

Travel Daily
presents



Sustainability SUMMIT

30th April 2019
Primus Hotel, Sydney

The Sustainability Summit is a one-day event providing the opportunity for the Australian travel and tourism sector to share best practice, discuss initiatives and encourage one another to ensure future generations can continue to enjoy exploring the globe.

Register now to attend
Earlybird tickets on sale until 15 March

[CLICK HERE TO REGISTER](#)

Speakers include:



Giles Hawke
Global Lead - Sustainability,
CEO UK,
Cosmos Tours &
Avalon Waterways



Daniel Skjeldam
CEO,
Hurtigruten

More speakers to be announced soon

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People's Choice

VOTING is now open for the NTIA People's Choice Travel Agency of the Year award.

Clients can nominate their favourite ATAS agency to go in the draw to win an 11-day Kimberley Coast Cruise - see **page eight**.



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Air NZ adjusts outlook

AIR New Zealand has reaffirmed a lower outlook for the 2019 financial year following a 34% drop in profit for H1 FY19 (**TD** breaking news).

The airline is expecting its 2019 earnings before taxation to be in the range of \$340m-\$400m, down from the \$425m-\$525m it originally forecast.

Air New Zealand announced the revised forecast last month following updated revenue predictions based on recent forward booking trends and the ongoing impact of Rolls-Royce engine problems (**TD** 30 Jan).

In its financial results today, the carrier said the outlook was prompted by slower revenue growth expectations in the second half of the year.

Air New Zealand witnessed a 34% drop in net profit after tax of \$152m, while earnings before tax fell 35% to \$211m but operating

revenue rose 7.1% to \$2.9b.

Operating cash flow was \$475m, which NZ said "remained strong despite the headwinds faced over the period".

The carrier highlighted its "strong market development activities to stimulate inbound visitors," at a time when "the NZ market had seen foreign competitors reduce capacity or exit services completely".

Air New Zealand CEO Christopher Luxon also said "While we continue to expect solid growth across our key markets including domestic New Zealand, we cannot ignore signals that the rate of growth has somewhat slowed from prior years.

"We pride ourselves at Air NZ on being nimble and able to quickly adjust our business to reflect the changing macro environment and this time is no different."

This week Air New Zealand announced the "biggest overhaul of the airline's domestic pricing structure in more than a decade", slashing domestic fares by up to 50% (**TD** yesterday).

Today's issue of TD

Travel Daily today has six pages of news and photos, a front cover page for **TD's Sustainability Summit** plus full pages from:

- AA Appointments jobs
- NTIA People's Choice

TD Sustainability

EARLYBIRD registration is open until 15 Mar for the inaugural **Travel Daily Sustainability Summit**.

The one-day event will be held in Sydney at the Primus Hotel on 30 Apr, featuring keynotes from Giles Hawke, Global Lead - Sustainability and CEO of Cosmos Tours and Avalon Waterways UK and Daniel Skjeldam, CEO of Hurtigruten.

See the **cover page** for more.

MH Brisbane shift

MALAYSIA Airlines is adjusting its operational schedule on the Kuala Lumpur - Brisbane route from 01 Jun 2019.

The four morning weekly services will shift to night time departures.



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1000MTG IS HIRING

Position Openings: Team Leader & Corporate Travel Expert

Due to an incredible year of client growth, 1000 Mile Travel Group is looking to fill two new mobile positions at Head Office in VIC: 1. Operations Team Leader, 2. Corporate Travel Expert.

<p>Experience</p> <ul style="list-style-type: none"> • Smartpoint/Galileo Ticketing (preferred) • Tramada (preferred) • 7-10+ years in the industry • Corporate consulting (must) 	<p>Role Specifications</p> <ul style="list-style-type: none"> • Full-time 08.30am-5.30pm • Work from home • 1-2 days in the office per week
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To apply, please submit your resume to nicola.veltman@1000miletravel.com.au

EXPLORER SALE

BOOK BY 31 MARCH 2019

Discover the exotic creatures that inhabit Madagascar in the March issue of *travelBulletin*.

CLICK to read
travelBulletin



VA IASC submission

VIRGIN Australia (VA) has sent a response to the International Air Services Commission (IASC) that rejects Qantas Airways' recent application asking for permission for the introduction of Cathay Pacific (CX) codeshare services on select Australia-Hong Kong routes (TD 09 Jan).

