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# Travel Daily

First with the news

Tuesday 30th October 2018



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## VA Tasman fare restructure

**VIRGIN** Australia has this week introduced a new airfare structure on its international short haul and trans-Tasman network, as part of the expansion of its New Zealand offering as its former Air NZ alliance ceases.

The change sees VA's international offerings aligned across short and long-haul sectors, with five key airfare types including Getaway, Elevate, Freedom, Business Saver and Business levels.

The new structure applies to all flights ticketed on or after 28 Oct 2018 and as previously announced (**TD** 01 Aug) sees baggage and refreshments offered in conjunction with all

fare types.

Fare rules have been tweaked, with Business Saver tickets able to be changed at no cost greater than 30 days prior to departure, and also now refundable with a \$200 cancellation fee.

Previously VA Business Saver international short-haul fares were non-refundable.

Higher level Elevate Economy fares are also now able to be changed at no charge 30 days out.

Virgin Australia's debut as an "independent carrier out of New Zealand" included its inaugural Sydney-Wellington service on Sun and yesterday's debut of Melbourne-Queenstown.

VA is also the only carrier to offer wi-fi connectivity across its Tasman fleet.

The new all-inclusive offering is showcased on the **cover page**.

## Vodafone prepaid

**COMMUNICATIONS** provider Vodafone is targeting the inbound Chinese market, offering Alipay transactions at 110 of its stores across Australia including at international airport locations.

Vodafone will also use Alipay's in-app marketing functionality to promote pre-paid SIM cards to Chinese visitors to Australia.

## Today's issue of TD

**Travel Daily** today has seven pages of news, including a front cover wrap for **Virgin Australia**, a photo page for **PONANT** plus a full page from:

- TMS Talent/inPlace



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## ATAS in the spotlight

AFTA Chief Executive Jayson Westbury has “set the record straight” on the ATAS accreditation scheme after a series of cancellations prompted criticisms last week (TD 23 Oct).

See today’s AFTA Update on page five for details.

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## Second Celebrity homeport

**CELEBRITY** Cruises today announced a major expansion of its presence in Australasia, doubling capacity with the deployment of *Celebrity Eclipse* alongside *Celebrity Solstice* during the 2020/21 summer season.

The 2,850-passenger *Eclipse* will be the newest ever ship to homeport in Vic, and will arrive in Melbourne on 23 Dec 2020 for her inaugural season after a multi-million dollar upgrade.

*Solstice* will continue to cruise out of Sydney, arriving for the season on 16 Oct 2020.

It’s not the first time Celebrity has had two ships operating locally, with *Solstice* joined by

*Celebrity Millennium* in local waters six years ago (TD 08 Apr 2011) as she transited between Honolulu and Singapore.

Royal Caribbean Cruises Limited MD Susan Bonner said the decision to deploy two Celebrity ships locally for an extended period reflected the strength of the Australian cruise sector.

“These ships are truly beautiful, and their food, wine and design focus resonates so well with discerning Australian guests looking for modern luxury holidays,” Bonner enthused.

*Eclipse* will offer seven round-trip voyages of 8-14 nights in duration ex Melbourne to the South Pacific, New Zealand, Queensland, Tasmania and South Australia.

Full details of the itineraries of both ships will be released when the 2020/21 season goes on sale in a week’s time.

More in **Cruise Weekly** today.

## Lion Air flight ban

**AUSTRALIAN** Government officials and contractors have been instructed not to fly on Indonesian carrier Lion Air, following the fatal crash of a near-new Boeing 737-MAX into the ocean near Jakarta yesterday.

Almost 200 people were on board flight JT610 which lost contact with air traffic control about 13 minutes after take-off.

The crash is believed to have killed everyone on board.

A Department of Foreign Affairs Smartraveller update yesterday confirmed the ban on government travel aboard Lion Air or its subsidiary carriers, saying the decision would be reviewed once the findings of the crash investigation are clear.

## Cristina Magni leaving Virtuoso

**VIRTUOSO** Asia-Pacific MD Michael Londregan has confirmed the departure of the organisation’s Regional Director of Operations for Australia and New Zealand, Cristina Magni.

Magni has decided to return to Europe to “pursue personal fulfilment,” Londregan said, thanking her for her contribution over the last three years.

“The energy and commitment Cristina has given to the Virtuoso business and brand has contributed greatly to our current status and success,” he said.

“She will be missed at every level,” Londregan added.

Going forward BDMs Michele Sanderson and Anna Davies will continue to support Virtuoso’s Australian and NZ members, with Adrian Clarke working with Virtuoso’s product partners.

