

Scottish Tourism Forum Weekly News Digest



19 October 2009

Dear STF,

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.

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

STF News

Philip Riddle, VisitScotland discusses the draft budget with the Economy, Energy and Tourism Committee on 7 October. [Official Report.](#)



HIGHLANDS AND ISLANDS
TOURISM AWARDS 09
in association with **RBS**
The Royal Bank of Scotland

Three STF members are nominated for the [Highland & Island Tourism Awards 2009.](#)

British Waterways for Best Visitor Experience; **Knockomie Hotel** for Customer Care and **National Trust for Scotland** for Green Award. Congratulations to all for being nominated and best of luck on the 20 November Awards Ceremony when the winners will be announced.

VisitScotland is calling for anyone organising a food festival in 2010 to let [VisitScotland](#) have the details of the festival listing: Title of event, dates, location, description (150 words), website. Send to martha.bryce@visitscotland.com by 2 November 2009.



Three STF members have been nominated for the Golf Tourism Scotland Awards. Nick White, STF board member's **Inn at Lathones** has been nominated for Hotel of the Year (large hotel category);

Cameron House and **Fairmont St Andrews** for Hotel of the Year Award (resort hotel category). Congratulations to all nominees and best of luck on the 5 November Awards Ceremony at Turnberry where the winners will be announced.

Scottish Tourism News

12 October 2009 - **MSP calls for restrictions over sales**

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STF Swine Flu Web Poll -

of estates - [Press and Journal](#)

12 October 2009 - **Plea to reject plans for huge windfarm** - [Press and Journal](#)

12 October 2009 - **Wildlife firm are leaders of the pack** - [Strathspey & Badenoch Herald](#)

12 October 2009 - **Tourist centre slashes opening hours after city cuts funding** - [Scotsman](#)

12 October 2009 - **Book festival names new director** - [BBC](#)

13 October 2009 - **Cuts set to 'hit Scotland hard'** - [BBC](#)

13 October 2009 - **Visitors to north attractions up 10%** - [Press and Journal](#)

13 October 2009 - **Minister rejects claims Shetland missing out over ferry fare trial** - [The Shetland Times](#)

13 October 2009 - **Loch Ness hotel sets green example** - [Sideways](#)

14 October 2009 - **Scots jobs agency's £41m bill to cut costs** - [The Herald](#)

14 October 2009 - **Boost for Highlands and Islands Business Leaders** - [Allmediascotland](#)

14 October 2009 - **Capital's attractions apparent as Lothians buck tourism slump** - [Scotsman](#)

14 October 2009 - **Total of 25 aim for tourism awards** - [Press and Journal](#)

14 October 2009 - **Move to attract more leisure sailors** - [Press and Journal](#)

14 October 2009 - **Clan gathering made £600,000 loss** - [BBC](#)

14 October 2009 - **Local businesses in Highlands and Islands Tourism Awards final** - [Stornoway Gazette](#)

15 October 2009 - **Exclusive: Loch Lomond golf club slashes 50 jobs after being hit by recession** - [Daily Record](#)

15 October 2009 - **Scottish start-up carrier aims for funding** - [Travelmole](#)

15 October 2009 - **Region missing out on a £30m tourism spend** - [Galloway News](#)

15 October 2009 - **Golden eagles sink wind farm plan** - [BBC](#)

15 October 2009 - **City tourism chiefs gather to line-up Olympic year event** - [Scotsman](#)

15 October 2009 - **New Baird given four star status** - [Cumnock Chronicle](#)

16 October 2009 - **Salmond books at hotel with a difference** - [Scotsman](#)

16 October 2009 - **Bid failure hits National Express** -

please cast your vote!

STF is running a web poll on the current impact of Swine Flu on tourism. Please vote and tell us if Swine Flu has affected your business. [Click here](#) to complete the web poll.

Swine flu: the definitive guide. [Guardian](#)

Events

**23 October 2009 11am - 3pm
Technology Showcase 2009
Promoting Small Business Collaboration with Glasgow Caledonian University
Saltire Centre, Glasgow Caledonian University**

Expert advice on; green technologies, IT & Communications, food technology, sustainable construction, business process improvement, current project exhibitions, discuss project ideas with experts, network with businesses over lunch, business and grant advice, information on placements, CPD.

