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## Silversea incentives

**TO CELEBRATE** its largest European season to date in 2020, Silversea Cruises has launched a number of agent incentives.

The cruise line has brought back its Business class flight promotion, with upgrades available from \$3,998 per person.

Silversea is also giving away a three-night NYE cruise to the first 10 agents who sell three Europe 2020 sailings by 29 Nov.

More info on the **cover page**.

## Emirates cuts Melb centre

**EMIRATES** has made the decision to close its call centre in Melbourne on 15 Oct as its customers increasingly opt for digital channels.

The airline said the decision follows "careful review of our global call centre operations to optimise resources, and meet our future business requirements".

The existing hotlines will remain the same, with calls to instead be redirected to Emirates' multi-lingual call centre teams around the world.

A spokesperson for the carrier told **Travel Daily** the move "very much reflects the shift in consumer behaviour, as our customers increasingly prefer to interact, transact and self-serve via other digital channels.

"We are providing our affected colleagues with all possible support, including counselling and redeployment opportunities in Australia or in other countries.

"There is no impact on our customers in Australia."

The Australian Services Union said the decision impacts all call centre staff and could result in

job losses for 81 staff.

In Jan, Emirates confirmed it would close its ticketing office in Melbourne in Apr, as well as operations in Perth, Brisbane and Adelaide (**TD** 18 Jan), and then in Apr the carrier revealed the outcome of its management review in the Australian market, which saw the departure of several long-serving executives (**TD** 03 Apr).

**MEANWHILE**, overnight the carrier announced new executive leadership appointments for its operational, commercial and international affairs functions.

Adel Al Redha has been named Chief Operating Officer, Adnan Kazim is Chief Commercial Officer and Sheikh Majid Al Mualla is Divisional Senior Vice President, International Affairs.

### Today's issue of TD

**Travel Daily** today has eight pages of news, a front cover page for **Silversea Cruises**, a photo page for **Excite Holidays**, plus full pages from:

- Windstar
- AA Appointments jobs

## Windstar sails cheap

**WINDSTAR** Cruises is currently offering a number of discounted cruises on its "perfectly sized ships", with savings of up to \$1,941 per person on offer.

Highlighted sailings include seven- and 10-night Mediterranean trips, an 18-night Riviera Romance & Ancient Artefacts Fly Cruise Package, and 14- and 15-night Indonesia Fly Cruise & Stay Packages.

More info on **page nine**.

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## Qantas Americas

**AGENTS** will be able to boost their knowledge of Qantas' services to North and South America, including the carrier's joint-business with American Airlines on 18 Sep.

**CLICK HERE** to register to take part in the interactive session.

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## "Blue waters" for cruise

**AUSTRALIAN** Cruise Association (ACA) CEO Jill Abel has highlighted the inclusion of cruise in the huge proliferation of package holiday advertising in Australia this year, saying clearly cruising is becoming a "mainstream vacation option".

Opening the ACA conference in Geelong this morning, Abel was upbeat about the prospects for the sector, despite the flatlining of local cruise numbers due to the highly publicised capacity constraints in Sydney.

While issues persist in the NSW capital, other ports are pressing ahead with major infrastructure projects, including the recent Eden Wharf extension, dredging in Broome, work in Cairns and Townsville and the new Brisbane International Cruise Terminal, which already has over 190 bookings for 2020/21.

Abel referred to comments by Carnival Australia Chair Ann

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Sherry at the recent NZ Cruise Association Conference, where she predicted that there would be 3m annual local cruisers by 2020.

"Imagine the opportunities that these blue waters will present for the Australian and New Zealand travel & tourism sector," she said.

Also at the conference, Silversea Cruises MD Adam Armstrong spoke about the strong potential for cruise growth, with a whopping 138 cruise ships currently on order through to 2027.

He noted that despite 80% of the ships being expedition, these smaller vessels only comprised about 3% of total new capacity.

"The rest are these big, contemporary, premium ships - Australia needs to focus on attracting deployments of these vessels," Armstrong urged, as he reiterated the urgency of boosting Sydney capacity.

More from ACA in tomorrow's issue of **Cruise Weekly**.

## Townsville hotel

**THE** Queensland State Government has allocated \$3.5 million in funding for the Townsville Marine Tourism Precinct, including the development of a 90-room hotel.

