

AFTA INDUSTRY NOTICE

The AFTA Travel Accreditation Scheme (ATAS) is the cornerstone of the Australian travel industry. It sets standards, future proofs and protects the integrity of our industry.

ATAS is the means by which both consumers and trade can identify trusted, reliable and quality travel businesses.

AFTA and ACS does not take its role lightly and does not make cancellations without good reason!

In the last 6 months, two large scale, non-accredited wholesalers have become insolvent. It is a stark reminder to all industry that if a business is NOT accredited – ask why not?

It is unacceptable that a company can make statements and issue press releases which turn out to be misleading and deceptive. It is a clear demonstration of the lack of integrity of these companies.

AFTA is NOT to blame for the demise of these companies. Poor financial management is the only cause of a company becoming insolvent.

AFTA recommends that travel agency owners only work with reputable accredited wholesalers and tour operators.

All CATO members are required to be ATAS accredited.

AFTA has 63 years of representing, supporting, and innovating for the Australian Travel Industry. In 2020 we will continue to seek new solutions to provide all involved with confidence in the travel value chain and make the payment eco-system in the Australian travel industry more robust.



Express promotion

EXPRESS Travel Group is today highlighting the tools and support that it provides its over 700 agents across Australia.

The network says it provides "everything you need to improve backend efficiency and boost productivity".

For more, see **page six**.

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Europe River Cruising 2021 Preview OUT NOW!



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AFTA ramps up ATAS push

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) has today launched a major trade promotion, stressing that cancellations from the AFTA Travel Accreditation Scheme (ATAS) do not occur "without good reason".

It's understood that AFTA has been bombarded with complaints in the wake of recent collapses, with some attributing them to a lack of industry regulation.

In a formal industry notice (see the **cover page**) the Federation points out that it has established ATAS as "the cornerstone of the Australian travel industry."

"It sets standards, future-proofs, and protects the integrity of our industry...ATAS is the means by which both consumers and trade can identify trusted, reliable and quality travel businesses."

The notice cites recent major wholesaler collapses, saying the failures are a "stark reminder to

all industry that if a business is not accredited, ask why not.

"It is unacceptable that a company can make statements and issue press releases which turn out to be misleading and deceptive," the update adds, noting that AFTA is not to blame for their demise.

"Poor financial management is the only cause of a company becoming insolvent...AFTA recommends that travel agency owners only work with reputable accredited wholesalers and tour operators," it said, adding that all Council of Australian Tour Operators (CATO) members are required to be ATAS accredited.

More change to ATAS is coming, with AFTA saying that in 2020 it will continue to seek new solutions to further lift confidence in the travel value chain and "make the payment eco-system in the Australian travel industry more robust".

Today's issue of TD

TODAY'S issue of Australia's favourite travel industry publication has five pages of news and photos, a cover page from AFTA, plus full pages:

- Express Travel Group
- Travel Trade Recruitment
- Hamilton Island

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BUSINESS DEVELOPMENT PARTNER

(FULL-TIME - NSW)

We're looking for a high performing Business Development Partner who knows how to generate growth with ongoing recruitment of new customers. Based in NSW.

BUSINESS DEVELOPMENT PARTNER

(FULL-TIME - WA)

We're looking for a high performing Business Development Partner who knows how to generate growth with ongoing recruitment of new customers. Based in WA.

ACCOUNT MANAGER

(FULL-TIME - SYDNEY)

We're on the hunt for an experienced Account Manager who will be responsible for creating long-term trusting relationships with our Member Agencies and Travel Partners internal teams.

NETWORK SUPPORT ROLE

(FULL-TIME - SYDNEY)

Exciting opportunity for a support role where you will provide operational, account management, communication and administration support to the Travel Partners network.



Hamilton vacancy

HAMILTON Island is currently recruiting for a National Sales Manager based in Sydney.

To apply for the role or for more details, see **page eight**.

Uniworld sues MSC

UNIWORLD Boutique River Cruise Collection has commenced legal proceedings against MSC Cruise Management Ltd for damages following a collision in Venice last year (**TD** 03 Jun 2019).

Uniworld is critical of the way in which MSC has handled the aftermath of the incident.

"We are extremely disappointed with the unprofessional manner in which MSC has decided to ignore the gravity of the situation, which has disrupted our guests, our partners and our team," said Uniworld's CEO Ellen Bettridge.

