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Travel Daily

First with the news

Tuesday 15th November 2011

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TravelManagers targets 500

TRAVELMANAGERS Australia is planning for strong growth, with expectations it will reach a target of 500 Personal Travel Manager members over the next 2 years.

Speaking to **TD** at the 2011 TravelManagers conference in Melbourne on Sat, chairman Barry Mayo said the company had switched its marketing to be more focused on the financial benefits of the PTM model.

"Initially our marketing attracted people who were more lifestyle focused, but there were also experienced professionals who wanted to make serious money, so our marketing was changed to appeal to people seeking a career working for themselves and prepared to work the hours necessary to achieve this."

With the group now 325-members strong TravelManagers

"wants national coverage" and currently has PTMs in all states except the NT, where Mayo said "applications are welcome".

Average PTM industry experience is 16 years and each one turns over an average of \$428,000, with Mayo saying the top earners have a TTV of over \$2m.

TravelManagers expects to grow to about 410 Personal Travel Managers over the next year - see **p3/4** for more from the conference.

Word of Mouse!

TODAY'S TD includes the latest instalment in our regular update from Disney Destinations, including a feature on the new Aulani resort in Hawaii as well as an opportunity to win Disney's *The Lion King* on DVD - see **p12**.

Another packed issue

TD today has nine pages of news, plus full pages from:

- TMS Asia Pacific jobs
- AA Appointments jobs
- Disney Word of Mouse
- JTG job ads

JTG jobs today

JETSET Travelworld Group is today advertising a range of vacancies including fares/ticketing and domestic consultants - details on the **last page** of today's **TD**.

Newmans here to stay

JETSET Travelworld Wholesale has slammed inaccurate reports about the impending demise of Newmans Holidays, with gm Rohan Moss reconfirming the group's commitment to the brand which is "synonymous with quality NZ holidays and expertise".

The current Newmans brochure is valid through to 30 Sep 2012 while a new ski program will launch early next year, he said.

"The Newmans Holidays contact centre team remains in place and the JTG Wholesale Sales Team will continue to represent the brand," Moss said.

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Insight Vacations NEWEST DESTINATION is being released on DECEMBER 5!

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QF Thailand request

QANTAS has lodged an IASC application for two weekly third country code share frequencies on the Thailand route.

The allocation will support QF's Jetstar Asia codeshare operations between Singapore and Thailand.

JTG Wholesale daily deals

JETSET Travelworld Wholesale has joined the group buying trend, with the launch this week of daily offers on a new website at www.traveldealoftheweek.com.

However unlike most deals sites, the JTG Wholesale version is agent-friendly, with all offers including a 'visit your local AFTA agent' call to action.

CEO Simon Bernardi told **TD**

that new Qantas Holidays and Viva! Holidays destinations will be released each day for the next 10 days, with up to 5 deals per destination.

Today's special is a Philippines package ex Sydney from \$1299 including QF flights, four nights at the Traders Hotel in Manila, a dinner and late check-out.

Bernardi said that various group buying websites had repeatedly approached the wholesaler, but rather than dealing with them "we decided to do it ourselves".

He said the new distribution method also provided a way for JTG Wholesale to offer properties which hadn't been brochured.

Deals are online for up to 72 hours, with a countdown clock on each to create urgency.

Current offers also include NSW and Malaysia packages.

Air Australia debuts

STRATEGIC Airlines today makes its official transition into Air Australia, with the newly branded website now live with details of the carrier's product offerings.

Describing itself as "Australia's new low-cost international and domestic carrier," the airline offers two classes on both A330-200 and A320-200 aircraft: Economy, where meals and drinks can be purchased on board and portable electronic entertainment devices can be hired; and Business, with three course meals available using menus "created in consultation with a team of talented chefs".

The carrier's website is at www.airaustralia.com - ironically without a ".au" because the Australian version of the domain is taken by another company which has "partnered with Zuji Australia to provide great travel packages to Bali, Honolulu and many other great destinations".

alliances manager

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Virgin Australia is again changing the face of Australian Aviation during 2011 with our Game Change Program doing for corporate travellers what we did for leisure travellers ten years ago. This is a unique opportunity to play an integral role in shaping the evolution of this iconic brand and to become a part of this dynamic company.

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As an Alliances Specialist you will initiate, negotiate, create and manage strategic alliance, codeshare and interline arrangements. Additionally, you will manage and coordinate the Customer Journey with partner airlines, ensuring Product and Customer Service standards are optimised; as well being the point of contact of systems and GDS issues relating to interline and codeshare partners.

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eWaterways Cruiseabout deal

FLIGHT Centre's Cruiseabout brand has launched a new partnership with the Australian-based operation of small ship specialist eWaterways.

Under the pact, Cruiseabout clients can now search online from eWaterways' array of more than 1500 worldwide itineraries, including niche operators of river cruises, expedition voyages, yacht journeys and sailing adventures.

An exclusive Agents Portal for

Cruiseabout consultants will also enable them to book the product for their customers.

Cruiseabout national marketing mgr, Carre Le Page, said that delivering broad and relevant travel content was a priority focus for the group.

"With small ship cruising continuing to grow in popularity and diversity of choices, eWaterways' extensive worldwide selection of niche cruising options is a great addition for us," she said.

eWaterways gm Peter Smith said he was thrilled at the new partnership, which was an indication of "how important this type of once 'esoteric' product is now fast developing into the mainstream cruising market".



