

Scottish Tourism Forum Weekly News Digest



2 February 2010

Scottish Tourism Forum Newsletter

Dear STF,

Welcome to this week's news digest from STF, the independent forum of Scottish tourism businesses and associations. This digest gives a brief roundup 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 from you. please contact me through e-mail ruth.greig@stforum.co.uk

STF News

Scottish Tourism Week is less than 4 weeks away and we are receiving considerable interest and focus raising our sectors profile and importance. We have an exciting and varied line up and encourage everyone to take part throughout Scotland. We are looking to start gathering questions to add to these debates and welcome your questions or observations - if you would like to raise any points in advance please send these to jain.herbert@stforum.co.uk

Jim Mather sent us this comment in advance of the MSP sign up in support of tourism we have on 11th February - *'I am delighted to be backing Scottish Tourism Week again in 2010. Tourism is one of our vital industries and Scottish Tourism Week raises the profile of this sector. It also celebrates the achievements of the industry and encourages businesses to be innovative and forward-thinking in their drive to provide the best possible customer experience. I and several Ministerial colleagues are pleased to be taking part in some of the activities during the week, and I would urge everyone in the industry to take advantage of the range of events organised by the Scottish Tourism Forum.'*

Scottish Tourism News

25 January - Stirling's Cosmopolitan Court Revealed [Historic](#)

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Events

**Scotland's Conference for
Private and Social Enterprise:
Newbiz 10**

Tuesday 16 February 2010
Dewars Centre, Glover Street,
Perth

Perth College UHI and Perth and Kinross Social Economy Partnership are hosting Newbiz 10, Scotland's Conference for Private and Social Enterprise. Aimed at budding entrepreneurs from the private and social enterprise sectors, this free event takes place on Tuesday 16 February 2010 at the Dewars Centre, Glover Street, Perth. The welcome and conference opening address will be by John Swinney MSP, and the keynote speaker is Michelle Mone

[Scotland](#)

- 25 January - Pay freeze on way for senior Scots public sector bosses [Press and Journal](#)
- 25 January - Inverness up for Ugly Award [Times Online](#)
- 25 January - Scotland Government Appoints Two New Enterprise Board Members [The Gov Monitor](#)
- 25 January - Destination Edinburgh Marketing Alliance announces new Chair and board members [DEMA](#)
- 25 January - Airline bosses admit 'problems' [BBC](#)
- 26 January - Charity Loch Ness marathon raises £660,000 [BBC](#)
- 26 January - Harris estates transfer to trust [BBC](#)
- 26 January - Significant dangers to the minimal price of alcohol [Inverness Courier](#)
- 26 January - Scottish ski resorts 'see surge in searches' [CaravanClub](#)
- 26 January - Economy provides no reason to rejoice [Herald](#)
- 26 January - Swinney stands firm on Garl [Herald](#)
- 27 January - Glasgow sets out sustainable 'green' vision [BBC](#)
- 27 January - Fort William Mountain Festival programme announced [allmediascotland](#)
- 27 January - New man in charge at railway [Press and Journal](#)
- 27 January - Inverness 'dismal city' nomination anger [Inverness Courier](#)
- 27 January - Launch event for Moray Tourism Development [allmediascotland](#)
- 27 January - The search for a 2020 vision of Bute [Buteman](#)
- 27 January - Scots urged to 'Eat Fresh, Eat Seasonal' [STV](#)
- 28 January - Scotland's golf industry to benefit from expert advice [WorldGolf](#)
- 28 January - Historic fiction award honours Sir Walter Scott [BBC](#)
- 28 January - Caithness and Sutherland businesses invited to Whisky School [allmediascotland](#)
- 28 January - Glasgow plans congestion charge and trams in £1.5bn vision [Scotsman](#)
- 28 January - Lorraine Kelly helps Discovery Point mark accolade [Press and Journal](#)
- 28 January - Pope 'to visit Scotland in September' [Times](#)

OBE, Creator of Ultimo Lingerie and founder and co-owner of MJM International. You can hear from successful business people about their experiences, workshops on marketing, web, e-commerce, business toolbox and social enterprise led by industry experts. There will also be stands offering help on developing your idea or existing business. Doors open at 9.15am for refreshments and networking and the conference starts at 10.15am and runs until 3.30pm. Attendance is free and lunch will be provided. Places are limited so book your place now using the online form on this page. You can also save the email version to your computer then send it to info.bdc@perth.uhi.ac.uk
Deadline for return of forms is Monday 8 February.

