# Travel Daily First with the news

Friday 25th January 2019



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# Memorable journeys

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# AAT Kings on Rezdy

**AAT** Kings has entered into a deal with Rezdy to make a selection of its products available through the independent booking and distribution platform.

The partnership sees a range of AAT Kings' guided tours, short breaks and day tours able to be booked utilising Rezdy's real-time live inventory functionality.

The arrangement will connect AAT Kings to Rezdy's portfolio of distribution partners, who will be able to select AAT Kings products utilising the Rezdy Marketplace after setting agreed rates.

AAT Kings said the automation of the distribution process would reduce administration effort and enable it to further focus on its customers and products.

"Streamlining our distribution process will ensure we are focused on delivering exceptional

## Today's issue of TD

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

- Constellation Journeys
- Travel Trade Recruitment

product and providing the highest level of customer service at all touch points," said AAT Kings General Manager Hans Belle.

The initial roll out has already begun for selected Australian based travel experiences.

#### TM orders three

TRAVELMARVEL has ordered three new Contemporary Class European river ships, with the first to sail between Amsterdam and Budapest from Apr 2020.

She will be followed by two sister ships in Apr 2021, with more to be revealed in the 2020 Europe brochure, which will be available on 01 Feb.

#### Constellation offer

**CONSTELLATION** Journeys in partnership with Qantas is offering an "Around the World" journey aboard a private chartered Qantas 747.

The 20-day trip will depart on 30 Sep and is an all-inclusive tour program featuring Jerusalem, Seoul, and Barcelona.

See more on page seven.



Kimberley Coast Cruise 2019

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\*Conditions apply, available at www.qhv.com.au



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**LUFTHANSA GROUP** 

**Fare Details** 



Friday 25th January 2019



# Travel Daily

on location on

# Majestic Princess

Today's issue of *TD* is coming to you from on board *Majestic Princess*, courtesy of Princess Cruises.

TODAY *Travel Daily* will jump aboard Princess Cruises' flagship vessel, *Majestic Princess* in Sydney and set sail for Auckland.

We will spend the long weekend sampling all the ship has to offer, including the Across the Ditch program, which provides guests sailing from Australia to NZ uniquely NZ interactive and engaging onboard and shore activities.

Once in Auckland, we will embark on a Local Connections shore excursion, designed to showcase the destination through a local expert.

# Qantas upgrades Bali

QANTAS has revealed plans to upgrade its aircraft on its flights from Sydney to Bali from a Boeing 737 to Airbus A330, adding 650 seats on the route each week.

The move will provide customers with access to the carrier's lie-flat Business suites and improved inflight entertainment.

Qantas International Chief Executive Officer Alison Webster said the A330 would provide customers with more comfort and choice on the six-hour journey to and from the island.

"Bali is an incredibly popular destination with Australians, and we are seeing an increase in demand for premium travel."

"Our A330s are extremely popular with customers on other routes into Asia, and having this operate on the overnight flight back from Bali - particularly the fully flat bed in Business - will make the flight even more comfortable," she said.

Webster noted that the airline's flights from Sydney and Melbourne are "busy all yearround and Jetstar is seeing similar demand for its flights from across Australia".

Qantas restarted Sydney to Bali services in 2015 over Australia's summer as a seasonal service, before making the Sydney-Bali services year-round in Mar 2017 (*TD* 22 Dec 2016).

In May 2018, Qantas also launched a daily Melbourne-Bali service using a Boeing 737-800 (*TD* 07 Feb 2018).

Together with Jetstar, the additional capacity will see the Qantas Group offer close to 38,000 seats a week between Australia and Bali.

More than 1.2 million Aussies visited Indonesia in the 12-month period ending Oct 2018.

# Meet the Magpies courtesy of EK

**EMIRATES** is offering two lucky *Travel Daily* readers the moneycan't-buy opportunity to have their photo taken with the 2019 AFL Collingwood team.