To register visit www.kit-out.org email kitout@gcal.ac.uk 0131 331 8458

28 October 2009

5.30 - 8.00

**The Tourism Society Scotland
The Changing Landscape of Destination
Promotion: the DEMA approach.**

Apex Waterloo Place Hotel, Edinburgh

Why Destination Edinburgh Marketing Alliance (DEMA), why now? What is it and what are its objectives? The seminar will look into the whole question of DMO's. What are the Destination Promotion trends and influences and different models and approaches being adopted around the world and what are the influencing factors leading to the different approaches?

Speakers: Dr Constantia Anastasiadou, Tourism School of Marketing, Tourism & Languages, Business School Edinburgh Napier University; Kenneth Wardrop, Head of DEMA. Fees £15 for TS/TMI members, Non-members £25, students £10. Visit web site to register www.tourismsociety.org

28 - 29 October 2009

Innovate Scotland

MacDonald Aviemore Highland Resort

This conference and exhibition is focused on providing you with access to the people who have innovated successfully. Through break out sessions, in depth seminars, and technology exhibits you will be able to make new business connections and take away the tips, tricks and approaches that will inspire you to innovate. The carbon, life sciences, digital energy themes will be reflected in the exhibition, conference and seminar programme. There will be lots to learn for tourism businesses and TIG will also be exhibiting in the Core Zone at the event. For more information visit

www.innovatescotland.com

Early bird rate £50 until 16 October. Then rises to £75.00.

5 November 2009

**Golf Tourism Scotland Annual Awards Dinner
Turnberry Resort**

GTS members: Table of ten £700.00 individual £75.00. Non-members: table of 10 £950.00,

[BBC](#)

16 October 2009 - **Harbour chief 'thrilled' with marina cash boost** - [John O'Groat Journal](#)

16 October 2009 - **Scot to go global at home** - [Evening Times](#)

17 October 2009 - **Global tourism's top brass choose Scotland for holiday** - [Scotsman](#)

17 October 2009 - **Mapping the economy: Edinburgh stopped in its tracks** - [Times](#)

17 October 2009 - **Deep Sea World Aquarium worker bitten by shark** - [BBC](#)

18 October 2009 - **Cutting fire deaths is a laudable aim, but making small firms drown in regulations will not help** - [The Herald](#)

UK Tourism News

12 October 2009 - **Recession Great For UK Tourism - Self Catering Break news**

13 October 2009 - **MPs approve cigarette vending ban** - [BBC](#)

14 October 2009 - **Manchester airport defends 'naked' scanner** - [Travelmole](#)

16 October 2009 - **Domestic holidays suffer sharp decline** - [Telegraph](#)

International Tourism News

12 October 2009 - **Showcasing Scottish food and drink** - [Scottish Government](#)

14 October 2009 - **ANA asks passengers to relieve themselves** - [Travelmole](#)

15 October 2009 - **Summer travel abroad drops** - [Travelmole](#)

26 October 2009

Commons Scottish Affairs Committee

National Minimum Wage Report

Apex Waterloo Place, Edinburgh

On Monday 26 October 2009 the Commons Scottish Affairs Committee is launching its report on the enforcement of the National Minimum Wage in Scotland. It is being launched at The Apex Waterloo Place, Edinburgh, by kind invitation of the Chairman of Apex Hotels, Norman Springford, who is also Vice-Chairman of the BHA Scotland Committee. The event takes place next Monday 26 October between 9.30 and noon, with the presentation of the report expected to take place between 10.30 and 11.30.

The members of the Commons Committee who are attending are: the Chairman, Mohammad Sarwar (Labour, Glasgow Central), Ian Davidson (Labour, Glasgow South West) and Jim McGovern (Labour, Dundee West).

individual £100.00. For more information contact Christine Seaton 01334 656548 christine@scotlandwelcome.com

6 November 2009

SCDI Annual Dinner and Int Awards

Edinburgh International Conference Centre

Participate in the company of pioneers, when the summit of Scottish business achievement is celebrated at SCDI's Awards ceremony.

Tickets: 10 guests £1,110+VAT, single ticket £110 + VAT. For further information contact

events@scdimail.org.uk

18 November 2009

10.00 - 4.15

Scottish Enterprise Business Tourism Conference

Practical tips for Thriving in the Current Economic Climate

Radisson SAS Glasgow

Morning: Leading and Motivating in the Current Economic Climate - Steve McDermott; The British Meetings and Events Industry Survey 2009: the implications for your business 2010 - Sally Greenhill, The Right Solution. Workshop sessions include: Selling in the Downturn; Motivating your team; Minimising costs through a green approach; Working with customers with reduced budgets.