Uniworld estimates its losses, including passenger reimbursement, ship damage, lost revenue and the protection of travel agent commissions, to be in excess of €11.5 million.

MSC Cruises has refuted Bettridge's characterisation, claiming to have worked "constructively" with all parties.

Sydney stays down

HOTEL occupancy in Sydney for 2019 fell by 1.9% to 82.5% when compared to 2018, according to figures released by STR.

One of the reasons cited for the decrease was the bushfire crisis and growth in supply.

VA offers lighter option

VIRGIN Australia has introduced a new fare brand called Economy Light, a lower cost category the airline said provided passengers with greater choice, flexibility and value.

The trade-off for the cheaper rates are far more restrictive conditions than what regular Economy tickets offer passengers, including being non-upgradable, non-changeable, non-combinable, non-refundable, and seat choice only allowed within the check-in window.

"Where a guest has purchased an Economy Light fare and subsequently cancels their booking for change of mind, this will result in the guest forfeiting 100% of the base fare," the carrier said in a statement.

The new option will apply to all long-haul flights operated by Virgin Australia leaving Australia from 23 Apr, and is intended to align with the Basic Economy fare

brand offered by its codeshare partner Delta Air Lines.

The Economy Light brand will also only earn 0.25 Velocity Points per mile, and allow only one piece of checked luggage on flights (up to 23kg).

However the ticket will include most basic in-flight services including entertainment, food and drinks.

MEANWHILE, Virgin Australia has issued a waiver for guests affected by the closure of the Wuhan Airport (WUH) in China due to the outbreak of the coronavirus in the region.

The waiver code "BW000160" only applies to customers holding a valid VA (795) ticket issued for travel to and from WUH from 23 Jan, with guests needing to produce their itinerary with origin, destination & transit point.

More information regarding the waiver can be found **HERE**.

NZ agency fakes it

A NEW Zealand-based travel agency was reportedly handing out fake plane tickets for more than six months, liquidators told *The New Zealand Herald*.

The dubious tickets issued by the now defunct Travel Globe left hundreds of travellers stranded overseas, with many forced to purchase last-minute seats to get home on schedule.

Travel Globe owes an estimated NZ\$180,000 to creditors and filed for liquidation on 08 Jan.

Try not to miss us

WE WOULD like to remind our loyal readers that there will be no edition of **Travel Daily** published on Mon 27 Jan due to the Australia Day long weekend.

But never fear, we will return to your devices on Tue with all the latest travel news.

Coronavirus impact

AUSTRALIAN airports could soon endure a significant drop in passenger volumes in the face of China's coronavirus outbreak.

A note by Moody's Investor Service Senior Vice President Arnon Musiker indicated the visitor impact could be greater than the SARS outbreak in 2003 because China is now a far bigger source market.

"Chinese travellers now account for over 15% of total short-term inbound arrivals compared to 4% in 2003," he said.

"Passenger volumes between Asian destinations - particularly China - and Australia could be significantly affected over the next two-three quarters".

MEANWHILE, China has halted flight and train services out of Wuhan to help contain the outbreak of the virus.

Canberra closure

CANBERRA Airport was forced to temporarily shut down its services yesterday due to nearby bushfires.

The blaze has since been downgraded by authorities.

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Second Village offer

THE owner of Sea World and Movie World on the Gold Coast, Village Roadshow (VRL), has received a takeover offer from private equity firm BGH Capital.

The \$4 cash per share offer is 10c more than the \$3.90 per share bid the group received from Pacific Equity Partners in Dec (**TD** 19 Dec 2019).

The price represents a 25% premium on VRL's closing share price of \$3.20 on 18 Dec, the last trading day prior to the offer from Pacific Equity Partners.

BGH has indicated it is willing to offer all cash consideration or a combination of cash and unlisted shares in a newly incorporated holding company.

An independent committee of the VRL board of directors has commenced assessing the BGH proposal.

Wu GM Australia walks

WENDY Wu Tours Australian GM Troy Ackerman has made a shock departure, after less than four months in the role.

The company today confirmed Ackerman had left the business with immediate effect, with Finance Director Lauren Wardle taking on the role of Acting General Manager in the interim.

Founder Wendy Wu has thanked Ackerman "for his commitment, support and dedication to the business" and wished him "all the very best for his next role".

