



ABOVE: The finalists in the Australian Idol competition had a photo shoot at the Sir Stamford Hotel at Circular Quay this week, as they prepared for their grand finale at the Opera House on Sun.

Anthony Callea and Casey Donovan are pictured with newly appointed gm of the hotel Philip Beriman.

First business coaching session

ADRIAN Caruso of TA Fastrack has carried out the first session for the winner of our \$10,000 coaching competition last month.

Janene Pendleton of Harvey World Travel Bankstown completed the firm's on-line business, sales and marketing analysis at www.ta-fastrack.com/analysis.htm.

Caruso says he doesn't make any suggestions until he knows as much about a business as its owner.

The initial aim is for him to learn as much as he can about the travel company's goals, challenges, sales, marketing and finances.

The analysis has three goals:

- i) to know exactly where the business is now
- ii) to clarify business and personal goals for the owners
- iii) to get the crucial pieces of information needed to create an action plan for the next six months.

He also carried out a goal setting session with Janene, discussing her own life goals and those of the business and the team.

For more information on TA Fastrack's business coaching call Adrian on 07 3630 1298 or see www.ta-fastrack.com.

SilkAir digEplayer

SILKAIR says it will become the first Asian airline to offer portable video-on-demand entertainment to passengers, after signing a deal for digEplayers to be introduced on selected services from Jan 05.

The electronic devices will contain six full length movies plus TV shows and audio tracks.

London palace passes

YQ4TRAVEL says it's now selling tours and passes to the top London tourist attractions including Kensington Palace and the Tower of London, with 15% comm on offer.

Vouchers are issued online and there's no requirement for purchase of accommodation.

Details www.yq4travel.com.au.

The yellow people are here



ABOVE: The recent Travellers Choice conference in Auckland included a gala awards night with a Wallabies vs All Blacks theme.

Pictured getting into the Australian spirit, from left: Sue Crawford, United Travel WA; Bruce Russ, Travellers Choice NSW/ACT; Michelle Ferrari, Mountain World WA; Christian Hunter, Travellers Choice WA; Margie Goltz, United Travel WA.



CUSTOMER RELATIONS CO-ORDINATOR

CUSTOMER RELATIONS, MARKETING,
GENERAL OFFICE ASSISTANCE

Club Med is one of the world's leading brands and has been a major player in the travel industry for over 50 years. It is a world leader in providing the most unique all-inclusive holiday packages with over 100 stunning villages worldwide.

An exciting opportunity exists for a dynamic person to join an equally dynamic company as Customer Relations Co-ordinator for Club Med. This role offers lots of challenge and variety. Responsibilities include: all aspects of Customer Relations including responding to customer feedback (via letters or emails); assistance in development of VIP / Loyalty Programmes; working in conjunction with the Marketing Department on specific projects as required, assist the General Manager in all aspects of communication or organisation of duties as required.

The successful applicant will have/be:

- Experience in a Customer Relations role preferably with a strong brand, dealing directly with and responding to customer feedback in a professional, polite and efficient manner
- A team player with the ability to work autonomously
- Good Word, Excel and PowerPoint skills
- Demonstrated work experience within a marketing and/or communications environment
- Highly organised and efficient, with strong communication skills both verbal and written
- Positive outlook with a "can do" attitude
- Able to deliver and add value in a fast paced and dynamic environment
- Flexible and positive approach to problem solving
- Experience within the travel industry an advantage

Attitude is everything, so if you're motivated, hard working and communicate well then send your application along with resume to: barry.cripsey@clubmed.com

Applications close: Friday 3rd December 2004

Please note, only successful applicants will be contacted.



SALES MANAGER NEW SOUTH WALES

EXPLORE HOLIDAYS & VENTURE HOLIDAYS AUSTRALIA

We currently have a position available in New South Wales for a self-motivated, highly organized, results orientated Sales Manager with Travel Industry experience and a strong background in Sales Territory Management to join our Sales Team representing Explore Holidays and Venture Holidays.

You will be required to establish new and maintain current ongoing relationships with key decision makers of our major accounts, along with promoting our complete range of products to the retail travel industry. Excellent communications skills as well as customer service and problem solving ability will be highly regarded.

A competitive salary, and mobile phone plus car allowance are payable.

Written application should be received at this office no later than **5 pm, 19 Nov. 2004**, Addressed to: Director of Sales, TravelSpirit Group 234 Sussex Street, Sydney 2000 NSW

Or via email: peter.mccormack@travelspirit.com.au