

One&Only Maldives

ONE&ONLY is today highlighting its Reethi Rah Maldives property.

The company is emphasising the serenity of the resort, promising “a million enchanting moments” and “endless blue”.

See **page eight**.

CLIA winners revealed

CRUISE Lines International Association (CLIA) Australasia revealed the winners of its 18th annual Cruise Industry Awards at a gala event for more than 500 guests in Sydney on Sat night.

Among the honours handed out during the awards night was the gong for Large Cruise Agency of the Year in Australia, which went to Phil Hoffmann Travel, while Australia’s Cruise Consultant of the Year award was picked up by Gail Chapman from Dreamlines Australia.

Small Cruise Agency of the Year, Australia was scored by itravel Carlingford and The Rising

Star accolades for both Australia and New Zealand went to Peter Fotinis from Clean Cruising and Shelley Williams from Clevedon Travel, respectively.

The Cruise Champion, Australasia honour was bestowed upon Tim Faircloth from I Love Cruising.

The award for Home Based/Mobile Travel Agent of the Year, Australia went to Nicole Edgar, TravelManagers Australia and Agency Promotion of the year, Australia was awarded to My Cruises.


Helloworld New Zealand took home Network Promotion of the Year, Australasia.

Crystal Cruises Managing Director & Senior Vice President Australasia Karen Christensen was also inducted into the prestigious CLIA Hall of Fame - more on **pg4**.

View a gallery of pics on **CW’s** Facebook **HERE** and the full list of winners on **page 10**.

Mumbrella line-up

GRAHAM Perry, MD of Best Western Hotels & Resorts and Lynn Qu, VP of Product & Marketing for Trip.com are the two latest speakers added to the line up for the Mumbrella Travel Marketing Summit on 11 Apr at the Four Seasons Hotel in Syd.