Ackerman started in the Sydney-based role at Wendy Wu on 01 Oct (**TD** 01 Oct 2019), where he reported to Wu herself, who is based in the UK.

His move marked a return to the Australian travel industry from a previous post as Globus family of

brands GM New Zealand.

He has also worked with STA Travel, Contiki Tours and Flight Centre.

Ackerman stepped into the GM Australia role at Wendy Wu after the surprise departure of Global Chief Executive Officer Joe Karbo in Jul last year (**TD** 01 Oct 2019).

Karbo had been based in Sydney and managing the Australian office in the months leading up to his departure, after Steve Richards stepped aside in Jul 2018 after eight months in the position to "prioritise family obligations over the demanding role."

At the time of Karbo's departure, Wu said his position had been disbanded following a restructure of the global organisation.

Prior to Richards, Andrew Mulholland headed up local operations as Managing Director for a year and nine months.



Window Seat

AUSTRALIANS are no strangers to interesting finds in their backyards, but one Orlando woman was probably not expecting this.

Dara Hackett was enjoying some time in her yard in Aug, when a plane fuel cap came flying through her screened enclosure, landing in her pool and almost hitting her friend.

The Federal Aviation Administration was called to investigate, but almost six months on they still have absolutely no idea as to how it happened.



RWC appointment

WORLD Rugby has appointed Groupe Couleur to manage Rugby World Cup (RWC) 2023's official travel agent selection.

The French-based group now has exclusive global rights for the Cup's 2023 iteration, which will be held in France.

Official travel agents will be appointed in Sep, with ticket-inclusive package sales to be launched in early 2021.

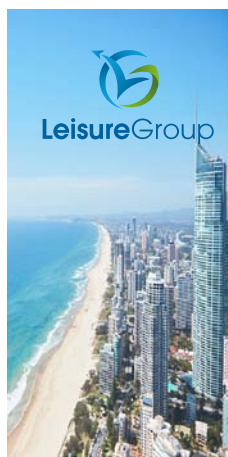
Agents are invited to register their interest before 31 Mar.

Travelmarvel brox

TRAVELMARVEL has released its Tasmania and New Zealand brochures for 2020/21.

Included in the Tasmania publication is the brand's best-selling 10-day Grand Tasman tour, encompassing the state's top sights, starting at only \$3,595 per person.

Highlighted in the New Zealand brochure is the 15-day New Zealand Getaway, covering both the North and South Islands.



WE'RE HIRING! PRODUCT SPECIALIST WANTED

Are you a passionate product guru with a black belt in negotiating skills and thrive on creating incredible travel deals that will be highly desirable to the intended audience?

Leisure Group is looking for an experienced Product Specialist to join our rapidly growing business based in Broadbeach on the Gold Coast.

If this sounds like you, contact Kim at kim.skilton@leisure.com.au for more information.



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NSW BUSINESS DEVELOPMENT MANAGER

APT Travel Group is Australia's largest and most awarded tour and cruise company, with 93 years of experience in innovation, customer service and being market leading.

We are looking for a dynamic new addition to our sales team to cover a maternity leave period - NSW Business Development Manager

If you are an experienced BDM that is passionate about delivering exceptional service and have a track record of strong industry relationships this may be the opportunity you have been waiting for.

Key focus of the role:

- Ensure sales budgets are met and ROI is ascertained on all sales spend.
- Maximise revenue growth through thorough business plans and carefully curated sales activities.
- Deliver presentations to large and small groups to drive business and promote the APT and Travelmarvel suite of products
- Create and implement a training plan for the NSW territory to train and motivate travel agency consultants on product selling features.
- Develop market intelligence summary reports covering: product feedback, competitor analysis, APT product opportunities and general market trends.

If this sounds like you, why not find out more. Head to <https://applynow.net.au/jobs/ni/APT2021>.

CORPORATE UPDATE

IHG debuts Insights Portal



INTERCONTINENTAL Hotels Group (IHG) has revealed the IHG Customer Insights Portal, a “comprehensive global solution” that aims to simplify corporate travel management for large organisations.

According to IHG, the new portal will be a first for the industry, offering travel managers downloadable reports that can be customised using filters for country, brand and rate type, as well as “greater visibility and transparency into their spending and savings”.

The Customer Insights Portal will also provide users with access to “specifically curated” content addressing topics relevant to travel professionals.

