Travel Daily First with the news

Friday 26th April 2019



Travel Daily

on location in

Vancouver

Today's issue of TD is coming to you courtesy of Norwegian Cruise Line and Air Canada, with NCL this week hosting partners onboard Norwegian Joy on her inaugural US cruise.

WE'RE stepping on board Joy today for three nights as she sails to Los Angeles.

We arrived in Vancouver yesterday nice and rested thanks to Air Canada's luxurious Business class, before being welcomed by NCL at a cocktail party held at the hotel for travel partners joining the cruise.

See more from the party on page five.

Over the weekend we will get a chance to experience all Joy has to offer.

See more on Facebook HERE.

FCTG "challenging climate"

FLIGHT Centre Travel Group this morning issued a profit downgrade (TD breaking news), with difficult trading conditions in its Australian leisure business contributing to an estimated 10% drop in forecast earnings.

The company said the "challenging trading climate in Australia has corresponded with a period of significant change and disruption in the past two years," with the company deploying a new GDS sales platform, introducing a new wage model for front-end sales staff, consolidating its brand structures and reviewing its shop network.

CEO Graham Turner said that while these changes had been now embedded, along with additional plans to address "short-term market challenges relating to soft TTV growth, costs and margin contraction within the leisure business," the benefits expected to flow from these initiatives were not yet being realised.

Previously Flight Centre was targeting full year underlying profit before tax of up to \$420 million, with that now revised to a \$335 million-\$360 million range.

Turner said the company expected its Australian leisure results to improve, but at the same time Flight Centre's businesses outside of Australia were for the first time expected to generate more than half of group profit, while global earnings were also likely to be weighted towards corporate travel.

"We are performing particularly well in the USA and UK and are on track to achieve record profits in both of these countries and in several other geographies.

"The USA business, which is now poised to become our second largest business behind Australia in both profit and TTV terms, is on a strong growth trajectory," he said.

Turner said while overall results for FY19 would be disappointing, FCTG was "well placed to deliver further growth in the future," given its brand, geographic diversity, strong balance sheet and ability to evolve.

MEANWHILE Flight Centre has also strongly refuted claims made in legal action initiated by law firm Maurice Blackburn relating to staff underpayments - more on page three of today's TD.

Today's issue of TD

Travel Daily today has five pages of news and photos, plus a full page from:

• Travel Trade Recruitment

StudentUniverse to launch in Australia

THE online brand stable operated by Flight Centre in Australia will expand next month with the launch of StudentUniverse, as a "specialist online travel agency targeting the youth sector".

The initiative, outlined by FCTG CEO Graham Turner today, will expand StudentUniverse's operations from its current presence in the USA and UK.

StudentUniverse specialises in "verifying and selling restricted student and youth fares online," Turner said.

Flight Centre purchased Bostonbased StudentUniverse about three years ago (TD 16 Dec 2015).

CX boosting AKL

CATHAY Pacific is set to expand its operations to Auckland, with a fourth weekly seasonal non-stop flight to Hong Kong over the upcoming summer peak period.

GDS screens indicate the new A350-900XWB frequency will operate from 05 Dec 2019.

The carrier will also become the first airline to operate the larger A350-1000 aircraft to NZ, debuting the 334-pax four-class on the AKL route later this year.

Leisure Group on fast track



NEW Express Travel Group member Leisure Group Travel (TD 24 Apr) is undertaking a rapid growth strategy, with new recruit Jason Starling "blowing his first quarter KPIs out of the water in just three weeks".

Leisure Group is privately owned by Skybound Capital, and is the parent company to brands including Discover Queensland, Hightide Holidays and the newly launched outbound operation, Global Explorer which is being developed by Starling.

Gold Coast-based Leisure Group has 40 staff, with founders Jon and Rebecca Tarrant last year winning the tourism category of the Gold Coast Young Entrepreneur of the Year awards.

The company also recently appointed former Helloworld staffer Kyra Coffman as BDM to develop strategic cruise, land and wholesale partnerships.