Kayaking tours in NZ

SOUTHERN Discoveries has introduced a new kayaking trip within Piopiotahi -Milford Sound on the South Island of NZ.

The half day trips will be run from Milford Discovery Centre and the Deep Underwater Observatory with a max of 12 pax at a time.

E-nett for TravelMgrs

TRAMADA is set to roll out a customised payment system for the TravelManagers network from 01 Apr 2012, utilising the E-nett payment gateway and replacing the now defunct MoneyDirect system that ceased operation at the end of Sep (TD 04 Jul).

Corporate PTMs

TRAVELMANAGERS is targeting the business travel market with the upcoming launch of a new corporate brochure.

According to Corporate BDM David Doyle, Personal Travel Managers with corporate clients make up about 20% of the business, while about 10% are fully dedicated to corporates.

Doyle told TD that the collateral was created because "we wanted to give PTMs something that can be distributed to corporate clients to enhance and develop the brand".

The group will also open up its 24 hour support number beyond its PTM members, allowing corporate clients to also use the after hours line for help if their PTM is unavailable in a crisis.



Window Seat

ALTHOUGH the Jetset Travelworld Network and the TravelManagers group appear to be quite different, they had a bit in common last weekend.

As well as holding their conferences on the same dates - TravelManagers in Melbourne and JTN in Adelaide - they both ended up with one of the same keynote speakers.

Comedian and author Anh Do spoke at the TravelManagers event on Fri, then flew to Adelaide to wrap up the JTN conference on Sat afternoon.

CHINA'S giant pandas are a huge tourist attraction - but this may be taking things a bit far.

A wildlife expert from Chengdu in Sichuan Province has created a special type of tea, using special ingredients made out of panda poo collected from the Giant Panda breeding centre there.

An Yanshi says he believes the unique additive gives his brew an addictive aroma.

"Pandas have a very poor digestive system and only absorb about 30% of everything they eat," he said.

"That means their excrement is rich in fibres and nutrients...it has a mature, nutty taste and a very distinctive aroma while it's brewing," the genius added.

It's set to appeal to very well heeled connoisseurs, with plans to market the blend for around \$150,000 per kilogram - also gaining a Guinness World Record nomination for the world's costliest cuppa.

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*Offer value is expressed in Australian Dollars as a guideline only. Some conditions apply. Deposits are required at the time of booking and full payment of the balance must be made by December 2, 2011.



Hands up for TravelManagers!



THE 4th annual TravelManagers Australia conference attracted 150 Personal TravelManagers (PTMs) and 25 preferred suppliers over the weekend in Melbourne.

Themed 'Creating Value,' the PTMs attended sessions to learn about growing their businesses and databases, learning how to get more from the group's Amadeus partnership, going mobile, motivation, goal setting and corporate travel management.

Exec gm Mandy Scotney said the company has "challenged ourselves to deliver more value" to its members over the last year with the introduction of an inhouse booking system, enhancements to its marketing

offering, website and exclusive product in its email newsletters.

Three new preferred suppliers were also added recently - Bunnik Tours, Beachcomber Holidays and ANZCRO - and they were in attendance at the two day event along with others including Club Med, CIT Holidays, Rail Plus, Scenic Tours and Evergreen Tours as well as Fiji Tourism who sponsored a cocktail party on the first night of the conference.

Pictured at the Crown Promenade Hotel on Sat are, from left: Cris Popp, conference speaker; Mandy Scotney; Barry Mayo, Chairman House of Travel Australia; and Joe Araullo, TravelManagers Chief Executive.

Amadeus Offers

AMADEUS unveiled details of a new program that will be rolled out worldwide by the end of 2011 at the TravelManagers conference in Melbourne on the weekend.

'Amadeus Offers' will allow travel agents to make multiple quotes without needing to hold seats, with the program having already been piloted in Australia.

These offers can be sent to clients showing flight details and prices, which can be stored in the system for up to 30 days.

The innovation will provide travel agents with "significant efficiency savings," a spokesman for the GDS firm told **TD**.

PPR Smartraveller win

PROFESSIONAL Public relations has been awarded the contract for PR representation for the next phase of the DFAT's Smartraveller campaign (**TD** 31 Oct).

A major launch next week by Foreign Minister Kevin Rudd will aim to boost Smartraveller site registrations by travellers, promote better understanding of the role of consulates, and encourage Australian travellers to take out travel insurance.

Other PPR travel clients include Emirates, South African Tourism and Adventure World.

Tuesday 15th Nov 2011

PTM's Gmail change

TRAVELMANAGERS says its members will become more mobile after an upcoming switch (before Christmas) to Google's Gmail system which will allow their computers and smartphones to sync automatically.

Overseas next year

THE TravelManagers group is set to hold its next conference abroad, with invitations being considered from Fiji and Singapore.