Developed in response to customer feedback, the portal follows on from the success of the company’s IHG Business Edge portal for small and mid-size enterprises, launched in 2018 (**TD** 10 Aug 2018).

The portal, which features a

“user-friendly digital interface”, is currently in the final stages of testing, and will be made available early this year to IHG’s large enterprise customers.

“We’re on a continuous journey to develop game-changing business intelligence solutions that put powerful insights directly into our customers’ hands,” said IHG Senior Vice President Global Sales Derek DeCross.

CWT restructures

B2B4E travel management platform CWT will move its Greece, Morocco, Eastern Europe & Baltic local market management into cross-functional Market Management Teams this month.

As part of the changes, the role of Country Manager will be removed for Greece, Morocco, Eastern Europe and the Baltics.

The move follows the successful migration of several major markets last year (**TD** 17 Jan).

Want to generate enquiries?

Send your clients the Summer edition of *Travel & Cruise Weekly* magazine

[CLICK TO READ](#)

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ARC nuTravel stake

AIRLINES Reporting Corp (ARC) has acquired a majority interest in nuTravel, a technology company that provides corporate retailing solutions for airlines.

ARC claims the deal will help grow its “suite of solutions for the end-to-end air travel journey”, assisting travel managers to provide “a streamlined, simple & consistent shopping experience”.

Avani Kenya debut

AVANI will debut in East Africa later this year with the launch of Avani Nairobi Suites in Kenya, which aims to “cater to a mix of leisure, corporate and extended stay guests”.

The 120-suite property will be located in the business and leisure district of Westlands, and will feature a gym, rooftop bar, restaurant and indoor pool.

CORPORATE CHATTER

with Jo Sully

The female business traveller

ONE of the most satisfying things when travelling for business internationally is experiencing different cultures and learning about how organisations vary from country to country.

With these travel opportunities, the onus is often on the traveller to make sure they address the subtler cultural sensitivities such as customs, dress codes and other requirements.

So how do travellers find useful and accurate information and what part can your travel policy play? As a female traveller, there can be additional considerations which add more layers of complexity including:

- Business customs and traditional dress-codes for the country; and
- Hotel and office locations:
 - Is there safe, reliable sources of transport between venues?
 - Is there 24

hour reception and a door person?

- Does the gym have cameras and is it monitored live?
- Are there all women floors in the hotel available?

THE ROLE OF THE TRAVEL POLICY

The travel policy is a vital tool to engage with and help manage traveller safety and stress.

Consider including a guide to key countries where your business is. Offer simple instructions on the cultural customs travellers need to be aware of, along with links to government traveller websites.

Also, recognise that additional

costs may be incurred by female travellers and clearly inform them of what are eligible expenses.

The first step though is to start the conversation with employees to understand their experiences and get your TMC to help you to help you anticipate your travellers’ needs going forward.

“The travel policy is a vital tool to engage with and help manage traveller safety and stress”

“



Jo Sully is the Vice-President & Regional General Manager, American Express Global Business Travel, Australia, New Zealand & Southeast Asia.



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\$5M REFURBISHMENT

AMORA HOTEL
RIVERWALK MELBOURNE

Friday 24th January 2020

Fairmont global rep

FAIRMONT Hotels and Resorts has named Oscar-winning actress and UNICEF Goodwill Ambassador Susan Sarandon as its new Global Brand Ambassador.

Sarandon will appear in an international brand campaign set to roll out in key markets during the first half of 2020.

SLH new properties

SMALL Luxury Hotels of the World (SLH) has added five hotels to its portfolio, two of which are in new destinations for the brand, Villa Geba in Sveti Stefan, Montenegro, and Topping Rose House in The Hamptons, US.

Other additions include The Angkor Village Hotel in Siem Reap, Cambodia; The Wittmore in Barcelona, Spain; and Susafa in Sicily, Italy.

Gauguin additions

PAUL Gauguin Cruises has introduced the 14-night Marquesas, Tuamotus & Society Islands itinerary aboard *m/s Paul Gauguin* which will visit the line's private beach in Bora Bora and its private islet, Motu Mahana, off the coast of Tahiti.

Voyages depart Papeete, Tahiti on 29 Aug and 21 Nov 2020, and 13 Mar, 28 Aug and 20 Nov 2021, with prices from US\$6,850ppts.

