

## #1 NUMBER 1 GIVEAWAY

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Simply book and deposit any APT Travel Group brand holiday between 1 – 31 August 2019 and you can be in the draw to win! The time for partnership and celebration is now, book your guests next holiday with us today!



## Inspiring seeks partners

ONLINE tour operator Inspiring Vacations is keen to work with travel agents, in keeping with its “customer-first” mantra which aims to allow clients to deal with the business in whatever manner they prefer (*TD* 31 Jul).

Co-founder Paul Ryan told *TD* the fast-growing business, established just 16 months ago, has in fact worked with the trade right from the start, “or actually from day three to be exact”.

Inspiring Vacations doesn't shy away from its direct relationships with customers, offering 24/7 coverage via its in-house team of expert consultants.

However, that in no way precludes the agency channel, Ryan added, saying “of course we are agent-friendly.

“We love working with agents because in some cases that's just what the customer wants...who are we to dictate to clients how

they should deal with us?” he said.

Ryan noted that the Inspiring Vacations website features a trade portal with a simple sign-on process for agents wishing to sell the company's small group tours.

Commission is payable on agent bookings, and documentation is issued in the agency's name.

“We also have a small but growing range of preferred partnerships, offering enhanced commercial arrangements and a closer relationship when it comes to marketing,” Ryan said.

Inspiring Vacations' trade focus also extends to an in-house agency team, all of whom are experienced travel agents themselves and a National BDM to provide ongoing support to the industry.

“We welcome any agent who wants to align with us, who is passionate about service delivery and providing the best possible customer experience,” Ryan said.

## Shepherd on TIME

ENSEMBLE Travel Group GM Australia & NZ, Trish Shepherd, has joined the Travel Industry Mentor Experience (TIME) board.

## Today's issue of TD

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

- Travel Trade Recruitment

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\*Terms and conditions apply.

## AFTA appointment

THE Australian Federation of Travel Agents (AFTA) has made Hank Spier interim Chairman of the ATAS Complaints Appeal Committee after the departure of Graham McDonald.

The former Chief Executive Officer of the Australian Competition and Consumer Commission, Spier is an experienced lawyer with a long involvement in corporate and consumer matters.

He is currently the Chairman of the Mortgage and Finance Association of Australia tribunal.

## Busabout All Stars

AGENTS can qualify to join Busabout's 2020 all Stars famil, held in a "top-secret destination" by earning points selling Busabout, Haggis & Shamrock.

Agents will need to sell a minimum of 5 Hop-on Hop-off trips and 30 Busabout trips overall - for more, [CLICK HERE](#).

## Kimberley flights on sale

SALES are open for the only direct flight link between Melbourne and Kununurra in the East Kimberley region (TD 27 May), a seasonal service that APT has ensured "perfectly supports" its Kimberley program in 2020.

To be operated by Alliance Airlines, with seats sold via Virgin Australia, APT said it worked closely with Alliance and Virgin, the Shire of Wyndham East Kimberley and Tourism Western Australia to align the route with its program.

The route has been declared a "game changer for Australian tourism" by the East Kimberley Marketing Group, with thrice weekly services to begin on 15 May 2020, in line with APT's first departure of the 10-day Grand Kimberley Coast cruise.

The luxury travel operator has already secured a number of the available seats so customers can add connecting flights between

Melbourne and their home city, including New Zealand (TD 29 May).

East Kimberley Marketing Group Chair Michael McConachy said, "The direct air service will offer a time and cost-efficient option for travellers to the region and is the culmination of three years hard work by the stakeholders."

The services are flagged to open up access for both domestic and int'l travellers to destinations including the Purnululu National Park (Bungle Bungle), Mitchell River National Park, Lake Argyle, the Ord River, El Questro and Home Valley Station.

Operations will run between May and Aug, capturing the peak tourism season in the destination and fares lead in at \$399 for Economy class.

The route will utilise a Fokker 70 aircraft, fitted with eight Business class seats and 65 seats in Economy class.

## Travel Daily on location in Greenland

Today's issue of TD is coming to you courtesy of Hurtigruten Cruises, aboard the new MS Roald Amundsen.

TODAY the Roald Amundsen made landfall at the remote Greenland community of Ittoqqortoormiit.

Just 400 people live in this frozen northerly community near the mouth of the massive Scoresbysund fjord, subsisting through traditional hunting.

