

Scottish Tourism Forum Weekly News Digest



3 November
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

Call to Action

Iain Herbert is to attend the first meeting of a **Tourism Skills Task Group** on Thursday 6 November, to look specifically at the issues raised in the EET Inquiry. The group will meet only for a short period and will provide guidance on Government on:

- Considering what qualifications are available and how relevant, responsive and flexible they are.
- Discuss the number and importance of hotel school developments and how these can support the industry needs.
- Future needs for the industry and roles of public bodies moving forward.

If you have any issues you with The Forum to raise on your behalf please let us know by **Wednesday 5 November** to ruth.greig@stforum.co.uk

Fire Regulations

STF is still gathering information on the new Fire Legislation and the impact on smaller operators. We are seeing a number of operators from across Scotland closing due to the enforcement of the guidance notes. We are sending out a pro-forma letter through the associations calling for a revision of the guidance notes and would encourage you to fill this in to assist in calling for a revision to the guidance, based on risk assessment. If you would like a copy of the pro-forma please email

In This Issue

[Call to Action](#)

[STF News](#)

[Scottish Tourism News](#)

[UK Tourism News](#)

[International Tourism News](#)

[New STF Board Member](#)

[STF Open Day](#)

[Apprenticeship Frameworks for Scotland](#)

[Considerate Hoteliers Awards](#)

[Scotland's Emerging Talent Scholarships](#)

[Events](#)

[STF Industry Dinner](#)

[Television Competitions](#)

[Competitions for Chefs](#)

Events

5 November 2008
Expert Panel Event - Rt Hon John Prescott
University of Aberdeen 6pm -

ruth.greig@stforum.co.uk

STF News

Iain Herbert attended a meeting on Planning Reform hosted by John Swinney MSP, who was joined by Jim Mather MSP, and Stuart Stevenson MSP. The meeting demonstrated a step change in the approach for planning for the future through clear and early engagement driven by a simpler and more transparent process. This reform is supported by a full range of partners, it re-enforces the importance of Scotland's natural heritage and environment while supporting local communities to invest for the future.

Ruth Greig attended a stakeholders meeting run by Scottish Centre for Information on Language Teaching and Research to discuss Scottish Governments proposed introduction of languages and sciences Baccalaureate in 2009.

Ruth Greig attended Skye & Lochalsh Tourism Forum's Get Together for Tourism conference held in Portree. STF Board Member Shirley Spears also on the Sky & Lochals Tourism Forum board was one of the speakers.

Iain Herbert, Scottish Tourism Forum and STF Board member **Mandy Exley** were both mentioned by Jim Mather, as part of tourism task force. [Carrick Gazette](#)

Congratulations to STF member **Robin Worsnop** of Rabbie's Trail Burners for winning the Scottish Thistle Award People Development Award (large business) www.scottishthistleawards.co.uk

Congratulations to STF Associate member **The Famous Grouse Experience** for winning the Scottish Thistle Award People Development Award (small business) www.scottishthistleawards.co.uk

Scottish Tourism News

24 October 2008 - **Scottish Government sets up task group to review hospitality qualifications** - [Caterer Search](#)

25 October 2008 - **Task force unveiled in bid to boost Scottish tourism** - [The Herald](#)

25 October 2008 - **Venues win more than 15 minutes of fame** - [Scotsman](#)

25 October 2008 - **Britain's most northern holiday resort up for sale** - [STV](#)

26 October 2008 - **Tourism Industry to be 'envy' of the world** - [Carrick Gazette](#)

27 October 2008 - **Scottish hospitality qualifications under review** - [Big Hospitality](#)

8.30pm

The Confucius Institute for Scotland is running a series events to stimulate and assist businesses in developing and progressing plans to engage with China. For more informatin email info@confuciusinsitute.ac.uk

6 November 2008

Expert Panel Event - Peter Budd Edrington Distillers, Perth - 5.30pm - 8.00pm

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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

6 November 2008 12.00 - 2.00pm

21 Century Travel & Beyond Business Lunch

Scotsman Hotel, Edinburgh
Edinburgh Chamber of Commerce, Fife Chamber of Commerce and SEStran hold a business lunch with Brian Souter, CE, Stagecoach will discuss the future of transport in Scotland For more information visit www.edinburghchamber.co.uk

7 - 9 November 2008

Strathspey Away, Kingussie

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

www.dannsa.com

11 November 2008

Expert Panel Event - Sir David Brewer

University of Glasgow

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11-27 November 2008

A series of Pride & Passion Visitor Experience Workshops (free)
Innerleithen, Wigtown, Stornoway, Troon, Macduff, Callander, Nairn,

- 28 October 2008 - **Turbines achieve energy landmark** - [BBC](#)
- 28 October 2008 - **Ramco renewables arm bids to build Scottish offshore wind farms** - [New Energy Focus](#)
- 29 October 2008 - **Lufthansa to launch trial German flights to Inverness** - [Press and Journal](#)
- 30 October 2008 - **Minister lays hotel 'bed tax' plan to rest** - [Edinburgh Evening News](#)
- 30 October 2008 - **Lufthansa-BMI move threatens Scots links** - [Scotsman](#)
- 31 October 2008 - **Lloyds chief's snub for Scottish bank** - [Scotsman](#)

