

Trevor's Background

Trevor held Operations Manager and Consultancy roles in hotels and resorts in Bali and also created and operated the first white-water rafting tours in Bali.

An avid surfer, Trevor contributed magazine articles on the Balinese surfing community and safety issues in Bali. Trevor instigated & facilitated the first coaching and training of Balinese surfing competition judges for the surfing community in Bali.

Trevor's devotion to the martial arts took him to Japan where he broadened his study of both karate and Japanese culture. He instructed Business Etiquette and English for leading Japanese organisations including Sharp Electronics, Fuji and Sanwa Banks, Minolta Cameras.

He instructed the Announcers and Information Staff at Osaka Itami Airport & was contracted by World Air Passenger Service based at Kansai International Airport. There he designed and implemented a Customer Service Training Manual in English for the airport's Information Team.

While in Japan, Trevor completed his Business Degree in Tourism by researching the management strategies and customer service operations of Japanese luxury accommodation properties: Grand Hyatt Osaka, New Otani Hotel Osaka, Miyako Hotel, Westin Hotel Osaka & the Royal Hotel Osaka. It was during this period that the concept for TravConsult was born.

In Australia, Trevor worked for the five-star Sheraton Mirage Gold Coast with his final role being Assistant Manager overseeing operational issues in the General Manager's absence.

Trevor speaks Bahasa Indonesian, Japanese & attempts to impress his Chinese mother-in-law with basic Cantonese.

Lilly's Background:

Lilly has a multi-cultural background. Born in Papua New Guinea with a Chinese heritage, Lilly's introduction to Japanese culture started in 1980 when she began practising karate in Australia. She earned a National title together with representative honors for Australia at several Asian Pacific Karate Championships held internationally.

Lilly's first career was in the medical field as a diagnostic radiographer but in 1990 committed to an eight year sojourn of karate and culture study, travel and work in Japan.

Heading the English Specialist Program at one of Japan's largest private educational institutions, ECC International, Lilly led a multi-culturally diverse team of instructors in developing innovative training programs.

Lilly continued studying karate, Japanese language & culture. She earned a Japan-certified Karate Instructor's qualification in 1991; one of only a handful ever awarded to non-Japanese women & achieved the rank of 4th Dan in Japan. She represented West Japan at the Japan National Championships, winning a bronze medal. Lilly instructed karate & gave seminars on technical excellence to Japanese people of all ages.

To formalise her management skills, Lilly undertook a Business Degree in Tourism where she conducted research on major Japanese tourism organisations.

Lilly returned to Australia to complete her thesis on Customer Relationship Management by working at the Sheraton Mirage Gold Coast.

Lilly represents TravConsult as General Manager. She works closely with all clients to develop and facilitate training programs & workshops in addition to coaching & consulting on Asian market intelligence.

When she's not creating or travelling, Lilly practises yoga and karate & surfs with her husband & daughter at their local surf breaks.