In consultation with the locals, the Hurtigruten expedition team was able to land all pax, who explored the village, saw some of the arts and crafts & experienced the unique lifestyle.

Ittoqqortoormiit is located just below the southern extremity of the rarely visited North Greenland National Park.

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\*Conditions apply

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## travelBulletin Aug is out

THE latest issue of *travelBulletin* is now available to read, featuring a fascinating look at travel industry disruptors, examining what they are and why they exist.

Myles Stedman explores new business models in the Australian travel industry, and whether “deals sites” are genuine disruptors, or a new way of doing what has already been done.

The Aug issue of *travelBulletin* also unpacks the *travelBulletin/Travel Daily Salary Survey*, uncovering a boom in the travel industry, and all the glitz and glamour of the industry’s night of nights - the National Travel Industry Awards.

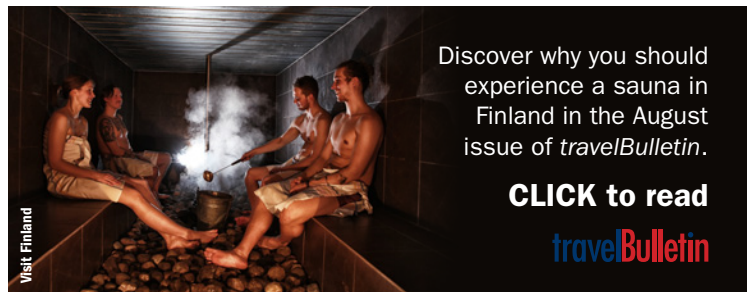
There’s also destination features on Europe and Australia, as well as active and adventure travel



and rail.

Also packed into the edition is our monthly coverage of the hottest issues, trends and the latest news.

[CLICK HERE](#) to read the edition.



Discover why you should experience a sauna in Finland in the August issue of *travelBulletin*.

[CLICK to read](#)  
*travelBulletin*

### VA baggage fees

**VIRGIN** Australia is increasing its prepaid baggage fees for each additional bag, effectively immediately.

For online/GDS bookings, Virgin will charge \$45 for each additional bag on domestic flights, & \$70 for int'l short haul.

Via the guest contact centre, domestic baggage will incur \$55 and international short haul \$80.

### Malvern closure

**MALVERN** Group, operator of LateRooms.com and Super Break, has gone out of business following the withdrawal of funding from shareholder Cox & Kings, *The Sun* reports.

Cox & Kings had withdrawn funding for Malvern following a “temporary cash flow mismatch” at its Indian parent company (*TD* 03 Jul).

Malvern had been looking to secure new investment, but failed to do so.



### Window Seat

**AIR** New Zealand safety videos are a thing of lore in aviation circles, but the carrier’s latest offering has taken it to another level.

Titled *Air All Blacks*, the clip has been viewed a total of 2.3 million times according to the airline, and features the usual involvement from the country’s rugby stars, as well as *Suits* actor Rick Hoffman, who insisted on his own involvement next time around upon viewing the flag-carrier’s previous safety video (*TD* 30 Jul).

Launched in support of the All Blacks’ World Cup campaign in Japan next month, the video takes viewers to the headquarters of Air All Blacks - view the video [HERE](#).

## The Qantas Channel is now live. Registration remains open.

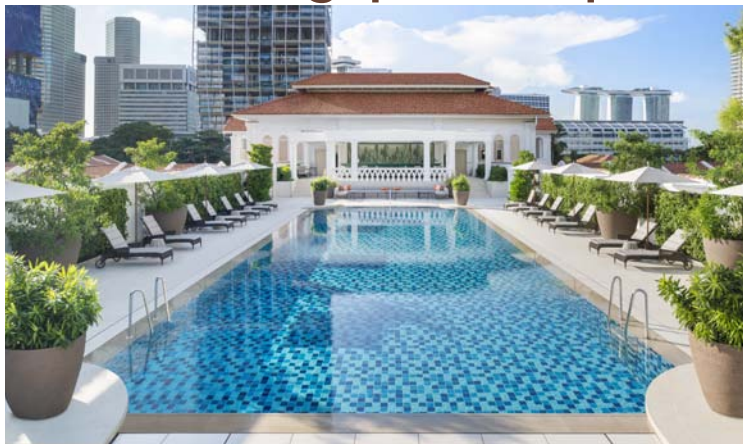
Responsible for a travel agency? You can continue to register\* for the Qantas Channel to be eligible to access a wide range of content for your customers.

