

Subject: Weekly News Digest from Scottish Tourism Forum

**Scottish Tourism Forum
Weekly News Digest**



21 October 2008

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.

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

STF News

STF are pleased to announce that full details of the next **STF Open Day 'Surviving the Crunch'** are now on the web www.stforum.co.uk.

STF will be responding to the **Migration Advisory Committee** survey, and we would like to hear your views on the current restrictions on immigrants from Romania and Bulgaria. Please take some time to complete the survey [click here](#).

Scottish Tourism News

10 October 2008 - **SNP local funding deal with councils near collapse** - [Times online](#)

11 October 2008 - **Islands our "bread and butter" - says Flybe** - [Shetland News](#)

12 October 2008 - **Salmond takes £1bn demand to Westminster** - [Scotsman](#)

12 October 2008 - **Boom in self-catering holidays as crunch bites** - [Guardian](#)

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Events

23 October 2008
Scottish Audience Development Forum
How to develop audiences for arts and culture, film by maximising Web 2.0 technology.
For more information visit

12 October 2008 - **Empty flights cost taxpayers £300 per seat** - [Scotsman](#)

13 October 2008 - **The reckoning: How the global meltdown will affect Scotland** - [Scotsman](#)

13 October 2008 - **They'll be Russian to come on holiday** - [The Herald](#)

13 October 2008 - **Scotland's tourism industry needs more government support to achieve goal** - [CatererSearch](#)

13 October 2008 - **Prince's House Hotel in Line for Best Dining Out Award** - [allmediascotland](#)

14 October 2008 - **Salmond to unveil new Scottish event** - [Scotsman](#)

14 October 2008 - **City set for 'super deluxe' hotel** - [BBC](#)

14 October 2008 - **Tourism firms compete for coveted 2008 'Oscar' awards** - [Press and Journal](#)

14 October 2008 - **Salmond draws up economy aid plan** - [BBC](#)

14 October 2008 - **Scottish Cup renamed for Homecoming event** - [Scotsman](#)

15 October 2008 - **Enjoy A Feel-Good Holiday** - [Daily Record](#)

15 October 2008 - **Council to back whisky industry over law changes** - [The Press and Journal](#)

15 October 2008 - **Jumeirah to open Glasgow 5 star hotel** - [Travelmole](#)

15 October 2008 - **Harbour trust in line for innovation award** - [The John O'Groat Journal](#)

15 October 2008 - **Wind farm appeals to be heard after council's demise** - [Berwick Advertiser](#)

16 October 2008 - **Glasgow rated one of the best cities in the world to visit** - [STV](#)

16 October 2008 - **Scotland to host 2009 IRC series finale** - [Rally Scotland](#)

16 October 2008 - **Scottish chefs all fired up for BBC food show** - [Evening Times](#)

17 October 2008 - **Target home market to boost tourism** - [The Herald](#)

UK Tourism News

13 October 2008 - **BAA welcomes Stansted capacity rise**

www.scottisharts.org.uk

24 October 2008
Scottish Thistle Awards ceremony and gala dinner, EICC.

Tickets are £110. To book a place www.scottishthistleawards.co.uk F:0131 472 2223

31 October 2008 - 12.30
Big Munchie - FREE lunchtime talk
Lecture Theatre, Brahan Building, Perth College

Meet the entrepreneur Tony Stone from Stoats Porridge Bars. Find out how he started his business, the successes and pitfalls. For further information contact sheena.howden@perth.uhi.ac.uk or on 01738 877216

3 November 2008
HIT Scotland Edinburgh Lunch
Sheraton Grand Hotel

Speakers: Will Whitehorn, President of Virgin Galactic. For more information www.hitscotland.co.uk or hit@eventconsultants.com

4 November 2008
UK Customer Management
Conference EICC

For the agenda or to book a place visit www.ukcustomermanagement.co.uk

5 November 2008
Thistle Hotel, Edinburgh
Smart Technology in the Scottish Transport Sector

Speakers: Stewart Stevenson MSP. The Scottish Government is to introduce an integrated transport ticketing system for buses, ferries and trains in time for 2014 Games. Delegates will discuss, explore, examine and evaluate the plans to implement Scotland's national integrated ticketing strategy.

For more information visit www.mackayhannah.com or email jwilson@mackayhannah.com

6 November 2008
Scottish Enterprise Tourism
Masterclasses
Creating Opportunities through Productivity

Gleneagles Hotel 9.30 - 1pm
Henry Stewart, CE of Happy. Re-think your approach to productivity. Make the difference between being good and being great. Use productivity to increase customer loyalty. £65 Plus VAT. To book email katharine@starkeventsuk.com or www.registerforevent.co.uk/gleneagles

7 - 9 November 2008
Strathspey Away, Kingussie

A weekend of dance, song and highland hospitality. Ceilidhs, dance classes and concerts for all ages.