KIT-OUT and GCU Innovation Technology Event Thursday 18th February , 11.30am - 2.00pm Alba Innovation Centre, Livingston

A free drop-in event to meet our technology experts. Join us for a practical lunchtime networking session and meet the experts from Glasgow Caledonian University's School of Engineering and Computing who will be available to provide advice.) Many of the technologies that the experts are involved with have applications across a range of sectors therefore the event will be of interest to companies working in food, tourism, sustainable development as well as the general IT sectors. So whether you have a project in mind to develop your business or are just interested in innovative solutions, there should be something of interest to you. Over a buffet lunch, you will have the chance to meet with like minded companies and potential new suppliers or customers. The KIT-OUT team will be there too if you want to discuss any potential project ideas you may have, which could be supported by the team. To register: Telephone 0141 331 8458, email or

28 January - Collision course [Evening Times](#)
 29 January - Snow brings 100,000 to the slopes [Scotsman](#)
 29 January - Trail of debts left by The Gathering 'is far greater than thought' [Scotsman](#)
 29 January - 'Green police' fail to hit own targets [Scotsman](#)
 29 January - Grouse season threatened by cold snap [STV](#)
 29 January - VisitScotland reviews T in the Park and RockNess marketing accounts [Drum](#)

register at <http://www.kit-out.org/event-form.htm>

**Institute of Hospitality
 Scotland**

**2010 Seminar Programme
 Tuesday 23rd February 2010**

**9am to 12.30pm "Developing
 Your Business & Your Team"**

Join us for an informative & interactive morning with presentations from:
 Visit Scotland, Institute of Hospitality, Management Qualifications, Scottish Enterprise, Johnston Carmichael - Accountants & Business Advisers
 Hospitality Assured
 The event will be held at and kindly hosted by Best Western Bruntsfield Hotel, Edinburgh
<http://www.thebruntsfield.co.uk/>
 This event is free for members but pre booking is essential.
 Please email your name, telephone number & email address to
IoHScotland@hotmail.com or call Rob Moore on 07771 778187
 For the latest news and member benefits and services visit
www.instituteofhospitality.org

UK Tourism News & International

25 January - Grey travellers 'on the up' [Imaginative traveller](#)
 25 January - Haggis, a Scottish staple that's been banned here, may soon reappear on American tables [NY Daily News](#)
 25 January - Hotel prices plummet around europe [TourismReview](#)
 26 January - Bed down in economy class - but keep your clothes on [TravelMole](#)
 25 January - No frills airlines healthier for the environment [Electric](#)
 26 January - VisitBritain to "outsmart" rivals with Olympics tourism strategy [TravelMole](#)
 27 January - High speed rail wins out over airport expansion [TravelMole](#)
 27 January - EasyJet claims business travel savings [Travelmole](#)
 28 January - "Bumper year" forecast for British tourism [TravelMole](#)
 29 January - Travel industry bids for £2m training funding [TravelMole](#)
 29 January - 2009 "worst year in aviation history" [TravelMole](#)

CIS Excellence Awards 2010

Nominations are now being invited for the CIS Excellence Awards 2010. Open to all types of established and emerging businesses and individuals involved in Scotland's catering, hospitality and tourism industries, the CIS Excellence Awards are positioned as the industry's ultimate accolade.

From chefs, foodie pubs, colleges and caterers, to restaurants, independent hotels and local authorities, there is a category to suit you or your business. New or revised categories for 2010 include the Sustainable Business Award, sponsored by Nestlé Professional,

Scottish Tourism Week

Visit STF website www.stforum.co.uk to find out full details of next years Scottish Tourism Week 1-8 March 2010.