Next Hotel event

NEXT Hotel Brisbane will host a BBQ Fundraiser on 02 Feb at its Pool Terrace & Bar, with 100% of the ticket proceeds going to Australian wildlife rescue organisation WIRES.

Tickets cost \$45 per adult, which includes a BBQ Lunch, a welcome drink and use of the pool.

CLICK HERE to purchase tickets.

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

Savings of up to \$1,200 per couple are available on a selection of Russian cruise tours and cruise-only itineraries with **Cruise Russia by Beyond Travel**. **CLICK HERE** for more details.

Carnival Cruise Line is offering savings of up to \$900 per person on a number of its tropical South Pacific cruises, in addition to 50% reduced deposits and free upgrades, until 27 Feb. For more, **CLICK HERE**.

Bookings with **MSC Cruises** for an inside, oceanview or balcony cabin will receive an Easy Drinks package included for first two people in the cabin. Deal applies to select sailings between Jan 2020 and Apr 2021, for bookings made by 31 Jan. Contact 1300 028 502 for more.

Travellers can explore Germany, Poland, Hungary, Austria and the Czech Republic for the discounted price of \$2,543ppts on **Costsaver's** 15-day Highlights of Bohemia journey. Sale ends 01 Feb - **CLICK HERE** for more.

Railbookers and **Amtrak Vacations** are giving travellers the chance to save \$500 per couple on any 10+ night holiday; \$400 on any seven- to nine-night holiday; and \$300 on any three to six-night holiday, for bookings made by 31 Jan. Call 1300 938 534 for more information.

Opportunity for APAC grows



GROWTH in Asia Pacific, one of Norwegian Cruise Line's (NCL) key markets is imminent, with the company soon able to deploy extra ships in the region.

Speaking with *Travel Daily* yesterday, Vice President and Managing Director APAC Ben Angell noted the cruise line's aggressive newbuild program would see all markets able to be served with world-class product.

"We've seen some significant capacity increase over the past few years and that's going to continue...all of these new ships have to go somewhere," Angell told *Travel Daily*.

"When you look at the greatest opportunity, it's this side of the world, where 12 months ago we had relatively light deployment.

"[Asia-Pacific] is going to continue to see more deployment from NCL, it's going to continue to displace ships from other parts of the world to this region, it may potentially even take newbuilds."

Angell is pictured aboard

Norwegian Jewel yesterday, flanked by Business Development Manager NSW/ACT Aaron Christian and Senior Sales Manager Angela Middleton.

Secure your seat

22 April 2020

Doltone House, Darling Island, Sydney

CLICK HERE TO PURCHASE TICKETS AND VIEW THE SPEAKERS

Travel Daily



Sustainability SUMMIT

ANA schedule out

ALL Nippon Airways (ANA) will offer 15 extra flights from Haneda Airport from Jun, including five new int'l destinations: Istanbul, Milan, Moscow, Shenzhen/China and Stockholm.

ANA will also gradually roll out the Airbus A321 neo on its domestic routes.

Travel Daily

www.traveldaily.com.au

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travelBulletin

business events news

Pharmacy Daily

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INDEPENDENT DOESN'T MEAN ALONE.

At Express Travel Group we know how hard independent travel agents work. That's why we provide tools and support for over 700 agents across Australia. We make sure you have everything you need to improve backend efficiency and boost profitability. Join us today to improve your customer satisfaction and grow your business, all while remaining fiercely independent.

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ACCREDITATION PARTNERS



Working in partnership with the Australian Travel Industry

Client Services Consultant | Group 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.

Business Development Manager

SYD, \$80k + Unlimited Commission, Ref: 7891AJ1

If you're an experienced BDM or have extensive success in a sales based role, then I have the perfect opportunity available! Join a market leader in Corporate Travel in the position of a BDM, growing your network and working with potential clients while displaying the benefits of a specialist agency offering a comprehensive travel management service. With this brand name behind you, enjoy being able to get the deal over the line and the unlimited commission structure that comes with this!

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

Travel Consultant - New Role! New Year!

Perth, Competitive Package, Ref: 6498AW1

Want to provide outstanding Customer Service to valued customers? Want to sell HIGH END/LUXURY product & destinations? Want work/life BALANCE? Then this is the role for you! With the ability to create customised travel itineraries including flights, cruise, accommodation, transfers and rail; you will excel at delivering exceptional customer service! Work autonomously within a supportive team environment and secure a New Travel Role for the New Year! APPLY NOW as this role will not last long!

