

## Scottish Tourism Forum Weekly News Digest



17 November  
2008

Dear STF Member,

Welcome to your weekly news digest from STF, the independent forum of Scottish tourism businesses and associations. This digest gives a brief round up of the main stories concerning the industry over the past week.

The digest also includes updates on forthcoming events. Red Tape News, STF Member News, New Members and a fuller Events directory will continue to appear in the STF Member Newsletter.

If you have any comments about any of the issues mentioned in this week's digest I would be glad to hear them, email [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk)

### STF News

**Iain Herbert** gave a talk at the Association of Scottish Self Caterers Conference held in Aviemore. The association had discussed a range of issues during the two days of activities and while recognising the difficult economic picture were reasonably positive looking forward for the sector. A number of breakout sessions stressed the importance of partnership working, quality and embracing new technology for building a successful operation.

**Ruth Greig** attended the Association of Scottish Visitor Attractions Conference at Dublane Hydro last week, where the **ASVA Tourism Awards** were announced. Among the winners were STF members Historic Scotland for the Best Corporate Leaflet, and Edinburgh Castle as joint winner for Best Website Award. Also shortlisted for ASVA Tourism Awards were STF members Mercat Tours for Best Visitor Experience and National Trust for Scotland for Best Corporate Leaflet. Many congratulations to Historic Scotland, Edinburgh Castle, Mercat Tours and National Trust for Scotland.

Congratulations to STF member **The Royal Yacht Britannia** for being awarded the **UK's Most Excellent Dedicated Venue 2009** by Conde Nast Johansens. Britannia was nominated for their outstanding standards of hospitality and service as a unique corporate events venue. From January 2009, Britannia's Royal Deck will be available to use as a stunning new room for dinners

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### Events

19-27 November 2008

**A series of Pride & Passion Visitor Experience Workshops (free)**  
Troon, Macduff, Callander, Nairn, Oban, Dunoon

Find out first hand what it takes to turn customers into ambassadors for the

and receptions to complement those currently hosted in the State Apartments.

STF member **Robin Worsnop** mentioned in [Herald](#) article.

## Scottish Tourism News

7 November 2008 - **Tourism website is taken over by public agency** - [The Herald](#)

7 November 2008 - **Wind farm tourism claims rejected** - [The Northern Star](#)

7 November 2008 - **New Loch Leven Heritage trail will be a major attraction** - [Perthshire Advertiser](#)

7 November 2008 - **Glenrothes aftermath: So where stands the project?** - [Scotsman](#)

8 November 2008 - **Restoring a battered image** - [Sunday Herald](#)

8 November 2008 - **British Airways announced 92% fall in profits** - [Financial Advice](#)

9 November 2008 - **Brown to deny Scots Parliament more powers** - [Scotsman](#)

10 November 2008 - **Scots gems uncovered** - [The Herald](#)

10 November 2008 - **Leaner times for hotels but Scotland outperforms UK** - [Scotsman](#)

10 November 2008 - **HBOS: the battle for hearts and minds** - [Scotsman](#)

10 November 2008 - **Supermarkets reveal opposition to government alcohol plans** - [The Herald](#)

10 November 2008 - **Golf resort hits fairway as planners overrule green issues** - [Scotsman](#)

11 November 2008 - **Viking job claims criticised** - [Shetland News](#)

11 November 2008 - **Bank of China 'is secret HBOS suitor'** - [Scotsman](#)

12 November 2008 - **Scotland's airports face a tough winter** - [Scotsman](#)

12 November 2008 - **Olympic battle as only 1% of 2012 business comes north** - [The Herald](#)

12 November 2008 - **High-speed rail link 'could bring Scotland economic benefits of £7.3bn'** - [The Herald](#)

12 November 2008 - **North east promoted as centre for global golf tourism** - [STV](#)

12 November 2008 - **Recession will hit Scotland the hardest** - [Times](#)

area and an extra sales force. For more information visit

[www.pride&passion.net](http://www.pride&passion.net) or email [team@prideandpassion.net](mailto:team@prideandpassion.net)

**19 November 2008**

**Sheraton Grand Hotel, Edinburgh Demand Responsive Transport: Connecting People and Places**

Speakers: Stewart Stevenson MSP; Frazer, Scott Forward Scotland; John MacDonald, Community Transport Association; John Nelson, Prof of Transport Studies, University of Aberdeen. For more information visit [www.holyrood.com](http://www.holyrood.com)

**27 November 2008**

**Green Tourism Business Scheme Workshop (FREE)**

**Salutation Hotel, South Street, Perth 10 - 3.30 or 3 December - Inverness Youth Hostel**

Free seminar to understand the UK environmental accreditation scheme - The Green Tourism Business Scheme. Learn how your business can save money through resource efficiency and reduce negative impact and gain advantage in a market where consumers are increasingly linking environmental responsibility with quality. All attendees will receive a voucher worth £60 towards their first year's fees of the GTBS valid for 3 months.

