

# Scottish Tourism Forum Weekly News Digest



2 November 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](mailto:ruth.greig@stforum.co.uk)

## STF News

STF attended the Scottish Affairs Select Committee National Minimum Wage Report Press Launch this week. Mohammad Sarwar MP, chair of the committee, together with Ian Davidson MP, Jim Devine MP, and Jim McGovern MP, launched the report at the Apex Hotel, in Waterloo Place, Edinburgh. Mohammad Sarwar MP, reported there were still many businesses that are not abiding by the law by not paying staff the National Minimum Wage and the committee intends to name and shame businesses that are not compliant. The Committee suggested that membership organisations should set up a code of practice which only allow companies to be a member if their organisation adhere's to the law on NMW.

Mind the Gap - The Hospitality and Skills Shortages Conference was held this week by Caterer.com and STF at Prestonfield House Hotel and was well received. Iain Smith MSP, Convener for the EET committee opened the conference and commented 'There are few issues more important than skills and we need to invest in staff, in training, skills and improve terms and conditions to attract the best and the brightest into the tourism industry'. A white paper will be produced shortly and will be available to all attendees and will feed into the overall strategy under the TFFC.

Scottish Government has issued a report on the food and drink key sector. Outlining challenges and opportunities; public sector interactions; an assessment of the effectiveness of interactions; and international perspectives. [Report](#).

Iain Gray MSP, leader of the Scottish Labour Party has appointed Andy Kerr to sit opposite John Swinney with the Finance and Economy remit.

## In This Issue

[STF News](#)

[Scottish Tourism News](#)

[UK Tourism News](#)

[International Tourism News](#)

[Job Advertisement](#)

[Scottish Hospitality Workshop](#)

[Combining Forces, Building for Success](#)

[M2M offer Service Assured discount](#)

[Competitions and Awards](#)

[Web Poll](#)

[Events](#)

[Institute of Leadership and Management](#)

[Member2Member Offers](#)

[Training Courses](#)

**STF Swine Flu Web Poll - 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](#)

Latest rates of GP consultations for flu-like symptoms The latest figures, from Health

STF attended an ATP meeting in the Orkneys and an evening meeting with 80 industry delegates.

STF held a policy sub group meeting discussing; licensing, VisitScotland.com, fire regulation guidance notes, VAT restrictions for Self Catering accommodation. If you have any issues affecting your business that you think the policy group might be able to assist with, please let Ruth Greig know.

STF Board member Gavin Ellis featured in [Forres Gazette article](#)

## Scottish Tourism News

25 October 2009 - **Sweet Taste of Success for Winners at Williamson Foodservice Highlands & Islands Food & Drink Awards** - [allmediascotland](#)

25 October 2009 - **Inquiry call as Clan Gathering white knight encounters financial black hole** - [Herald](#)

26 October 2009 - **Golf operator folds** - [Travelmole](#)

26 October 2009 - **Scotland Plans To Boost Economy In The Islands And Highlands** - [The Gov Monitor](#)

26 October 2009 - **Luxury for less as Edinburgh hotels cut rates** - [Scotsman](#)

26 October 2009 - **Scottish hospitality scholarships announced** - [Caterer.com](#)

26 October 2009 - **Power line 'will damage mountain landscapes'** - [Grough](#)

26 October 2009 - **John Swinney today urged the Chancellor to allow the Scottish Government extra flexibility to help boost employment and investment in the Highlands and Islands** - [Scottish Government](#)

27 October 2009 - **Multimillion makeover for hotels** - [Press & Journal](#)

27 October 2009 - **Trump decision expected from council** - [STV](#)

27 October 2009 - **Inquiry into how taxpayers' money was swallowed by clan gathering** - [Scotsman](#)

27 October 2009 - **Plans afoot to make Hogmanay party free** - [Scotsman](#)

27 October 2009 - **Glasgow Prestwick extends winter sun offering** - [Travelmole](#)

27 October 2009 - **Trump's delight as golf resort gets go-ahead** - [Herald](#)

27 October 2009 - **Rail link 'must include Scotland'** - [BBC](#)

27 October 2009 - **Airport rail link decision 'backwards step'** - [BBC](#)

Protection Scotland, about the incidence of influenza A (H1N1) in Scotland have been published [29 October 2009](#).

## Events

**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, individual £100.00. For more information contact Christine Seaton 01334 656548 [christine@scotlandwelcome.com](mailto:christine@scotlandwelcome.com)

**10 November 2009**

**National Museums of Scotland Open Evening 6pm**

NMS would like to invite STF members to their annual Open Evening at 6pm in the Kingdom of Scots gallery at the National Museum of Scotland. The theme of this year's open evening is Uncover Discover. NMS will share some of the highlights of their last year, reveal behind-the-scenes insight into what we do, and preview the year ahead. The evening will be hosted by NMS Chairman, Sir Angus Grossart and there will be the chance to meet some of our staff and chat about their work.