The unique occasion is in recognition of the airline's long-time Premier Partnership with the Collingwood Football Club.

The photo will be taken on Tue 05 Feb 2019 at The Glasshouse at the Holden Centre in Melbourne, with the winners to be selected from among the *TD* readers who correctly answer the following three questions:

- How many A380s does Emirates currently operate in its modern fleet?
- How many years will Emirates celebrate being a Collingwood Premier Partner in 2019?
- How many UK gateway airports does Emirates now fly to? Email your answers ASAP to magpies@traveldaily.com.au.





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EMIRATES is sharing the excitement of the Australian Open Tennis in Melbourne this week with key trade partners, some of whom were hosted for a special pre-match luncheon at Melbourne Park yesterday.

The group, including those pictured above, were then also treated to an athletic feast as they watched both of the

thrilling women's semi-finals from courtside seats.

Pictured above from left are: Linda Costantini, Emirates; Vlado Ristevski, Air Tickets; Ben Ross, 1000 Mile Travel; Dean Cleaver, Emirates; Greg Kooke, helloworld Waurne Ponds; Dara Karlusic, **Executive Travel Management;** and Graham Smith of Travellers Choice.

A new publication for travel and cruise lovers



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## CLIA webinar prog

**CRUISE** Lines International Association (CLIA) Australasia has revealed an expanded program of educational webinars for its travel agent members.

The new series begins 06 Feb, with more than 30 different webinar topics to be covered throughout 2019.

For the first time, travel agents will be able to earn three CLIA Accreditation Points by participating in the webinar and completing a short quiz.

Registrations will open 30 Jan, for more see cruising.org.au.

## **HAL** agnt giveaway

**HOLLAND** America Line is running an incentive giving away a seven-day European cruise for two plus Flight Ease credit.

Agents will receive one entry in the draw for each time they fill out a form for a deposited eligible EUR19 booking.

To access the form, CLICK HERE.



# Window Seat

WANT an out-of-this world holiday?

American tech startup Orion Span this week announced it was ahead of schedule on construction of the world's first "space hotel".

Now set for completion in 2021 - a full year ahead of previous plans - the zero gravity Aurora Station will accommodate up to six guests, plus six crew members.

Each departure lasts 12 days, giving guests the opportunity to view 16 sunrises.

When he set it up, CEO Frank Bunger said he planned to make a stay in space "available to the masses" - but so far that doesn't seem to be really working out, with the company currently charging US\$9.5 million per passenger.



# **CORPORATE UPDATE**

# FCM sets up NDC team

FCM Travel Solutions and parent company Flight Centre Travel Group have established a global airline distribution team to develop solutions and service industry collaboration on new distribution capability (NDC).

Former Sabre VP Global Accounts APAC, Jason Toothman has been appointed to lead the team in the role of Executive GM-Global Air Distribution for Flight Centre Travel Group.

Toothman will be based in USA.
The team also includes
Brisbane-based Jason Nooning,
GM - Global Air Distribution,
along with Nicola Ping who has
been appointed as Manager, Air
Content & Distribution, Flight
Centre Travel Group EMEA, based
in London.

"One of the biggest factors influencing corporate travel in 2019 will be distribution as NDC content becomes more of a reality," said FCM Travel Solutions Global GM Marcus Eklund.

"Our goal has always been to balance the short-term priorities of NDC with building a long-term sustainable booking solution with our technology partners, including Amadeus and Sabre, in collaboration with our key airline suppliers," he said.

Eklund also said the team had been undertaking workshops and meetings with Amadeus and British Airways and several pilots are expected to start running "in Q2 this year to search, book and service NDC content across multiple channels".

# Skywards opens at DXB



**EMIRATES** and flydubai's loyalty program, Emirates Skywards celebrated the opening of its new Emirates Skywards Centre in Terminal 3 at Dubai International Airport (DXB).