- [TravelDailyNews](#)

14 October 2008 - **UK tourism a 'Cinderella sector'** -
Hoseasons boss - [Travelmole](#)

14 October 2008 - **Weak economy is helping Premier Inn**
- [Travelmole](#)

International Tourism News

13 October 2008 - **British Airways offers flight upgrades**
- [BA](#)

15 October 2008 - **BA and Virgin cut fuel surcharges** -
[Travelmole](#)

17 October 2008 - **Eurostar sees growth in traveller
numbers and ticket sales in third quarter** - [Travel Daily
News](#)

STF Open Day: 'Surviving the Crunch'

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 proactive; meeting changing 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; listen to a 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 and A session. The STF open day is followed by a networking lunch.

For the full agenda visit www.stforum.co.uk and to register for the event email events@stforum.co.uk

Migration Advisory Committee Survey

STF will be compiling a response to the The Migration Advisory Committee Survey (MAC). We have created an on-line survey and would like to hear members views. To complete the survey [click here](#). The Migration Advisory Committee Survey are considering the impact on the UK market of lifting the restrictions on workers from Romania and Bulgaria and would like input into considering this question.

The UK limited access of Romanian and Bulgarian workers on 1 Jan 07. Currently low skilled workers from both countries are restricted to existing quota schemes to fill

For more information visit www.dannsa.com

11-27 November 2008
**A Series of Pride & Passion Visitor
Experience Workshop (Free)**
**Innerleithen, Wigtown, Stornaway, Troon,
Macduff, Callendar, Nairn, Oban, Dunoon**
Find out first hand what it takes to turn customers into ambassadors for the area and an extra sales force. For more information visit www.pride&passion.net or email team@prideandpassion.net

18 November 2008
Innovation Showcase
University of Dundee
How do you stay ahead of your competitors? Find out how innovation can deliver long term success as well as how to access funding and support. Speakers: Jim Mather MSP, Ken Keir, MD of Honda UK, Peter Day of BBC. For more information visit www.innovationportal.co.uk/showcase Cost: Free

21 November 2008
SCDI Gala Dinner & Awards 2008
Glasgow Hilton Hotel
Speakers include: Jim Mather MSP, Jo Brand. Theme for the evening is Arabian Nights. Visit www.scdi.org.uk

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

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 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 details and to book a place visit EventScotland2008.com

3 December 2008
STF Open Meeting
The Royal Hotel Bridge of Allan
Details are now available on the web www.stforum.co.uk. To register please email events@stforum.co.uk T:0131 2206321

23 February 2009

vacancies in the agricultural and food processing sectors. Skilled workers from the two countries are able to work in the UK if they get a work permit or, in the future, if they qualify under Tier 2 of the new points based system (PBS). Highly skilled migrants can come here if they qualify under Tier one of the PBS.

The MAC is seeking the views of employers on the impact on the UK labour market of relaxing existing restrictions on nationals of Romania and Bulgaria. MAC would be grateful for your views by completing this survey. The **deadline is 23 October 2008**.

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

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 or visit 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.

Business Tourism Conference

27 November 08

27 November 2008

SECC Glasgow 10.00 - 5pm

Scottish Enterprise/VisitScotland Business Tourism Conference 2008

Rising to the Challenge

Chaired by Martin Lewis, Managing Editor of Meetings and Incentive Travel Magazine. Opening address Jack Perry, CEO, Scottish Enterprise.

The State of Play - UK Economy, the outlook and implications for the business tourism industry Dr Dominic Swords, Henley Management College.

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

Training Course

3 & 4 November 2008

100K Leadership

Carnegie Conference Centre

This is a two-day leadership programme aimed for individuals in overall charge of an organisation or for individuals responsible for managing others and influencing the way a business operates.

The following topics will be covered: hiring for attitude and training for skills, how to motivate staff, to create teams who perform, stay focussed, and adapt to circumstances, maximising the potential of your customer experience.

Two day course is £165 10am - 4.30pm for more information email

hmalcolm@carnegiecollege.ac.uk or email www.carnegieenterprise.com

UK Customer Management Conference

4 November 2008 - EICC

Looking after your customer is more important now than ever. Raise your company's profitability and gain the edge on your competitors. Motivate your staff to deliver great service.

Discount for STF members of 50% of the delegate rate, or if you have already paid you can take a colleague for free. For more information visit

www.uk.customermanagement.co.uk

An International Perspective - Anne Rodven, VisitOSLO
Maximising the Procurement Process - Peter Rand, Zibrant
Winning Business in a Competitive Environment - Andrew
Stembridge MD Chewton Glen Hotel
Working with Corporate Buyers - Lesley Williams, Karen
Playfair, John Drymond
Contracting Venues with Clients, Current Challenges -
Peter Rand
Trends and Opportunities in the UK Association Market -
Martin Lewis, Sally Greenhill
Ten Strategies for Surviving and Thriving in the Current
Market - Peter Fisk.
£85 + VAT. email robin@starkeventsuk.com or register
online at www.registerforevent.co.uk

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