The submission, which outlines a number of issues the airline has, includes comments that the codeshare "will undoubtedly increase the individual and collective market power of the two carriers, at the expense of Virgin Australia as the only competitor along the route".

The submission also noted details of the Aus/HK air services arrangements, saying CX currently utilises "all of the capacity available to carriers of HK".

Pakistan airspace chaos

TENSIONS between India and Pakistan have caused major headaches for a number of airlines after Pakistan closed its airspace.

The two sides exchanged fire in the border region of Kashmir between India and Pakistan, before the situation escalated when Indian war planes were shot down by Pakistan's air force after crossing the disputed boundary, the *ABC* reports.

As a result, flights to Pakistan were suspended, along with some to airports in North India and many were forced to reroute to avoid the airspace.

Thai Airways, Emirates, Qatar Airways, Etihad Airways, flydubai, Gulf Air and SriLankan Airlines all cancelled services to Pakistan

yesterday, while Air Canada cancelled its India flights.

Singapore Airlines, Finnair, British Airways, Aeroflot and Air India all had to reroute their flights, according to flight tracking portal, *flightradar24.com*.

The greatest impact was felt by Thai Airways, which cancelled all flights to Europe yesterday and today.

The rerouting of other flights to south of Pakistan crowded the airspace, meaning Thai was unable to operate its flights through a different route.

The airline said it was waiting for airspace authorisation before it could operate Europe services.

Three of Singapore Airlines' flights to Europe needed to make refuelling stops due to the additional length of flight by avoiding Pakistani airspace.

According to Mark Martin, Founder and Chief Executive at Martin Consulting India, around 800 flights a day use the India-Pakistan air corridor.

The order to close Pakistani airspace remains in place until the end of today.

Regent incentive

REGENT Seven Seas Cruises is giving agents the chance to win "24 hours of luxury" worth \$2,500 when booking any 2019 sailing by 29 Apr.

The top five sellers in terms of bookings and revenue in Australia and New Zealand will receive return flights to Sydney, limo transfers, a seaplane flight, private cruise around the Northern Beaches, dinner at Jonah's restaurant, and more.

For info, call 1300 455 200.

AC adds Auckland

AIR Canada (AC) has announced plans to introduce a new non-stop flight between Vancouver and Auckland, which is scheduled to commence 14 Dec until the end of Mar 2020.

The new service will operate four times weekly on board the carrier's flagship Boeing 787-8 *Dreamliner*, and is subject to obtaining government approvals.

The new service "will further deepen the connections" between the two countries while aiming to strengthen tourism links for travellers.

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Natural Hab brox

ADVENTURE World Travel has released its second brochure for Natural Habitat Adventures, featuring two new nature-focused adventures to Africa and India.

The new additions for the 2019-20 program include the Southern Africa Safari, a private cruise on a small luxury ship for 16 guests, exploring the islands, inlets and inland wildlife of Lake Kariba, Zimbabwe.

Additionally, the India Tiger Quest Safari, which heads to the jungles of Ranthambore National Park, features a four traveller maximum per open vehicle and will see guests search for the endangered Bengal tiger.

A total of 32 eco-conscious small group expeditions have been selected to suit the Australian appetite, from polar bear trips in Churchill, Canada, Alaska grizzly bear encounters & African wildlife safaris.

For more information on the brochure call 1300 363 055.

Vietnam, Sabre deal

VIETNAM Airlines and its subsidiary has signed a Memorandum of Understanding (MoU) with Sabre to expand their relationship, with a potential value of US\$300 million attributed to the deal.

The agreement includes technology from Sabre's AirVision and AirCentre portfolios which will join Vietnam Airlines' existing passenger service system software, SabreSonic, which is also from Sabre.

The airline said it hoped the Sabre solutions would help contribute to its profitability and digital abilities.

In addition, Vietnam Airlines will consider Sabre's In-Flight solution to enhance operational efficiency and a new long-term domestic content distribution agreement through Sabre's GDS.

"Vietnam Airlines is pleased to build on the existing agreement with Sabre our trusted, long-

term technology provider, to include advanced solutions that will propel our business into the future," said Vietnam Airlines Chief Executive Officer and President Duong Tri Thanh.

"Our Digital Transformation program is essential to our continued success and onboarding these solutions from Sabre directly support our efforts to achieve the Skytrax 5-star status."

Sabre President of Travel Solutions Dave Shirk said "this announcement reaffirms our role as a strategic technology provider to one of the region's leading carriers, Vietnam Airlines".