The centre was inaugurated by Nejib Ben Khedher, Senior VP, Emirates Skywards and Nick Moore, Senior VP, Passenger Services, Emirates.

The facility will function as a touchpoint for all new and existing members of the Emirates

Skywards loyalty program and will also provide assistance across a range of services including program enrolment, profile creation and luggage tag printing.

Pictured are: Sami Aqil

Abdullah, Emirates Divisional VP, Business Support & Passenger Services Development; Nick Moore, Emirates SVP, Passenger Services; Nejib Ben Khedher, Senior VP, Emirates Skywards & Dina Al Herais, VP, Member Experiences, Emirates Skywards.

# **CORPORATE CHATTER**

with Georgina Byrt

# Trust and transparency

SO, WHAT'S the deal with trust? Where does it come from? And how quickly can it vanish? There's an old adage that provides some answers: Trust takes years to build, seconds to break, and forever to repair. Without a doubt, trust is what holds all relationships together. It's just as important in business as it is between people.

The way we see it at Sanford Travel, trust is built on a deep foundation of transparency. In an era of fake news, royal commissions, and disappointing business practices and collapses, transparency.

collapses, transparency's time has come. More perhaps than ever before, transparency is a minimum expectation in business. It's backed by research, too. Results of a 2016 study by US research firm Label Insight showed that nearly all consumers (94%) are likely to be loyal to a brand that offers complete transparency.

And more importantly, almost three-quarters of consumers (73%) said they would be willing to pay more for a product that offers complete transparency in all attributes. Do we have your attention yet? If you were in any doubt about whether you should conceal or highlight your fees in the interest of and trust, the results are in. We've seen the trust effect through recent RFP processes where we successfully retained clients. The main drivers? Transparency and trust.

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Trust takes years to build, seconds to break, and forever to repair...



In the leisure space, we've recently seen another OTA collapse amid fingerpointing, questionable business practices and murky comms. Jump on

any review site and you'll find everything from "This is a total scam" to "Best service and price ever!" How on earth is anyone supposed to navigate that?
Online, the burden of trust rests on the shoulders of the buyer.
Click here. Give us your credit card details. You'll get your thing. Go on...have faith.

But faith is not the same as trust. We believe that trust is a human condition. Faith is hoping for the best. Trust, as author Steven Covey puts it, "is the glue of life". And like glue, it's completely transparent.



Georgina Byrt is the Managing Director of Sanford International Travel - a tailored travel specialist offering corporate travel, holiday travel, family travel, cruising, and conferencing based in Sydney.

## Travel-centric travel

**CWT** Solutions Group has reported a growing trend among organisations moving away from a trip duration policy to one that's more "traveller-centric".

In a recent analysis the company took into account the reason for the travel, frequency and a traveller's well-being when selecting a cabin or considering a bump up to Premium Economy or Business class tickets.

CWT has also forecast that advanced booking usage will likely increase to 41% in Jan and 40% in Feb, up from a lower 35.9% uptake in Dec.

# Buyer/traveller gap

**SEVEN** in 10 travel buyers say enforcing traveller compliance is the most challenging aspect of managing a travel program, according to a recent survey conducted by GBTA and Roomlt.

The figure is reinforced by findings that only 52% of travellers always book hotels that follow company policies.

Factors driving the divide between buyers and travellers included: limited accommodation choice, a missed opportunity to earn reward points, a lack of hotel knowledge, and not enough "stress-relieving" activities.

# Travel Daily

Friday 25 January 2019

SCENIC Group recognised the 2018 achievements of its top performing travel agencies and consultants in Australia and New Zealand at its recent annual Night of Stars event, held on 19 Jan at Ivy Ballroom in Sydney.

More than 240 guests attended the prestigious evening, which was hosted by Catriona Rowntree and David Whitehill, reflecting the theme of product and marketing innovation and excellence.

The gala event featured entertainment ranging from a Cuban-inspired opening, to a New York jazz band and a grand finale inspired by cabaret and a vintage circus ensemble.