Starling is pictured above right with Trevor Zaffiro, Jon Tarrant and Christine Dilger from Leisure Group Travel.



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Boeing's Q1 loss

BOEING reported first-quarter net earnings of US\$2.15b, marking a 13% loss from the US\$2.5b it earned in Q1 2018.

Boeing stated it would not provide a financial forecast for the rest of 2019 because of "uncertainty of the timing and conditions surrounding return to service of the 737 MAX fleet".

The company recorded a revenue of US\$22.9b for the period, down from US\$23,382b in Q1 2018 and noted the results reflected lower 737 deliveries partially offset by higher defence and services volume.

Boeing generated an operating cash flow of US\$2.8b and paid US\$1.2 billion of dividends to its shareholders.

Ctrip traveller stats

SYDNEY, Melbourne, Brisbane, and Perth are some of the top cities in Australia Chinese travellers visited last year, according to the latest data from Ctrip Group.

The figures indicated that Feb and Jul were the peak months for travel to Australia and more than a quarter of those travellers were born after the 90's.

Ctrip Group also identified that 45% of Chinese visitors would travel for 10 days and more; 43% from seven to 10 days; and 12% from four to five days.

The top 10 dep cities of Chinese travellers included Shanghai, Beijing, Guangzhou and Chengdu.

ANZAC Day figures down

HUNDREDS of Australians and New Zealanders gathered at Gallipoli yesterday for the annual ANZAC Day services, but figures have dropped dramatically since the ANZAC centenary was marked in 2015, operators have confirmed.

Mat McLachlan Travel Group Reservations and Operations Manager Rosanna Frisina attributed the decline to security concerns, but urged "there is currently no reason to avoid travel to Turkey".

"We are consistently in touch with our reliable ground operator and like us, their prime concern is the safety of our passengers."

She emphasised there were increased security measures in place in surrounding areas for the days before, during and after Anzac Day and that the Department of Veteran's Affairs

CWT appoints

THE hotel distribution division of CWT, Roomlt by CWT, has appointed Geoffrey Waldmiller as VP of Revenue Optimisation.

Waldmiller will be responsible for improving the traveller experience through the use of data science and technology.

Formerly Waldmiller served as Chief Revenue Officer for Schulte Hospitality Group, where he led revenue management, sales, eCommerce, marketing, and analytics for 151 hotels. also has a local presence.

She told *Travel Daily* the company's ANZAC traveller numbers have "grown each year since 2016 and we have continued to see a positive increase in demand since the Australian Government reduced the travel warning for Turkey late last year".

Sun Island Tours GM John Polyviou told *Travel Daily* "there was such a buzz leading up to the 100th anniversary, it's safe to assume that many people who were travelling for Anzac travelled then".

He recommended agents book with a licensed travel wholesaler in Australia, and suggested clients who may be apprehensive about ANZAC travel could head to North Beach, as the dawn service is held on a different day.

Silversea 2020/21

SILVERSEA Cruises has released details of its summer 2020/2021 voyages, featuring a total of 54 itineraries.

The program has an increased number of ports along with 20 maiden calls.

Travellers can choose itineraries onboard *Silver Muse, Silver Whisper, Silver Shadow, Silver Spirit* and *Silver Moon*, which is due to join the fleet in Aug 2020.

The new collection of voyages showcase the Caribbean, Asia, Australia & South America.

TA youth push live

TOURISM Australia (TA) has officially kicked off its new youth campaign Australia Inc., targeting young people who combine travel with temporary work under Australia's Working Holiday Maker program (**TD** 14 Mar).

Australia Inc. seeks to showcase how a working holiday in Australia can give young people a "point of difference and equip them with the experience, confidence and skills" needed to develop a career back home.

Tourism Australia MD John O'Sullivan said that the campaign aimed to address a recent downward trend in the overall number of working holiday makers coming to Australia.

Solomons update

TOURISM Solomons has advised full normal services have resumed in Honiara, following civil unrest as a result of the Prime Minister elections, which took place on 24 Apr.