[Register now](#)



\*In order to enable your agency to access the Qantas Channel you should register for the Qantas Channel via Qantas Agency Connect and enter into an agreement with your GDS or Approved Technology Partner to access the Qantas Channel. Acceptance of each agency into the Qantas Channel following registration is subject to Qantas’ approval.

## Raffles Singapore reopens



**RAFFLES** Singapore has reopened following extensive restorative works which began in Feb 2017 (**TD** 12 Oct 2016).

The revitalised property offers all-suite accommodation across nine distinct categories, three of which are new: Residence, Promenade and Studio.

The total suite count of the resort is also up, now at 115 from the previous 103.

The Raffles Arcade has been refreshed, and the restaurant and dining options feature collaborations with Michelin-starred chefs and will still serve the hotel's signature Singapore sling cocktail.

First opened in 1887, the hotel last underwent restorative work from 1989 to 1991.

**Pictured** is Raffles' updated swimming pool area.

## Redzy partnership

**INDEPENDENT** B2B booking and distribution platform Redzy has partnered with B2C platform GetYourGuide.

The pact will see Redzy join bookingkit as one of GetYourGuide's two global booking reservation partners.

Redzy will collaborate with GetYourGuide to improve cross-platform connectivity, drive innovation and develop new features to improve user experience on both sides.

"We are delighted for the opportunity to partner with a like-minded, customer-focused business such as GetYourGuide," said Redzy Chief Executive Officer Chris Atkin.

## CAPA Summit soon

**CAPA'S** Australia Pacific Aviation & Corporate Travel Summit is only seven days away.

With speakers such as Qantas Chief Executive Officer Alan Joyce, this is the pre-eminent aviation and corporate travel summit event, welcoming more than 500 delegates from across the industry.

On discussion will be topics such as airport regulation and the new distribution capability.

**CLICK HERE** for tickets.

## Etihad, Booking

**ETIHAD** Airways' frequent flyer program, Etihad Guest, has signed an agreement with Booking.com which enables members to earn miles while reserving accommodation through a branded Booking.com website.

Starting this month, customers can earn between three and six miles for every US dollar spent, depending on the accommodation booked.

The website can be found **HERE**.

## SNOW CONDITIONS

**WELCOME** to **TD's** snow conditions update, providing information on the latest snow falls, depths and lifts in operation across key popular Australian and NZ ski-fields.

Here's the latest snow reports:

- Falls Creek - 70cm / 14 lifts
- Perisher - 140cm / 47 lifts
- Thredbo - 127cm / 14 lifts
- Charlotte Pass - 140cm / 4 lifts
- Mt Hotham - 75cm / 11 lift
- Mt Buller - 38cm / 14 lifts
- Coronet Peak - 20cm / 7 lifts
- The Remarkables - 18cm / 0 lifts
- Mt Hutt - 35cm / 0 lifts

helloworld  
TRAVEL  
THE TRAVEL PROFESSIONALS

## Congratulations

to all the winners from the Helloworld Travel Limited group represented at the NTIA awards!

**Best Non-Branded Travel Agency Group**  
Magellan Travel

**Best Wholesaler / Australian Product**  
Qantas Holidays & Viva! Holidays

**Best Agency Support Service**  
Air Tickets

**Best Travel Agency Leisure / Multi Location**  
Helloworld Travel Mackay & Mt Pleasant

**Best Travel Agency Corporate / Single Location**  
Complete Business Travel

**Best Travel Agency Corporate / Multi Location**  
The Travel Authority

**Best Business Events Travel Agency**  
The Events Authority

**Best Travel Consultant / Corporate**  
Veronika Panzic - Show Group Enterprise WA

**Best Travel Agency Manager / Leisure Single Location**  
Debbi Ashes - Helloworld Travel Lane Cove NSW

**Best Travel Agency Manager / Corporate Single Location**  
Christopher Goddard - Maxim's Travel NSW (Magellan)

**Emirates Travel Consultant Scholarship**  
Laura Jago - Helloworld Travel Kotara NSW



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## Sleeping with the fishes



**AUSTRALIA'S** first underwater accommodation located on the Great Barrier Reef is set to open this summer, with the debut of Cruise Whitsundays' two underwater Reefsuites.