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Today's issue of TD

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

- One&Only Maldives
- Travel Trade Recruitment
- CLIA Australasia

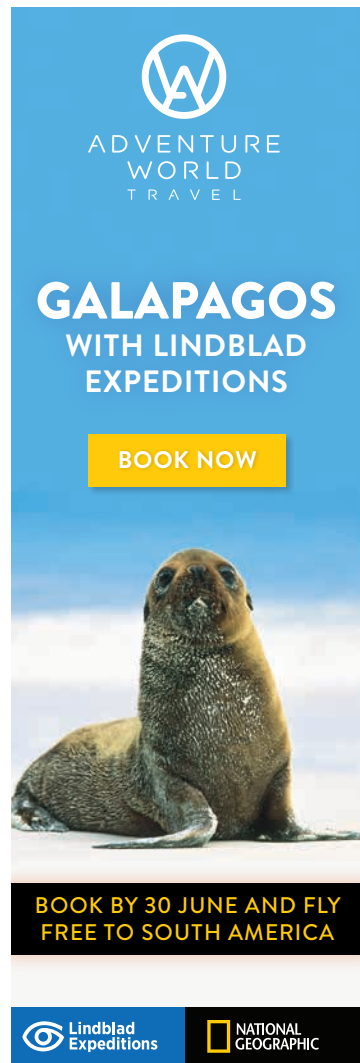


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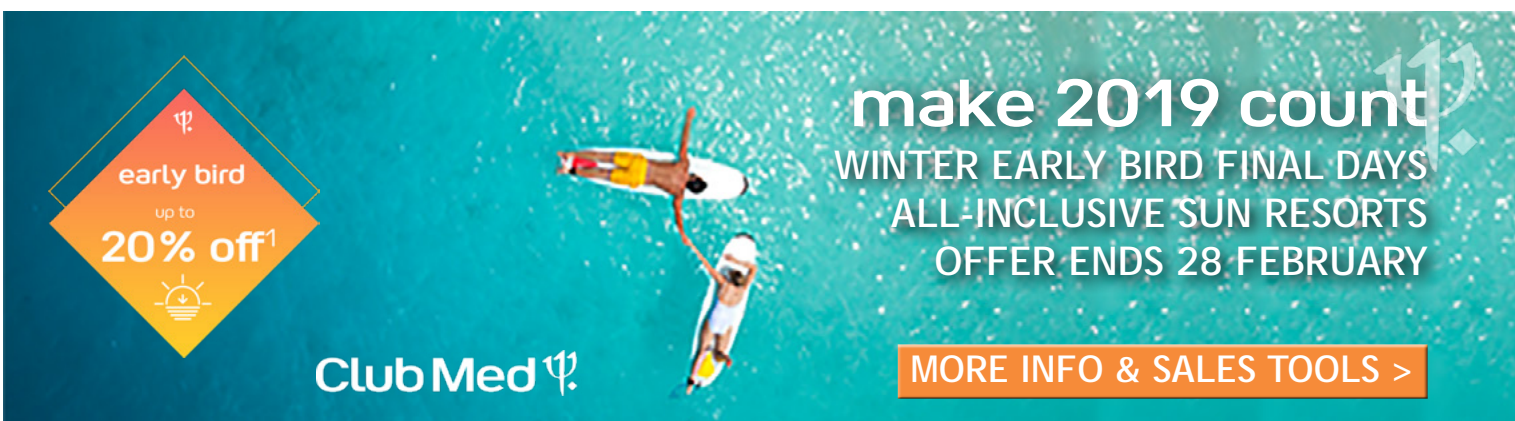
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MGM restructures

MGM Resorts has announced changes to its leadership team in a move to “streamline responsibilities and empower leaders” under an initiative to maximise profitability.

From 01 Mar, the company’s current COO Corey Sanders will become Chief Financial Officer, with the current CFO Dan D’Arringo stepping down under a “voluntary resignation program”.

Sanders will lead the strategic financial transformation of the company as it plans to reduce costs, improve efficiencies and position MGM for growth, targeting an Adjusted EBITDA uplift of US\$300 million over two years.

MGM’s current President Bill Hornbuckle will take on the additional responsibilities of Chief Operating Officer.

Airport profit mixed bag

SYDNEY Airport claimed almost half of the \$820.1m in operating profit generated by Australia’s four major airports in 2017-18, the Australian Competition and Consumer Commission (ACCC) has revealed.

The consumer watchdog released its Airport Monitoring Report 2017-18, indicating Brisbane and Perth airports reported the strongest growth in aeronautical profits during 2017-18, with Brisbane up 24.8% due to higher charges to airlines.

In contrast, aeronautical profit at Perth Airport grew primarily as a result of falling expenses.

Melbourne Airport witnessed the fastest pax growth out of the four facilities, but reported falls in aeronautical revenue, profit and return on aeronautical assets.

These results were attributed to reductions in aeronautical charges to airlines, with revenue per passenger falling by 4.3%.

For the first time over the last decade, the ACCC indicated all four monitored airports were rated as “good” for their overall quality of service.

Sydney and Melbourne just got over the line to be slightly above the threshold of “good”, while Perth Airport received the highest overall rating for its quality of service.

During 2017-18 car parking activities were less profitable, with the four facilities raking in \$278.5 million in operating profit (EBITA) from car parking.

Melbourne, Perth and Sydney airport all reported decreases, while Brisbane’s profit remained relatively unchanged.

The ACCC acknowledged the Productivity Commission’s draft inquiry report into the economic regulation of airports flagged concerns that charges to airlines for international services at Sydney and Brisbane airports were high compared to overseas airports (**TD** 06 Feb).

The ACCC outlined its submission which emphasises that the airports have raised aeronautical charges to airlines by \$1.3 billion over the last decade but the ratings for most monitored airports have changed little over this period.

Hobart int’l flights

HOBART Airport will soon be ready to receive direct international passengers, following the signing of a \$1.43 billion deal for Hobart between the Federal and State Govts.

Hobart Airport will receive \$82.3 million funding in upgrades for direct international flights, including border services, customs and biosecurity to help the island state maintain its strict quarantine laws.

Int’l flights could begin as early as next year, with Prime Minister Scott Morrison promising Australian Federal Police resourcing would be in place by the time services take off.

