

Scottish Tourism Forum Weekly News Digest



2 February 2009

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

STF News

VisitScotland announces new board appointments; Paddy Crerar, Russel Griggs, Dorothy Fenwick and Manus Fullerton. [Click here](#) for further information.

STF met with Lewis McDonald MSP, member of the EET Committee and Deputy Party Spokesperson on Tourism. We also met with Ann McKechin MP, following a request for information on immigration legislation.

The Scottish Government is keen to promote HM Treasury's childchare voucher scheme to employers. Please [click here](#) for details of the scheme.

On 21 Feb Edinburgh Trams will start preparing for laying the tram tracks on Princes Street, resulting in the closure of Princes Street from 21 Feb - November 2009. For further details [click here](#).

Scottish Tourism News

26 January 2009 - **Globespan returns to the black** - [Travelmole](#)

27 January 2009 - **Scotland 'poised for domestic travel rise'** - [The Herald](#)

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Events

10 February 2009
Listening to Our Visitors Workshop
Acarsaid Hotel, 8-10 Atholl Road, Pitlochry
10am - 1.30pm

A practical guide and workshop will be launched in March, produced in partnership with Scottish Enterprise, Highlands & Islands Enterprise and VisitScotland. The workshop will look at ways to gather and effectively utilise feedback to help

27 January 2009 - **Stagecoach continues its green drive** - [Scotsman](#)

27 January 2009 - **Hotel expansion could create jobs in Scotland** - [Catering.com](#)

28 January 2009 - **TripAdvisor unveils UK's best and worst hotels** - [ETN](#)

28 January 2009 - **Scottish Holiday Firm Set for Another Year of Record Growth** - [allmediascotland](#)

29 January 2009 - **The quiet American who handed National Trust a staggering £1.4m** - [The Scotsman](#)

29 January 2009 - **Salmond puts SNP 'on election footing' after Budget defeat by Greens** - [The Scotsman](#)

29 January 2009 - **Lorry found hanging out of ferry** - [BBC](#)

29 January 2009 - **Golf Tourism Monitor Report** - [Golf Tourism Scotland](#)

29 January 2009 - **Labour 'scaremongering' over forestry leasing proposals** - [Holyrood](#)

29 January 2009 - **24,000 job openings for Filipinos seen in Scotland** - [Business Mirror](#)

29 January 2009 - **Wind farm opposition 'could be reviewed'** - [The Buteman](#)

30 January 2009 - **Gleneagles, Scotland's premier hotel, asks all employees to consider redundancy** - [The Scotsman](#)

30 January 2009 - **Plans to rent out swathes of Scotland's forests win MSPs' vote** - [The Scotsman](#)

30 January 2009 - **Grangemouth joins energy dispute** - [BBC](#)

30 January 2009 - **Stena Line announce major makeover for Stena Caledonia** - [TravelDailyNews](#)

30 January 2009 - **Shock U-turns set to save SNP budget** - [Scotsman](#)

30 January 2009 - **Planners back revised Aviemore Resort expansion** - [The Press and Journal](#)

UK Tourism News

26 January 2009 - **British Airways warns of £150m loss** - [Telegraph](#)

26 January 2009 - **FTSE 100 records its best day since early December** - [The Guardian](#)

26 January 2009 - **Biggest UK Cottage programme now available to agents** - [TravelDailyNews](#)

business and understand your customer. To book a place please visit

www.registerforevent.co.uk/visitorworkshop or for further information contact visitor@starkeventsuk.com

10 February 2009 9.30am - 4.30pm
100k Welcomes - Operational
Carnegie Conference Centre, Dunfermline

The course is designed to be motivational and interactive with the focus being on empowerment for each individual, creating a workforce that not only delivers excellent Customer Service but also enthusiastically drives forward the ambition of ever improving Customer Service.

£65 pp inc lunch.

For more information contact Heather Malcolm on 01383 845 019 or hmalcolm@carnegiecollege.ac.uk

10-11 February 2009
Travel Technology Show
Earls Court 2, London

Are you looking for information on travel technology solutions. . . What are the new technologies available? What are the latest industry trends? How can you maximise technology in the current economic climate? For more information visit www.traveltechnologyshow.com

11 February 2009
Glasgow Caledonian University Food Clinic
CPD Centre

A free drop-in event to meet GCU food technology experts. Joint GCU for a practical lunchtime networking session featuring expert advice on food safety & hygiene, labelling, nutrition and dietetics. Visit GCU food laboratories, gain business and grant funding advice, network with other food/tourism business. For more information email kitout@gcal.ac.uk or visit www.kit-out.org