During the ceremony, six national honours were presented, along with awards for the top offices in each state for both the Scenic and Evergreen brands.

Ten agents were awarded
Diamond status for 2018 as part of
Scenic's specialist partner program.
Group General Manager Sales &

Group General Manager, Sales & Marketing Australia/Asia Pacific,

# Scenic's Night of Stars shines bright



Anthony Laver, extended his congratulations to all the nominees and winners.

"This year, the Scenic Group showcased more than three decades of innovation and excellence, the success of which is closely aligned with the strong relationships we have with our partner agents and consultants," Laver said.

"The Night of Stars event is our chance to recognise those outstanding achievements."



**THE** 2018 Highest Sales Single Location Australia: Rob Kalemba, Director Sales & Agent programs Australia Scenic with Deb Long, Emma Sullivan and Allira Middlebrook from Weston Cruise & Travel.



THE 2018 Top National Consultant Award Australia, first place winner Kylie Cameron, Helloworld Miranda with Rob Kalemba, Scenic.





THE Highest Agency Sales Vic winner

**THE** colourful opening performance of Cuba.



**TOP** National Consultant Award Australia second place winner Jan Welch, Sorrento Key Travel And Cruise Centre.



**ECLIPSE** prize winner Jill Johansen from Helloworld Travel Mackay (centre).







Friday 25th January 2019

#### 2018 "worst to fly"

AIR passenger rights company AirHelp found that 2018 was the "worst year to fly for travellers due to overtourism, delays and a poor quality of service".

According to AirHelp, in 2018 over 10m air pax experienced flight disruptions eligible for compensation, with weather and pilot shortages common factors.

# WIN UP TO \$1000 by vlogging

To celebrate the Aussie summer, Travel Daily is joining Vloggi, the world's simplest video blogging platform to give readers Westfield shopping vouchers valued at \$1000 (1x \$500 and 2x \$250) and 10 movie vouchers.

Simply create 10-second video blogs using the Vloggi app. The videos that best encapsulate the summer spirit win. The content is up to you – a funky place, a great place to eat or stunning views.

Download the Vloggi app, which automatically compiles video clips into 10-second microvlogs. Or join multiple vlogs together into longer stories via the Vloggi website. Visit summervlogs.com to learn more and for T&Cs.

VLOGGING TIP 5 - Collaborate: Because you cannot be everywhere collaborate with your friends, travel buddies or



## TNZ driving push

TOURISM New Zealand (TNZ) has doubled its investment in a digital campaign this summer which aims to educate int'l visitors about safe driving in NZ.

The push highlights information about NZ being different and key resources for drivers.

#### Japan Aussie record

MORE than half a million Australian tourists visited Japan in 2018, setting a "new annual record", according to figures released by The Japan National Tourism Organization (JNTO).

The figures showed that new monthly Australian arrival records were set every month of 2018, with annual visitor numbers ending the year 11.6% higher than 2017, a total of 552,400.

JNTO also revealed that Aussies were Japan's highest spending visitors in 2018, with an average spend of \$3,075pp per visit.

# BNE 2018 pax rise

**INTERNATIONAL** traveller numbers to Brisbane Airport grew by over 277,000 to more than 6m pax for the calendar year, with a 5.5% year-on-year increase in int'l seats recorded, according to the latest statistics from the facility.

Domestic pax volumes also grew by 0.7% to more than 17.5m. Overall, Brisbane Airport's

domestic and int'l pax numbers grew by 1.7% to over 23.6m.

**Brisbane Airport Corporation** CEO Gert-Jan de Graaff said with the opening of Brisbane's new runway in just 18 months, the "focus was firmly on expanding and developing world-class airport facilities to meet forecast passenger demand".

## 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

Evergreen Cruises and Tours has launched its Time to Travel campaign, offering savings of up to \$2,500 per couple on select Vietnam, Cambodia and Mekong itineraries when booked by 28 Feb. CLICK HERE for info.