Each private suite (pictured) showcases panoramic views of the surrounding reef, with guests able to choose between premium king or twin single accommodation below sea level, complete with a private glass en suite.

The full Reefsuite experience includes a return cruise out to the reef, all meals and beverages, a selection of marine activities and overnight accommodation.

The floating pontoon at Hardy Reef has undergone an \$8 million redevelopment, and will also accommodate up to 300 day visitors for activities

including semi-submersible tours, scuba diving, snorkelling and underwater observatory access.

Priced from \$749pp, bookings will open later this month.

### Virtuoso event

**MORE** than 100 Australian-based Virtuoso travel advisors will head to Las Vegas this month for Virtuoso Travel Week.

The annual luxury travel networking event invites delegates to expand their knowledge, connect with other industry leaders, celebrate network superstars and top up their familiarity with products.

In total, over 6,000 Virtuoso travel advisors and partners will take part in more than 300,000 meetings across the week.



The Visit USA Organisation (Australia) is seeking the services of a PR professional to manage communications for the organisation.

Applications are invited from today with responses to the RFP to close on the 5th of August.

[Click HERE to access the RFP document.](#)

## HAVE YOUR SAY

with Tony O'Connor

### Concerns on the QDP

**THE** Qantas Distribution Platform (QDP) officially started yesterday. Almost all agents and TMCs have signed up to the new terms, which include a \$17.50 per sector surcharge for bookings made via existing GDS channels.

As Qantas inventory shifts from traditional GDS distribution to the NDC-based channel, agents will presumably lose GDS sector fees. This is one of several concerns I have heard from smaller and mid-sized TMCs and agents. However, few misgivings have been heard from larger players, which suggests that more advanced preparations and more palatable arrangements

have occurred in the background. Will there be a divergence of commercial arrangements with Qantas among agents and TMCs favouring the big end of town? Indeed, the smaller agents complained about the lack of information leading up to the 30 Jun signing up deadline, and the lack of time given to discuss, consider and negotiate.

Short-term, there is uncertainty about which fare types will switch to NDC when, and



Tony O'Connor is the MD of Butler Caroye, Joint-CEO of Airocheck, and the Director of the GBTA in Australia and NZ.

what new options and services will appear on corporate booking screens and when. What fees and charges will be unbundled from airfares and when? And for travel buyers there are many things to consider longer term. As services are unbundled and added, how will corporates manage their travel policy compliance, and monitor and control what airline services and offers they buy? Who

“ Things are moving but I have an uneasy feeling about where we're going ”

will reintegrate the data? Qantas contracts will have to be revamped to cover unbundled airline pricing. There are also general concerns about retailing and cross-selling on corporate booking sites. Given the lack

of information, it is fair to be concerned because one of the understood main purposes of NDC is to enable exactly these things.

My daughter recently got on a train and accidentally ended up in Brussels instead of Paris. I know how she felt. Things are certainly moving but I have an uneasy feeling about where we're going.

**Have Your Say is Travel Daily's new feature, where members of the industry can weigh in on the big issues.**

### Princess pax to soar

**PRINCESS** Cruises is expecting a 27% increase in Australia and New Zealand passengers for Dec, with the 2019/2020 cruise season set to be the largest in Princess Cruises' history.

More than 51,000 people are expected to cruise Australia and New Zealand across four Princess ships this Dec, with the region to host *Golden Princess*, *Majestic Princess*, *Ruby Princess* and *Sea Princess*.

The vessels will collectively make 14 voyages on itineraries from Auckland, Melbourne and Sydney in Dec.

Fares start at \$1,189pp for the eight-night Tasmania cruise on *Majestic Princess*.

### Seabourn 2021 out

**SEABOURN** has released its 2021 World Cruise: Extraordinary Oceans itinerary, a 140-day trip aboard *Seabourn Sojourn* which will visit 32 countries.

The cruise departs from Miami on 03 Jan and visits 60 ports and six continents along the way, including Central America, South America, the South Pacific, Australia, Indonesia and Africa, before ending in Barcelona, Spain on 24 May.

For the first time, Seabourn will offer its "Ventures by Seabourn" program on a World Cruise, featuring an expedition team.

Oceanview suites lead in from \$90,000pp, but segments start at \$22,000 - [CLICK HERE](#).