The airport has previously stated aims to secure flights from Asia, New Zealand and the United States (**TD** 11 Jan 18).

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Travel Daily

Monday 25th February 2019

Sit down with Darrell Wade and read about Intrepid's beginnings to now in the February issue of *travelBulletin*.

CLICK to read
travelBulletin



Gold Coast family

DESTINATION Gold Coast has announced it will promote the Qld city as the "ultimate family-friendly destination" as part of a \$2.5 million marketing campaign designed to entice Aussie families this Easter and beyond.

The campaign officially kicked off yesterday and has been undertaken with key partners to target the key visitor markets of Sydney, Melbourne and Brisbane.

"Destination Gold Coast has partnered with Tourism and Events Queensland, Village Roadshow and Dreamworld owner Ardent Leisure to deliver a targeted campaign, which will tell the rest of Australia what we already know - that there is no better destination for a family holiday than the Gold Coast," said Destination Gold Coast CEO Annaliese Battista.

The campaign is the biggest marketing initiative for the Gold Coast in 2019 and will promote theme parks & other attractions.

Hilton targets biz events

HILTON has announced the launch of Signia Hilton, a new brand focussed on catering to the meetings and events industry.

Each property will boast a minimum 500 guest rooms and offer business and leisure travellers a range of important events amenities including a versatile lobby area that doubles as a social destination for guests, large ballrooms and pre-function areas, smart technology installations, small- to mid-size meeting rooms, and "chef-driven concept" restaurants.

Signia Hilton will be a global brand with a carefully curated portfolio of hotels located in urban areas & will initially include Signia Hilton Orlando Bonnet Creek, Signia Hilton Atlanta and Signia Hilton Indianapolis.

"Signia Hilton grew from feedback from top meeting professionals, owners, developers and guests," said Hilton SVP and

Global Head, Full Service Brands David Marr.

"After countless hours of collaboration, together we created Signia Hilton, a brand that will resonate with travellers, 'wow' meeting professionals and set a new, elevated standard for the meetings and events industry," he added.

Hilton said the overarching aim of the new brand would be to "transform the industry for meeting professionals and sophisticated business travellers by infusing state-of-the-art technology and design into every aspect of the guest experience".

Further hotel features will include a destination bar that ties back to the city or resort destination where it resides, infinity pools, state-of-the-art spas, fitness facilities, modern guest room technology such as digital keys, and architecture reflecting a modern feel.

Signia Hilton guests will also be able to access benefits from the hotel chain's loyalty program Hilton Honors.

Hilton's portfolio features 17 brands made up of 5,600 hotels.

Trafalgar \$999 flt

TRAFALGAR has announced a "fly for \$999" fare for its Europe and Britain itineraries which are booked by 31 Mar.

The offer applies to new bookings for 2019 Europe & Britain summer trips - **CLICK HERE**.

Window Seat

AVID celebrity spotters were disappointed in Vietnam recently, with two men spotted impersonating North Korea's Kim Jong-un and US President Donald Trump seen in downtown Hanoi.

The pair appeared in a number of locations around the city, local media reported, including on the steps of the Hanoi Opera House shaking hands in a mock diplomatic ceremony.

Any celebrations of a successful agreement between the two nations to denuclearise the Korean peninsula may have been premature, given that the planned summit to discuss the issue is not due to be held until 27 Feb in Hanoi.

Etihad ups London

ETIHAD Airways will up flights between Abu Dhabi and London Heathrow to four services daily to meet peak demand in Apr.

From 05 Apr the airline will add a two-class Boeing 787-9 daily service between the UK capital and Abu Dhabi, offering 28 Business Studios and 271 Economy Smart seats.

The 20 additional roundtrip services will be on top of Etihad's three daily A380 flights and will offer "more flexibility for guests travelling between both capitals".



