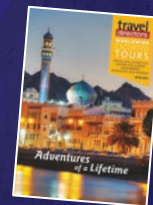


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Virgin Voyages debuts

EXCLUSIVE

VIRGIN Voyages will soon begin taking registrations from Australian travel agents, after this morning announcing a new GSA deal with Travel the World (TTW).

Initially the Richard Branson-backed cruise venture will focus on training and registering travel advisors, or "First Mates", with TTW and Virgin Voyages aiming to officially open for business with the Australian travel community by the end of 2019.

Virgin Voyages CEO Tom McAlpin unveiled the deal during a presentation at the CLIA Cruise360 conference in Sydney, with the keenly anticipated addition of Australia to the line's marketing plans seeing local agents join advisors in the USA, Canada and the UK (**TD** 03 Jan).

Cruise pricing will be available in

Australian dollars, with the 01 Apr 2020 debut of *Scarlet Lady* seeing the line initially offer short cruises out of Miami to the Caribbean.

Virgin Voyages aims to offer a range of key points of difference, both in terms of its on-board product and how it deals with agents - most particularly offering 10% base commission on all elements of a cruise holiday, with no non-commissionable elements.

Agents wanting to work with Virgin Voyages are being invited to call Travel the World on 1300 857 037 or email the company on sales@traveltheworld.com.au.

New A&K CEO

ABERCROMBIE & Kent has announced the appointment of former Silversea Senior Executive Amerigo Perasso as its new Chief Executive Officer.

The move follows finalisation of the investment in A&K by Heritage Group (**TD** 13 Feb), with Silversea founder Manfredi Lefebvre to become A&K's Co-Chairman with Abercrombie & Kent founder, Geoffrey Kent.

"We will be working together to translate our shared vision for the future into concrete strategies that will allow A&K to reach its goals in the next phase of development," Kent said.

Today's issue of TD

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

- Tauck
- Travel Trade Recruitment

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.

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QANTAS
Spirit of Australia



*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.

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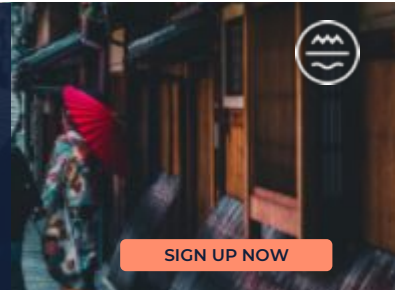
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T&Cs Apply



Rex catches fire

A REGIONAL Express plane made an emergency landing after one of its engines caught fire.

The Saab 340 landed at Merimbula Airport last night, where it was received by Fire and Rescue NSW at about 8.15pm. No-one was injured.

Agents vital for cruise - CLIA

RECENT research by Cruise Lines International Association (CLIA) has confirmed the key role travel advisors play in selling cruise product across the globe, according to Sture Myrmell, Carnival Australia President and CLIA Australasia Chairman.

Opening CLIA's sixth annual Cruise360 Australasia event in Sydney this morning, Myrmell said the figures showed that four out of five cruisers booked their holidays through a travel agent.

Even more significantly, 82% said they would use an agent again to book their next voyage.

"That's because cruise specialist agents are trained to match their clients to the right product," he said - with CLIA committed to ensuring travel consultants are experts in the cruise sector.

"We hope this year's Cruise360 will help fast track the growth of your businesses," Myrmell said.

"Our goal is to help you take

advantage of the opportunities that lie ahead," he added.

Myrmell's presentation was followed by a keynote from Adam Goldstein, CLIA Global Chairman and head of Royal Caribbean Cruise Lines.

Goldstein said the significant proportion of the Australian and New Zealand population who had cruised meant the local industry was the "world champion" of the global cruising sector.

He highlighted a range of challenges being taken on by the cruise industry, including a strong focus on sustainability.

Ambitious targets set by CLIA will see the sector reduce its fleet-wide rate of CO2 emissions by 40% by 2030 (based on 2008 levels), along with other rates of recycling and other environmental initiatives.

More from Cruise360 Australasia in *Cruise Weekly* and *Travel Daily* on Mon.

Tauck's Great Lakes

TAUCK is today promoting its Cruising the Great Lakes: Toronto to Chicago itinerary.

The trip travels over 12 days from 03 Sep 2020, including seven days aboard small luxury ship *Le Champlain*.

More on **page seven**.

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Travel Daily on location at Cruise360

Today's issue of *TD* is coming to you courtesy of CLIA Australasia's annual Cruise360 conference.