The funding will come from the state's Attracting Tourism Fund.

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## CMV 50% deposits

**CRUISE & Maritime Voyages** (CMV) is currently offering 50% reduced deposits on select grand voyages and world cruises of 45 nights or more and departing in 2020 and 2021.

To take advantage, bookings must be made by 30 Sep.

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& ALASKA  
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## ACCC loyalty concerns

**THE** Australian Competition and Consumer Commission (ACCC) has flagged a number of concerns with customer loyalty schemes, including frequent flyer programs.

The ACCC released a draft report today citing several issues, such as whether consumers are receiving the loyalty benefits as advertised by brands, poor communication about how the schemes work, alterations to terms and conditions, and a lack of transparency in regards to how consumer data is used and shared, including the sale to unknown third parties.

The report isolates the issue of privacy for special attention, alleging that consumers have "limited control" over their personal information collected by loyalty programs.

"The privacy policies of these schemes are frequently very vague and don't tell consumers who their data is being shared

with, or how it is being used, shared or monetised," said ACCC Chair Rod Sims.

"Consumers may also be shocked to find that some schemes collect their data even when they don't scan their loyalty cards, or that they combine it with data from other sources that they might not be aware of.

"Most people think they are being rewarded for their loyalty with discounts or points, but in reality, some schemes are building up detailed profiles about consumers and selling those insights to other businesses," Sims added.

On the back of the report, the ACCC recommends strengthening the Privacy Act 1988 and broader reform of the Australian privacy regime to maintain better protection of consumers' personal data, as well as introducing a prohibition against unfair contract terms.

## Bahamas update

**HURRICANE** Dorian has moved on from The Bahamas, with all airports in the country except Grand Bahama Int'l Airport open.

Hotels in The Abacos & Grand Bahama Island are closed, but those in Nassau and Paradise Island remain open.

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There's more to Xi'an than the Terracotta Warriors. Read more in the September issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## Travel Daily on location in Geelong, Vic

Today's issue of *TD* is coming to you courtesy of the Australian Cruise Association, which is hosting its 23rd annual conference in Geelong.

**THE** conference sessions kick off in earnest this morning at the GMHBA Stadium, after a fabulous welcome function at The Carousel on the city's waterfront last night.

Key speakers today include Dream Cruises President, Michael Goh, along with Port of Brisbane GM Strategy and Innovation Cameron Hall, who will give an update on the development of the new Brisbane Int'l Cruise Terminal.

Full reports from the conference in *Travel Daily* and *Cruise Weekly* tomorrow.

## Spring has sprung for T&CW

**THE** spring edition of our sister consumer-facing publication *Travel & Cruise Weekly* was released this week, providing a host of inspiration for travellers.

Once again the publication can be customised with a call to action for any individual travel agency or group, with this quarter's issue including two North America feature stories showcasing Canada's Sunshine Coast and the attractions of Washington DC.

Cruise customers will enjoy a look at the various entertainment options being offered on board ranging from Broadway shows to aerial acrobatics, while *Travel & Cruise Weekly* also features stunning imagery from Yellowstone National Park.

There's also a news section showcasing some of the latest developments in travel to titillate and tempt the fussiest traveller.

### Travel & Cruise Weekly

Spring Magazine 2019



The electronic version of the magazine is available online at [travelandcruiseweekly.com.au](http://travelandcruiseweekly.com.au), and agents wanting to offer a bespoke version featuring their own contact details for distribution can enquire to [jenny@traveldaily.com.au](mailto:jenny@traveldaily.com.au).



## Window Seat

**NO ONE** wants to share a hotel room with bedbugs, especially not world leaders, which is why US President Donald Trump recently took to Twitter to refute claims the Trump National Doral Miami was infested with said insects.

In spruiking his luxury golf resort as "perfectly located" to host the next G7 summit, a lawsuit resurfaced from 2016 in which guest Eric Linder claimed he awoke during his stay one night to find "multiple welts, limps and marks over his face, neck, arms and torso".

The resort's management confirmed the presence of bedbugs, and settled with Linder out of court, but Trump maintained: "The Radical Left Democrats... spread that false and nasty rumor. Not Nice!"