11 February 2009
HIT Emerging Talent Conference - Scottish Roots: Bright Future
Old Fruitmarket, Glasgow

Host: Fred MacAulay. Keynote speakers: Charan Gill, Harlequin Leisure Group; Guy Crawford, CEO, Jumeirah Group (the largest hotel group in Dubai); Mick Jackson, entrepreneur, founder of Wild Hearts Foundation. Early bird offer £65 until 31 Dec. Then £75. For more information visit www.hitscotland.org

23 February 2009
Scottish Enterprise Tourism Masterclasses
Future - Where our industry and your business is going
Gleneagles Hotel 9.30am - 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 + VAT. To book

katharine@starkeventsuk.com or www.registerforevent.co.uk/gleneagles

1 March 2009
The Scottish Hotel Awards

27 January 2009 - **Extra 7,000 offshore wind turbines could power most British homes** - [The Times](#)

27 January 2009 - **December hotels performance hit by stay at home families** - [TravelMole](#)

27 January 2009 - **Business people cutting hotel stays** - [Travelmole](#)

28 January 2009 - **Third Heathrow runway would scupper Stansted and Glasgow expansion** - [The Times](#)

28 January 2009 - **DCMS decision 'short sighted and damaging'** - [Tourism Alliance](#)

28 January 2009 - **Government wins third runway vote** - [BBC](#)

30 January 2009 - **Britain's cross-Channel tourist invasion** - [Times](#)

International Tourism News

26 January 2009 - **Flybe launches seat sale** - [Travelmole](#)

26 January 2009 - **Eurostar lays on 'Love Trains' for Valentine breaks** - [Travelmole](#)

26 January 2009 - **Golfers given cruise microsite** - [Travelmole](#)

Scottish Tourism Conference - Coming to Scotland, Uniting to be the Best



4 March 2009, Dynamic Earth, Edinburgh

With challenging times for the foreseeable future, the tourism industry is demonstrating its endurance during the toughest economic

environment for many years. We need to remove barriers, and create opportunities together, to meet the economic battles that lie ahead.

We have arranged a series of high profile guest speakers providing knowledge and inspiration from a range of organisations, across the tourism spectrum, to demonstrate Scotland's unique offer on the world tourism stage. The meeting will provide an excellent platform to raise issues of importance such as the growing concern for rural tourism. Delegates will be updated on the TFFC report and future plans.

Crowne Plaza, SECC, Glasgow

The opening event for ScotHot 09, launched by the First Minister. [www.scottishhoteloftheyear.com](#)
Tickets £89 per person or £890 for tables of ten.

17 March 2009

Edinburgh Tourism Action Group Conference
James Watt Centre, Edinburgh Conference Centre, Heriot Watt University

Fee £50 + VAT 9am - 4.30pm

To register for event

[www.registerforevent.co.uk/etag_conference_2009/](#)

17 March 2009

Business and Flood Risk Seminar
Royal College of Surgeons, Edinburgh

SEPA is hosting a free event for businesses, which will address issues of flooding in Scotland. Areas of discussion; upcoming flooding projects and legislation, flood trauma and impact on workforce, business continuity modelling and business recovery from floods. For more information email jean.atkinson@sepa.org.uk

19 March 2009

Preparing the Commonwealth Games 2014
Matching ambition and opportunity
Hampden Park, Glasgow

On 23 July 2014, Celtic Park in Glasgow will be hosting the opening ceremony for the 20th Commonwealth Games ahead of 11 days of high level sporting competition. But what will hosting the Games mean to Glasgow, and to Scotland, in terms of its sporting, and wider ambition? Join our high profile speakers to examine how Glasgow and the whole of Scotland can best meet the challenges and take advantage of the opportunities that hosting the Games will bring. For full details please see [www.holyrood.com/commonwealthgames](#)

19-20 March 2009

The 38th Scottish Council Forum
Fairmont St Andrews Hotel

Speakers: Alex Salmond MSP, Peter Head, Sustainability, Arup; Jim Hyde, T-Mobile; Ian Livingstone, BT; Eric Reilly, New Media Literacies; Dr E Sreedharan, Delhi Metro.

The 2009 Forum will focus on the theme of connectivity with a range of high profile international and national speakers. Key areas include: ICT, transport, energy, connecting people in education, business and wider society.

For more information visit [www.connecting-scotland.com](#)

28-29 March 2009

Best of Britain & Ireland Travel Trade Forum
ExCel, London

For more information visit [www.tourismtrade.org.uk](#)

31 March 2009

Fife Tourism and Business Conference
Seizing Opportunities - Today and Tomorrow
The Old Course Hotel, St Andrews

Join us for inspiring and innovative presentations from influential industry speakers who understand the challenges your business faces and the opportunities that these bring.