Afternoon: Is the 8 Hour Conference Package Dead? Creative solutions for changing customer needs - Peter Rand MBE, Director of Industry Relations, Sibrant; Maximising the Business Benefits of Major Sporting Events - David Hornby, former commercial director of VisitLondon.

£50 inc VAT. To book visit

www.registerforevent.co.uk/business-tourism-2009

or call 0141 357 2235

20 November 2009

Highland & Islands Tourism Awards Drumossie Hotel, Inverness

The event attracts over 350 representatives from the region's top tourism, hospitality, leisure and travel business and this year's event will be attended by First Minister Alex Salmond.

Entertainment will be provided by Inverness fiddle maestro Bruce MacGregor and band, and triple platinum sensation the Red Hot Chilli Pipers. Full details available at: www.highland-tourism-awards.co.uk

17-20 March 2010

Best of Britain & Ireland Travel Trade Forum Olympia, London

This event is dedicated to showcasing the wealth of tourism products and destinations from across the UK and Ireland to travel buyers and consumers. The travel trade forum takes place on 17-18 March 2010, with consumer days following on 19-20 March. Each event delivers thousands of engaged visitors and forms the centrepiece of the fourth annual British Tourism Week.

For further details or to book a stand, email Angie Watson angie@bobevents.co.uk or Madeleine Johnson maddy@bobevents.co.uk or call 020 8563 3249. [Click here](#) for more details

Institute of Leadership and Management Level 4

They would welcome members of the BHA and the Scottish Tourism Forum attending and meeting the MPs and the press, who are also being invited. This provides an opportunity in particular to raise other matters reserved to Westminster, such as UK taxation and employment laws.

We will not probably see the report in advance, so, if you are able to attend, you may have to react on the day to any points or recommendations made at the launch.

For information, the Inquiry which has led to the report had information from HM Revenue and Customs that hospitality was the sector with the largest number of non-complying businesses in Scotland in relation to the minimum wage. Martin Couchman, BHA, gave evidence to the Committee on this in May.

If you are able to attend, please contact Elaine Townsend at the Scottish Tourism Forum, preferably **by Thursday 29 October**. Her email address is elaine.townsend@stforum.co.uk call 0131 220 6321 or fax to 0131 220 5905.

Conference: Mind the Gap - Hospitality Skills Shortages in Scotland

27 October 2009 - Edinburgh

Ian Smith MSP, Convener of the Economy, Energy and Tourism Committee will be opening the conference.

Join the debate and explore the solutions. Brought to you by Caterer.com in association with Scottish Tourism Forum this conference is aimed at employers operating within the Scottish hospitality Industry.

Joined by leading industry figures and facilitated by BBC broadcaster Shereen Nanjiani, the conference will seek to tackle some of the key issues affecting your business.

- What makes your business attractive to jobseekers
- How to keep staff turnover down even after the recession
- How to develop your people without spending your budget
- How to tap into Government funding for training and development of your people.

Venue: Prestonfield Hotel, Edinburgh. 9am - 5pm. Full details on the web [Mind the Gap - Hospitality Skills Shortages in Scotland](#)

Scottish Hospitality Workshop

17 November 2009



Venue: Blythwood Square Hotel, Glasgow
Timing: 9.30 - 2.00

BHA are running a half-day Hospitality Workshop comprising of presentations, practical workshops, Q&As and networking. Workshop titles are: licensing, skills, revenue, energy and the environment. Delegates will come away from the event with a range of practical measures they can take to make their businesses more competitive.

Rates: BHA members £45 + VAT non-members £95 + VAT.
For further information email philippa.brady@bha.org.uk Tel: 020 7404 7744.

2 December 2009 - Open Meeting "Combining Forces, Building for Success"

Programme



Tickety-Boo Scotland
EXPLORE | SOAR | GROW

Tickety-Boo Training would like to invite you to join their Institute of Leadership and Management Level 4 Programme. STF members will benefit from a 20% discount on this interactive and informative 7 day

programme held in the St Andrews area September to November.

Designed to improve delegate's performance in the organisation through focus on understanding the management role and developing management skills. This highly practical programme can also generate significant payback for the employer in terms of cost savings and quality improvements in the workplace through work-based assessment. To benefit from this exclusive offer call the Tickety-Boo team on 01786 825200 or email val@ticketybootraining.com or check out our details on www.ticketybooscotland.co.uk

Member2Member Offer

The Collection Ltd - Free Consultancy

the collection limited
Connecting Consulting Completing

The Collection Limited is an exciting new company

delivering successful solutions to service industries, particularly but not exclusively tourism and associated/ related sectors. The founders Beverly Payne and Victoria Russell have a diverse range of consultancy experience working with leading tourism organisations across the UK and have a team of expert associates working collectively.