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Thursday 5th September 2019

## Union rejects claim

**THE** Australian Municipal, Administrative, Clerical and Services Union has rejected Flight Centre's (FC) Federal Court claims that its bonus scheme could compensate for other payments, the *Australian Financial Review* has reported.

The union is representing five people who allege the travel agent missed payments on items such as overtime or minimum rates (**TD** 26 Apr).

The group allege they are owed a total of \$250,000 stretching back to 2012.

However, Flight Centre has stated staff were properly remunerated for all hours worked via a package including retainers and commissions or incentives, which could meet any entitlements.

## Best Western rejig

**BEST** Western Hotels & Resorts (BWHR) has created a parent company for itself, BWH Hotel Group, which brings together the company's full suite of 15 brands.

BWH Hotel Group is comprised of three core identities: WorldHotels Collection, comprising the Group's luxury, upper and upscale brands; Best Western Hotels & Resorts, including upscale, upper midscale and midscale brands, and SureStay Hotel Group, holding the Group's economy brands.

The company said the structure was designed to showcase "the full portfolio of diversified hotels on offer to the buying community of travel management companies and corporate accounts".

BWHR recently acquired hotel management system AutoClerk.

## Cruise champions line up



**LAST** night delegates of the Australian Cruise Association (ACA) conference in Geelong were welcomed to the city with a special function at The Carousell - where some enjoyed a ride on the vintage fairground attraction **pictured** behind the group above.

ACA members then enjoyed a dinner at the local Wah Wah Gee Restaurant courtesy of the Brisbane Cruise Terminal, while the conference continues today at the local AFL stadium where the Geelong Cats are practising in the background for a major match tomorrow night at the MCG.

Speakers include, **from left:** Captain Nikolaos Antalis, Royal Caribbean International Asia-Pacific Associate Vice President of Marine & Safety; Melissa

Witsoe, Product Manager Med, Asia, Australia & NZ Windstar Cruises; Associate Professor Anne Hardy from the University of Tasmania and Dream Cruises President and Head of International Sales at Genting Cruise Lines, Michael Goh.

They're joined by Grant Gilfillan, Australian Cruise Association Chairman and CEO of the NSW Ports Authority; Jill Abel, ACA chief; and Brett Ince, Executive Director of Tourism Greater Geelong & The Bellarine.

Also on stage today are Adam Armstrong, Silversea Cruises MD Australia & NZ as well as Debbie Summers, Chair NZ Cruise Association and Joel Katz, MD Australasia CLIA.

More pics on Facebook **HERE**.

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## Int'l traffic up 1.6%

**INTERNATIONAL** scheduled passenger traffic for Jun increased by 1.6% to 3.33 million, up from the 3.28 million recorded in Jun 2018, according to the latest figures published in the Bureau of Infrastructure, Transport, and Regional Economics (BITRE) international airline activity monthly report.

The data showed that 62 international airlines operated to and from Australia during the month, with the Melbourne to Singapore journey the most frequented international route.

The route notched up 146,162 passengers carried for the month, representing 4.4% of total passengers for the period.

BITRE also noted in its airport traffic data report Australian domestic flights carried 9.34 million passengers during Jun 2019, a slight decrease of 0.2% when compared to Jun 2018.

Sydney Airport recorded the most domestic passenger movements in Jun, clocking 2.1 million travellers through its gates for the month.

## Tok Tok '19 wrap up



**AUSTRALIAN** buyers shook hands with the team from the Vanuatu Tourism Office (VTO), along with 57 local operators as part of Tok Tok last week, the island destination's annual travel trade industry event.

Vanuatu Tourism Office Chief Executive Officer Adela Issachar Aru, said this year's Tok Tok was particularly exciting.

The event had with the highest number and widest variety of local operators in attendance, with sellers from all provinces and it also coincided with the launch of VTO's new rebrand and

marketing rally cry – "Answer the Call of Vanuatu" (TD 21 Aug).

Tok Tok kicked off at the Warwick Le Lagon with a business to business event, followed by a buyer's function and a series of familiarisation programs exploring Efate, Tanna and Espiritu Santo.

The event culminated back in Port Vila with a finale Gala dinner on Sat.

The Vanuatu Tourism Office team is pictured.