Magni’s last day with Virtuoso is tomorrow, 31 Oct 2018.

**Australian small businesses have saved \$10.5 MILLION on flights\***

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\*You must be a Qantas Business Rewards member to save on flights for your business. Savings based on Qantas Business Rewards Membership from 31 March 2014 to 30 June 2018. Conditions apply.



## APT 19/20 launch

APT has released its 2019/20 Antarctica and South America brochure, combining Antarctic expeditions with South American land journeys.

A range of Superdeals are available on selected tours, such as a \$500 air credit per couple on the 15-day Classic Antarctica, priced from \$16,995 per person twin share.

A highlight of the program is the 28-day Best of South America with Galapagos & Amazon Cruise, which starts at \$28,995 and features three-night stays in both Buenos Aires and Rio de Janeiro.

The itinerary includes a visit to Lima with the chance to travel to Machu Picchu and a Galapagos Islands cruise on luxury catamaran *M/C Endemic*.

Antarctica and South America are also part of APT's new Tailor Made Journeys, a custom travel planning service which launched earlier this year (TD 27 Jun).

For more, **CLICK HERE**.

## UK to fast track Aussies

**AUSTRALIANS** will be spared lengthy queues when entering the UK from next year after a surprise decision to extend the use of airport e-gates.

In its annual budget handed down last night, the British Government announced Australians would be able to join European nationals in using the fast-track system at Heathrow Airport and other UK gateways, along with visitors from the US, Canada, New Zealand and Japan.

The move has been interpreted as an effort to strengthen ties with non-EU allies as the UK prepares for Brexit next year.

It was welcomed by Australia's High Commissioner to Britain George Brandis, who said "we've been working towards this for some time".

No date has been given for the change, which UK Chancellor of the Exchequer Philip Hammond said would "send a message loud

and clear to the rest of the world that Britain is open for business".

Queues for non-European nationals at Heathrow reportedly peaked at more than two and a half hours during this year's northern summer, while waiting times exceeded targets of 45 minutes 95% of the time.

## Marriott foodie site

**MARRIOTT** International has launched a new gastronomic website to showcase the 71 bars and restaurants operating in its 31 properties in Australia and across the Pacific.

The Meet Eat Drink website will include details of dining initiatives at all properties as well as upcoming culinary partnerships and events such as the Margaret River Gourmet Escape Dinner Series and the Diner en Blanc Cocktail & Dining Collection.

See [www.meeteatdrink.com.au](http://www.meeteatdrink.com.au).



## Window Seat

**MAYBE** it's conceptual art.

Organisers of next year's Mona Foma festival in Launceston today announced the launch of their own airline to help promote the Tasmanian event.

Air Mofo will serve one destination only - Launceston - with departures from Adelaide, Brisbane, Sydney and Melbourne and a rock-bottom ticket price of zero for those lucky enough to score entire seat rows in a **COMPETITION**.

"It'll be weird, there'll be good food, great booze, and some confronting in-flight entertainment that probably can't be unseen," said Festival Curator Brian Ritchie.

But a disclaimer on the press release says "New airline bit is not quite true, but the competition bit certainly is."

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Tuesday 30th October 2018

## Expedia acquires

**EXPEDIA** has purchased two new software providers as part of its ongoing expansion into the home sharing market.

The acquisitions include Pillow, a system which allows large property managers to work with long-term residents to rent out apartment space as short-term rentals, as well as ApartmentJet which enables multi-family accommodation owners to market their guest suites.

Both platforms will become part of Expedia's HomeAway offering.

## OS lands in CPT

**AUSTRIAN** Airlines has debuted a new non-stop route between Vienna and Cape Town in South Africa, with the inaugural service arriving late on Sat night.

The seasonal flights will operate twice weekly using Boeing 777 aircraft configured with Economy, Premium Economy and Business class seating.

## Peregrine Africa '19

**PEREGRINE** Adventures has released its 2019 Africa and Middle East program, offering itineraries to Turkey, Israel and the Palestinian Territories, Georgia and South Africa.

The brochure includes five new itineraries, including the nine-day Kruger, Chobe & Falls covering Africa's scenery, wildlife and Victoria Falls.

"More travellers are now realising there is a degree of risk wherever they travel in the world and are no longer letting fear deter them from uncovering relatively untouched and incredible destinations," said Jenny Gray, Middle East and Africa Product Manager at Peregrine Adventures.