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Incentive closes 17th December 2011

Don't forget to log your ticket sales today

*Flights depart from one of the following cities: Syd, Brisbane, Perth or Melb (whichever is closest to the winner). Open to Aus residents 18+ only who are employed full time at any licensed travel agent nationally and can travel between 23/02/12 & 27/02/12. Starts 17/10/11 & ends 11.59pm AEDST 17/12/11. Draw at 22/385 Bourke Street, Melbourne, VIC 3000 on 20/12/11 at 11am. Winners' in The Australian on 23/12/11. Prizes: trip for 1 adult to the UK to attend the Arsenal v Tottenham match on 25/2/12 (1 per NSW/ACT, QLD, WA, VIC/SA/NT/TAS). Prize value is up to \$3,946.62 (depending on winner's departure date/point). Promoter is Emirates (ABN 810 735 696 96) of L17, 1 York Street, Sydney, NSW 2000. See www.emiratesrewards.com.au for full Terms and Conditions. NSW Permit No. LT/PS/11/9190; ACT Permit No. TP11/4074.

Tuesday 15th Nov 2011

MH ditching KK hub?

MALAYSIA Airlines looks to be ending the hub status of Kota Kinabalu i, as part of a review of unprofitable routes.

GDS displays have removed then reinstated some of the KK flights to Osaka, Tokyo and Seoul from early next year, but at this stage it appears that the direct Perth-BKI flights are still open for booking.

Malaysian media reports also suggest that some routes from Kuala Lumpur will be phased out including Cape Town, Dubai, Johannesburg and Buenos Aires.

Could this be a record?

A **MYSTERY** shopping program conducted on members of the Jetset Travelworld Network found a huge variation in the client experience across the group, with one top office rating 98%, while at another the staff must have been having a really bad day because it scored just 6% in terms of customer satisfaction.

Although the group excelled in its welcoming environment and strength of knowledge, agents could do better in terms of listening to clients and closing the deal, the survey found.

The average rating was 62% and there was also room for improvement in upselling and providing faster follow-ups.

\$900k MQ tarmac fine

AMERICAN Airlines' regional offshoot American Eagle (MQ) has been fined US\$900,000 for stranding passengers on 15 of its aircraft on an the tarmac at Chicago O'Hare on 29 May 2011 for more than three hours.

More than 600 people were inconvenienced by MQ's delays of up to 225mins, which was up to 45 mins longer than permitted.

It's the first time that the US Dept of Transportation has served an airline such a fine since new tarmac rules were adopted in Apr.

New birth for Africa



ABOVE: The Africa Safari Co took this lucky group of Travellers Choice consultants on an exciting trip to South Africa recently.

A major highlight of the famil included a visit to Pilanesburg National Park - where the group glimpsed a baby elephant just moments after it was born.

Pictured at Sheppard's Tree Lodge in Pilansburg from left are: Carol Franklin, Mossvale Cruise and Travel; Brooke Plummer, Jayes Travel; Leanne Wild, Mohammed, Ivory Tree guide; Hannah Flaherty, City Beach Travel and Cruise; Clodagh Kusemamuriwo, Discover Travel and Cruise; Patricia Hancock, Warrantdyte Travel Services and Leonie Ivey, Windsong Travel.

Allianz strike cover

ALLIANZ Global Assistance has confirmed that all future industrial action related to the recent Qantas strikes would be considered an "insurable event".

CEO Ian Norris described the move as "unprecedented," with the insurer wanting to provide certainty for its clients.

"We are proud to say that we are the first major Australian travel insurance provider to take this step," he said, with the move effective for policies from 01 Nov.

Scenic clarification

SCENIC Tours has clarified that its 2012/2013 Asia program (**TD** yest.) does not include India.

 **Supplier Updates**

WELCOME to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE.**

Supplier enquiries for notices: advertising@traveldaily.com.au

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*Virgin Australia group of airlines flights to and from New Zealand are operated by Pacific Blue

Get your Hertz racing



ABOVE: Hertz Australia invited a number of corporate and travel industry guests to its Marquee at the recent Oaks Day in Melbourne.

The participants flew in from Queensland, Adelaide, Sydney and New Zealand and included representatives from Jetset Travelworld Group, GoWay Travel, Webjet and Corporate Travel Management.

Pictured at the marquee are the Hertz hotties who hosted the event, from left: Lisa Miller, Lora Ducusin, Christina Brannigan, Margie Gallichio, Kristine Whitnall and Martina Jennings.

QH Bali bonuses

QANTAS Hols is targeting Bali bookings for Easter, with a bonus 10,000 QF frequent flyer points if they book and pay for a QH Bali package (land and air) by 18 Nov.

“Two-speed” SIA

SINGAPORE Airlines is currently experiencing dampened demand in economy class - at the same time as the corporate market is performing strongly.

SIA’s Australian sales chief, Dale Woodhouse, told the JTN conference in Adelaide on Sat that the airline was being “buffeted by a plethora of ‘profit neutral’ carriers,” citing recent statements by China Southern Airlines that it plans to more than triple Australian flights to 110 per week over the next few years.

“The economics don’t add up, but China Southern is one of many who view the Australian market as an abundant utopia of low-hanging fruit,” he said.

Despite the challenges, SQ is positioning itself for the future, boosting frequencies on some routes and reintroducing First Class ex PER due to demand from the resources industry.

Singapore Airlines is also keenly awaiting a final decision from the ACCC over its proposed alliance with Virgin Australia, which if approved will allow the carriers to operate domestic codeshares and undertake joint marketing and sales as well as route development.

He said if approved the pact will see significant promotion of Australian regional ports in Asia.

Media Hub for JTN

JETSET Travelworld Network members are being offered a new ‘Media Hub’ solution for local area marketing, with 24/7 access to an online toolkit complete with collateral such as press ads, flyers, posters and stationery.

