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TRAVEL DAILY

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Ph 1300 799 220 Fax 1300 799 221

EDITOR: Bruce Piper

E-mail: info@traveldaily.com.au

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EXPRESS FARES

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El Questro 05 launch

ACCOR'S El Questro Wilderness Park in WA will open for the 2005 season on 25 Mar, following a successful 2004 which included the production of the eight week US reality TV show *Outback Jack*.

The property says its new Mt Cockburn Safari two-day luxury tour continues to be very popular. More at www.elquestro.com.au.

Austrian ice hotel open

THE Austrian ski resort of Soelden is boasting the world's newest "ice hotel" which comprises a group of giant igloos.

The hotel, which features an ice bar and kitchen, can accommodate up to 30 guests at a time, who are provided with a sheepskin mattress and heavy-duty sleeping bags for their snow beds.

HWT Bankstown progress report

TA FASTRACK'S Adrian Caruso has sent in a report on the \$10,000 winner of our business coaching prize from last Oct.

HWT Bankstown's owner Janene Pendleton has now had several months of regular mentoring.

Again Janene and I spent our weekly coaching session focusing on the performance of her travel centre and its key profit areas.

We reviewed her previous month's sales and am pleased to report that once again everyone of her dynamic team members achieved their sales target and the office made budget.

AND....sales were over 60% higher than the previous year's.

At the end of every month it is important to review your performance against the budgets you set and business plan and make any necessary adjustments possible to both of them.

A business plan is not prepared and then left at the bottom of your drawer! It needs to be reviewed at least monthly and new Goals and Action Plans added, amended or deleted to achieve your Key Business Objectives.

Your monthly sales targets need to be monitored on a daily basis by both management and your consultants as well. Yes... daily! It keeps them focused on how they are performing compared to their budget and goals.

Janene and I added and amended some things to her Business Plan and Key Goals which included having another team member fully trained and 'profitable' by 30 June '05, developing better systems for doing things in the office, and a plan for replacing Janene as the Travel Centre Manager so she can focus more on working 'on' the business rather than 'in' it.

We also reviewed an upcoming Europe/UK information night and designed a strategy to get the right people to attend.

When marketing an information night or any product, it is vital that you market to the people that the product (in this case...UK/Europe) will appeal to most and are likely to travel this year.

For more information on TA Fastrack's service fee and business coaching seminars see www.ta-fastrack.com.

Consultant wins \$5,000



LEFT: Diane Burton of HWT Atherton, Qld has become the first consultant to win a \$5000 Good Guys Gift Voucher in the Qantas "Point to Prizes" incentive.

Qantas bookings give consultants an entry into a prize draw for \$1,000 and \$5,000 vouchers,

and there are also \$99 instant prizes for recommending Qantas to "mystery shoppers". Diane is pictured accepting her prize from HWT ceo Barry Mayo.



CLIENT SERVICE MANAGERS

Hemingway, Australia's newest creator of luxury travel experiences is seeking well travelled expert Client Service Managers.

Enthusiastic and highly motivated individuals are invited to apply to join our team located in Sydney's CBD. The Client Service Managers will be responsible for the development and implementation of the client service function, plus actual servicing of clients and appointed agents' requirements for our luxury products.

We are seeking Team Leaders with a difference or experienced travel consultants looking for the next stage in their career path. Successful candidates will have the opportunity to develop with the organisation as it grows and manage a small dedicated team. Initially, the positions will report to an area Operations Manager.

Key requirements for the role:

- A minimum 10-12 years experience in leisure, corporate or wholesale operations
- Affinity with and understanding of the luxury end of the market
- Excellent written and verbal skills and the ability to communicate at a senior level
- Exceptional telephone manner
- Experience in managing small teams
- Strong organisational skills
- Expertise in Microsoft office
- Knowledge of wholesale reservation & GDS systems

Salary and remuneration will be commensurate with experience and include performance related bonuses.

Email resume by 23 February 2005 to: apply@hemingwaytravel.com.au

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