Please register if you would like to attend as places are limited. Contact Lisa Barrett on 0131 247 4352 or email [l.barrett@nms.ac.uk](mailto:l.barrett@nms.ac.uk)

**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](mailto:events@scdimail.org.uk)

**14 November 2009**

**9.45am - 4.15pm**

**Scottish Fair Trade Campaign Day**

St Thomas Aquin's RC High School Edinburgh Network with Fair Trade activists, take part in workshops to build your skills and share your knowledge. For more information visit [www.scottishfairtradeforum.org.uk](http://www.scottishfairtradeforum.org.uk)

**16 November 2009**

**HIT Scotland Edinburgh Lunch**

**Sheraton Grand Hotel & Spa, Edinburgh**

The 12th HIT Edinburgh lunch aims to set a world record for the number of guests dining 'blind' on Monday 16 November. More than 400 people are expected to participate in the Sensory Dining concept developed by the host venue, the Sheraton Grand Hotel & Spa. Guest speakers this year are industry guru Sir Rocco Forte and blind chef, Jean Lewis, co-founder of the renowned Monachyle Mhor Hotel in central Scotland. All money raised goes towards bursaries and scholarships for students and people within the hospitality industry across Scotland. For further details, ticket enquiries or sponsorship opportunities contact Sophie Colville at Event Consultants Scotland on 0131 557 5767 or visit [www.eventconsultants.com](http://www.eventconsultants.com)

**18 November 2009**

**10.00 - 4.15**

**Scottish Enterprise Business Tourism Conference**

28 October 2009 - **Silver Service for Hotelier** - [Forres Gazette](#)

28 October 2009 - **Government scotches plans for 17-storey hotel in Edinburgh** - [CatererSearch](#)

28 October 2009 - **Some of Scotland's leading convenience stores have signed up to the Retailers' Charter in which they pledge to drive forward support for Scottish food and drink.** - [Scottish Government](#)

28 October 2009 - **Capital plans festival 'sparkle'** - [BBC](#)

28 October 2009 - **Dumfries and Galloway's economy is losing out on up to £30 million of cash through missed tourism opportunities** - [Dumfries & Galloway Standard](#)

28 October 2009 - **Forres is going places** - [Forres Gazette](#)

29 October 2009 - **Future will be bleak if we don't support today's apprentices** - [Scotsman](#)

29 October 2009 - **Euro ruling secures future of ferry routes** - [Press and Journal](#)

29 October 2009 - **Ryanair launches Edinburgh-Bordeaux service** - [Travelmole](#)

29 October 2009 - **Small and Medium size businesses in the manufacturing, textiles, food and drink and energy sectors will be given a £2,000 financial incentive to take on a new apprentice** - [Scottish Government](#)

29 October 2009 - **The Scottish Government today published an updated Economic Recovery Plan** - [Scottish Government](#)

### UK Tourism News

26 October 2009 - **Children vote Stonehenge top UK landmark** - [Travelmole](#)

27 October 2009 - **BA faces crippling Christmas strike** - [Scotsman](#)

### International Tourism News

26 October 2009 - **EasyJet adds 22 winter routes** - [Travelmole](#)

26 October 2009 - **French line moves to raise UK trade profile** - [Travelmole](#)

28 October 2009 - **New route launched from Aberdeen Airport** - [FHR](#)

### Want to make a difference to Scottish Tourism?

Want to make a difference to Scottish Tourism? Appointment to

### 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-tourism2009](http://www.registerforevent.co.uk/business-tourism2009) or call 0141 357 2235

#### 18 November 2009

#### Golf Opportunities in Ukraine Business Breakfast Presentation and Networking

Royal Scots Club, 23 Abercrombie Place, Edinburgh EH3 6QE  
8.00am - 10am

The Consul General of Ukraine would like to invite you to attend an exclusive event to hear about exciting opportunities to develop the golf market and related products and services in Ukraine. Golf is underdeveloped in Ukraine with only a handful of courses available, but this is set to change.