For STF members only, The Collection Limited is offering a FREE half day consultancy when you buy one of their core products aimed at hoteliers, restaurants, licensed trade, spa and leisure. These products are ideal for positioning your company in the marketplace as we hopefully move towards the end of the recession ensuring cost effective solutions at all times.

To benefit from this offer, call 0845-303 2911 or contact us online www.thecollectionltd.com Offer ends 31st December 2009.

Making the most of STF - member2member scheme

Please tell us of any offers you would like us to forward onto our members and we will feature these on our website, and feature weekly through NewsDigest with a link to the web for more information.

Email ruth.greig@stforum.co.uk with details of the offers you would like us to promote.

*Please note: This offer applies to all subscription paying members of STF.

Visit members' section of our website



Venue: Eden Court Theatre, Inverness

Timing: 11am - 3.30pm

Tourism requires a collective approach that allows local tourism businesses to contribute effectively to the local economy with a focussed support from the public sector in that particular area. There is a need for entrepreneurship, creativity, innovation and a sense of community both locally and and nationally. In Scotland it is recognised that investment is essential as a means of supporting growth across the industry and accessibility is the key element that impacts on the tourism offer across Scotland.

Iain Herbert, CE, STF will be reporting on the review of the framework for change and the next step forward. Iain will discuss the TFFC's review on priorities and on accessibility and the focus on skills, leadership and sales and marketing.

- [Scott Armstrong](#), Regional Director, VisitScotland will update delegates on localised marketing for the highlands.
- [Donald MacKenzie](#), Business Gateway Services Manager, Business Gateway, Inverness; will update delegates on funding and business advisory services.
- [Chris Taylor](#), Head of Tourism Food and Drink, Highlands and Islands Enterprise; will update delegates on HIE activities and opportunities.
- [Caroline Williams](#), Business Development Manager, Highlands and Islands Airport; will discuss transport accessibility.
- [Stewart Spence](#), Owner, Marcliffe Hotel; will discuss investment tourism.
- [Jane Gotts](#), Project Manager, Business Club Scotland; will discuss business opportunities in the area.
- [Russell Thomson](#), Highlands Canals Manager, British Waterways; will discuss customer experience.

Delegate rates:

STF members are entitled to one free delegate place and up to three guests at £25+VAT.

Non-member rate: £50+VAT

Inserts:

Members insert: £30 + VAT

Non-members insert: £75 + VAT

Exhibiting:

Members exhibition space (includes one free delegate place) £150 + VAT

Non-members exhibition space (includes one free delegate place) £250 + VAT

Insert and Exhibiting:

Member: £175 + VAT

Non-member: £275 + VAT

For full speaker details and an agenda visit www.stforum.co.uk

To register your delegate place email Elaine Townsend at events@stforum.co.uk

Advertising Feature

Caledonia Play



Caledonia Play, the leading Scottish based provider of outdoor play equipment, is

launching a new brochure with the Scottish tourism sector specifically in mind.

By providing an exciting space for children of all ages and abilities tourism businesses can increase their family appeal throughout the year.

www.stforum.co.uk for full details of offers.

Training Courses



Business Development Centre

REHIS Elementary Food Hygiene Course - 1 Day - £80

Essential learning for anyone involved in any aspect of food handling

Dates (2009) 22 Oct (exam 29 Oct), 12 Nov (exam 19 Nov), 26 Nov (exam 03 Dec), 03 Dec (exam 10 Dec)

BIAB Scottish Certificate for Personal Licence Holders - 1 day - £150

This course is for anyone who wishes to work in a licensed premises or any venue or site where alcohol is sold, for drinking on or off the premises; in a position where they will authorise the sale of alcohol to the public.

Dates (2009) 27 Oct, 24 Nov

3 Hour Staff Licensing Training - 3 hrs - £20 (am = 10:00 to 13:00, pm = 13:00 to 16:00)

This course gives completed training records required for all staff in a position where they sell alcohol to the public. The Licensing Scotland Act (2005) becomes law on 01 Sept 09.