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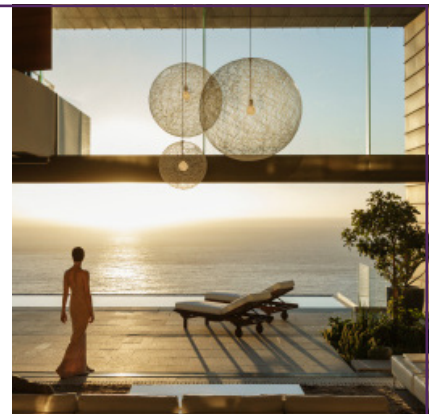
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ITM wins Aus Post

MAJORITY-INDIGENOUS owned Inspire Travel Management (ITM) has been awarded the contract for Australia Post's travel program. ITM Managing Director Dwayne Good said the win was important not just for the company, but for the Indigenous business sector in general.

"With a company as large as Australia Post trusting our business, our people and our service, this partnership sends a positive message," Good said.

As a result of the contract win, ITM will provide Australia Post employees with regional, national and international travel services, including flights, accommodation and car hire.

ITM said its mission is to create meaningful employment for Aboriginal and Torres Strait Island people, and from this contract alone, up to four Indigenous people will begin their careers in the travel industry.

Qatar A350 to Aus

QATAR Airways will fly one of its A350-1000XWB planes to Australia for our summer season.

The aircraft will replace the regular 777-300ER on the daily Doha-Sydney-Canberra service from 27 Oct.

In addition, the airline will also update its Doha-Tokyo Narita route, with the A350-1000XWB also replacing the 777-300ER on that route daily from 28 Oct.

Jamaica advice

SMARTTRAVELLER has updated its travel advice for Jamaica, warning there are special military zones being set up to support police in response to increased violence and shooting incidents.

The zones will remain in place until the end of Mar and road closures may cause travel delays.

DFAT's safety level for the nation has not been raised and remains at "exercise a high degree of caution".

AMONG the glitz and glamour of CLIA's 18th annual Cruise Industry Awards on the weekend was the special announcement that Crystal Cruises Managing Director & Senior Vice President Australasia Karen Christensen had been inducted into CLIA's distinguished Hall of Fame.

The honour was presented by President of Carnival Australia and P&O Cruises Sture Myrmell, who heaped praise on Christensen for her 30-year valued contribution to the local cruise industry.

"[Christensen] was instrumental in developing the foundation of what CLIA Australasia is today and has successfully championed the professional development of our travel agent community,

contributing to the growth of the cruise industry across this region," Myrmell said.

On accepting her achievement, Christensen credited having a list of strong mentors as instrumental in her professional success.

"Along the way I was lucky to have some really lovely mentors... one mentor I had for many years in terms of what I have achieved in my senior roles was Steve Odell," Christensen said.

"We're privileged to work in an industry where it doesn't take one thing to make it work, it takes companies to bring cruise product out and there is a leap of faith in travel agents," she added.

Christensen is **pictured** with CLIA Australasia Managing Director Joel Katz.

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Europcar record yr

EUROPCAR finished up the full year 2018 with record breaking results, with the company announcing €350 million (AU\$555m) corporate EBITDA, up 29% from last year.

Europcar had an increase of 26.6% in the number of rental days and total revenues jumped by 22.2% on the prior corresponding period.

The record year saw the integration of Goldcar and Buchbinder, a strong focus on digital and technologies and a new leadership setup.

For the 2019 financial year, Europcar has advised an expected group revenue of €3 billion (achieving this growth target one year ahead of schedule), and a corporate EBITDA of at least €375 million.

Oaks appoints

OAKS Hotels & Resorts has announced two key appointments within its executive team.

John Thompson has assumed the position of Head of Commercial – Minor Hotels, Australia and New Zealand.

He is responsible for driving and overseeing the brand's business growth and commercial strategy in Australia and NZ and based out of the Sunshine Coast.

Melissa Rodrigues has also joined as Director of Brand & Marketing, Minor Hotels, Australia and NZ, stationed at the brand's Sydney office.

She joins from Menulog, where she held the role of Head of Brand & Marketing Communications.

Nat Geo fam travel

FAMILY adventures are set to be introduced by G Adventures in partnership with National Geographic.

On sale from 07 May, there are 12 trips to choose from, all offering National Geographic experiences for both children and adults.