The Leedham Creative system includes a managed workflow along with special rates for the creation of artwork for ads.

The group is also boosting its social media efforts, with Twitter and Facebook icons to feature in marketing calls to action.

Money

WELCOME to Money Talk, TD’s Tue feature on what the Australian dollar is doing.

\$1AUD = US1.019

ANALYSTS are warning of possible ongoing weakness in the Australian dollar, after the Reserve Bank’s recent 0.25% interest rate cut which could be seen as the start of a trend.

However on the other hand, spending cuts being considered by the Federal govt are also likely to reinforce confidence in the Australian economy and keep the dollar strong - particularly in contrast to the European debt crisis which has seen the contagion spread to Italy and Spain in recent days.

Australians travelling overseas continue to get great value for their A\$, with particularly strong exchange rates for South Africa, the UK and Europe this week.

Wholesale rates this morning:

US	\$1.019
UK	£0.639
NZ	\$1.301
Euro	€0.747
Japan	¥78.17
China	¥6.38
South Africa	R8.03
Canada	\$1.029
Crude oil	US\$98.15

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AFTA UPDATE

The latest insights from AFTA's Chief Executive, Jayson Westbury

I HAD the absolute pleasure of attending and participating in the Jetset Travelworld Network conference this past weekend in Adelaide.

No question that the members of the JTN had a wonderful conference with a stack of interesting and relevant speakers who I am sure have sent everyone home with implementable ideas. One particular memory I have was from the speaker Amanda Stevens, one of the world's foremost experts on selling to women who said that when you are dealing with a tricky issue with a female, and if you are a man, it's best to ask "Am I solving the problem or just listening".

Great advice for those males in the travel industry working with all those females.

And given the gender imbalance in the travel agency world of 30% male and 70% female the minority may find this of excellent use.

It was also a very good opportunity for me to meet so many Jetset Travelworld agency owners as this is the first JTN event that I have attended with 100% of the network being members of AFTA.

Adelaide also put on a wonderful weekend both the weather and the venue, being the Adelaide Convention Centre. We also got to spend some quality time at the Golding Wine Estate in the Adelaide hills. In all, an excellent event and congratulations to all involved.

It was also another reminder of just how wonderful a short break in Australia can really be. So often it is easy to forget, and Adelaide was a real surprise package.

A further congratulations to all the winners in the JTN awards including Jetset Travel Airport West and Jetset Travel Midland (Joint Jetst winners), Travelworld Garden City Kotara and Gippsland Travel Centre.

I am looking forward to attending the other retail group conferences between now and Christmas, which is a reminder that we are only 39 days until Christmas Day. How the end of the year can sneak up on us all so quickly, I will never know.



Vietnam voyages

VIETNAMESE cruise operator Bhaya Cruises is set to launch a new luxury cruise product in the Gulf of Tonkin, with two night cruises visiting Halong Bay, Bai Tu Long and Cat Ba Island.

Dubbed Au Co Cruises, the operation is claimed to set new standards for Vietnam cruising in terms of luxury, services, safety and itinerary.

Contract rates for agents are on offer - see www.aucocruises.com.

NZ youth promotion

TOURISM NZ is appealing to the youth market with a new incentive offering six changes to win a NZ experience of a lifetime.

Digital and social media is asking people 'what would you trade for the story of a lifetime,' with Tourism NZ spokesman Justin Watson saying young people are being targeted because "they stay longer, spend more and are more likely to return to NZ later in life".

Footprints NC package

ADVENTURE World's new First Footprints brand is offering an eight night Lifou and Ouvea Island Hopping deal priced from \$2549pp ex BNE for bookings by 30 Nov.



Tuesday 15th Nov 2011

All aboard for Kangaroo Is.



ABOVE: Prior to the Jetset Travelworld Network National Conference last weekend these agents visited Kangaroo Island on a pre famil hosted by South Australian Tourism Commission and SeaLink Travel Group.

A number of post famils are also being operated to the Flinders Rangers, McLaren Vale and another will show more agents the activities and beauty of Kangaroo Island.

Pictured by the SeaLink bus back row from left are: Colin Meads, Pete Dicker, Ian Jones, Colin Ferguson, Rohan Moss, Terry Jones, Karenne Norling and Melissa Watt.

Middle row: Michael Filo, Marie

Filo, Lynne Meads, Sharon Jones, Kathryn Gianoncelli, Pat Gobell (SA Tourism Commission), Jennie Dicker, Angela Arena and Maria Lamonta.

Front: Peter Cornin, Carole Cornin, Kylie-Ann Ferguson, Kylie Spencer, SeaLink; Laurel Jones and Gail Palmer.

CATO Xmas dinner

THE Council of Australian Tour Operators will host its final members meeting for the year along with Christmas Dinner at the North Sydney Harbourview Hotel on 30 Nov, priced at \$80pp. RSVPs to Gina Dounis at AFTA by 23 Nov - gina@afta.com.au.

CORPORATE TRAVEL CONSULTANT

Boutique Travel Management Company located in Bondi Junction looking for an experienced Corporate Travel Consultant.

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JTN to Vegas in 2012

JETSET Travelworld Network agents will be tripping the light fantastic at their 2012 conference, with gm Julie Primmer announcing Las Vegas as next year's venue.