## Kathmandu airport

**WORLD** Expeditions has amended its Everest region itineraries in response to the rerouting of flights to and from Tenzing-Hillary Airport in Lukla.

Flights originating and departing from LUA have been steered away from Tribhuvan International Airport in Kathmandu, replaced with Ramechhap Airport in Manthali.

The diversion is a bid to reduce congestion at Tribhuvan, which is Nepal's sole international hub.

The updated routing is in place until the end of Nov, when authorities will assess whether or not to continue.

According to World Expeditions Himalayan Ops Manager Kelvin Law, the company looked at many options including helicoptering clients to Lukla, before opting to have clients stay in the company's campsites in Ramechhap for a good night's sleep before embarking the next day.



## SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten



I have just returned from Greenland on Ms Roald Amundsen, the world's first Hybrid powered expedition

ship. Beyond the premium customer expedition experience on offer, MS Roald Amundsen is incredible because it is by definition, a genuine game changer.

**At Hurtigruten we aim to raise and set standards for the whole industry, as we enter a new era of expedition cruising and adventure travel driven by sustainability.**

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Another game change would be to ban Heavy Fuel Oil (HFO). A toxic poison that puts our oceans at risk.

With leading environmental agencies such as Clean Arctic Alliance and European Climate Foundation, Hurtigruten is spearheading a campaign to ban the use of HFO in Arctic waters.

If you are one of our competitors, partners, agents, guests or just interested in finding out more; we invite you to sign the Arctic Commitment – and join our struggle to make operating on HFO in Arctic waters illegal.

Damian Perry, Managing Director APAC, Hurtigruten



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## APPOINTMENTS

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which is brought to you by Travel Trade Recruitment.

If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.



**ANZCRO** has named **Jake Svensson** as the Business Development Manager for Victoria and Tasmania. Svensson was most recently a recruitment consultant for TMS Talent, and has previously worked for Flight Centre Travel Group, Intrepid Group and Topdeck Travel.

**Crystalbrook Collection** has appointed **Christopher Greening** as its new General Manager of Little Albion, a Crystalbrook Collection Boutique Hotel. He joins Crystalbrook Collection with over a decade of industry experience, with his most recent position as Executive Assistant Manager for Meriton Suites.

**Fiona Teama** has taken on a new Marketing Manager role with **Tourism Solomons**. She takes up the position from the recently-departed Freda Unusi, who stepped down after 10 years.

**Hilton** has announced the appointment of **Feisal Jaffer** as Global Head of its newest luxury brand, LXR Hotels & Resorts. Jaffer joins Hilton from Capella Hotel Group, where he most recently served as Senior Vice President, Business Development.

# Excite Holidays "finely craft" Seattle Experience in Sydney

IT WAS always going to be a "Sleepless in Seattle" kind of night when over 100 agents joined Excite Holidays and Visit Seattle to celebrate their curated eight-page guide "Seattle: Finely Crafted" at The Morrison Bar & Oyster Room, Sydney, on 27 Aug.

Visit Seattle's Andrea Campbell wowed the crowd with the wonders of Washington's largest city, before guests got the chance to personally experience what makes this Pacific Northwest destination so special.

From craft beer and coffee to markets to museums, Seattle's specialties are iconically alternative, so it was no surprise that the event was overflowing with extraordinary experiences.

Inspired by the Puget Sound that surrounds the city, celebrations started with a seafood feast - a shucking station serving the Morrison's signature oysters proving particularly popular among agents, before espresso martini and dessert stations sweetened the Seattle experience.

Producer and DJ Siila provided the evening's entertainment - an acoustic set followed by a DJ set spinning Seattle classics like Nirvana, Pearl Jam and Macklemore.

The fun finally wrapped up with three lucky agents: Susie Taouk, Ultimate Traveller; Kirsty McKenzie, TravelManagers; and Deya Sen, Flight Centre Business Travel Pitt St - each winning four nights' luxury accommodation thanks to Fairmont Olympic Hotel, The Thompson Seattle, The Edgewater, Mayflower Park Hotel, Renaissance Hotel, and Motif Seattle.