The MoU comes less than a year after the two companies signed an extending agreement for SabreSonic and distribution through Sabre's GDS (TD 08 Jun 2018).

The new deal was signed at the Presidential Palace in Hanoi, with both US President Donald Trump and President of Vietnam Nguyen Phu Trong in attendance.

Jetstar on sale

JETSTAR has launched its Explore Overseas Sale, with a range of bargain fares on international destinations.

Fares include deals such as Gold Coast to Auckland from \$135 one way, Melbourne to Queenstown for \$169 one way and Cairns to Tokyo from \$249 one way.

The sale runs until midnight 04 Mar unless sold out prior.

Window Seat

AS THE official accommodation partner of the Sydney Gay and Lesbian Mardi Gras, Accor Australia has introduced a new virtual Facebook assistant called QueenBot, the company's first drag queen inspired chatbot.

QueenBot has been charged with interacting with followers of the company's Facebook group and is described by Accor as "fearlessly unconventional".

Accor said she "is also never without a joke or two up her sleeve and may even let users in on her night's plans".

Meet Queenbot [HERE](#).



Sports 365 deal

INTERNATIONAL ticket provider Sports Events 365 has signed a season ticket agreement with Italian football club AS Roma which paves the way for group corporate bookings interested in attending the team's matches.

Sports Events 365 is planning to showcase its range of B2B initiatives at the upcoming ITB conference in Berlin next week and follows similar agreements with British team Manchester City and Spain's Atletico Madrid.

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Giuseppi departs

TOURISM Accommodation Australia (TAA) has announced the resignation of its Chief Executive Officer Carol Giuseppi.

The organisation's President Scott Leach praised her many years of service.

"Carol's strong grasp of detailed policy at both the state and national level, and her devotion to her members both large and small has driven TAA to become the preeminent association for the accommodation industry in Australia," Leach said.

No replacement has yet been announced.

HLO share purchase

HELLOWORLD Travel Chairman Garry Hounsell purchased 30,000 shares in the company late last week for a total value of \$149,578 or \$4.98 a share.

The current share price for helloworld is \$4.85.

Ecotourism deal

ECOTOURISM Australia has formed a partnership with the World Tourism Organization of the United Nations to enhance collaboration efforts on future ecotourism initiatives.

The agreement sets out the following objectives: exchanging info on how national policies promote nature-based tourism and ecotourism, the analysis of statistics on nature-based tourism, and cooperation in areas such as sustainability and climate change in South Pacific nations.

SilkAir Broome Jun

SILKAIR has revealed that during the month of Jun it will once again operate Singapore to Broome services.

The service will offer four roundtrip flights on board a Boeing 737-800 aircraft which will depart 13 Jun, 17 Jun, 20 Jun and 24 Jun.



1000 Mile Travel Group (1000MTG) has revealed a new partnership with advisory and accounting firm ShineWing Australia, a deal brokered by the travel specialist to help optimise its support platform for mobile travel businesses.

1000MTG Travel Experts can now access ShineWing Australia services dealing with specialised travel start-up support for annual compliance considerations.

"ShineWing are an ideal 1000MTG partner because they understand the complexities of our industry," said 1000MTG Managing Director Ben Ross.

"Like us and our experts, they also value the importance of dedicated relationships and business partnerships," he added.

1000MTG has flagged an increase in its dedicated corporate support for travel experts across Australia in 2019, an objective driven by a significant growth trajectory in the last six months.

Pictured are reps from both companies: Amanda Camilleri, ShineWing Australia; Steve Edmonds, ShineWing Australia; Steve Hona, 1000 Mile Travel Group; and Christina Atkin, 1000 Mile Travel Group.

