Delivering for Scotland

3 March 2010
9.45 a.m. – 4.00 p.m.
President/Thistle Suites, Murrayfield Stadium, Edinburgh

Agenda

09.00	***Registration & Refreshments***	
09.45	Welcome and introduction	**Khaled Shahbo,** Chair, STF and **Iain Herbert**, Chief Executive, STF
09.55	Ministers Speech	**Jim Mather** MSP , Minister for Enterprise, Energy and Tourism
10.15	Questions & Answers	Chaired by **Ian Gardner**, Vice Chair, STF
10.35	***Refreshments & Exhibition Viewing***	
	Tourism Question Time	Chaired by **Ian Gardner**
11.00	Scottish Enterprise – Lena Wilson, Chief Executive	
11.10	SLAED – Robin Presswood, Chair	
11.20	VisitScotland – Philip Riddle OBE, Chief Executive	
11.30	Skills Development Scotland – Lawrence Durden, Strategic Relations Manager Tourism	
11.40	VisitBritain – Bernard Donoghue, Head of Government and Corporate Affairs	
11.50	Chair of TFFC	
12.00	Questions & Answers	Chaired by **Ian Gardner**
12.30	***Networking lunch & Exhibition Viewing***	
1.40	Entrepreneurial tourism	**Sarah Malone**, Executive Vice President, Trump International Golf Links Scotland
2.00	Heritage tourism	**Catherine Holden,** Director of Marketing and Development, National Museums Scotland
2.20	Innovation tourism	**Carol Jagielko**, Portavadie Marina
2.40	Hospitality tourism	**Heiko Figge**, Chief Operating Officer, Thistle Hotels
3.00	Customer experience (Catey Award 2009 Winner for Restaurateur of the Year)	**James Thomson OBE**, Prestonfield House Hotel / The Witchery
3.20	Questions & Answers	Chaired by **Ian Gardner**
3.50	Review and closing remarks	**Iain Herbert** Chief Executive, STF
4.00	**Close**	