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

Corporate Travel Consultant

MEL, \$60k-\$65k + Super, Ref: 4360AO1

Are you an experienced corporate consultant looking for your next challenge? This role is working for an established and successful corporate travel company. Located centrally in Melbourne CBD, this role is responsible for providing both domestic and international travel solutions. Work in a fast paced environment while maintaining high levels of customer service. High salary and the opportunity to work from home after 6 months. Apply with your CV or call for more information.

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

VIP Corporate Travel Consultants

SYD, \$75k + Super, Ref: 1112RL1

Working in a growing and hugely successful corporate travel team, your main areas of responsibility will include servicing a blue chip account. You will provide the highest levels of service for clients servicing their corporate travel requests using CRS systems. We are looking for team focused and forward thinking Corporate Travel Consultants who can hit the ground running. If you would like the opportunity to grow your career with a trusted and successful TMC then this is the role for you.

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

Corporate Travel Consultant

Perth, \$60-70k + Super, Ref: 5473SJ3

We are on the lookout for a great Corporate Travel Consultant to join an exciting travel management company in their luxurious offices in Perth. Dealing with SME corporate accounts both domestic and international bookings I require a candidate with experience across both. Using your travel industry experience & excellent customer service skills this is the chance to progress in your travel career. Work in a small team, have a hands on approach to your work & enjoy a fantastic salary package.

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

Experienced Travel Consultant

Sunny Coast, Competitive Salary, Ref: 54445MT1

Do you want to work in an award winning travel agency, with very specialised, luxury products? Our client is located in an affluent area in the sunny coast and looking for an experienced travel consultant to join their exclusive ranks. Our client 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 HIGH BASE SALARY + commission!! Apply Now!!

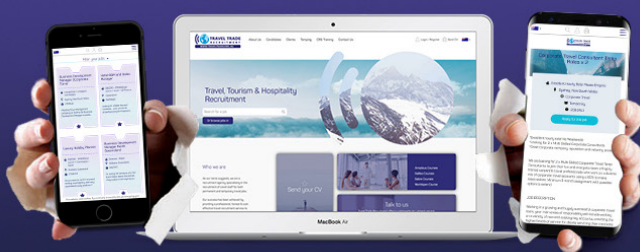
For more information please call Mark on
(07) 3123 6107 or click **APPLY** now.

Senior Cruise Specialist

MEL, Attractive Package, Ref: 4292AB1

Do you live, breath, and sell cruise like nobody else? This could be just the role for you. My clients are looking for a seasoned Cruise Specialist to come into the business and start the cruise division of the agency. If you have your own client base, a proven track record of success, and want to be part of this exciting growth opportunity now's the time to apply. You'll be awarded with an attractive remuneration package and an opportunity to work from home for the right candidate. APPLY NOW.

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



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POSITION VACANT

HAMILTON ISLAND NATIONAL SALES MANAGER, SYDNEY

Are you a proven leader within the travel industry that likes the idea of working for a company that is 100% Australian owned and invested in promoting the iconic Great Barrier Reef and Whitsundays? A rare opportunity has arisen to work for Hamilton Island's Sydney office in the position of National Sales Manager, working with some of the largest trade partners in the industry.

Culture and Benefits

- Regular travel to Hamilton Island and within Australia
- Salaried role with bonus opportunities
- Award-winning and industry recognised luxury holiday destination
- Dynamic and fun workplace culture
- Convenient St Leonard's location
- Free gym and subsidised fitness classes

About the Role

- Manage, lead and develop a team of five experienced, specialist key Account Managers within the Domestic Sales team
- Formulate strategies to optimise team performance and achieve revenue targets
- End to end management of trade and industry partnerships to achieve forecasted revenue and room night budgets

About You

- Team management experience with focus on account growth and people development is critical to this role
- Strong leadership competency
- Extensive experience in similar role within the leisure travel industry
- Proven sales ability including negotiation skills and analytical thinking
- Valid drivers licence
- Existing industry network and contacts
- Enjoys travelling and socialising

Consideration will only be given to applications which include a covering letter addressing an applicant's ability to fulfil the accountabilities of the role. For more information visit hamiltonisland.com.au/careers

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