Passengers travelling with Rocky Mountaineer can save \$320 per couple on a three-night GoldLeaf service experience when bookings are made before 28 Feb. The company has also launched a "Stay and Play" offer valid on select four-night trips booked before 31 Mar. More HERE.

**G Adventures** is offering discounts on its Highlights of Madagascar tour departing 04 May, and its Classic Myanmar Adventure departing 20 Apr. Guests can save \$519 and \$566 respectively, more info, HERE and HERE.

Carnival Cruise Line has added a series of deals to its "Funbelievable" sale, valid for bookings made until 13 Feb. Offers include cabin upgrades, savings of up to \$800 per cabin and 50% reduced deposits - CLICK HERE.

Guests who book an Oceanview Stateroom on Celebrity Edge European departures between 12 Feb and 31 Dec will have access to Celebrity Cruises' Go Best offer for free, including Premium Beverage Package, onboard credit, free wi-fi and stateroom savings - more HERE.

## Flinders 2019 dates

**FLINDERS** Ranges Odysseys has released the 2019 departure dates for its four-day Flinders Ranges Outback Tour.

Departing every Fri from Mar to Nov, the tour explores the South Australian Flinders Ranges in Mercedes Benz vehicles, with small groups of up to eight people who are accompanied by a tour guide.

Prices start from \$3,184pp. **CLICK HERE** for more info.

#### Ponant marine oil

**PONANT** has announced that 100% of its fleet has been using Low Sulphur Marine Gas Oil, a cleaner oil containing fewer pollutants, on all routes from beginning of this month.

## CMV up to 75% off

**CRUISE** & Maritime Voyages is offering guests up to 75% off on nine last-minute voyages departing Feb, Mar and Apr.

Itineraries include two sevennight tours of Tasmania from \$649ppts, along with a 27-night trip from Sydney to Hong Kong for \$1,699ppts.

The offer is valid until sold out.

## MSC naming lineup

MSC Cruises has revealed details of the entertainment lineup for its flagship MSC Bellissima's naming ceremony on 02 Mar in Southampton.

MSC Bellissima, meaning "possessing intense beauty, delighting the senses," will feature two new Cirque du Soleil at Sea shows VARELIA and SYMA, along with live music from Nile Rodgers and his band Chic.

Hosting the evening will be the English TV presenter, Holly Willoughby.

MSC Bellissima will then depart Southampton on 04 Mar to commence her 10-night inaugural cruise to Genoa.

#### **Emirates Jordan flts**

**EMIRATES** will operate its A380 aircraft between Dubai and Amman, Jordan, between 01 Jun and 26 Oct, following increased demand for travel during the summer period.

The A380 flight EK903 will depart Dubai at 2pm and arrive in Amman at 3.55pm, while the return A380 flight, EK904 will leave Amman at 6pm, arriving in Dubai at 10pm.

# Travel Daily

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994. Travel Daily is Australia's leading travel industry publication

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# Around the World is a fully inclusive tour program. Your guests will enjoy:

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+ A generous luggage allowance for on tour shopping + Luggage handling to and from each hotel
+ A comprehensive sightseeing program with numerous included options + All meals with wine, beer and soft
drinks at dinner + A very high ratio of staff to guests including a doctor + All tipping Taxes + Travel Insurance