The trips, departing in 2020, are designed to give children aged seven and up, along with their parents, culturally immersive, small-group adventures.

Adrian Pianto, MD Australia and New Zealand for G Adventures, said the move to family holidays was a natural extension of the National Geographic partnership.



THESE CT Partners agents recently got the chance to experience a whirlwind trip to Singapore thanks to British Airways.

Flying BA Club World Business class return, the group stayed at the Scarlet Singapore and Naumi Singapore.

Highlights of the trip included exploring the Gardens by the Bay, a private Chinatown Food

adventure sampling the best hawker food in the city, visiting the Outpost Hotel at Sentosa (**pictured**) which opens 01 Apr, and enjoying drinks at Ola Beach Club, plus some retail therapy.

The group included: Marion Belus, The Unique Tourism Collection; Melissa Lau, British Airways; Karane Chen, Village Hotel at Sentosa; Keira Connelly, TravelEdge; Jerome Isaacs, FBI Travel; Kathryn Millet, TravelManagers; Anna Riedel, Egencia; Andrew Blakey, Orbit World Travel; Danielle Baker, Travel Beyond Group and Titus Inocencio, Village Hotel at Sentosa.

Carnival Oma safety

CARNIVAL Australia continued to make safety a priority in operational decisions over the weekend, with Cyclone Oma downgraded to a tropical low.

P&O Cruises, Princess Cruises and Carnival Cruise Line ships all had revised itinerary and navigational changes.

This included cancellation of *Pacific Dawn's* cruise from Brisbane last Sat, *Pacific Explorer* diverting to the NSW Sapphire Coast instead of its cruise to Moreton Island & a delayed return to Brisbane for *Sea Princess*.

Sun Princess also skipped Brisbane on its Sydney to Port Douglas sailing, and *Carnival Spirit* sailed to Phillip Island instead of Moreton Island.

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ATAC top achievers indulged



AUSTRALIAN Travel Agents Co-operative (ATAC) rewarded its top achieving members recently

with a 10-day trip to South Africa hosted by Swagman Tours.

The group travelled on the Blue Train to Cape Town, flew by Cessna to see the African wildlife at the Madikwe Game Lodge and were treated to “the best sightseeing, food, wine and accommodation that South Africa has to offer”.

“We covered many kilometres by plane, train and bus and have experienced luxury at its best,” said Kirsty Lee, Meridian Travel.

The top achievers are **pictured** on Table Mountain, and include: Cruise Express, Croydon Cruise & Travel, Flower Travel, Meridian Travel, National Warrnambool Travel, Pellegrino Travel, Ramsgate Travel Service, The Travel Store, The Travel Studio and Two’s A Crowd.

Spicers ecotourism

SPICERS’ plan to launch the Scenic Rim Trail has been given the green light by the Queensland Government and will begin operating later this year.

The five-day ecotourism experience in South East Queensland’s Scenic Rim covers a 55-kilometre trail, extending from Mt Mistake to Spicers Peak Nature Reserve through parts of Main Range National Park.

The project includes eco-cabins, with construction to take around six months and the first tourists expected in late 2019.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily’s* Monday feature. If your firm is releasing a new brochure you’d like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Qantas Holidays-Japan 2019-20
Qantas Holidays has released its new 2019-20 Japan brochure. The program showcases a variety of accommodation and sightseeing options throughout Japan. Travellers can also enjoy a new range of extended touring and cruising options, including a 15-night Japan Highlights and Southern Island cruise. The program features information on the neon-lit streets of Tokyo, ancient temples and the traditional teahouses in Kyoto.



Bentours & Hurtigruten - Expedition Cruises 20/21
Bentours and Hurtigruten have released their 2020/21 Expedition Cruise brochure. The program includes departures on “the worlds first” hybrid powered expedition ships, *MS Roald Amundsen* and *MS Fridtjof Nansen*. The sailings explore the Arctic, Norway, Russia and North, Central and South America and more. New to 2020/21 is sailings in Alaska and Canada, where guests can experience a range of landscapes, native communities and various cultures.