Keynote speakers: Bob Downie, CE, The Royal Yacht Britannia; Debbie Taylor, MD, Old Course Hotel, St Andrews.

We are delighted **John Swinney MSP, Cabinet Secretary for Finance and Sustainable Growth**, has also confirmed his attendance offering to take questions from the industry.



Fees:

Members: £70 + VAT, non-members £110 + VAT

Exhibitor fees: members £150 + VAT, non-members £250 +VAT.

Insert: member £50 + VAT, non-member £75 + VAT.

Exhibitor & insert: member £175 + VAT, non-member £275 + VAT.

To book your place email Elaine Townsend events@stforum.co.uk tel 0131 220 6321

STW ScotHot Seminars, SECC

Scotland's most important business event for the foodservice and hospitality industry is only weeks away. ScotHot 2009 takes place at the SECC, Glasgow between 2-4 March 2009 and for the first time ever, the event is one of the major highlights of Scottish Tourism Week.

Scottish Tourism Week and ScotHot will be officially opened by Jim Mather, Minister for Enterprise, Energy and Tourism who will also make an address as part of the seminar sessions alongside key industry speakers.



The seminar programme includes sessions on alcohol licensing, recruitment and the Green Tourism Business Scheme as well as practical

business tips. **Full details of the seminar programme are now available on our website.** [Click here.](#)

First Minister, **Alex Salmond** will attend ScotHot as part of a Homecoming Scotland event featuring culinary teams from around the world in their grand prix.

New features for ScotHot2009 include Cafe Life Scotland, dedicated to the quickservice industry and for the first time the Show will host the Finals of the UK Barista Championship 2009.

ScotHot brings together over 200 companies in the catering and hospitality industry displaying their latest products and services to over 9,000 visitors over the three days.

The Show hosts several prestigious chef competitions,

Workshops include: E-Marketing, Know your Customer, Selling Techniques, Customer Feedback, The VisitScotland Growth Fund. To book a place email fife@springboarduk.org.uk or tel 07724112954

**2 April 2009
Annual HIT Dinner
Glasgow Hilton**

THE Industry dinner is once again at the Hilton Glasgow. We're transporting you back to the Sixties with a groovy mix of music, food and entertainment. Don't miss out and book now! Early Bird rate of £95 per ticket or £1140 per table of 12 is applicable until the 27th Feb. To book visit www.hitscotland.co.uk

**14-15 April 2009 9.30am - 4.30pm
100k Welcomes - Leadership**

Carnegie Conference Centre, Dunfermline
A 2 day leadership programme concentrating on leadership skills which make a difference to you, your organisation and its ongoing profitability: Develop the Vision, Hire for Attitude and Train for Skills, Create Teams who are motivated and focussed, Maximise the Potential of your Customer Experience. £180 pp including lunch. For more information contact Heather Malcolm on 01383 845 019 or hmalcolm@carnegiecollege.ac.uk

**22-23 April 2009
VisitScotland Expo 2009
SECC, Glasgow**

Flagship business to business event for the travel trade. VisitScotland Expo is open to buyers from all sectors of the industry - coach tour operators, group travel organisers, conference an incentive buyers, travel agents, independent tour operators and wholesalers. For more information visit www.visitscotlandexpo.com or email events@visitscotland.com

**12-15 May 2009
World Mountainbike Conference
Easterbrook Hall, Dumfries**

For more information visit www.worldmountainbikeconference.com

**19-20 May 2009
Travel Distribution Summit
Business Design Centre, London**

A series of conferences including: Online Travel Strategies Conference, Revenue Management Conference, Travel Payment and Fraud Conference, Hotel Technology Forum, Ancillary Revenue & Partnership Technology Conference. For more information events.eyefortravel.com/tds/conference/

**11 November 2009
World Responsible Tourism Day**

WTM World Responsible Tourism Day, the only global day of action of its kind, is being supported by the UNWTO and leading industry associations. The day is vital - for business, for profitability and for our planet. It means taking care of a world that we seek to promote. For more information visit www.wtmwrtd.com

Our Scottish Tourism Week

showcasing the talents of some of Scotland's finest, and various awards such as the KNORR Scottish Chef of the Year and the Scottish Hotel Awards will be announced during ScotHot 2009.