CEO Josefa "Jo" Tuamoto said the main demonstrations took place away from the city's main tourism corridors.

"Hotel and resort guests beyond being asked to stay on property during the demonstrations have not been affected at any time."

MEANWHILE DFAT is advising travellers to "exercise normal safety precautions" and avoid protests, political rallies and other public gatherings, as they may turn violent.







FC denies underpayment

ALLEGATIONS that Flight Centre Travel Group systemically underpaid staff have been strenuously rejected by the business.

The ABC reported class action specialists. Maurice Blackburn Lawyers and union Together Queensland, intend to file a case against Flight Centre with the Federal Court today, in relation to the underpayment of five current and past employees of the group.

Maurice Blackburn employment law principal, Giri Sivaraman told the ABC claimants were owed \$250,000 in underpayments, overtime and leave entitlements.

Responding to the allegations, a Flight Centre spokesperson "categorically denied" the claims.

"As no legal action has been served and the claims were only outlined in a media release provided to the ABC, the company is not in a position to address

the allegations in detail," the spokesperson told Travel Daily.

"Based on comments made in the media release, these allegations appear to relate to a wage model that was replaced last vear, and are inaccurate and were strongly denied publicly when they first surfaced in 2018.

"The company has categorically denied that some of its people were paid below the minimum award under the previous wage structure.

"Like most sales companies, Flight Centre has an incentivised workforce and pays its people a base wage or retainer plus commissions.

"If the combination of retainer and commission fell below the minimum applicable award, the company paid its people an additional top-up to ensure earnings reached the appropriate

Flora partnerships

CELEBRITY Cruises has announced three new partnerships ahead of the launch of its new ship, Celebrity Flora.

The line named conservationist and former World Wildlife Fund International President Yolanda Kakabase as Godmother of the new eco-friendly ship, which will cruise the Galapagos Islands from 30 Jun this year.

The line also revealed the ship would provide guests with access to high-tech oceanographic research equipment through its partnership with Oceanscope.

Celebrity has partnered with **Ecuadorian Interior Designer** Adriana Hoyos, who has designed a series of "one-of-a-kind" pieces for the ship.

Grandtravel trend

VISIT Anaheim has reported an increase in the desire to take multigenerational holidays, which it has called "grandtravel".

According to a recent study of 1,000 Americans conducted by the destination organisation, 83% of millennials reported they wanted to take the kids on trips with their grandparents.

Visit Anaheim suggested having trusted baby-sitters with them as one possible reason for the trend.



THE Ritz-Carlton, Millenia Singapore, is making the experience of getting to know the city-state competitive by launching a bespoke edition of the board game, Monopoly.

The hotel's General Manager, Peter Mainguy, said the game would give guests a way to "discover unique experiences available within our hotel such as the popular butler-drawn bath experience", while they strive to become property tycoons buying up Singapore's landmark attractions and museums.

Traditionally associated with family fights and deep suspicion of whomever took on the role of "banker", Mainguy said the bespoke board game "makes a perfect souvenir of your trip, which you can share with family and friends while still in our hotel or which you can reminisce and play after your stay".

The hotel has also launched a new "Game Night" room package in a Grand Marina room or a Deluxe Suite.

Find out more HERE.

Join the team at **Business Publishing Group**

We are looking for a talented go getter to join our team of writers to produce content for our portfolio of publications – Travel Daily, Pharmacy Daily, travelBulletin, Cruise Weekly and Business Events

You will be required to prepare, write and edit copy for the daily publications ensuring deadlines and quality standards are achieved. Your role will also involve conducting interviews and providing coverage of industry events for the generation of content.

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A full job description is available on request. To apply email your confidential CV with cover letter to jobs@traveldaily. com.au before 30/4/2018.



Travel Daily







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

European Waterways is offering an earlybird promotion allowing guests to lock in their 2020 cruises at 2019 prices and also save an extra 10% off charter prices on select spring 2020 departures. All 2020 cruises must be booked by 13 May. For more information, CLICK HERE.