THE largest cruise conference of its kind in the Southern Hemisphere takes place today as Cruise360 kicks off at the Hyatt Regency in Sydney.

Speakers at CLIA Australasia's conference this year include Adam Goldstein, Vice Chairman Royal Caribbean Cruises and CLIA's Global Chair, Tom McAlpin, President & CEO Virgin Voyages and Ellen Bettridge, President & CEO Uniworld River Cruises.

The day features a packed program as well as a trade show before the conference wraps up with networking drinks.

O'Sullivan to review EXP

FORMER Tourism Australia MD John O'Sullivan will undertake a full strategic review of all assets and operations of listed activity firm Experience Co, after the business today reported a \$48.3 million loss.

O'Sullivan, who was appointed to head the business by Bob East who is Chair of both Tourism Australia and Experience Co (*TD* 06 May), said he was confident that the result of the review would "deliver improved performance and unlock the earnings and growth capability of this business".

East said that while Experience Co's core skydiving business had returned solid results, the performance of the Far North Queensland operations had been below expectation.

"The new leadership team, led by CEO John O'Sullivan, is well placed to review and refine our

strategic outlook, simplify the business and drive improved operational and revenue performance aimed at increasing shareholder value," East said.

The company's "underlying EBITDA" was \$27.2 million, but the company recorded a \$62.5 million non-cash writedown in its Adventure Experiences segment.

Skydiving continues to be the key profit driver of the business, with O'Sullivan and East set to detail an updated strategy for the business in Nov.

Flat Beds launch

BUSINESS class specialist travel agency Flat Beds has launched a new travel brand called Flat Beds Tour + Cruise which is dedicated to packaging luxury tours and cruise bookings with Business class airfares.

For more info, [CLICK HERE](#).



Window Seat

CLIA'S Cruise360 conference today is being hosted by media personality James O'Loughlin, who warmed up the crowd by trying to work out who had travelled the farthest to attend.

While there were plenty of interstate and trans-Tasman guests who had flown for some hours to be at the event, he was somewhat surprised at longer-haul travellers with some cruise line executives flying from as far away as Miami.

Adrienne Witteman from Trendsetter Travel had travelled all the way from France this week to attend, but the prize of a bottle of Veuve Clicquot went to Robyn Sinfield from Home Travel Company, who said "I left home on 30 July".

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Qantas First, Business and Premium Economy on sale*
Sale ends 30 August

[Find out more](#)

*Unless sold out prior. Selected routes, travel days, dates and conditions apply.

Ignite p'ship strong

IGNITE Travel Group has cemented its partnership with Seven West Media (*TD* 03 Jul 2018), after a year of providing exclusive deals via 7travel.

Ignite MD Randall Deer said the pact has expanded the reach of his company across all mediums including TV, print and digital.

Sally McFadyen, 7travel Head, said consumers had responded well to the deals which had driven growth by a hefty 291% over the last 12 months.

Launched in 2017, 7travel has aspirations to become Australia's "go-to" travel website between the Seven West Media network's advertisers and audiences via e-commerce (*TD* 27 Nov 2017).

Jayride '19 growth

JAYRIDE has reaffirmed its commitment to grow its pax trips to 1m per year by FY21 following "record results" in FY19.

According to the company's FY19 report, revenue from net commissions and fees booked are up 71.4% to \$3,280,500 while total earnings for ordinary activities are up 55.9% to \$3,822,364.

The company also recorded \$1 million gross profit after paid acquisition (GPAPA) in Q4 alone.

Looking ahead to FY20/21, Jayride Managing Director Rob Bishop said there was "huge opportunity to add more partnerships to increase passenger trips quoted".



THE recent appointment of Linkd Tourism to represent Port of Seattle in Australia (*TD* 16 Jul) is a reflection of the rising popularity of Canada & Alaska cruising in the local market.

The US Pacific Northwest city is helping facilitate the boom, implementing a range of measures to encourage cruise visitors to make the most of their time under the "Seattle Cruise & Stay program".

In Sydney this week to attend Cruise360, Port of Seattle's International Tourism Development Manager Patricia Denny highlighted ongoing developments including the pending announcement of a third cruise terminal which is expected to be in operation by 2023.

Port of Seattle also operates an innovative complimentary "Port Valet" service, conveniently transferring the luggage of passengers arriving on a cruise directly to domestic US flights. That allows them to spend several hours exploring the city "luggage free" if they are flying onwards from a Carnival, Celebrity, Holland America Line, Norwegian Cruise Line, Princess or Royal Caribbean voyage.