You can register online now for ScotHot 2009, FREE thus guaranteeing fast track entry at the door and you'll also save the £15 entrance fee.

www.scothot.co.uk

For more information on the seminars visit www.stforum.co.uk or to reserve your place at a seminar email Elaine Townsend events@stforum.co.uk or tel 0131 220 6321.

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, Cabinet Secretary for Finance and Sustainable Growth.

Tickets for the event are: £70 + VAT per person or £650 + VAT for a table of ten. **Tickets are selling fast with 85% of tickets sold to date.** We encourage you not to delay in booking your ticket as we expect to sell out.

To book your ticket email Elaine Townsend at dinner@stforum.co.uk or tel 0131 220 6321

VisitScotland QA Workshop

At the STF Open Meeting in December we heard that VisitScotland is taking a fundamental, long-term look at the role of quality and VisitScotland quality activities to drive long-term growth.

STF discussed this further with VisitScotland and we are holding a joint Quality Workshop on **12 February 2009 at Dunkeld Hilton Hotel, Dunkeld at 10.am - 3.30pm.** (This event is free).

The Scottish Government's tourism strategy sees quality and service as integral to achieving a world-class and competitive industry for Scotland. VisitScotland's Quality Assurance schemes are recognised here and worldwide as providing a high profile single standard to promote and maintain quality standards. The rapid growth of on-line consumer information provides opportunities to look at ways of

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Competitions

working innovatively and driving our long-term ambitions by meeting our customers' needs.

STF and VisitScotland want your input to help determine what the role of VisitScotland should or shouldn't be in achieving our customers' needs.

Registration 10am for 10.30am start.

Numbers are limited, so we ask that you register your interest by emailing Elaine Townsend events@stforum.co.uk or tel 0131 220 6321 and we will forward on the agenda nearer the time

Making the Most of STF Member2Member Scheme

We all know the current economic climate is tough for any business, and the tourism industry is no exception.

One of STF's strengths is the business to business networking opportunities, and we would like to use our communications to help strengthen these relationships. We know that some of our members are helping to fight off recession through packaging deals and special offers and we want to help members by raising the profile of these offers through our Member 2 Member scheme.

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

With our help, your offers will reach a wider audience; not only STF members, but STF association* members and staff, leading to thousands of individuals seeing your offers and learning more about your business. 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.

SE Visitor Experience Conference 3 March 09

10am - 4.30pm Glasgow Science Centre

Speakers: Clive Geddes, Mayor of Queenstown, New Zealand; Gregg Patterson, GM, The Beach Club, Santa Monica, California; Inaki Gaztelumendi, MD, Santiago Turismo, Santiago de Compostela, Spain; Michelle Thompson, Co-operator, Dalvay by the Sea Resort Hotel and National Historic Site, Prince Edward

Photographic Competition launched - Vision of Banffshire Coast



The photographic competition is judged by members of the Scottish Professional Photographers Association invites pictures which are from the Banffshire Coast area in the last year. Prize fund of £1,000 and a series of trophies. **Closing date 20 March 2009.** visit www.banffshirecoast.com for an application form.



BII is seeking nominations for Scotland's **Bar Personality of the Year 2009**. The annual competition is being run this year in conjunction with pub trade magazine On-Trade Scotland. BII is looking for someone with the personality, the product knowledge and the customer service skills to motivate other staff and provide a leisure experience that customers want to return to time and time again. The nominee must work in a front of house capacity and is not in a management role, although they can be a team leader or supervisor. **Deadline is 28 February 2009.** Visit www.biiscotland.org to make your nominations or email morris@lorimertraining.co.uk.

Tourism Industry Friends' Offer



The Town House Collection, four individually designed 4 and 5 star Town House Hotels in central Edinburgh is extending the Tourism Industry Friend's offer valid from **January 2009 to 31 March 2009**. Bookings can be made online using promotional code reference STF99 or by telephoning 0131 274 7409. To book online click on the name of the hotel you wish to stay and the link will take you direct to the booking system. **The Bonham and Channings** £99.00 for 2

Island, Canada.

Chaired by Stephen Jardine, Journalist.

Are you giving visitors their best possible experience of Scotland? In today's economic climate it's never been more important for Scottish tourism businesses to make a positive and lasting impression on their customers. This conference brings together inspiring and forward thinking businesses from across the country, to look at the opportunities to enhance the visitor experience.

Cost £50 + VAT. To find out more please call 0141 357 2235 or visit

www.registerforevent.co.uk/visitorexperience

guests including 2 course dinner, bed, full breakfast and VAT at 15%. [The Howard and Edinburgh Residence](#) £139 for 2 guests including 2 course dinner, bed, full breakfast and VAT at 15%.

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