships in the trade. Offering a base salary, bonus scheme, and tools of the trade.

Call today and take your pick of two great organisations looking for representation.

UNIQUE CORPORATE TRAVEL ROLE

IMPLANT CORPORATE TRAVEL CONSULTANT BRISBANE – up to \$60K PKG + PENALTIES

Looking for your next challenge in corporate travel? This is it. Working for a leading global TMC you will be based on site for one of their main accounts. Handling international and domestic bookings this client is like no other. Working a 7 day rotating roster you will earn a top salary along with penalties for night and weekend work. Car parking is provided for night shifts. If you are wanting to take your consulting skills to the next level – apply today.

MOVE TO A GLOBAL ROLE

STRATEGIC SENIOR ACCOUNT MANAGER SYDNEY- \$100K BASE PLUS PLUS

This award winning TMC are on the hunt for a senior strategic account manager to join their very successful team based in Sydney. You will ideally have previous TMC experience in Account Management or sales. You will be joining an organisation that offers a supportive environment with ongoing training and career opportunities. A strong package is on offer, including a high base salary plus bonuses.

MOVE YOUR CAREER FORWARD

OPERATIONS MANAGER SYDNEY – \$90K PKG

Our client is looking for an inspiring leader with experience preferably in the Inbound Travel Market. You will be responsible for the overall success of the team including development & delivery of strategy, leading the team & enhancing relationships & agreements to achieve sales & revenue goals. You will be rewarded with a great salary and career progression.

RARE AIRLINE ROLE

ACCOUNT MANAGER
MELBOURNE- STRONG \$\$ PACKAGE

Due to growth this well-known airline are on the hunt for a BDM/Account Manager to be based in Melbourne covering VIC, TAS and SA. You will ideally have a background in sales within the travel industry but if you are currently a retail travel consultant looking to get out on the road, you will also be considered. Salary plus car allowance and phone allowance etc is on offer for the successful candidate, interviews commence next week.

PASSIONATE ABOUT PRODUCT

PRODUCT MANAGER

GOLD COAST – up to \$72K PKG + BONUSES

Looking for a new product role? This leading travel company have a Product Manager role based in their Gold Coast office. Managing amazing destinations you will be responsible for the contracting and design of itineraries to the destination as well as working with Marketing, Distribution, Yield and Revenue Management teams. Recent experience in a similar role is a must.

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During the month of November, book 5 or more guests on any 2019 Tauck journey and you will win!

It's that simple! Once you have reached the minimum 5 passengers booked and deposited we will contact you to select your prize and arrange delivery.