Also new is the eight-day Christmas in Bethlehem which offers "an abundance of Christmas markets" and a Christmas dinner with locals.

For more information on the release, [CLICK HERE](#).

## Travellers Choice goes solo



**FIVE** Travellers Choice members recently joined forces to launch the inaugural Solo Traveller Expo in Canberra.

Jamison Travel's Michelle Everson says all of the Travellers Choice agencies worked hard to bring the event together, but nevertheless they harboured the usual fears that nobody would turn up – especially given it was a first-time event.

"Their fears proved unfounded however, with more than 800 people attending the four-hour Expo," she said.

"We had been seeing growing interest in solo travel, which was not surprising given that we serve an older demographic

and unfortunately sometimes people's partners are unable to travel or have passed away," Everson said.

"But we were still surprised at the level of demand, and how frustrated people were at the lack of options and the extra costs they face when travelling alone."

**Pictured** back row are: Lucinda Metcalfe, Maria Slater Travel; Paula Moylan, Travellers Choice; Jim Cooper, Queanbeyan City Travel & Cruise; and Brian Slater, Maria Slater Travel.

In the front row: Ann Williams, Travel Makers; Amanda Jezek, Travel Makers; Michelle Everson, Jamison Travel; and Deborah Long, Weston Cruise & Travel.



## 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 win\*.

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](mailto:auincentives@au.qatarairways.com) for an entry form.

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\* 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](mailto:auincentives@au.qatarairways.com)

### HTG partners with NICI



**THE** National Indigenous Culinary Institute (NICI) held an event over the weekend with the team at Hunter Travel

Group (HTG) and its corporate partners onboard super yacht *ONEWORLD*.

"HTG is very passionate about supporting charities and community organisations and is thrilled to be partnering with the NICI," the company stated.

**Pictured** centre right is Rod Harys, HTG Head of Sponsorship and Strategy, with NICI board members and Indigenous chefs onboard *ONEWORLD*.

### Velocity social push

**VIRGIN** Australia's Velocity Frequent Flyer program has launched a new marketing campaign that allows members to earn points when they promote the program on social media.

Created by CHE Proximity, the marketing campaign will use an AI tool called "Earnie", which will use an algorithm to rank and score how many points each individual promoter will receive.

### Bankside signs on

**MARRIOTT'S** Autograph Collection Hotels brand has opened a new location in London's Bankside.

The 161-room, six-storey boutique hotel features a restaurant and bar, and is styled to pay homage to themes from British history.

The property is located on the south bank of the River Thames.



**THE** recent list of ATAS membership cancellations has prompted plenty of discussion across the

industry, and today I hope to set the record straight amid some of the commentary being made.

**ATAS continues to provide extensive advantages to Australian travel agents in a deregulated market providing a clear differentiation between agency types.**

That is, those who are accredited and willing to have their business put to the scrutiny of the industry Federation, versus those who wish to not stand up to this testing.

It is very clear and this statement is based upon a recent extensive and expensive consumer research project undertaken by AFTA.

Any agent who is making comments about the value and processes undertaken by ATAS should produce their own consumer-based research to back up baseless statements.

The following facts are on the record and public:

- AFTA conducted consumer research in Apr this year, delivered by independent global research agency FiftyFives. The research confirmed ATAS' growing awareness amongst consumers and importance in influencing with whom consumers book travel. Some of the findings:
  - More than 60% of travellers say ATAS is relevant to their travel plans.
  - Awareness of ATAS drives use of travel agents – 82% will look for an accredited travel agent

next time they book. - 3 in 5 travellers will question a business' credibility if they can't see the ATAS logo displayed in their selling narrative.

- A new television commercial has been developed by AFTA to reinforce the value of travel agents.

The key facts are: Duration: Sun 28 Oct-24 Nov (first showing) - The commercial will air across Channel 7 (stations include: 7, 7Two, 7 Flix on shows like *The Morning Show, Lifestyle, The Daily Show*); TenPlay (channel Ten targeting females 25-54 across all shows); and YouTube – set to reach 1.4 million consumers targeting females 25-54 and the Google-defined affinity audience of "Travel Buffs".

**ATAS is about future-proofing the Australian travel industry and helping consumers identify reputable, trusted travel agencies through whom they can book with peace of mind.**

**All professional and legitimate businesses should be part of the "ATAS ecosystem" – working to support, grow and protect our sector ensuring a differentiation between those agents who are ATAS and those who are not.**

AFTA will continue to drive the importance of this to ensure the Australian travel agency community has something to be proud of and feel supported by its industry body.