Carnival Cruise Line has extended its Spa & Bar Dollars sale until 02 May, offering rates and up to \$400 onboard credit on a range of sailings across 2019 and 2020. Bookings need to be made by 02 May. CLICK **HERE** for details.

Travellers can save more than US\$7,000 on expedition cruises into and out of the Northwest Passage when booking with Adventure Canada and Cruise Traveller. Call 1800 507 777 to find out more.

Save 25% on adult cruise fares and solo travellers pay no single supplement on all of Captain Cook Cruises Fiji's three-, four- and sevennight Mamanuca, Yasawa Islands and remote Discovery cruises. This deal is on sale from o1 May to 30 Jun with travel until 31 Mar 2020. Check out further information HERE.

MH student prog

MALAYSIA Airlines has partnered with Brand Expedia, Grab and Maxis to offer benefits to its student travel program, MHexplorer product.

MHexplorer offers students 20% fare discounts, with additional 10kg baggage allowance, one complimentary travel date change, a special friends & family promo and Enrich miles.

MHexplorer is open to students aged between 18 and 26, with fares available for travel from destinations including Australia and New Zealand.

Hilton openings

DOUBLETREE by Hilton has expanded its global presence after opening seven new hotels in the first quarter of this year.

The brand has seen "substantial international growth in the last decade", and now boasts over 560 hotels in destinations around the world

The new properties include the DoubleTree by Hilton Fairfield Hotel & Suites with 205 rooms; the 150-room DoubleTree by Hilton Miami Doral; and the 309room Illinois hotel DoubleTree by Hilton Lisle Naperville.

Chau steps down

AIRPORTS Council International (ACI) Asia-Pacific Regional Director Patti Chau is set to step down at the end of this year.

Chau has worked with ACI Asia-Pacific for over 15 years.

A global search for her successor will be undertaken.

Hawaii visitor stats

VISITORS to the Hawaiian Islands spent a total of US\$4.52 billion in the first quarter of 2019, a decrease of 2.4% compared to the first quarter of 2018, according to preliminary statistics released by the Hawaii Tourism Authority (HTA).

Total visitor arrivals in the first quarter grew 2.6% to around 2.54 million visitors, supported by arrivals via air service (+2.6%) and cruise ships (-0.8%) compared to the first quarter of 2018.

Due to a shorter average length of stay by visitors from most markets, total visitor days was flat, up just 0.2%.

Among the four larger islands, Oahu recorded increases in both visitor spending (+4.6% to \$2.01 billion) and visitor arrivals (+3.7%) in the first quarter compared to a year ago.

Sri Lanka DFAT

THE Department of Foreign Affairs and Trade (DFAT) is advising travellers to reconsider travel to Sri Lanka, following the Easter weekend terrorist attacks that resulted in more than 253 deaths and 359 injured.

The updated Smartraveller advice suggests that terrorists are likely to carry out further attacks across Sri Lanka.

A State of Emergency and nighttime curfew remain in place.

DFAT also suggests arriving to Bandaranaike International Airport four hours ahead of scheduled flight due to heightened security measures.

Dusit Doha debut

THAILAND-BASED hotel and property development company Dusit International made its debut in Qatar with the launch of the Dusit Doha Hotel.

The property contains 264 rooms, 96 apartments and three dining options.

Dusit's signature Devarana Spa is also set to open at the hotel.

Steam Dreams Rail

THE Steam Dreams Rail Co. is launching The Royal Windsor Steam Express, the "first steam train service" from London Waterloo to Windsor", and the Sunset Steam Express, a sunset dining experience through the Surrey Hills.

Both trips will run from 04 Jun to 03 Sep.

The Royal Windsor Steam Express will leave Waterloo every Tue and features 1950's Pullman Style Dining carriages as well as First Class Restaurant Cars.

The Sunset Steam Express will leave London's Waterloo Station for a four-hour round trip, with dinner served en route in the 1950's Pullman Style Dining carriages.

Next TIME intake

TRAVEL Industry Mentor Experience (TIME) is seeking travel, airline and hospitality industry professionals to join the upcoming 35th cohort of its mentoring program.