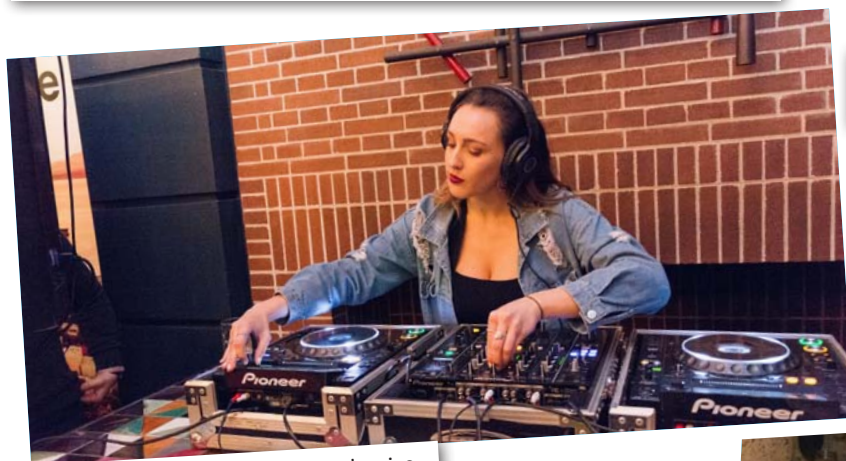
**ESPRESSO** martinis to sweeten the Seattle experience.



**ANDREA** Campbell, Visit Seattle and agents enjoying espresso martinis.



**SPEECHES** by Andrea Campbell, Visit Seattle; Tim Bowrey, Head of Marketing, Excite Holidays and Brooke Hobson, NSW BDM, Excite Holidays.



**DJ SIILA** playing Seattle classics.

**LIVE** oyster shucking station.



**AGENTS** enjoying the evening.



**ESPRESSO** martini station.

Thursday 5th September 2019

## Virgin lounge opens in Brisbane



**VIRGIN** Australia has opened the doors to its newest lounge at Brisbane Int'l Airport.

The new My Lounge was designed in collaboration with British company No1 Lounges, & features seating for 108 guests, a games room, all-day dining, unlimited wi-fi, shower facilities, and barista coffee services.

Complimentary access to the lounge will be available to all Virgin Australia Business class guests, Platinum and Gold members of the Velocity Frequent Flyer Program, as well as Virgin Australia Lounge Members travelling to New Zealand.

For non-members, the price of admission is \$60 for adults and \$30 for kids aged 2-11 when tickets are purchased online, and \$70 and \$35 for in-person purchases.

The facility is open between 5am and 10pm.

My Lounge will not be available for those travelling to and from



Los Angeles until 10 Sep.

**Above** is the new My Lounge bar at Brisbane International Airport and **inset** is some of the seating spaces available.

## Oceania 35% off

**OCEANIA** Cruises is offering up to 35% off select 2020 & 2021 sailings to Alaska, Asia, Africa, South America and Australia.

Applicable cruises include the 10-day Vancouver to Seattle sailing, the 16-day Tokyo to Singapore voyage and 16-day Sydney to Bali cruise.

To take advantage of the promotion, bookings need to be made between 05 and 18 Sep.

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

## Win a trip to Turkey

This month Tempo Holidays has teamed up with *Travel Daily* to give away a five-night trip for two to Turkey, including airport transfers, daily breakfast, sightseeing with an English-speaking guide and more.



Tempo Holidays has recently released its 2020/21 range of brochures. Make sure you take a look as they will help you find the answers to the weekly questions. The agent that answers the most correctly and has the most creative response to the final question will win. Send your entries to [tempo@traveldaily.com.au](mailto:tempo@traveldaily.com.au)



Q1. Tempo Holidays have an array of independent, small group tours and coach tours available in the new UK, Ireland and Eastern Europe Brochure. How many best-selling tours do they have in the UK brochure?

## Spain rejects case

**THE** Spanish Courts have rejected a case brought forward by US company Central Santa Lucia L.C, which claimed it owned the land that Melia Hotels International is operating its properties on in Cuba.

The company believed the land was illegally seized in 1959.

## German rail trip won

**TWO** agents have won a free Great Train Tour of Germany departing 24 Sep courtesy of Rail Europe and Thai Airways.

Jake Cassar from Travel Counsellors and Sofie Stemberger from Flight Centre Tailor Made Doncaster scored the spots, with the trip to be documented on Rail Europe's social feeds.