A simple enrolment form provided during the voyage ensures passengers are provided with special luggage tags and even their flight boarding passes on the final night of their cruise.

Denny told *TD* the Port is strongly focused on the travel trade as well as heavily supporting Washington state tourism operators with a range of promotional programs to ensure visitors are aware of the region's local attractions.

Australia is seen as having strong potential for Seattle cruise visitation, with one-stop flight connections to the city available with Hawaiian Airlines and Cathay Pacific, as well as a new Singapore Airlines route which kicks off this coming Tue 03 Sep.

Denny is **pictured** with Linkd Tourism CEO, Kylee Kay.

El Al adds Dublin

ISRAELI flag carrier El Al has announced the 26 May 2020 debut of non-stop flights between Tel Aviv and Dublin, Ireland.

The carrier will also inaugurate service to Dusseldorf, Germany on 01 Jun 2020, with tickets for the new routes on sale 04 Sep.



AIR CANADA

Sales Account Manager – Brisbane / Job code 23753

Based in Brisbane, we are looking for a sales focused travel professional to be the main Air Canada representative in Queensland. The principal task is to maximize revenue by generating, developing and maintaining industry relationships, mainly by organizing and conducting sales activities with retail travel agencies, TMCs and agency regional management teams. This would suit an existing airline sales manager looking for a new challenge or a travel industry sales manager seeking a role with a great airline.

Desired skills & experience:

- Airline sales or travel industry sales experience required
- Ability to demonstrate a passion for sales is essential
- Required to drive the business at all levels: from sales calls to travel agencies to state and national strategy meetings
- Flexibility required to travel & work outside of normal office hours

[Apply here](#). Applications close 5th Sept.

Sales Support Coordinator

Based in Sydney CBD, the primary task is to manage travel agent enquires and support local AC sales team by managing travel agent correspondence internal and external by phone/email, troubleshooting issues and handling escalations. Duties also include maintaining sales database, support corporate fare filing and marketing administrative assistance as required. Day to day tasks will vary so must be able to multitask with great attitude and organization skills. A full time Mon-Fri position based in Syd CBD.

Desired skills & experience:

- Must be customer service driven
- Ticketing knowledge essential
- High level of organizational skills to prioritize workload and accuracy
- Knowledge of Amadeus Altea res system desirable

Applications will be accepted online from 2nd Sep and close 13th Sept.

If you have suitable skills for either of these roles and are eager to work for an exciting airline in a great team culture, apply online on Air Canada Careers using the location Sydney or Brisbane. You must attach your cover letter and CV. Any queries contact Fei.revel@aircanada.ca



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TRAVEL MARKETING
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Norwegian celebrates C360



NORWEGIAN Cruise Line, Oceania Cruises and Regent Seven Seas Cruises last night hosted key industry partners at a pre-Cruise360 cocktail event.

The group's local head, Steve Odell, reflected on the growth in the business since Norwegian Cruise Line Holdings (NCLH) established its office in Sydney just a few years ago.

The operation now has more than 120 staff, with a recent restructure seeing each cruise brand having a dedicated sales

and marketing leader.

Odell also announced the appointment of a new Head of Sales for Regent Seven Seas Cruises, with former Accor Head of Luxury Sales, Gillian Seller taking up the role.

Trevor Thwaites, formerly Princess Cruises is also joining as Head of Sales for Oceania.

Pictured are Kevin Dale, Cruiseco Chair with Steve Odell, NCLH President Asia Pacific.

Lots more pics from the night at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

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

Wendy Wu Tours has extended its Victoria Mekong free deck upgrade offer. Bookings made by 30 Sep will receive a free upgrade from the main to upper deck on all group tours, as well as savings of up to \$300 per person for departures in 2020. Call 1300 727 998 for details.

Savings of US\$500 are available on **Nomadick Knights'** first motorbike adventure in West Bengal, India. Deals are valid for the 14-night 26 Oct departure beginning in Calcutta. This discount is available until sold out. For details, see www.nomadicknights.com.

Book a 2020 North East Highlights with **Busabout** for 10% off. Valid until 18 Dec for all travel in 2020. For more information, call 1300 287 226.

Boutique Melbourne hotel **The Olsen**, located on Chapel Street in South Yarra, is offering savings of up to 30% for selected room types. The offer period runs from 02-08 Sep, and is valid for travel until 19 Jun. Call Mantra on 1300 987 603.

Railbookers is advertising a flash sale until 06 Sep, with customers able to save \$300 per couple on any seven-night reservation. Valid for travel in 2019 and 2020. Call Railbookers on 1300 938 534.