To book your space email [fiona.meikle@visitscotland.com](mailto:fiona.meikle@visitscotland.com) by Monday 24 November.

**27 November 2008**

**Scottish Enterprise Business Tourism Conference SECC Glasgow**

Aimed for senior managers in Scotland's conference, meeting and corporate hospitality sectors. For more information visit [www.scottish-enterprise.com](http://www.scottish-enterprise.com)

**27 November 2008**

**Crowne Plaza, Glasgow Scottish Asian Business Awards**

Alex Salmond keynote speaker. 'The Scottish Asian business community makes a major contribution to Scotland's economy and these annual awards are a great opportunity to celebrate and recognise the success of these businesses'.

To book your table email [fozia@oceanicconsulting.co.uk](mailto:fozia@oceanicconsulting.co.uk) or tel 0141 243 2848

**2 December 2008**

**Developing a Sustainable Events Industry. National Events Conference - Gleneagles Hotel**

Speakers: Jim Mather MSP, Chris Hoy MBE, Louise Martin CBE (Glasgow 2014 Commonwealth Games). For

14 November 2008 - **Government's alcohol ad ban unworkable, says regulator** - [Holyrood](#)  
14 November 2008 - **Call for rail network examination** - [Holyrood](#)

## UK Tourism News

9 November 2008 - **Terrorism threat in UK 'growing'** - [BBC](#)  
10 November 2008 - **MPs call for pub happy hours ban** - [BBC](#)  
10 November 2008 - **Rail disruption causes WTM chaos** - [Travelmole](#)  
10 November 2008 - **Jet2.com to fill XL void at Manchester** - [Travelmole](#)  
11 November 2008 - **Government urged to back UK tourism** - [Travelmole](#)  
11 November 2008 - **Heathrow runway debate a 'sham'** - [BBC](#)  
12 November 2008 - **BII Appoints Neil Robertson As New Chief Executive** - [BII](#)  
13 November 2008 - **Huge regional growth for Eurostar** - [Travelmole](#)  
14 November 2008 - **Virgin and easyJet in 'Gatwick bid'** - [Press Association](#)  
17 November 2008 - **Ryanair plans London expansion** - [Travelmole](#)  
17 November 2008 - **Hoseasons positive about domestic market** - [Travelmole](#)

## International Tourism News

8 November 2008 - **British Airways makes overtures on alliance with Alitalia** - [FT](#)  
10 November 2008 - **Tourism hit by economic slowdown, says United Nations** - [Telegraph](#)  
17 November 2008 - **Northwest/KLM cancel Gatwick route** - [Travelmole](#)  
17 November 2008 - **Apply 72 hours in advance if you want to fly to the US** - [Travelmole](#)

## STF Open Day: Surviving the Crunch

details and to book a place visit [EventScotland2008.com](#)

**3 December 2008**  
**STF Open Meeting**  
**The Royal Hotel Bridge of Allan**  
Details on the web [www.stforum.co.uk/events@stforum.co.uk](#) T:0131 2206321

**19 January 2009**  
**Sheraton Grand Hotel, Edinburgh**  
**Scotland's Transport Infrastructure: The Strategic Transport Projects Review**

Speakers: Stewart Stevenson MSP; Dr Iain Docherty, University of Glasgow; Iain McMillan, CBI Scotland; Max Friedli, Federal Office for Transport Switzerland; Paul Tetlaw, TRANSform Scotland; Ron McAulay, Neetwork Rail.  
For more information visit [www.holyrood.com](#)

**23 February 2009**  
**Scottish Enterprise Tourism Masterclasses**  
**Future - Where our industry and your business is going**  
**Gleneagles Hotel 9.30 - 1pm**  
Magnus Lindkvist, a leading expert on what the future holds for businesses will give an insight on how the world is changing. Future trends and brands, how they affect the way you do business, best practice examples from around the world.  
£65 Plus VAT. To book [katharine@starkeventsuk.com](#) or [www.registerforevent.co.uk/gleneagles](#)

**28-29 March 2009**  
**Best of Britain & Ireland Travel Trade Forum**  
**ExCel, London**  
For more information visit [www.tourismtrade.org.uk](#)

## STW Industry Dinner



**Scottish Tourism Week Industry Dinner 9 March 2009**

The prestigious annual STW

Industry Dinner will be held at The George Hotel, Edinburgh.

The Keynote speaker is John Swinney, MSP.