McEvoy lauds Accor

TOURISM Australia md Andrew McEvoy has applauded the pact between Accor and Voyages Indigenous Tourism to elevate the profile and appeal of Ayers Rock Resort (**TD** yesterday).

McEvoy said Accor will bring a global perspective to the table, luring new markets to the Rock.

"Accor is already strongly committed to Australian tourism, through its strategic hotel investment program, but also shares an equally strong commitment to Indigenous tourism," he said.

There are "exciting plans for the Ayers Rock Resort which include significant investment in Indigenous tourism and employment opportunities, which we wholeheartedly support," the Tourism Australia chief said.

New Seashells GM

SEASHELLS Hospitality Group has appointed Bran Newbold as general manager of the 4.5 star Seashells Mandurah after 14 years with Mirvac.

Semara Bali opening

SEMARA Resort & Spa has opened its doors for the five-star Semara Luxury Villa Resort Uluwatu in Bali.

The property is being marketed towards the wedding, corporate functions, private events and executive incentives markets.

Rates per five-bedroom villa start from \$US1,700 per night.

Picasso packages

VIVA! Holidays has packages to the *Picasso: Masterpieces from the Musee National Picasso, Paris* being held in Sydney until the end of Mar priced from \$105ppts.

A350 set back 1/2 year

AIRBUS has pushed back the delivery date for its first A350 lightweight composite aircraft to the first half of 2014, six months later than previously advised.

The aircraft manufacturer hopes to have the A350 compete with Boeings' 787 Dreamliner, which itself was more than three years later than its originally planned delivery schedule.

MEANWHILE, Airbus has also canned its A340 program after orders for the four-engine jet dried up over the past two years.

WIN A HOLIDAY FOR TWO TO HAWAII



Over the next two weeks, **Travel Daily** is giving one lucky reader the chance to win a trip of a lifetime to Hawaii, valued at almost \$8,000, courtesy of **Hawaiian Airlines, Waikoloa Beach Marriott Resort & Spa** and **Paul Mitchell**.

This fantastic prize includes return economy fares from Sydney to the Big Island (Kona) via Honolulu with Hawaiian Airlines; four-night stay in contemporary, oceanview accommodation complimented by a private *lanai* (balcony) and a year-long supply of the exclusive Awapuhi shampoo & rinse

All you need to do to be in the running to win this stunning prize and be the envy of your office colleagues is to answer all 10 questions featured in **Travel Daily** in the next two weeks, the final question being on Friday 18th Nov.

Q. 7: Waikoloa Beach Marriott Resort & Spa features its signature Sunset Luau? When is it held?

Email your answers each day to: hawaiicomp@traveldaily.com.au

Hint! Click [here](#)

Plus, a daily prize of the Paul Mitchell Awapuhi shampoo & rinse for the first correct entry received.



Congratulations to yesterday's lucky winner, **Zoie Stephenson** from **Wotif Group**.

[CLICK HERE FOR TERMS & CONDITIONS](#)



Insight's business on EK

INSIGHT Vacations and Emirates have partnered to offer business class air to Europe and the Eastern Mediterranean, from \$6369 ex PER to Athens when booked with one of Insight's Gold tours.

Special premium EK fares under the deal are also available from MEL, BNE, SYD, HBA, LST and ADL and are on sale until 07 Dec for travel from 01 Feb to 30 Sep.

Special Europe fares are also available until 12 Dec for travel 01 Apr-31 Oct - insightvacations.com.



ABOVE: Qantas Holidays thanked 11 of its top selling agents with a famil to Tropical North Queensland recently.

Highlights of the trip included a visit to the Great Barrier Reef, an introductory scuba dive, Kuranda Scenic Rail ride and a visit to the Butterfly Sanctuary.

Pictured above from left are: Frank Varacalli, Franks Travel International; Naomi Sharet, Harvey World Travel Marion;

Courtney Gardiner, Travelworld Bonnyrigg; Pepe Buchanan, Aussie Travel Centre; Jo Polesel, Qantas Holidays Sales Executive; Anna Frost, Corporate Travel Management; Ben Woodward, CAPTA group; Trudi Adams, Travelscene Caloundra; Judy Parker, Jetset Margaret River; Lauren Cooper, RACT Travelworld Burnie; Shareen Nash, Jetset Bunbury and Jelena Romic, Travelworld South Perth.

CLIENT RELATIONSHIP MANAGER

Would you like to join Australia's favourite travel publication?

Travel Daily and its associated titles are looking to appoint a new client relationship manager. This is a key role within our organisation - not only will you be strengthening relationships with our existing advertising partners, you will be helping to grow new business as well as being an ambassador for us.

We are looking for a creative multi-skilled individual who can be involved with marketing and business development along with managing a small dedicated team.

Requirements:

- Excellent written and verbal communication skills.
- Travel industry experience.
- Ability to work to deadlines, with an eye for detail.
- Willing to engage with and cultivate new contacts.
- Friendly, well presented and outgoing.
- Knowledge of desktop publishing would be beneficial.
- Sales and marketing experience is an advantage.

The position is based in our office in Epping, NSW. An attractive salary package is on offer including a company vehicle. Join the fun and friendly team at the travel industry's leading stable of publications.

Applications in writing to jobs@traveldaily.com.au by Fri 23rd November 2011.