Fullerton opening

RECOGNITION of the Fullerton brand in Australia was a key driver for the company to set up its first overseas location of The Fullerton Sydney, General Manager of The Fullerton Hotels and Resorts Cavaliere Giovanni Viterale told *Travel Daily*.

The Fullerton Sydney is set to open on 18 Oct, located within Sydney's heritage GPO building in Martin Place.

"It is an amazing location here in Sydney in Australia," he told *TD*.

"We know about the awareness of the property's brand in Australia and we're fortunate to create such a legacy.

"We have enjoyed market share of the Australian market for many years and the market has been extremely positive towards our properties in Singapore, so it was only natural for us to extend this product into Sydney."

TAT renewed push

THE Tourism Authority of Thailand (TAT) is spotlighting its adventure, gastronomy, luxury and nightlife markets across the Oceania region with a new "See Yourself in Thailand" campaign.

Launched across Australia and New Zealand via social media, the four-part mini-series will also see a trip for two to Thailand given away - for more, [CLICK HERE](#).

Lido on the move

AFTER over 30 years in its Rozelle location in Sydney, global hotel booking and payment solutions provider, The Lido Group, are moving office.

Over the weekend, the Group will move to its new location, ready for business Mon.

The new address is: Level 7, 50 Carrington Street, Sydney, NSW and all telephone numbers will remain the same.

New travel training

TRAVEL Marketing Society (TMS), a company aiming to help agents to connect, build, and grow their business, is celebrating its launch by offering a period of free training available through Facebook Live.

Accessible on the group's Facebook page ([CLICK HERE](#)), the training will go live Tue at 10:30am eastern time.

[CLICK HERE](#) to learn more.

TECHNOLOGY UPDATE

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

Use data to power your success



If you're following the SailGP series like I am, you'll know about a recent incident where one of these high-

tech boats took a nosedive at high speed, snapping its winged sail in two - so fast that its crew didn't know what had gone wrong. It was only after drilling down through the boat's detailed performance data that they discovered exactly what occurred and why, thereby reducing the risk of it happening again.

In the new world of sports sailing, data analysis equates to a genuine competitive advantage.

Your travel agency may or may not be navigating a fine line between superior performance and troubled waters, but this is where connect BI - Tramada's business intelligence tool - can help your business avoid a nosedive of its own. It allows you to analyse data and customise reports, at your leisure and without having to be a technical user, in order to identify risks such as unauthorised leakage, lagging consultant productivity, and falling short of meeting supplier targets - any of which can result in lost business.

Without connect BI, you may never know why a nosedive happened. But with it, your business can avoid danger, maximise performance, and out-pace the competition.

Speak to Tramada today about how business insights achieved with connect BI could help your business achieve superior performance.

*Christian Stevens, CFO,
Tramada - Your travel
technology partner*



Helloworld pops up too!

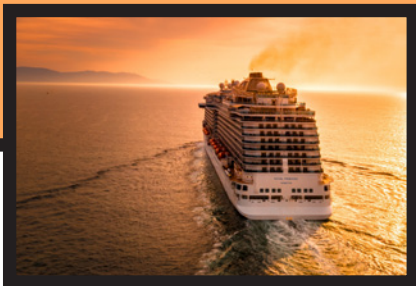


THE team at Helloworld Carlingford has been busy promoting its 30K to Fly Away campaign, by highlighting the South Pacific with Qantas/Viva Holidays along with U River Cruises and Grand Pacific Tours across three pop-up stands at the Carlingford Court Shopping

Centre in Sydney. **Pictured** spreading their expert destination knowledge with travellers are the team from Helloworld Carlingford: Phillip Boniface, Angie Arathoon and Sally Cooper who are sharing the stand with Peter Drummond from Grand Pacific Tours.

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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



DREAM CRUISES

Canariaways deal

CAMINOWAYS.COM has launched Canariaways.com, a new walking tour company exploring the Canary Islands.

In celebration of the launch, any bookings made with Canariaways between now and the end of Sep will get 10% off.

Use code: CANARIAWAYS19.

Castaway day trip

HOLIDAY makers can now head to Fiji's Castaway Island on a day trip from Viti Levu from FJ\$747 (AU\$508) per person.

Guests will arrive by helicopter or seaplane from Nadi Airport, with the package including lunch from either an a la carte menu, a gourmet wood-fired pizza and salad selection or a full buffet lunch - for more, email enquiries@castawayfiji.com.fj.

Cruise Russia brox

CRUISE Russia has expanded its offerings, doubling its First class cruise itineraries for 2020 in its latest brochure.