3 Speakers with detailed knowledge of the Ukraine economy, golf marketing opportunities and business contacts will give presentations: The economic context in Ukraine - Neil MacCallum, Ikon; The golf market opportunities - Stuart McKenzie, Pulse; The way to access opportunities - Natalia Hinde, Ikon. To register email [nataliahinde@ikontranslations.co.uk](mailto:nataliahinde@ikontranslations.co.uk) T 07986 624 422

#### 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 Chili Pipers. Full details available at: [www.highland-tourism-awards.co.uk](http://www.highland-tourism-awards.co.uk)

#### 26 November 2009

#### Profit from Knowledge Seminar Golf Tourism Scotland 10.00 - 4.30

#### Fairmont St Andrews Resort.

Operating effectively and efficiently is a 'must' in today's economic climate. One way of achieving this is by working more closely with others in golf tourism through establishing relationships and maintaining them. This seminar is to provide advice, guidance, practical assistance and inside information that should help mutual understanding and highlight the possibilities for tour operators and accommodation providers to work more closely together. Additional seminars

## the Board of VisitScotland.

VisitScotland has a vacancy arising in 2010 for a new Chair, and invites applications from people with skills, knowledge and experience which can be applied to promoting the tourism industry in Scotland. The work is interesting and challenging and offers an unrivalled opportunity to contribute to prosperity and economic growth in Scotland. **Closing date 27 November 2009** [www.appointment-for-scotland.org](http://www.appointment-for-scotland.org)

## Scottish Hospitality Workshop

17 November 2009



**Venue: Blythswood 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](mailto:philippa.brady@bha.org.uk) Tel: 020 7404 7744.

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



**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 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.

will follow, bringing together the other sectors of the Scottish golf tourism industry.

Golf Tourism Scotland members: £25 non-members £40. For more information contact Jamie Gardner T 01334 479 500 or email [secretary@golftourismscotland.com](mailto:secretary@golftourismscotland.com)

**26 November 2009**  
**2.00 - 5.00pm**

**Developing your Business & Your Team**  
**Institute of Hospitality**  
**Robert Gordon University**  
**Faculty of Health and Social Care Building,**  
**Aberdeen**

Join IoH for an informative and interactive afternoon with presentations from: IDeaS - Revenue Optimisation; Business Environment Partnership; Institute of Hospitality Management Qualifications; Scottish Enterprise; Johnston Carmichael - Accountants and Business Advisers; Hospitality Assured; VisitScotland. This event is free but pre-booking is essential. Please email details to [IoHScotland@hotmail.com](mailto:IoHScotland@hotmail.com) or call Ishbel Moffat 0131 240 8820

**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](mailto:angie@bobevents.co.uk) or Madeleine Johnson [maddy@bobevents.co.uk](mailto:maddy@bobevents.co.uk) or call 020 8563 3249. [Click here](#) for more details

## Institute of Leadership and Management Level 4 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](mailto:val@ticketybootraining.com) or check out our details on [www.ticketybooscotland.co.uk](http://www.ticketybooscotland.co.uk)

**Making the most of STF -**

#### 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](http://www.stforum.co.uk)

To register your delegate place email Elaine Townsend at [events@stforum.co.uk](mailto:events@stforum.co.uk)

## Member2Member Offer

### Service Assured offer £20 discount off training courses



Service Assured are delighted to offer STF members a special discounted members rate for the Delivering Service Assured programmes due to run in November. A rate of £75 + VAT (reduced from £95 + VAT). Dates are: 12 November - St Andrews, 17 November -

Glasgow. For description of the course see 'Training Courses' in NewsDigest.

To book your place or for more information email [info@service-assured.com](mailto:info@service-assured.com) or T 0131 467 3131

## 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](http://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](http://www.golftourismscotland.com)

## 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](mailto: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](http://www.stforum.co.uk) for full details of offers.

## Training Courses



#### REHIS Elementary Food Hygiene Course - 1 Day - £80

Essential learning for anyone involved in any aspect of food handling

Dates (2009) 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) 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) 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](mailto: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** (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](http://www.standrewsskillsacademy.co.uk) or by contacting us directly:

[info@standrewsskillsacademy.co.uk](mailto:info@standrewsskillsacademy.co.uk) or 0845 1300074



Service Assured is a suite of training programmes that

uncovers the secrets and strategies of building a business based on improving and gaining outstanding levels of customer service, satisfaction & loyalty.

Delivering Service Assured is the first in the series of the programmes aimed at staff to help identify their role in providing customers with a compelling reason to continue to do business with you. During the 1 day workshop participants will identify the lifetime value of a customer, what creates loyalty, map out the customer experience identifying service improvement & loyalty opportunities, analyse the behaviour that creates repeat business & identify ways to make customers return even when things go wrong.

Courses will run in a variety of locations during

November: 12 Nov - St Andrews, 17 Nov -

Glasgow. Cost: £95 pp + VAT. **STF members**

**received M2M discounted rate at £75 + VAT.**

For more information or to book your place on the course email [info@service-assured.com](mailto:info@service-assured.com) or T 0131 467 3131

#### [Forward email](#)

✉ **SafeUnsubscribe®**

This email was sent to [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk) by [ruth.greig@stforum.co.uk](mailto:ruth.greig@stforum.co.uk).

Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



Scottish Tourism Forum | 29 Drumsheugh Gardens | Edinburgh | EH3 7RN | United Kingdom