Agents often complain about the industry's reputation.

ATAS is fundamentally how the reputation is maintained - it elevates standards and creates an important message to help drive consumers to Australian travel agents.

### Radisson Cyprus

**RADISSON** Hotel Group has revealed it will open the Radisson Larnaca Beach Resort on the Mediterranean island of Cyprus in the third quarter of 2019.

The 202-room property will feature three restaurants, a lounge bar, fitness and leisure facilities, and conference rooms.

The hotel will be located close to Larnaca's opera house and is Radisson's first property to debut in southern Europe.

Sunnyseeker Hotels will operate the hotel when it opens next year.

### Fusion in Saigon

**FUSION** Hotel Group has announced the first property in its new Fusion Originals brand is set to open in 2019.

The 88-room Darwin - A Fusion Original will open its doors in Ho Chi Minh City next year and feature a 19th-century discovery and adventure theme in a move to honour the famous English naturalist and biologist Charles Darwin.

The hotel features the Beagle Bar which will host regular live music and spoken-word events.

### Have a holiday like Harry & Meghan!



This week Fraser Island is joining with

**Travel Daily** to give readers the chance to win the "Fraser Island Adventure" Package for 2 people, valued at \$449 per person twin share.

The prize includes ferry to Fraser Island, two nights Accommodation, buffet breakfast, 4WD guided tour of Fraser Island (going to the rainforest and Lake McKenzie where Harry went). Visit [www.kingfisherbay.com](http://www.kingfisherbay.com) to learn more.

To win, be the first to send your correct answer to the daily question to [fraserisland@traveldaily.com.au](mailto:fraserisland@traveldaily.com.au)

**What was the name of the resort the Duke and Duchess of Sussex stayed at on Fraser Island?**



## “Expeditions to Inspire” brochure launch

OVER 100 agents enjoyed viewing 50 Greatest Wildlife Photographs in Melbourne Zoo’s historic Carousel Park last Thu night while learning how PONANT and NATIONAL GEOGRAPHIC have joined forces, combining their 160 years of expertise to offer a range of unique and enriching expedition cruises. Expeditions in the program for modern-day adventurers include: Alaska, the volcanic Aleutian Islands, the Sea of Okhotsk, the magnificent fjords, ice flows and wildlife of Spitsbergen and Greenland, and the lesser visited Caribbean and Bijagos islands of the Atlantic Ocean.

Further journeys on offer sail to the Aldabra lagoon in the Indian Ocean - the largest coral atoll in the world, the cultures of Micronesia and the Solomon Islands, as well as the far-flung Sub Antarctic Islands and wondrous Antarctica.

The 48-page “Expeditions to Inspire” brochure is available now. From the iceberg-scattered bays of Antarctica to the crystal clear waters of the Indian Ocean, by 2021 there will be more than 130 expeditions co-created by PONANT and NATIONAL GEOGRAPHIC. Awaken your sense of wonder and view this brochure now by **CLICKING HERE**.



**ALEX** Stragalinos, PONANT; Andrea Robinson, NATIONAL GEOGRAPHIC; Sandrine Erwin-Rose, PONANT; and Craig Farrell, PONANT.



**DEB** Carr, Helloworld Surrey Hills; Nicky Vergano and Jacqui Bendall, Surrey Travel.



**KYLIE** Fidler and Katrina McCann, Trans World Travel.



**KARLA** Bett and Chelsea Hutchinson, Emma Whiting Travel.



**TRACEY** Nelson, Bayview Travel; and Julie O’Grady, Exclusively Cruising.



**ROLAND** Kautzky and Kim Klooger, Travel Associates Toorak; and Niall Wilson, Flight Centre.



**PRIZEWINNER** Jonathan Chaparro-Zarate (centre) from the South American Tourism Office flanked by Craig Farrell, PONANT, and Andrea Robinson, NATIONAL GEOGRAPHIC.



**DELICIOUS** canapés.



**GIRAFFE** watching.



**JO LAWSON** and Sarah Dimopoulos, Forth & Wonder.

## Sebel new-build in Vic



### MONEY

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

**AU\$1 = US0.707**

**THE AUDUSD** hit a new two-year low on Fri after a big sell-down in the Chinese yuan boosted the greenback.

This month saw Chinese economic growth slow to 6.5% - the weakest pace since the global financial crisis.

The AUDEUR fell 0.1% while the AUDGBP climbed 0.1%.

The AUDJPY climbed from two-year lows to end with a 0.2% loss.