Tuesday 15th Nov 2011

UK tourism injection

BRITAIN's national tourism agency VisitBritain has received £27million in additional funding to promote the destination to inbound markets over the next four years.

The injection aims to capitalise on int'l attention during 2012, with Britain hosting the Queen's Diamond Jubilee and the London Olympics & Paralympic Games.

CEO Sandie Dawe said the boost, which comes on top of an existing £100m marketing campaign (**TD** 18 May), will enable the agency to launch its largest marketing campaign in history.

The GREAT brand campaign will be promoted in the US, India, France and China, with funds also earmarked for the Australian market too.

GetFlight Singapore

AIRFARE web-based search tool GetFlight.com.au has broadened its reach beyond Australia with a sister-site, GetFlight.com.sg debuting in Singapore yesterday, featuring six airlines.

Disney exotic drives

WALT Disney Co. is to launch an Exotic Driving Experience, letting guests take a 'Thrill Ride' behind the wheel of a high-powered Audi, Ferrari, Lamborghini or Porsche.

Drives are priced from \$US99 and will be offered at Walt Disney World's Richard Petty Driving Experience from Jan next year.

Jamberoo app debut

NSW South Coast's Jamberoo Action Park has launched a smart-phone app that enables guests to purchase e-tickets and access an interactive map, ride information and general information.

It's available via the App Store.

New BIG4 website

BIG4 Holiday Parks has rolled out a new "fully bookable" portal, designed to allow mobile bookings and support the channel's reservation demand.

Although not an app, the site can be accessed via smart phones such as the iPhone, iPad, Blackberry and Android-enabled portable devices.

Features include a GPS park finder, booking capability, Park info, availability and images, and links to social media pages.

CEO Ray Schleibs said the new platform will increase consumer engagement with BIG4.

ADMINISTRATIVE ASSISTANT

Travel Daily is looking for an office assistant to work part time 9am-1pm five days per week. You will be assisting our team with a range of duties including reception, banking, post, accounts receivable, coordination and other administrative tasks.

The successful applicant will have a sound knowledge of Microsoft Office, good verbal and written communication skills and an outgoing friendly demeanour.

The position is based in our office in Epping, NSW.

Applications in writing to jobs@traveldaily.com.au by Friday 23rd November 2011.



Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

PO Box 428, West Ryde, NSW 1685
Phone: 1300 799 220 Fax: 1300 799 221

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Publisher/Managing Editor: Bruce Piper
Editor: Guy Dundas
Contributors: Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au

Travel Daily Group:



Advertising and Marketing: Lisa Maroun (Manager), Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au

Win \$5000

in travel vouchers with Qantas Holidays brochures

Using our extensive brochure range in 25 words or less, tell us where in the world you would go with **Qantas Holidays and a \$5,000 travel voucher?**

Submit an imaginative photo of yourself with one of our brochures to accommodate your reason. The most imaginative response will be the **lucky winner of a \$5,000 travel voucher** to use towards your next holiday with us.

View Qantas Holidays brochure range: [CLICK HERE](#)

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PROMOTION PERIOD
1 NOV - 30 NOV 2011.



*TERMS & CONDITIONS: Promotion is only open to Australian residents who are employed as travel consultants by an IATA-approved travel agent that sells product offered by Qantas Holidays Limited, and are not Flight Centre Limited employees. Please refer to the full terms and conditions.

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AirTran Mexico routes

SOUTHWEST Airlines and its subsidiary AirTran Airways have announced new routes to be introduced next year.

Seasonal Northern Summer AirTran services will be added between Ft Lauderdale/Hollywood and San Juan from 24 May; and Denver to Akron-Canton, Dayton and New York La Guardia, along with Baltimore/Washington to Los Angeles, New Orleans, Seattle and San Francisco, from 03 Jun.

AirTran will also add 4 new int'l nonstop routes, from San Antonio to Cancun and Mexico City (from May), and Orange County to Cabo San Lucas and Mexico City (in Jun).

Southwest is launching four new services from Houston Hobby too.

NT board additions

NORTHERN Territory Tourism Minister Malarndirri McCarthy has announced the appointment of Robyn Holt as Chair of the NT Tourism Advisory Board.

Holt is a judge and presenter on Channel 10's *The Renovators*.

Also making a return to the board is chair of the National Tourism Alliance, Col Hughes.

Bentours Volga cruise

BENTOURS has launched two new river cruise packages in Russia - the 12-day Volga Dream Gold Program priced from \$3,172ppts and the 13-day Grand Volga voyage, which is priced from \$4,131ppts.



Ticketing Specialists! – Perth

- ★ Support role in travel
- ★ Helping & advising
- ★ Busy and fast paced

Our client is now looking for a talented new member to join their busy team for a ticketing role.

Be part of a fun and exciting team of consultants all working together to service the many emails and inbound enquiries as well as ticketing airfares to ensure ticket deadlines are met.



Contact **Stacy Balderston** T: 02 9231 6444
E: stacy@tmsap.com

Travel Operations Administrator

- ★ Fast paced role
- ★ Sydney based
- ★ Excellent team environment

Our client is seeking an experienced travel administrator preferably with some operations experience to join their busy team. Working with a group of industry professionals this role will see you utilizing your excellent communication and organisation skills within the operations team. Does this sound like you?

Contact **Stacy Balderston** T: 02 9024 5555 E: stacy@tmsap.com.