Expressions of interest are due by 17 May.

For more information and to download the forms from the TIME website, CLICK HERE.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Tramada Systems Pty. Ltd

Measure, Improve, Profit



Investing in any significant purchase comes with it the responsibility to do a little homework prior to

purchase. Commonly we make a list of all the must-haves and nice-to-haves, talk to others with relevant experience, consider the options, then determine transition periods and timing.

When converting to a new mid/back office like tramada® --like many SaaS purchases-the responsibility to inform oneself doesn't end there. How to continue to gain an increasing return on investment and balance that investment with the time available can be a struggle.

For Travel Agents, investment in time and resources to analyse performance is essential to maximising the technology and business output. Consider profitability reporting that tramada's embedded enhanced reporting tool, connect BI, can offer so outcomes can be measured and once measured, improved. Our most productive agencies measure:

Consultant productivity: What is the daily booking rate per consultant? What is their annual TTV output? Who needs coaching?

Supplier targets: Are airline targets being met? Are preferred hotels getting the bulk of the business? What can be redirected?

Hotel/Car attachment rates: For every night away, has the hotel been booked? Where are the gaps?

If you always do what you've always done, you'll always get what you've always got. To learn more about leveraging connect BI for improved profitability, contact sales@ tramada.com.

Susan Enners, Country Manager Australia/New Zealand, Tramada – your travel technology partner





A Joyous occasion



NORWEGIAN Cruise Line welcomed agents and media to the inaugural US sailing of Norwegian Joy with a cocktail party on land last night in Vancouver, before the group set sail for Los Angeles today.

Travel agents from Australia, UK, Latin America and Asia have been invited to join the three-night cruise, which is the first US sailing for the recently renovated ship.

Norwegian Joy has undergone a

Emirates refreshed

EMIRATES has announced it has completed the \$208 million reconfiguration of its last 10 Boeing 777-200LR aircraft, three months ahead of schedule.

The refreshed cabins will feature two, instead of three cabins, with wider Business class seats in a 2-2-2 formation and a more spacious Economy class cabin.

Australians will be able to experience the new cabins on daily flights from Adelaide.

Emirates will also add six Airbus A380s to its fleet this year.

US\$50 million renovation before she begins her season in Alaska. relocating from homeporting in Shanghai last year.

Pictured at the welcome cocktail party in Vancouver are Michelle Wiederman, Marketing Manager, Australia and New Zealand, Norwegian Cruise Line; Steve Odell, Senior Vice President and Managing Director Asia Pacific of Norwegian Cruise Lines Holdings (NCLH) and Nicole Costantin, Vice President Sales, Australia and New Zealand, NCL.

Holiday Inn Bangsar

INTERCONTINENTAL Hotels Group (IHG) has inked an agreement with City Motors Group for a newbuild Holiday Inn in the "affluent creative hub" of Bangsar in Kuala Lumpur.

Slated to open in 2023, the hotel will feature 220 rooms and have six meeting rooms, the largest of which will hold approximately 400 people.

The property becomes the fourth IHG property in the capital.



This month Acacia Africa and Travel Daily are teaming up to give two agents a 14-day Southern African Magic open age Small Group Safari. You can also take a friend for 50% off the tour price.

Visit www.acacia-africa.com for your chance to win a trip to Africa. To win, answer each question correctly and have the most creative final answer. Send your entries to acacia@traveldaily.com.au

17. YES or NO – Are you able to book a tailor-made tour with

Gorgeous George

A NEW 32-room luxury hotel called Gorgeous George has opened in two re-purposed landmark buildings located in Cape Town's arts and museum district of St George.

The Gorgeous George features a restaurant, rooftop bar and pool offering views of the city.

It is located nearby landmarks including Company's Garden and the South African Houses of Parliament.

SC foodie tour

A FOODIE tour has launched in the Sunshine Coast's Hinterland designed to highlight the region's local produce.

The "Farm to Fork" tour is a collaboration between Creative Tours and Events and the Brouhaha Brewery and will take small groups to local farms, restaurants and distilleries.