- 2 March: Industry Dinner, The George Hotel, Edinburgh
- 3 March: STW Conference "Delivering for Scotland", Murrayfield Stadium,

1- 8 March 2010

- Edinburgh
- 3 March: MSP Parliamentary Reception
 - 4 March: Skills Conference
 - 4 March: The Scotch Whisky Experience taster session, The Royal Mile, Edinburgh
 - 5 March: STW Seminar "Delivering for Scotland - The Rural Question", Easterbrook Hall Hotel, Dumfries
 - 8 March: STW Seminar "Delivering for Scotland - The Highland Question", Drumossie Hotel, Inverness

Visit our [website](#) for the agenda, speakers and how to sign up and benefit from membership offers

and the Independent Hotel of the Year Award, sponsored by ARAMARK. This year also sees the return of the Independent Event-Caterer Award, sponsored by Charlton House & Hilton Glasgow, which is open to caterers with an annual turnover of less than £5m.

You may enter or nominate as many organisations or individuals as you wish, and nominations are open from now until **Friday 5th March 2010**.

Full details of all 12 categories, plus criteria, judging guidelines and entry/nomination forms, are available at www.cis-excellenceawards.com.

Best of Britain & Ireland Travel Trade Forum

17-20 March 2010

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

Service Assured



Concerned about keeping service standards up but need to save money on staff training....

Let us develop your in-house trainer to deliver the high impact 'Delivering Service Assured' staff programme for only £675 + vat per licence? (Reduced rate for STF members, normally £750 per licence)

This provides a cheaper option than sending staff on external courses & allows you to tailor the 'Delivering Service Assured' materials to focus on the service experience of your specific customers.

For more information contact: info@service-assured.com

Trainer training course dates:

15 & 19th February 2010

8th & 11th March 2010

15th & 18th March 2010

26th & 29th April 2010

Institute of Leadership and Management Level 4 Programme



Tickety-Boo Training would like to invite you to join their Institute of Leadership and Management Development Programmes. STF members will benefit from a 20% discount on these interactive and informative programmes held in Spring 2010.

Designed to improve delegate's performance in the organisation through focus on understanding the management role and developing management skills. These highly practical programmes can also generate significant payback for the

employer in terms of cost savings and quality improvements in the workplace through work-based assessment.

ILM Level 3 Award in First Line Management 5 days

Who should attend at this level? Ideal for first line managers and team leaders in all

Be a HIT: Scholarships

Hospitality Industry Trust (HIT) Scotland helps continuous development in the workplace.

To keep employees motivated and up to date in key skills, within the competitive world of hospitality, leisure, travel and tourism, HIT Scotland provides scholarships that can take place locally, nationally and internationally.

The Scholarships recognise the

organisations

What does it cover? Units covered - Solving Problems and Making Decisions, Organising and Delegating and Developing Yourself and Others

ILM Level 5 Award in First Line Management 7 days

Who should attend? Ideal for middle managers in large complex organisations through to those managing individual companies.

What does it cover? Units covered - Understanding the management role, Leading Teams and Becoming an Effective Leader

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.ticketybootraining.com

Training Courses



St Andrews Skills Academy

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

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

St Andrews Standard (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

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

need to continually update skills within the industry, enhance personal development and bring fresh ideas back to Scottish businesses to remain at the forefront of international innovations. As a scholar you will potentially spend time working in many operational areas or on structured programmes to gain valuable knowledge that will give you the insight and confidence to get to the next level.

The limited Scholarships are available to all aspiring individuals working within Scottish hospitality (in its broadest sense) and the awards are presented at the annual Emerging Talent conference, which takes place in February. The conference moves around the country and has taken place in Aviemore, Edinburgh, Glasgow, Ratho and the venue for 2010 is The Perth Concert Hall on the 3rd February.

Funds are raised by the industry, for the industry, at events such as the Industry Dinner, 18th March 2010 at the Radisson Hotel, Glasgow.

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