Business Development Mangers - Corporate Travel Sydney

- ★ Great earning potential
- ★ Large travel company with fantastic management and support
- ★ Salary \$70-90k

This company has a wide portfolio of clients including blue-chip corporations and major global brand names. You will be responsible for developing and implementing sales strategies within the travel industry and identifying new busines. You will need to have proven sales experience, be confident and highly self motivated.

Contact **Sally Matheson** T: 02 9231 6444 E: sallym@tmsap.com or [apply online](#).

Cruise Consultant – Sydney

- ★ Sell what you love!
- ★ Great team environment
- ★ Career opportunities

Are you crazy about cruising? Do you offer the kind of customer service that has clients coming back time and time again. If so you may have just found your dream job! Our client, a boutique cruise company is looking for an experienced consultant to join their expanding team. This is an all round role where you will not only be selling worldwide cruises but offer the complete package including flights, accommodation & day tours. If this sounds like your next move apply today as this opportunity will not last long.

Contact **Stacy Balderston** T: 02 9231 6444 E: stacy@tmsap.com.

Online Travel – Account Manager

- ★ Global travel organisation
- ★ Excellent career opportunity
- ★ Fun and dynamic office environment

Manage a portfolio of accounts where your primary focus will be to maintain the On-line Booking Tool .In addition, you will also be responsible for retention of clients via analysis and building strong client relationships. You must have strong IT and GDS knowledge along with the ability to build and maintain strong relationships with customers at all levels within an organisation. This is a great opportunity for a corporate consultant wanting to take the next step in their career.

Contact **Sally Matheson** T: 02 9231 644 E: sallym@tmsap.com.

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ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

**DO YOU PREFER WORKING BEHIND THE SCENES?
WHOLESALE RESERVATIONS /PRODUCT SUPPORT
SYDNEY - PACKAGE \$43k - \$45k +**

Love the travel industry but prefer to remain behind the scenes? We currently have two positions available within a major Australian wholesale company. You will be supporting a busy reservations team and will be perfectly positioned to progress into a product role. Ideally you will have min one year experience and knowledge of the Calypso database. Excellent salary package on offer plus training and career development opportunities. Apply now for this fantastic opportunity....

**YOUR SECOND CHANCE TO PICK A WINNER
SENIOR CORPORATE TRAVEL CONSULTANT
SYDNEY CBD – SALARY PACKAGE \$60K**

Did you bet on the wrong horse at this year’s spring carnival? AA Appointments have a tip that cannot lose! Our client is a winning global TMC . They are searching for a talented and experienced corporate consultant to join their growing team. With a min of 3 yrs experience in corporate travel you will have outstanding CRS and international airfare knowledge, ideally with ticketing skills. This is a guaranteed winner with an outstanding salary and career progression opportunities....

**THE PERFECT BACK OFFICE ROLE
TRAVEL ADMINISTRATION/ ACCOUNTS
MELBOURNE (INNER) – SALARY PACKAGE TO \$44k**

We have the perfect back office role for somebody who enjoys working with numbers, has a good understanding of travel and gets satisfaction when all the sums add up! Located in the Melbourne head office for a large company you will be responsible for completing internal admin and reconciliation activity. With your previous industry experience this position will be a nice change from consulting. Apply today!

**FINALLY- AN AIRLINE ROLE IS HERE!
RESERVATIONS & TICKETING CONSULTANT
MELBOURNE (INNER) – SALARY PACKAGE TO \$50K**

This boutique GSA is looking for a reservation & ticketing consultant to join their expanding Melbourne office! You will be responsible for ticketing and reservations for two international airlines & work in a friendly family feel office. If you have Amadeus knowledge & are looking at stepping into the airline industry, then this may be the role for you. Located in the CBD, this is one role you don’t want to miss!

**ENSURE YOU HAVE XMAS OFF- REGISTER TODAY!
LEISURE TRAVEL CONSULTANTS
PERTH (SOUTH) – SALARY PACKAGE TO \$55K+ (OTE)**

This large retail agency is looking for an experienced consultant to join their growing agency. Located in a busy shopping centre south of the river you will never have a “quiet” day again! You will have access to exclusive famils, ongoing support and a fantastic commission structure all of this on top of your high base salary, and you will never look back! Minimum of 2 years experienced req and Amadeus pref.

**SEE WHAT IT’S LIKE TO BE AT THE VERY TOP!
LEISURE TRAVEL CONSULTANT
MELBOURNE (INNER) – SALARY PACKAGE TO \$55K+**

We have a rare and exciting opportunity for an experienced leisure consultant to join this boutique agency. Located close to the CBD you will be responsible for servicing the repeat clientele that this long standing agency has built up over the years. With beautiful views over the city, fantastic famils and salary, this is one of the most sought after jobs in Melbourne. Min 5 years exp required and Sabre pref.

**START THE HOLIDAY SEASON WITH A BANG!
BRAND NEW STORE
SENIOR TRAVEL CONSULTANT
MACKAY– SALARY PACKAGE \$45K-\$50K**

Come and be part of a brand new beginning! Located in the heart of Mackay, this yet to open store are looking for top notch consultants to join this iconic brand. Great clients to tap into, high base salary and generous benefits all await you. Min 18 months retail exp & proven sales essential. Galileo/Crosscheck advantageous. So come be part of the excitement today!