CLICK HERE for details.

MSC Martha tie-up

MSC Cruises has announced a new partnership with home and lifestyle guru Martha Stewart.

Guests cruising the Caribbean aboard several of MSC's ships from Jun will have access to shore excursions highlighting some of Stewart's "favourite activities", menus she designed and gift packages.

The partnership is themed "Celebrate, Discover, Experience".

Collie trail funding

WESTERN Australia's town of Collie is set for a \$10m boost in a bid to become a "world-class destination for mountain bike riders and bush walkers".

The funding, announced by Premier Mark McGowan in the WA state budget would see the creation of 100 kilometres of mountain bike and hiking trails between Wellington National Park and Collie.

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Travel Recruitment Consultant

Sydney, OTE of \$82k, Ref: 5432SJ2

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

Wholesale Cruise Consultant

Sydney, Up to \$55k + Super, Ref: 2045JB1

My client is seeking an experienced Cruise Consultant for their office based not far from Sydney CBD! The successful candidate will be able to work in a fast paced environment as this is a call centre role. Responsibilities include striving to exceed sales targets, taking in excess of 30 calls per day and providing an unparalleled level of customer service at all times. A strong background in cruise, an understanding of cruise line booking portals and a passion for the industry is a must!

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

Regional Travel Role | Relocation Package

BNE, \$45-50k + Super + Coms + Relocation Bonus, Ref: 1966AW3

The role will be heavily customer service focused offering your expertise on worldwide destinations. Consulting across all platforms, including face to face, online and over the phone, this regional community travel agency is looking for New Regional Travel Consultant to RELOCATE and join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service and Earn BIG \$\$\$, while having LOW living costs! Ongoing training and educational trips! Only work 2x SAT mornings per month!

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

Account Manager

N. Melbourne, \$55k-\$60k + Bonus + Super, Ref: 3730HC12

I am looking for an Account Manager for a leading & reputable company who is passionate about developing relationships in a niche area of travel. This business is going from strength to strength and they are seeking an Account Manager to join their international & domestic travel division to promote their brand to their existing clients. Ideally 1 year experience in account management/business development. Strong Travel consultants will be considered looking to move into this field.

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

Team Leader | Boutique Agency

Sydney, \$65-\$70k + Perks, Ref: 1346AJ1

This highly regarded and well established boutique Retail travel Agency is currently searching for an experienced Team Leader to lead and motivate a team of experienced consultants to new heights. They are due to move to a larger and brand new store in February and specialise in creating individual tailor made itineraries. This agency pride themselves on their customer service levels, putting in the extra time to really listen to their customers and personalise their itineraries.

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

Travel Consultant - Customer Focused

BNE, Competitive Salary Packge, Ref: 3151SZ1

A multi-award winning agency, independently owned and operated. These guys are specialist in their field by providing exceptional customer service by building rapport with all of their clients. Even though there is a HUGE focus on Customer Service, you will still need to have confidence in closing a file and upsell & cross sell products by explaining the features & benefits of those products. Want to work with VIP clients and a variety of products in a supportive retail agency? APPLY NOW!

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

Customer Service & Support Consultant

Brisbane, \$51k + Super, Ref: 2498SZ4

If you enjoy working in the travel industry but want to step away from a sales position & step into a more after sales, customer support role, then you are in luck! We have currently 2 x opportunities available for an experienced Travel Consultant with a keen eye for detail. You will be handling customer enquiries after they have booked, amendments, add ons, initial customer feedback, documentation & general administration duties. Fast pace, fun office dynamic, along the BNE river.

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

Business Development - Ski & Snow Accounts

Melbourne, \$65k + Comms + Super, Ref: 4015HC1

Working in sales & looking to work for a niche travel brand? You will be representing a well-known & respected company, a true market leader for their ski division. If you are tired of working for a company that has too many restrictions and wish to sink your teeth into something that is a bit more creative, challenging & simply different whilst utilising your amazing sales experience, this is the role for you! Strong career development opportunities and new & exciting changes to come!

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