Packages range from eight to 13 days in length and include options such as the Impressions of Russia tour, The Baltics and Russia By Land and By Sea and many more.

"Whilst Europe is well catered for by the large brands, this is not the case with Russia," explained Cruise Russia General Manager of Sales and Marketing Bryce Crampton.

"With the increase in locally operated Russian river cruises, we saw an opportunity to provide agents with a selection of quality cruises at great prices to offer clients," he continued.

For more information on the itineraries or to download the brochure, **CLICK HERE**.

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Editor – Jasmine O'Donoghue
Contributors – Adam Bishop, Sarah Fairburn, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and Lisa Martin
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

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CRUISE WEEKLY

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Reservations Agent | Cultural Tours

Sydney, Up to \$62k + Super, Ref: 4135PE1

My client is an Australian-leading cultural operator, specialising in tours across the globe. The Client Relationship Department provides the initial response to telephone calls, emails and letters and is key to building good relationships with new & existing clients. To succeed in this role you need to be quick to learn and thorough, bright and articulate on the phone and in writing, flexible and a team-player. An interest in Arts (Art, Music, Opera, Ballet, Dance, etc.) is highly desirable.

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

Retail Consultant | Flexible Days/Hours

SYD, High Base + Comms, Ref: 9753AJ3

An exciting position has just opened up for an experienced Senior Travel Consultant looking to join one of Australia's most successful and award-winning boutique agencies. You will enjoy servicing a wide range of loyal clients and putting together once in a lifetime itineraries. In return you will be well looked after, working a flexible part time work week while enjoying a high hourly rate and unlimited commission structure. Join this friendly team and enjoy a positive work-life balance!

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

Corporate Role - Travel Consultant

Adelaide, OTE Min \$75k, Ref: 4183AB

Exciting position exists for an experienced Corporate Travel Consultant. You will excel at providing a range of travel options while delivering exceptional customer/client service. Fantastic team environment, and great salary package! What are we looking for? Demonstrated Corporate Travel experience or strong leisure experience with a high level of competency, Sabre GDS Knowledge. Confidence, attention to detail, and ability to work in a fast paced environment! Sound like you - APPLY NOW!

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

Luxury Travel Consultant

SunnyCoast, Competitive \$\$, Ref: 3794MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is looking for an experienced travel consultant to join their exclusive ranks. They offer bespoke and unique luxury itineraries and products ranging from short breaks to multi city destinations. A love and passion for travel is essential, must have at least 3 years' experience. A COMPETITIVE SALARY \$40k + commission + super and close to the beach. If you're interested PLEASE APPLY NOW!

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

Social Media and Copywriter Guru

Sydney, Up to \$60k + Super, Ref: 1951RL2

An independent boutique travel and tour company are looking for an experienced Digital Marketing Coordinator to join their team in Sydney. This is a diverse role and will suit a marketing professional, ideally from the travel industry who is driven, proactive and who owns the digital marketing space. This is an exciting role which requires a social media, content and copywriting expert. You will be reporting directly to the Marketing Manager and working part of a small intimate team of 3.

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

Business Development & Operations

Sydney, \$60k + Super + Comms, Ref: 2625SJ1

Your chance to work with a unique, high value product in the airline sector. This role is outbound sales & operations with 6 months of training, 2 months in London. Use your sales & business development skills to create a pipeline and then make the bookings for a high detail, high value product. Uncapped commission plus national travel 4 times a year & two months training in London are some of the perks. This is a rare travel industry sales role so apply now and don't miss out!

For more information please call Serena on (02) 9988 0616 or click **APPLY** now.

Product Team Leader

BNE, \$60-70k + super, Ref: 504121AW1

My client is looking for a current Team Leader who can maintain strong relationships with their supplier partners, while leading, inspiring and developing team members within the Product Load team! Join this international brand and manage workflow of incoming contracts, specials and updates! Do you have 3 to 5 years' wholesale/travel experience in a leadership role? Calypso back office system experience? Calypso product load experience? Sound like you? Ready for a new challenge? APPLY NOW!

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

Travel Specialist Japan

BNE, Salary + Career Progression, Ref: 6043AW1

This is a specialist sales position, where you will be responsible for designing and selling Japan holiday packages. Promoting our products and services, both to direct customers and travel agents, you will also participate in general office and administration duties. If you have the passion for all things Japanese, then this is the role for you! Have you lived, worked or frequently visited Japan? Do you have a passion for Japan and the desire to help others discover a new culture? APPLY NOW

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



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online... on mobile... in branch