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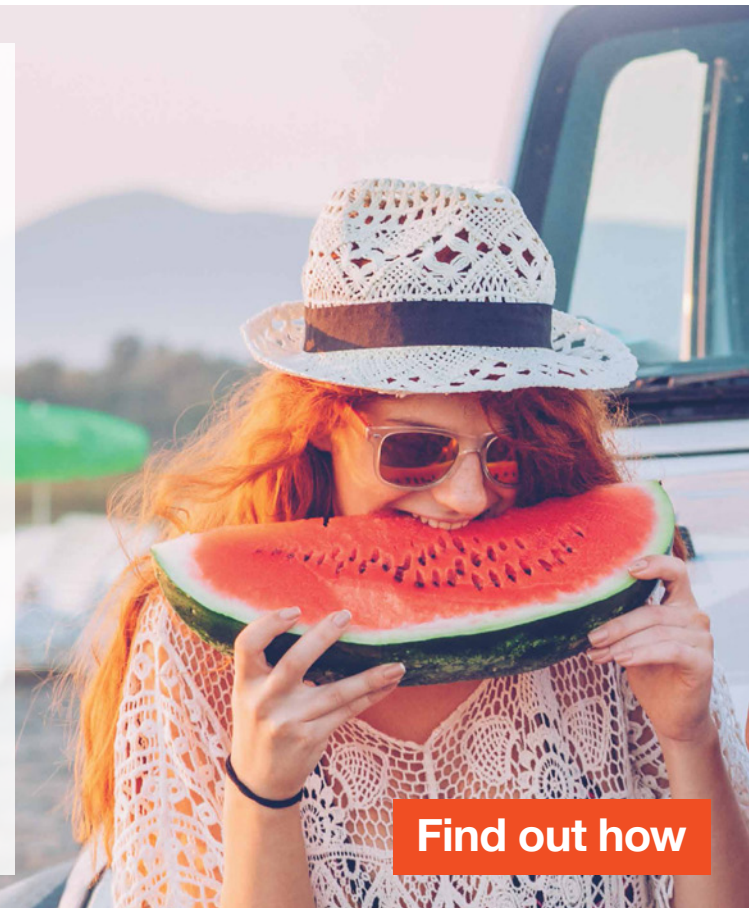
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Find out how

World Exp program

WORLD Expeditions has launched its new Middle East, Central Asia and India program, featuring over 20 new itineraries.

Additions include Ladakh Cycling Epic with Kate Leeming, Karakoram Exploratory with Tim Macartney-Snape and Trans Caucasian treks in Georgia and Armenia.

The new range of cycling adventures also includes the 14-day Armenia to Georgia by Bike tour, a 13-day Kazakhstan and Kyrgyzstan experience, an eight-day Jordan trip and a 13-day Goa to Kerala Cycle.

WTTC Tourism stats

THE global Travel & Tourism sector grew by 3.9% to contribute a record \$8.8 trillion and 319 million jobs to the world economy in 2018, according to the World Travel & Tourism Council's (WTTC) annual research.

"For the eighth consecutive year, our sector outpaced growth in the wider global economy and we recorded the second-highest growth of any major sector in the world," said Gloria Guevara, WTTC President and Chief Executive Officer.

United & Travelport

UNITED Airlines will continue its long standing relationship with travel commerce platform Travelport into 2021 under a multi-year agreement.

The companies said they would continue working together to enhance the delivery of United's product offering, including ancillaries and fare families, to agencies and corporations through Travelport's traditional ATPCO and API platforms.

The deal includes deployment of United content consistent with IATA's New Distribution Capability standard.

"While direct volumes through our award-winning website and mobile app continue to grow, we want to be available across a variety of booking channels, & collaborating with Travelport helps us do that," said UA Pricing & Revenue Mgmt VP Dave Bartels.

Sth Africa walking

KWANDWE Private Game Reserve in South Africa has introduced Winter Wilderness Walking and fly camping safaris from 01 May.

Find more information [HERE](#).

Rottnest cheers to launch



WESTERN Australian glamping resort, Discovery – Rottnest Island, hosted a launch party last Fri for over 220 industry friends.

The 83 eco-tent property is a joint venture between Baileys Group and Discovery Parks and is the first new accom on the island in over 30 years (*TD* 11 Feb).

Discovery Holiday Parks General Manager Andy Cleverley said the team was enthusiastic about welcoming its first guests.

"Rottnest Island is a special place for locals and is linked to

many fond family memories.

"We aim to add an exciting new experience to the traditional Rotto family holiday, while also giving interstate and international guests a new reason to visit Rottnest Island," said Cleverley.

Pictured at the launch party are Melanie Reid, Journey Beyond PR & Communications; Tyron Wilson, Rottnest Express Fleet Manager; Steve Taylor and Michelle Taylor, Rottnest Express Business Development Executive.

Peppers Magnetic

PEPPERS Blue on Blue Resort at Magnetic Island is reminding agents that it is operating as usual following the recent floods that hit North Queensland.

The resort, located off the coast of Townsville, is offering a special Tropical Escape package valid for travel until 27 Jun, with rooms starting from \$145 per night, and a minimum stay of two nights.