Coconuts opens spa NT & SATC show


COCONUTS Beach Club Resort & Spa located on the beach in Maninoa, Samoa, has debuted a new spa.
The newly designed spa offers full-service suites for manicures and pedicures, body scrubs, facials, couples’ massages, waxing, a jacuzzi, and granite outdoor soaking tubs.

TOURISM NT and the South Australian Tourism Commission are operating roadshows across the UK and Europe in Feb and Mar as part of an activity highlighting the iconic Explorers Ways touring route.
Over six days, 10 South Australian and 10 Northern Territory tourism operators will meet with 300 product managers, frontline travel agents and media for one-on-one business meetings, training presentations and networking events.

Skal Perth meeting

THE Skal International Perth club has an upcoming function on 14 Mar to celebrate 55 years of travel and tourism education.
It will be held at the Pavilion Restaurant at Joondalup TAFE.
For details, email nstrudwick@travellerschoice.com.au.

The roadshows form part of an investment by the NT Government into tourism which helped to generate \$414m in expenditure from 142,000 visitors to the year ending Sep 18.



A-LEAGUE


A-LEAGUE WINNER R20

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Walk Tassie deal

SAVINGS of \$400 for individuals and \$800 for couples are available on Life's An Adventure's 2019-20 Tasmania season walks booked before 31 Mar.

For more information, visit www.lifesanadventure.com.au.

Inflight cameras

A PASSENGER on board a Singapore Airlines flight has taken to Twitter to point out a small camera pointing at him from the in-flight entertainment system.

SQ responded saying the cameras were not operational and were part of the hardware provided by the original manufacturers.

However, the tweet has sparked discussion over privacy for passengers.

Manufacturers of some Qantas and Jetstar aircraft also have the cameras in-built, but in order to use them, the airlines would need certain software activated, which neither have.

JAL & Vistara share

JAPAN Airlines (JAL) and India's full-service carrier, Vistara, have entered a codeshare tie-up that is set to open more routes between India and Tokyo.

With the signing of the agreement, Vistara has become the only codeshare partner for Japan Airlines in India.

The codeshare flights will offer connections to and from a daily flight that JAL already operates to Delhi directly from Tokyo Narita.

Japan Airlines customers travelling on Vistara will enjoy complimentary meals and will be able to choose between three different cabins, including India's only Premium Economy class.

Japan Airlines Mileage Bank members can also earn miles when booking on 'JL' coded Vistara flights.

The sales of tickets open on 26 Feb for travel from 28 Feb.

WIN A CRUISE

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This month Viking Cruises is giving *Travel Daily* readers the chance to win a deluxe veranda stateroom on New York, Bermuda & the West Indies departing on 10 October 2019 on *Viking Sun*.

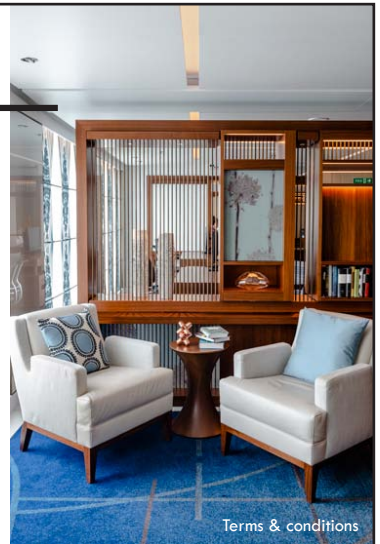
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haven't already, register at www.rewardsbyviking.com.

The most creative entry will win! Send your entries to viking@traveldaily.com.au



Pilot asleep on job

FOOTAGE has emerged online of a senior pilot of a China Airlines 747 jet flight asleep in the cockpit mid-flight.

Since the video emerged last Wed, China Airlines has been fined by the authorities and both the captain and his cameraman co-pilot have been reprimanded, *The Bangkok Post* has reported.

Virgin mag contract

THE contract for Virgin Australia's publishing and sales has been awarded to Hardie Grant Media.

Previously held by Pacific+, Hardie Grant Media will now publish the airline's monthly in-flight magazine, while also creating digital content for Virgin Australia's website and social media channels.