## Digital travel trends

**A NEW** report suggests that 68% of all passengers by 2025 will expect to manage their travel plans using their mobile phones.

The 2025: *Air Travel for a Digital Age* study produced by SITA contends the travel sector is in the midst of a significant demographic shift "from a pre-digital to a post-digital age", meaning travellers will expect to use mobile phones to access services like baggage location notifications, boarding information and payments.

The report also shows future travel will demand travel services be streamlined into a singular unified experience across airports, airlines, border control and other modes of transport from the time pax leave home.

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**BRISBANE – UP TO \$77K PKG**

Are you an experienced wholesale or product team leader ready for your new challenge? Then this new product TL role is for you. Managing a team of consultants you'll be responsible for training and developing consultants, ensuring contracts are loaded in a timely and accurate manner whilst also maintaining strong supplier relationships and liaising with internal departments. A strong salary package along with long term career development on offer.

**\*NEW\* PRODUCT ROLE IN TIME FOR SPRING**  
**PRODUCT MANAGER**  
**SYDNEY – GENEROUS SALARY \$\$**

Rarely do roles come up with this Travel Industry player. If you are ready for a change in your product career then this is for you, as well as being a strong negotiator with strong knowledge on multiple destinations, you will also have managed a team understanding how to motivate and get the best out of your staff. Career progression and a strong salary are on offer. Please send your CV with a cover letter

**ON THE ROAD AGAIN**  
**TRAVEL INDUSTRY BDM**

**MEL WEST - SALARY \$75K BASE PLUS CAR AND BONUS**

We are searching for a Sales Executive who is passionate along with the ability to source and secure new business to join this industry leader. You will have a real drive, passion and understanding of the travel market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm

**LOVE THE THRILL OF THE CHASE?**  
**CORPORATE TMC SALES MANAGER**

**SYDNEY/MELBOURNE - SALARY \$80K+ COMMS**

If you have the passion for sales and love building new relationships - your talents will be rewarded here. You'll be joining this leading corporate TMC offering long term career advancement and the real opportunity of progression. With an winning brand supporting you, you'll be able to take aim at an amazing salary package and work with fantastic corporate clients. If you don't have TMC sales experience please still apply full training provided.

**CAN YOU BUILD STRONG RELATIONSHIPS?**  
**CONTRACTING/PRODUCT MANAGER**  
**MELBOURNE – GENEROUS SALARY \$\$**

Looking for a challenging new destination to market? This industry leader requires the skills of an adaptable Contracting/Product Manager. You will be well organised and have the ability to source for new and unique products compared to your competitors while being able to develop brochures that stand out from the rest. With your talents you will have a creative flare and an eye for detail.

**THE RAREST OF OPPORTUNITIES**  
**REGIONAL SALES MANAGER**  
**MELBOURNE AND SYDNEY- UP TO \$112K PKG**

If you're well connected within the travel market and looking for a first class product to represent – don't miss out on this challenging BDM opportunity. Along with managing and growing existing leisure accounts you'll be confident in identifying and building new business opportunities to increase revenue, experienced in presenting and have strong negotiation skills. Previous experience in a similar industry sales role is preferred. Top package on offer.

**MICE HUNTERS WANTED**  
**HOTEL BUSINESS DEVELOPMENT MANAGERS- MICE**  
**SYDNEY- UP TO \$98K PKG**

Love the thrill of the chase? An expert in the MICE sector? We are currently looking for sales orientated and driven BDM to join a leading five star property in Sydney. As part of a motivated sales team you will be responsible for generating leads, increasing sales, entertaining top clients and facilitating hotel inspections. A strong salary package along with long term career progression on offer. Call to find out more.

**GROW THE BOTTOM LINE**  
**HOTEL REVENUE MANAGERS**

**SYDNEY & ADELAIDE- UP TO \$110K PKG**

We currently have the opportunity for experienced Revenue Managers in Adelaide and Sydney to join a reputable hotel name. Managing the Revenue and Reservations departments you'll be an expert in yield management with a proven ability in devising and implementing strategies to increase room, F&B, & MICE revenue. A strong salary package will be on offer along with the chance to join a professional name in the industry.

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