*Wholesale rates this morning.*

|              |           |
|--------------|-----------|
| US           | \$0.707   |
| UK           | £0.551    |
| NZ           | \$1.079   |
| Euro         | €0.620    |
| Japan        | ¥79.30    |
| Thailand     | ฿23.28    |
| China        | ¥4.852    |
| South Africa | 10.271    |
| Canada       | \$0.922   |
| Crude oil    | US\$67.59 |

**ACCORHOTELS**, together with owners Dalmeera Group, have introduced a new-build apartment-style Sebel branded hotel to Malvern, Victoria, which is scheduled to open in late Nov.

Spanning 17 floors, the Sebel Melbourne Malvern will feature 46 one-bedroom suites, 36 two-bedroom suites and four three-bedroom suites, all complete with full kitchen and laundry facilities.

Other amenities include an executive lounge, fitness centre, jacuzzi, and an outdoor recreation terrace (**pictured**) with BBQ facilities.

The ground floor space will be home to retailers and restaurants.

Malvern is an inner-city suburb 8km from Melbourne's CBD.

### Abu Dhabi EDITION

**THE** Abu Dhabi EDITION has opened, marking the debut of the brand in the Middle East.

The hotel offers 198 rooms, 57 residences, three restaurants and a craft gin-led cocktail bar.

It is located on the waterfront on the Al Bateen peninsula.



## WIN A TRIP FOR TWO TO WASHINGTON DC

From historical monuments to food trucks and barista-made coffee, Cathay Pacific is excited to welcome Washington D.C. to their network! To celebrate, they're giving away 2x Economy Class tickets from Australia to Washington, D.C.

Answer the most daily questions correctly and come up with the most creative answer to the final question. Send your entries to [cathay@traveldaily.com.au](mailto:cathay@traveldaily.com.au)



Q18. Is the new A350-1000 a wide-body or narrow-body aircraft?



### NZ impossible burg

**AIR** New Zealand from today is serving a smaller version of its plant-based Impossible Burger, which it said had been "extremely popular with customers".

The Impossible Burger sliders will be offered as part of the new Business Premier menu on flights from LAX to AKL until the end of Jun 2019.

### WTTC biometrics

**THE** World Travel & Tourism Council (WTTC) has announced the launch of the Seamless Traveller Journey program, a series of pilot schemes which aims to ensure pax move more efficiently, faster and securely.

In the first half of 2019, pax will be able to trial the application of biometric technology on round-trips between Dallas Fort Worth Int'l Airport or London - from the point of booking, check-in, through airports, airline boarding, border management, car hire, hotel and cruise.

### ACI pax satisfaction

**GLOBAL** pax satisfaction with airport service quality rose to a score of 4.21 out of five in Q3 of 2018 from 4.17 in the same period last year, according to the Airports Council Int'l (ACI) World Airport Service Quality barometer.

All categories such as access, check-in, wayfinding, security, passport/ID control, airport facilities and airport environment showed improvement, with the highest increase in satisfaction belonging to the "airport facilities" category.

### G Adventures sale

**G ADVENTURES** is running an Asia Flash Sale until 16 Nov offering savings of up to 20% on select tours.

The sale includes itineraries with departures up until 31 Jul.

Included in the offer is the 21-day Essential China, 14-day Thailand and Laos Adventure and 14-day Discover Japan.

For more, **CLICK HERE**.



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**Group Travel Operations Consultant - Sydney \$60 to \$70K + super**

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**BDM NSW & ACT - Sydney \$80 to \$100K + super + bonus + car allow.**

Newly established national business focused on bringing Australia's most iconic experiences to life. An on road sales role generating business with agents & trade partners focusing on Australian cruise industry & MICE market. **Call Ed or Click HERE**

**Recruitment Consultant - Melbourne from \$50K + super + commission**

TMS are looking for hungry sales people who want to grow their careers. A varied role encompassing account management, networking & targets. Previous recruitment or sales/ consulting exp. within the travel industry required. **Call Kim or Click HERE**

**Business Development Manager - Perth \$65K + super + car allowance + inc**

Great opportunity to join one of the most reputable & recognisable brands in travel. Looking for a self-disciplined & motivated individual who loves to build & maintain relationships. Exceptional bonus structure & car allowance on offer. **Call Adrian or Click HERE**

**Travel Consultant - Gold Coast \$43K + super + commission**

This award-winning travel organisation is looking for an experienced, self-motivated & sales driven Travel Consultant. Great opportunity to improve your salary with excellent commission on offer & great work life balance. **Call Natasha or Click HERE**

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