## Aurora webinar

**AURORA** Expeditions will host a webinar on 13 and 14 Aug with insights into Patagonia.

Aurora's Patagonia expedition leader Leila Cataldi will provide an overview of the region, voyages and treks, and the soon-to-be-launched *Greg Mortimer*.

Agents can register to join the webinar on either 13 Aug ([CLICK](#)) or 14 Aug ([CLICK](#)).

## Martin & McLachan

**GOLD** Logie winning journalist Ray Martin will co-host a special Western Front tour with Mat McLachlan Battlefield Tours from 07 to 16 Jun 2020.

Martin and Mat McLachan will lead a 10-day tour to the sites of key battle sites including Ypres Salient and the Somme.

[CLICK HERE](#) for more.

## Budget carriers slip

**LOW** cost carriers' share of the total international passenger traffic to and from Australia slipped in May, new data from the Department of Infrastructure, Transport, Cities and Regional Development revealed.

The figures released this week showed low cost carriers' market share fell from 15.7% in May 2018 to 14.3% a year later, while total international passenger traffic rose by 6% in May compared with the prior corresponding period.

Australian designated airlines saw a slight increase in their share of pax traffic, up 0.2% in May compared to May 2018.

The government figures found airlines had cut international capacity by 1.7% compared to May 2018, but saw an increase in seat utilisation.

## 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](mailto:specials@traveldaily.com.au)

Deals and extended winter getaways are available for 2020 with **Air Vanuatu**. Departing from Sydney and Brisbane, flights to Port Vila are available for \$499, and \$569 from Melbourne. Fares on offer until 20 Mar, and are valid for travel in Feb and Mar. Call 1300 780 737 for details.

**Aircalin** is offering a kids fly free to New Caledonia sale from today until 09 Aug. For each adult fare, one child under 12 will only pay government and airport taxes for travel dates until 31 Mar. Blackout dates apply. Call 02 9264 3644 for more.

Book the 10-day Compass Buster journey with **Haggis Adventures** with 2019 pricing, plus savings of 10%. Tours start at \$1,501 per person, discount included. This offer is on from now until 31 Aug for all 2020 departures. For more information, call 1300 287 226.

**G Adventures** has released a Sailing Cuba seven-night trip priced from \$1,679 per person, down from \$2,099. The offer is available before 30 Aug for the 19 Oct departure only. To book, call 1300 180 969.



## DREAM BIG AND WIN!

The countdown is on until Dream Cruises' *Explorer Dream* arrives in Sydney on 27 October.

To celebrate the Australian deployment for the newest member of its fleet, Dream Cruises has partnered with **Travel Daily** this month to give one lucky reader the chance to win a 7-night Queensland coastal cruise in a balcony stateroom on board *Explorer Dream*.

To enter, all you need to do is share with us what dream feature you would include if you were involved in the design of a Dream cruise ship.

Perhaps liquid chocolate on tap in your cabin, or someone to hold your shade umbrella as you lie by the pool?

We're after creative entries in the form of a poem, photo, jingle, video or something else. Use your imagination!

*Explorer Dream*... Discover a New Dream!

Send your answers to [dreamcruises@traveldaily.com.au](mailto:dreamcruises@traveldaily.com.au)



DREAM CRUISES

## Ovolo green loos

**OVOLO** Hotels across Australia and Hong Kong are cutting single use bathroom amenities, as part of a push to ditch plastics.

The hotel group is launching its own range of OMG sustainable bathroom products in partnership with the Vanity Group, with the range to use re-fillable, recyclable and tamper-free pump bottles.

## Partjima Festival

**THE** Northern Territory's Partjima Festival in Apr saw attendances rise by 24% in 2019, compared with 2018 figures.

The 10-day event generated more than \$1.8 million for the Alice Springs economy, with significant increase in visitors travelling interstate for the First Nations festival, with the 2020 festival to start on 03 Apr.

## Sun Island appoints

**MEDITERRANEAN** and Middle Eastern tour and cruise operator Sun Island Tours has appointed Michael Woods as its Marketing Manager.

Sun Island Tours General Manager John Polyviou said Woods would play a key role directing the brand's image ahead of "soon to be announced" major expansion plans.

Woods brings more than 15 years in tour wholesaling and destination marketing.

## Singita opening

**SINGITA** has officially opened its Kwitonda Lodge and Kataza House properties on the edge of Volcanoes National Park in Rwanda.