The deal includes full breakfast daily, 10% off dining at Boardwalk Restaurant & Bar, wi-fi, and in-room movies.

[CLICK HERE](#) for all the details.

Viking info sessions

VIKING is set to host a series of free information sessions around Australia this year, starting in Adelaide on 22 Mar.

The aim of the workshops is to educate both potential guests and travel agents about the company's range of river and ocean cruise itineraries and shore excursions.

Viking's sessions run from 22 Mar-02 May with multiple times available - [CLICK HERE](#) to register.

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MSC

CRUISES

Product Specialist

MSC Cruises Australia is looking for a Product Specialist based at the Sydney CBD head office.

The ideal candidate will:

- Create compelling cruise offers and proactively drive marketing and sales
- Liaise with the industry to increase business
- Manage and analyse pricing to be in line with budget and forecast
- Demonstrate a strong can-do attitude, work collaboratively with the Sales and Marketing teams and exhibit solid reporting skills which reveal improved sales

The successful candidate must have a minimum four years experience in the travel industry, exceptional attention to detail, sales knowledge, and the ability to work effectively as part of a team as well as independently, in a fast paced environment.

For further information and to submit your resume
hr@msccruises.com.au

Railbookers Japan

RAILBOOKERS has released a new selection of train holidays in Japan, including the Shinkansen bullet train.

There are three new itineraries: the Golden Route of Japan, Scenic Japan and Best of Japan, all of which are independent holidays and can be tailor-made.

Railbookers Head of Sales and Marketing Narelle Ross said "when explored by train, [Japan's] destinations offer travellers an entirely new perspective on the Land of the Rising Sun.

"We are very excited to introduce these new itineraries to our collection of train holidays around the world."

The trips visit Tokyo, Kyoto, Hiroshima, Kanazawa and more.

Aussie res habits

AUSTRALIANS are last minute bookers when it comes to both travel and dining out, according to a study released by KAYAK and OpenTable.

On average, Australians book international trips only 69 days before they depart, meaning many miss out on savings from planning ahead.

KAYAK said that this late booking pattern is costing Aussies on average \$431 per trip.

According to the company, 135 days out from a trip is the best time to book an int'l flight.

It is a similar story for domestic flights, with Aussies booking around 18 days in advance, when they could book 25 days out for the best price.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Travel the World has expanded its sales team with the appointment of **Kelly Smith** as Sales Manager NSW. She will be responsible for building and maintaining new business relationships across NSW.

Three new faces have joined **Oaks Hotels & Resorts** across its executive and hotel teams. **John Thompson** has assumed the role of Head of Commercial - Minor Hotels AU and NZ, while **Melissa Rodrigues** joins as Director of Brand & Marketing - Minor Hotels AU and NZ. Also new to the group is **Shaun O'Bryan**, who is the new General Manager of Oaks Cypress Lakes Resort in the Hunter Valley.

Troy Rose has joined the team at **TripADeal Australia** as the company's new Senior Business Development Manager - Asia Pacific.

Fiji's **Nanuku Auberge Resort Pacific Harbour** has welcomed **Anna Ratucocki** to the position of Lailai Kids Adventure Club Manager. She brings a wealth of experience in safety, supervision and care for kids.

Norbert Mede has been appointed as General Manager for Northern California's **Heritage House Resort & Spa**. In his new role, he will be responsible for overseeing the management of the resort's operations.

Cathay Pacific Airways has promoted **Richard Jones** to Regional Head of Marketing and Sales. Jones was previously the Sales and Marketing Manager for Australia at the airline.

Qantas shopping

QANTAS has developed a new browser tool to help customers capitalise on opportunities to earn Qantas Points while shopping online.

The Qantas Shopping Points-Prompter will alert users when there is a chance to earn points at supported stores, and will also show them where they can earn points in search results.

The free tool can be downloaded from browser app stores.

Footloose on Joy

NORWEGIAN Cruise Line has revealed *Norwegian Joy* will offer guests the Tony Award-nominated musical *Footloose* on board from May this year.

The deal marks the first time the musical has been performed at sea.

Footloose joins the acrobatic show, *Elements* and wine-tasting comedy *Wine Lovers: The Musical*.

Joy will reposition to North America in late Apr after a US\$50m renovation.

WIN A CRUISE

AND EXPERIENCE THE VIKING DIFFERENCE

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*.