The Promoter of this competition is Constellation Journeys (Arch Fire Pty ABN62613558919). Entry is open for bookings made between 9.00am on 21 January and 5.00pm on 8 March 2019. Entry is open to Australian and New Zealand Travel Agents who make a booking and whose clients make final payment for Constellations Journeys Around the World Tour departing 30 September 2019. After making a booking the entrant will be invited to describe in 25 words or less why they wish to join the tour. Entries will be judged on creativity and originality. Judging will take place on 31 May 2019 (after final payment has been received). The judge's decision is final. If a winner is unable to redeem the prize by confirming participation by 21 June 2019 or the winner is deemed ineligible by Constellation Journeys the prize may be re-judged at the sole discretion of Constellation Journeys. The prize comprises two Superior Class packages on a twin share basis as per the inclusions in the Constellation Journeys brochure. The prize cannot be redeemed for cash and is not transferable. On agreeing to participate in the tour, winners become subject to the terms and conditions of travel as detailed in the brochure. Travel to and from Sydney to join the tour is at the winner's expense. Travel Insurance is not included. Visa costs are at the winner's expense.





# Working in partnership with the Australian Travel Industry



#### **Marketing Coordinator**

Sydney, Competitive, Ref: 3862SJ1

I have a dream marketing coordinator role for the right candidate with 1-2 years travel industry and marketing focussed experience. This is a traditional marketing role working with print, flyers, PR, communication & events. A leading travel company who offers a real chance at career progression and personal development. This role will move fast and be filled next week so apply today.

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

#### **Account Manager/BDM**

Sydney, \$60k + Incentives, Ref: 1557AJ1

Exciting opportunity to join a market leading company specialising in group tours. You will be responsible for driving business, identifying potential clients and outlining the fantastic service offering available. My client provides fully tailored travel packages for schools, clubs and associations and pride themselves on going the extra mile. With such a great product/service offering behind you, you can expect to enjoy high conversion levels coupled with an uncapped incentive structure.

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

#### **Travel Consultant - Cruise Sales**

Gold Coast, Circa \$52k + Comms on deposit, Ref: 2119SZ4

Enjoy working in a cruise focused consulting role where you are able to provide a personalised service to your customers whilst earning commission on deposited bookings! Low staff turnover with great management & training programmes in place for the right candidate. We only ask you to bring a positive attitude and a sales focused mentality! As the team continues to grow, your career will compliment this including opportunities for leadership, products & being a brand ambassador.

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

#### **Africa Destination Specialist**

Melbourne, \$50k-\$60k + Super, Ref: 3818HC1

AFRICA destination specialists say hello to your dream travel job! If Africa is your passion and you have travelled the region extensively, why not specialise in what you love to do! This is a fantastic opportunity for an experienced tailor made travel consultant to join the expanding team in this leading, award-winning luxury tour operator based in Melbourne. You will be creating bespoke holidays and group travel to Africa. A well above average salary, Monday - Friday and famils

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

#### **Cruise Sales Consultant (Expedition & Ocean)**

Sydney, \$60 + Super + Comms, Ref: 3858PE1

Calling all money hungry super sellers, Travel Consultants & Sales Specialists. Do you thrive off smashing targets and seeing that commission come rolling in? Then this is the perfect role for you!! We're looking for super sales people with a background in outbound sales to join this successful travel company selling luxury cruises. You will be dealing with a high level of outbound calls to generate business and close sales, A hunger for achieving and exceeding targets in essential.

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

#### **Wholesale Japan Travel Specialist**

Brisbane, Base + comms on deposit, Ref: 3488SZ2

Global tour operator running exclusive, luxury, small group journeys & private FIT touring to Japan is on the lookout for an experienced travel / res consultant to look after all things Japan! Specialising in an area will only assist with your product knowledge & stability in a job especially when the company has big plans for growth & will reach the pinnacle by 2020. Our clients promote from within & you will have the opportunity to step into management or any other departments of interest.

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

#### **Travel Consultant | Corporate**

Townsville, Competitive Salary, Ref: 1362CGA1

Our client is seeking an experienced Corporate Travel Consultant for their office in Townsville! You will ideally have a background in corporate travel, have strong experience using a GDS, ability to organise and book business 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!

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

#### **Hiking Travel Consultant Specialist**

Sth Est Melbourne, \$58k + Super, 9214JP1

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 Josh on (03) 9988 0616 or click APPLY now.



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