Tickets for the event are: £70 + VAT per person or £650 + VAT for a table of ten. **Early Bird discount** available

### 3rd December 2008 The Royal Hotel, Bridge of Allan



With difficult times over the past year, and more challenging times ahead, it is important that the tourism industry is pro-active, meeting consumer needs.

Gain an insight into the information available for business, future trends and local intelligence from

VisitScotland; find out new techniques on e-commerce to boost revenue and benefit your business; examine how cross and upselling approaches can help a business in difficult times; get tips from working example of a hotel turned around by ambition and raised quality against the odds, and raise your questions to the panel at the Q&A sessions. The open day finishes with a networking lunch.

Speakers include: [Professor John Lennon](#), Moffat Centre for Travel and Tourism, Glasgow Caledonian University; [Debbie Taylor](#), Old Course Hotel, St Andrews; Neil MacLean, Smallmedialarge; David Smith, Buccleuch Arms Hotel; and VisitScotland.

For the full agenda visit [www.stforum.co.uk](http://www.stforum.co.uk) and to register for the event email Elaine Townsend at [events@stforum.co.uk](mailto:events@stforum.co.uk)

### Considerate Hoteliers Awards 2008

There are three categories open to any hotel in the UK. **The Considerate Hotel of the Year 2008, The Considerate Green Team of the Year 2008 and The Considerate Green Hero/Champion of the Year 2008.**

Deadline for entries is 30 December 2008. For more information email [jfirrell@tiscali.co.uk](mailto:jfirrell@tiscali.co.uk) or visit [www.consideratehoteliers.com](http://www.consideratehoteliers.com)

The Considerate Hotel of the year 2008 Awards Presentation will take place on Monday 27 April 2009 at The Cavendish Hotel, London.

### Scotland's Emerging Talent Scholarships

Applications are now open for the 2009 Hospitality Industry Trust (HIT) **Scotland Emerging Talent Scholarships**. The charity is offering up to 200 scholarships towards developing future industry leaders.

The scholarships are open to anyone working in Scotland's hospitality leisure, travel and tourism industries and places scholars on world-class fully funded training and work placements.

Applicants have the opportunity to attend courses at Cornell University, The Disney Institute and Lausanne Hotel School.

For more detail on Emerging Talent Scholarship or to apply visit

if you book before 19 December 2008. £5 discount for individual ticket and £50 discount for table of ten.

To book your ticket email Elaine Townsend at [dinner@stforum.co.uk](mailto:dinner@stforum.co.uk)

### SCDI Renewable Heat & Transport Focus Group

Scotland must develop new ways of heating our homes and businesses and new ways to power transport if we are to cut our dependence on fossil fuels and meet international climate change targets. Building on SCDI's work on 'Scotland's Energy Future', and as part of SCDI's work on the Scottish Government's consultation on these two topics, SCDI is hosting focus groups on each of these topics on **24 November** respectively. Contact [gareth.williams@scdi.org.uk](mailto:gareth.williams@scdi.org.uk) if you would like to attend or find out more.

### Competitions for Chefs

#### Great Potato Challenge Competition 2009

Student chefs are invited to submit recipes to win the Great Potato Challenge Champion's title. The winning student chef will receive £500, and second and third place prizes are £300 and £200 respectively. All shortlisted finalists will receive a seven piece knife set donated by catering supplier 3663.

**Closing date 12 December 2008.** For more information visit

[www.potatoesforcaterers.co.uk](http://www.potatoesforcaterers.co.uk)



**British Pie Week 2009 - Easy**

#### As Pie Competition

Jus-Rol is on the hunt for the best pie of Britain. Submit your pub's favourite pie recipe and you pub could become the

[www.hitscotland.org](http://www.hitscotland.org). **Deadline for applications 30 November 2008.**

Face of British Pie Week and win £500. **Last date for entry 16 January 2009.** For more information visit [www.britishpieweek.co.uk](http://www.britishpieweek.co.uk)

## Visitor Experience Workshops

Pride & Passion, the industry-led movement to improve visitor experience, is holding a series of free workshops across the country this month **19 - 27 November**. Taking place in **Troon, Macduff, Callander, Kirkwall, Nairn, Oban, Dunoon**.

Tourism business people and front line staff are invited to see first hand what it takes to turn customers into ambassadors for the area and an extra sales force for businesses that really follow through on their sales pitch and anticipate visitors' needs.

The workshops will be full of insights, tips and techniques from other businesses, with the aim being maximum impact as tough financial conditions challenge perceptions of value. You'll also get the chance to compare notes and catch up with other tourism businesses in your area. Please contact [team@prideandpassion.net](mailto:team@prideandpassion.net) for phone 0800 028 0588.

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