To be in the running to win all you need to do is these two simple steps:

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Send us a photo showing your favourite Viking ocean cruise inclusion.

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Entrants need to be registered for Rewards by Viking. Make sure you submit your Rewards ID number with your photo. If you



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

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Love the thrill of the chase? An expert in the MICE sector? Then this new sales role is for you. We are currently looking for a sales orientated and driven BDM to join this leading five star property in Brisbane. Working closely with the 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.

***NEW* A LEADER OF CHANGE**

**SYSTEMS CHANGE CONSULTANT
SYDNEY OR BRISBANE – \$68K PKG**

Fancy yourself system savvy? We currently have a superb opportunity available for a motivated consultant who is experienced in system testing, release management and system support to join a global leader. In addition to holding the role of system change management consultant you'll work closely with the Team Leader to motivate and support other team members. Rarely does such a role consider external applicants –apply now to be in the running.

INSPIRING ROLE

**BUSINESS DEVELOPMENT MANAGER
NSW – STRONG SALARY PACKAGE**

This leading provider of educational tours for primary and secondary schools is on the lookout in Sydney. You will be responsible for managing a portfolio, building strong relationships & delivering presentations to increase and bring in new business. Strong salary + commissions on offer. If you have an interest in sporting, music or culture this could be the role for you, based in the western suburbs.

MOVE TO A BOUTIQUE AGENCY

**ACCOUNT MANAGER
SYDNEY - SALARY DOE**

This award winning boutique agency are on the hunt for an account manager to join their very successful team based in Sydney. This is a company that has seen continued success and growth over the years and truly values their employees. They have a warm supportive environment where there is always an open door policy. Reporting directly to the Managing Director you will be working with one of the best in the business.

SHOWCASE YOUR STRATEGIC SKILLS

**CORPORATE BDM
MELBOURNE - STRONG PACKAGE ON OFFER**

These roles rarely come up so if you are a true sales professional from ideally a corporate background we want to hear from you. Positioned in Melbourne you will have a solid sales background with a TMC, enjoy a great base salary up to \$100k plus an amazing comms scheme, super and other benefits. Enjoy flexibility in your daily work environment and endless career opportunities.

MANAGE MULTIPLE STATES

**REGIONAL SALES MANAGER
MELBOURNE- STRONG PACKAGE \$85K BASE PLUS PLUS**

Are you looking for a step up this year? We have a rare opportunity based in Melbourne for an experienced sales manager that is looking to manage across multiple states. You will have three BDM's reporting into you across Australia. This is a reputable brand that you will love to represent. A strong base salary up to \$85K plus a very strong bonus scheme, fully maintained vehicle and all tools of trade are included.

FARMERS NEEDED

**CORPORATE ACCOUNT MANAGER
ADELAIDE – \$80K ++**

Are you well connected within the SA corporate market and looking to be part of a forward thinking company? As part of the Account Management team you will be responsible for day to day management of corporate client activity including data analysis, relationship management and resolving any service related issues. A strong salary package along with career opportunities are on offer. Call today to find out more

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**PRODUCT MANAGER
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Looking for a new product role? This leading travel company has a Product Manager role based in their Gold Coast office available now. Managing amazing destinations you will be responsible for the contracting and design of itineraries to the destination as well as working with Marketing, Distribution, Yield and Revenue Management teams. Recent experience in a similar role is a must. Interviewing now – call to find out more.

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Will you be crowned People's Choice: Travel Agency of the Year 2019?



Voting is NOW OPEN for the NTIA People's Choice: Travel Agency of the Year.

To win, have your clients vote for you as their favourite ATAS travel agency.

HOW DOES IT WORK?

The Travel Agency with the most consumer votes will be crowned the NTIA People's Choice: Travel Agency of the Year and awarded at the NTIA Gala Dinner on Saturday 20 July 2019.

WHY SHOULD MY CLIENTS VOTE?

To incentivise Australians to vote, APT are offering your clients the chance to win an 11 Day APT Kimberley Coast Cruise for two people valued at over \$23,500.

HOW DO CONSUMERS VOTE?

There are two ways to vote:

1. Purchase any Australian Traveller or International Traveller Magazine and complete the survey. Mail to Reply Paid 85483, Suite 101, 15 Belvoir Street, SURRY HILLS, NSW 2010 or
2. Go online to atas.com.au/votenow

Voting closes Friday 31 May 2019.