The first issue of the magazine under Hardie Grant Media will be published in Jul, and marks a big change, having previously been published by Pacific+ since 2000.

Avani Cambodia

AVANI is set to enter Cambodia, with the resort group signing a management contract for FCC Angkor - Managed by Avani.

The property is due to open in the second quarter of 2019 and will offer 80 new and refurbished rooms and suites.

Located in Siem Reap, the hotel will feature French colonial architecture, along with a spa, pool, lounge and a new bar to be called Scribe.

St Pattie's Opera

THE iconic sails of the Sydney Opera House will turn green for St Patrick's Day, under a deal sealed by Tourism Ireland.

This year marks the return of Sydney's St Patrick's Day celebrations to the Rocks and the 40th anniversary of the first Irish parade through the area.

Kicking off at 11am with a street parade, the festival will feature live music, street artists, children's activities and dancing.

SUPER RUGBY

SUPER RUGBY R2 WINNER

Congratulations

JODIE HILL

from *Helloworld*

Jodie is the top point scorer for Round 2 of *Travel Daily's* Super Rugby footy tipping competition. She's won \$100 travel credit courtesy of Expedia.



Travel Daily Super Rugby tipping competition is sponsored by Emirates, with the top tipper for the season winning flights from Sydney to Christchurch.



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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Editor – Jasmine O'Donoghue

Contributors – Adam Bishop, Sarah Fairburn, Anastasia Prikhodko, 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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Sydney, to \$55k + Super, Ref: 3765PE5

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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 join their team! Time for some work/life balance?? Deliver EXCEPTIONAL service, Earn BIG \$\$\$ and join this Regional Travel Agency NOW! Only work 2x SATURDAY mornings per month and get your work/life balance back!

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Hiking Travel Consultant Specialist

Sth Est Melbourne, \$58k + Super, Ref: 3904HC1

Are you an experienced travel consultant tired of selling the standard destinations? Are you wanting to specialise in selling the most breathtaking hiking trails around the world? This is the role for you, sell destinations like the Camino, Base camp and Great Ocean Walk. Work in a team where you are valued and given the rewards with an amazing salary and great team benefits. Due to continued growth you will be joining a team who really values the team members in the office. Apply NOW!

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

Cruise Expert

Sydney, Competitive Salary, Ref: 5988AJ3

Due to expansion, an exciting opportunity is now available to join one of the largest private cruise companies. They are looking for an experienced Cruise Consultant who has either has experience working with groups or would be interested in transitioning into a Group based position. Utilise your high attention to detail and superior organisational skills in order to take the next step in your career in Travel. Work in a central CBD location (conveniently close to public transport).

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

Business Travel Consultant

BNE CBD, OTE \$75-100k per annum, Ref: 3859SZ1

Work in a leading business travel agency with your own personal BDM to get new business contracts for you to book! This is an exciting opportunity located in both Brisbane CBD and inner city region! You will be booking travel up to \$2.5 million dollars and earn an amazing salary based on percentage of service fees charged instead of a commission / margin structure! We are looking for strong retail consultants wanting to step into a business role or an experienced Business Consultant.

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

Experienced Travel Consultant

Mackay, up to \$50k, Ref: 1339CGA1

Our client is seeking an experienced Travel Consultant for their office in Mackay You will ideally have worked in a retail travel agency, have strong experience using a GDS, ability to organise and book worldwide travel arrangements and must be able to work autonomously. There is competitive salary plus uncapped earning potential and you should have a passion to succeed and be keen to continue your career as this role evolves. APPLY NOW this is a very rare opportunity in Mackay!!!

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

Operations Coordinator

Melbourne, \$Competitive, Ref: 3274HC1

Are you looking for something a little different in the travel industry & want to get into operations? This role is the one for you! This highly successful travel company are looking for fantastic operations coordinators to help with their business. We are looking for consultants who is willing to be flexible in their work place and keen to learn the ropes. This is a dynamic, busy, fun environment where no days are the same, offering a multitude of different tasks.

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



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CRUISE INDUSTRY *Awards*

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