Dates (2009) 28 Oct (pm), 25 Nov (am), 10 Dec (am)

For more information or to book your place on this programme contact: Business Development Centre, Perth College Tel: 01738 877333 Email: info.bdc@perth.uhi.ac.uk



St Andrews Skills

Academy

REHIS Elementary Food Hygiene Certificate (19 Nov, 4 March: 9am-5pm, Golf Practice Centre)

Scottish Certificate for the Responsible Sale of Alcohol (27 Oct, 4 Nov, 9 Feb, 10am-1pm, Rufflets Hotel)

Emergency First Aid at Work (3 December, 15 January, 9am-5pm, Rufflets Hotel)

St Andrews Standard (14 Jan, 25 Feb, 9 March: full-day, Rufflets Hotel).

Booking facilities, prices and more details are available on our website -

www.standrewsskillsacademy.co.uk or by contacting us directly:

info@standrewsskillsacademy.co.uk or 0845 1300074

Institute of Hospitality

Employment Law Update 5 November 2009

Edinburgh Napier University, Craiglockhart Campus

6.00 or 6.30 start

This unique event will be led by Toni McAlindin CCIPD, BA, LL.M a qualified barrister, who specialises in labour law.

All areas of employment law will be covered including: managing discipline, grievances and

Our understanding of what children want from their play area has resulted in a wide range of innovative products which are physically challenging, mentally stimulating, safe and guaranteed to ban the boredom! Certified to safety standard EN 1176 and constructed using natural, sustainable timbers our products are designed to last with minimal maintenance. Our service includes both full design and build or self build options.



Let us use our experience to develop your play area, adding value by creating a place that children - and their parents - will happily return to again and again.

Call Caledonia Play on 01577 840570 to register for a copy of the new brochure or to discuss your play area requirements.

Caledonia Play, Drumbog House, Drum, Kinross, KY13 0UN
www.caledoniaplay.com info@caledoniaplay.com

New Members



Arnold Clark Car and Van Rental.

Award winning Arnold Clark Car & Van rental is one of the UK's largest independently owned rental companies with over 40 years experience in the provision of long and short term tailor-made rental solutions for corporate and retail clients.

With access to a nationwide, multi-franchise fleet of over 55,000 vehicles in branches throughout the UK and close links with vehicle manufacturers, Arnold Clark Car & Van rental offers extremely competitive rental rates on a range of the most up to date cars and vans.



MGT Training Ltd

MGT Training

We are a well established training company who deliver training SVQs/Modern Apprenticeships up to Level 4 to various clients covering a wide area of qualifications - these are: management, all areas of hospitality, travel and tourism, care, retail, and customer service. These

are available either through government funding or a commercial basis depending on eligibility of the candidate.

We also offer Scottish Certificate for Personal Licence Holders, Door Supervisors courses, Scottish Certificate for Personal Licence staff, Alcohol Awareness, Conflict Management, Intermediate Food Hygiene, Elementary Health and Safety via e-learning, Appointed Persons Course. We also offer Get Ready for Work client who can be placed with employers at no cost to the employer for up to 13 weeks.



St Andrews Skills Academy

The St Andrews Skills Academy is a one-stop shop for tourism and hospitality training in Fife and beyond. By offering employers and individuals a variety of courses offered by various different providers, the St Andrews Skills Academy keeps people informed about training available to them and guides them to the best provider for their needs.

dismissal; managing sickness absence; managing performance; updates on the latest employment laws and case law; understanding discrimination legislation; working with trade unions; data protection and understanding working time.

Fee: £10 for Institute of Hospitality members; £12 for guests, students are free (includes buffet). To book email John Willis iohscotland@hotmail.com with your details. Payment must be paid by 29 October to guarantee your place.

Competitions and Awards



The Federation of Chefs in Scotland has launched 10 new Culinary Competition Scholarships. The scholarships available of £250 each are open to all bona-fide chefs studying or working in Scotland.

Applications can be either from an individual chef or team. Scholarship recipients will be eligible to attend one of the Scottish Culinary Team training days at Gleneagles. the **deadline for entries is Friday 6 November** and forms can be downloaded from www.scottishchefs.com/competition.htm



Golf Tourism Scotland Gold Standards Awards
Call for

nominations for 2009 GTS Gold Standards Awards in recognition of 'The Best of Scottish Golf Tourism'. Nominations are only accepted from members of GTS but non-members can also be put forward for an award. Winners will be announced at the Awards Dinner on **5 November** at the Turnberry Resort. For more information visit www.golftourismscotland.com

HRS Awards 2010

Now in their third year the HRS Hotel Excellence Awards recognise the outstanding achievements from both large hotels (over 50 rooms) and small hotels (up to 50 rooms). For more information visit www.instituteofhospitality.org **Deadline for entries 30 October**. The winners will be announced at a presentation in London in January 2010.