Suite rates at the Kwitonda Lodge start from \$1,495pp.

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**Accounts Receivable Specialist | 1 Year Contract**  
Sydney, to \$65k + super, Ref: 4172PE1

My Client, An award winning international cruise line are seeking an experience Accounts receivable specialist to join their team initially for a 1 year fixed contract. You will need to be hands on and should be able to efficiently manage the daily operations & strategic objectives of the Billing and Accounts Receivable cycle through implementation, maintenance and management of all of the Accounts Receivable business function, experience working with overseas offices would also be an advantage.

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

**Corporate Travel Consultant**  
Sydney CBD, Competitive Salary, Ref: 1568RL1

Have you conquered the leisure market and wanting to find that break into the corporate world, well this is your chance! A business with a great reputation amongst its clients and the industry, they service International, Domestic, Leisure and Group divisions whilst retaining minimal staff turnover. Reap the rewards of great staff benefits whilst working in a fun and social office environment. This fantastic opportunity is not to be missed so apply now to avoid any disappointments.

For more information please call Ronny on (02) 9119 8744 or click [APPLY](#) now.

**Travel Consultant | Part - Time**  
MEL, high salary + super + bonus, Ref: 4104AB2

Do you want to have work life balance back into your life? Do you thrive on high customer service and have strong airfare/product knowledge? Join one of Australia's most successful Retail Travel Agencies! Enjoy an industry high salary and a flexible part time working week where you have the option to work from home with your own client base. Don't miss this opportunity to work for a company who pride themselves on high customer service and are a fun team. Interested? Of course you are!

For more information please call Anisha on (03) 9988 0616 or click [APPLY](#) now.

**Recruitment Coordinator**  
BNE, Competitive Salary + super, Ref: 4175MT

Work with one of Australia and world leading youth travel company, we are seeking an organised, motivated & efficient Recruitment Coordinator to join our fun and supportive team in our head office in Surfers Paradise, Gold Coast. You will be responsible for introducing our travellers to work opportunities by contacting employers across Australia. About you: Recruitment experience or Sales or Account management exp. Strong Admin and time management. Great business acumen. Interested? Apply now!

For more information please call Mark on (07) 3123 6107 or click [APPLY](#) now.

**Senior Retail Consultant | West Sydney**  
Sydney, Up to \$80k+, Ref: 3323AJ1

A rare opportunity to join one of the most sought after Retail Travel Agencies in the Great Western Sydney area has just presented itself. This well-established and friendly agency is now on the lookout for an experienced Travel Consultant to join the ranks in order to deliver high levels of customer service to their large loyal client base. Salary is negotiable depending on experience and the range on offer is up to one of the highest agencies in NSW! Interviewing now so get in quick!

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

**Reservation Manager**  
Melbourne, High Salary + Bonus, Ref: 4138SJ2

I have a dream Sales Manager role available in Melbourne suitable for a travel industry professional who loves people management and sales management. Either senior managers or experienced consultants who have leadership aspirations can apply as the right culture fit is essential. Motivate and drive your team to success reporting on their progress and statistics and coach and mentor sales techniques. Great salary, monthly bonuses based on your teams performance and a growing travel company.

For more information please call Sarah on (03) 9988 0616 or click [APPLY](#) now.

**Online Travel | Wholesale Cruise**  
BNE, Salary + Ski Famils, Ref: 3978AW2

If you are an experienced travel consultant ready for a new challenge - this is the role for you! Have you hit the slopes?! Want a Travel Famil Every Year? Dedicated to providing outstanding service and the best deals available, you will be working as part of the largest wholesale ski brand in travel. This role gives you the chance to expand your knowledge, gain further experience and fast track your career! Earn BIG \$\$\$ and travel to ski destinations across the world! APPLY NOW!

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

**Relocate to Sunny QLD, Exciting travel role**  
QLD, Salary + Relocation Bonus, Ref:1966AW5

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 boutique travel agency is looking for a Travel Consultant to RELOCATE and join their team! Time for some work/life balance?? Time for some sun?? Deliver EXCEPTIONAL service and Earn BIG \$\$\$, while having LOW living costs! Explore Tropical North QLD, start the new FIN year with a new challenge & APPLY NOW!

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



Find your ideal travel job at [www.TravelTradeJobs.com.au](http://www.TravelTradeJobs.com.au)  
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