**LIFESTYLE POSITION! LONG WEEKENDS A PLENTY
SENIOR RETAIL CONSULTANT
GLADSTONE – SALARY PACKAGE TO \$49K**

Are you sick of being overworked & underpaid? Feeling unappreciated? Perhaps looking to make that sea change? Now you can have it all. Stunning location, management who care fantastic salary & benefits as well as no weekends and the luxury of working a 9 day fortnight. If you are a professional & motivated, sales superstar with a strong customer focus, min. 2 years experience then we want to help you make the ultimate lifestyle switch today.

WORD OF MOUSE

Nov 2011
Edition # 2

Aloha Aulani, A Disney Resort & Spa

Mickey and Minnie are now long into their Hawaiian holiday, and enjoying the newly opened

Aulani, A Disney Resort & Spa!

Walt Disney Imagineers worked hand in hand with locals to create Aulani—a place that celebrates Hawaiian culture, history and traditions. From contemporary Hawaiian art featured throughout the Resort, to myriad recreational activities, culinary programs, excursions and more.

Aulani immerses Guests in the legends of the islands so you can experience

the true enchantment of Hawaii, with a touch of Disney magic. From the white-sand beach and "valley" of pools and waterslides, to the multitude of recreational programs, excursions and more, Aulani provides plenty of fun for everyone! Thrilling programs and amenities have been uniquely designed with both adults and kids in mind. A Travel Agent Appreciation Offer is now available. Visit www.disneytravelagents.com.au for more info, and plan your dream Hawaiian holiday!



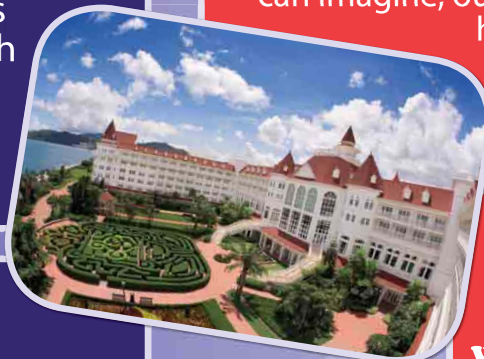
Aulani, A Disney Resort & Spa ©Disney



Spotlight on: Disneyland Resort Travel Industry Education Program

Come experience the enhanced *Disneyland* Resort like never before during this special education program. Stay at one of the Hotels of the *Disneyland* Resort and enjoy special room and ticket rates for arrivals January 2 through February 29, 2012.

Contact us below for further details.



Hong Kong
Disneyland Hotel

WIN!

This edition's question was contributed by the lucky prizewinner of a new-release Disney DVD. Submit your questions & comments for your chance to win Disney's *The Lion King* on DVD.



Questions,
feedback,
contributions?
Please write to us
HERE!

Helpful Hint

The contracted wholesalers for each Disney Destination generally have access to all Disney Resort Hotels, and each room type within each property. If your client has requested a quote for a Disney Hotel or room type that does not appear in your system, please speak to your Sales contact at your preferred wholesaler to make your request. As you can imagine, our offerings are extensive, with hundreds of room categories across over 36 Disney Hotels and Resorts Worldwide!

Q & A Corner

**Dear Disney Destinations,
When will rates become
available for 2012?**

Laura, QLD

Rates for all Disney Destinations typically become available around July/August for the following contract year of April through to March. Rates have been released for 2012.



The Jetset Travelworld Group is one of Australia's leading integrated travel businesses, providing specialist government and corporate business travel, wholesale products, franchised retail services and ticket distribution services across 8 countries.

Below are opportunities for you to join our group!

Franchise Contracts Officer – Harvey World Travel

- **Work with an iconic brand**

Located in North Sydney, this role will provide assistance in the administration of company lease documentation and the franchise application and renewal process whilst maintaining the network agency database. You will work closely with all levels of the business and provide regular reporting to the field team, support team and the management team.

To be successful in this role you will have excellent administration, organisation and time management skills, the ability to work autonomously, prioritise workloads to meet deadlines and strong knowledge of the Microsoft applications suite. An exposure to contracting processes would be highly regarded.

Fares and Ticketing Consultants

- **National opportunities available – NSW, WA, SA and VIC base roles!**

In this role you will be responsible for issuing Airline Documentation and assisting Travel Agents with their fares and ticketing queries. You will be self-motivated and proactive in expanding your own knowledge and skill set with strong communication and Customer Service skills.

To be successful in this role you will have an appropriate travel qualification including Fares and Ticketing I & II with demonstrated experience in a retail or ticket centre environment. You must be available to work Saturday on a rostered or shift basis, work shift hours and be flexible with an ability to reach Performance standards.

Domestic Travel Consultant – Victoria

- **Excellent Customer Service Opportunity!**

Located in QBT Victoria, this area of the business is a corporate travel management specialist providing the best blend of corporate travel solutions through our local and regional offices, this is your opportunity to be a part of a winning team and expand on your expert skills, knowledge and professional customer service. This role will see you provide corporate customers with information on airline products, accommodation and loyalty programs.

To be successful in this role you will deliver excellent customer service in a professional and efficient manner by using your exceptional interpersonal skills and your ability to build rapport. Experience in a call centre environment and a certificate qualification in Tourism would be beneficial.

Apply for these positions through SEEK or email your resume & cover letter (using the title of the vacancy as the subject) to jtgpeople@jtg.com.au