UK Tourism News

- 24 October 2008 - **Ken Livingstone wins coveted Tourism Society Award** - [easier.com](#)
- 29 October 2008 - **BAA fined for poor service at Heathrow and Gatwick** - [Travelmole](#)
- 30 October 2008 - **British Airways launches mobile check-in service** - [Business Travel World](#)
- 31 October 2008 - **Standard Life 'strong enough to ride out further 40% fall in stock markets'** - [Scotsman](#)

International Tourism News

- 29 October 2008 - **Thousands stranded as European airline goes bust** - [Travelmole](#)
- 29 October 2008 - **Lufthansa to take control of BMI** - [FT](#)
- 29 October 2008 - **SNP 'humiliated' by Norway's rebuke to Salmond** - [The Times](#)
- 31 October 2008 - **Easyjet to start new Copenhagen route** - [Travelmole](#)

New STF Board Member



David Maguire has 30 years in the hospitality business, which first began when he set up a catering company whilst at still at university studying law. David set up a food service company which ran successfully for 15 years and was eventually sold this onto a national company, where David was UK Sales Director for four years.

David then established and ran a successful import company specialising in liquor products from Mexico. This was followed by setting up his first two Mexican restaurants 'Cantina del Rey', and 'Salsa' followed by 'Lux' and 'Stazione' in Great Western

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 on the web www.stforum.co.uk

Road, Glasgow.

Not one for idleness David established an internet company called 5pm.co.uk specialising in on-line restaurant bookings. All his restaurants are now leased to third parties and David's involvement with 5pm is now that simply as shareholder. David owns and manages a small number of commercial properties in Glasgow and Switzerland.

David held the roles of Secretary, Treasurer and Vice Chairperson for Glasgow Restaurateurs Association before resigning in 2002 to live in Switzerland.

David was Vice Chair and Secretary for 11 years for Loretto Housing Association, the largest provider of special needs accommodation and care in Scotland. He was panel member of Princes Scottish Business Youth Trust for 10 years, assessing business proposals from young people for funding grants.

David is married with three children.

David is representing Glasgow and Strathclyde on the Board.

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 pro-active, meeting 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&A sessions. The open day finishes with a networking lunch.

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

Apprenticeship Frameworks for Scotland

STF member, People 1st urgently require your contribution to the review and development of **Apprenticeship Frameworks for Scotland**.

For the first time it is recommended that Modern Apprenticeships (MA) become available for all staff not just those in supervisory or chef positions. The Apprenticeship must provide the skills your business needs. What do you want? SVQs, in-house programmes, customer service, food hygiene, core skills? Please spare 10 minutes and complete People 1st's on-line questionnaire at (**deadline 14 November**):

www.people1stsurveys.co.uk/apprenticeshipsscotland

You will be aware that it is vital that any tourism programme or skills intervention is adequately supported by employer demand.

events@stforum.co.uk T:0131 2206321

23 February 2009 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

28-29 March 2009 Best of Britain & Ireland Travel Trade Forum ExCel, London

For more information visit
www.tourismtrade.org.uk

STW Industry Dinner



**Scottish
Tourism
Week
Industry
Dinner 9
March 2009**

The annual
prestigious
high profile

event will be held at The George Hotel, Edinburgh. Tickets for the event are: £70 + VAT per person or £650 + VAT for a table of ten. **Early Bird discount** available if you book before 19 December 2008. £5 discount for individual ticket and £50 discount for table of ten.

To book your ticket email Elaine Townsend at dinner@stforum.co.uk

Television Competitions

ITV Productions is looking for contestants, with a passion for food, to take part in a day-time cookery series called **Taste the Nation**. Contestants will be mentored and by a celebrity chef.

Filming starts from November 2008 to Feb 2009. For more information visit
www.visitscotlandupdate.co.uk

Channel 5 are looking for

We have already seen this year how lack of perceived demand from industry has led to drastic cuts in funding for training in the tourism workplace. People1st are anxious to ensure that the right level of funding is available for tourism, however this must be supported by evidence that employers do value the skills development available. **Please do take this opportunity to show your support and influence provision.**

If you have additional feedback on any areas of tourism skills development or funding please contact People1st through david.allen@people1st.co.uk or kate.tetley@people1st.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.

Scotland's Emerging Talent Scholarships

Applications are now open for the 2009 Hospitality Industry Trust (HIT) **Scotland Emerging Talent Scholarships**. The charity is offering up to 200 scholarships towards developing future industry leaders.

The scholarships are open to anyone working in Scotland's hospitality leisure, travel and tourism industries and places scholars on world-class fully funded training and work placements.

Applicants have the opportunity to attend courses at Cornell University, The Disney Institute and Lausanne Hotel School.

For more detail on Emerging Talent Scholarship or to apply visit www.hitscotland.org. **Deadline for applications 30 November 2008.**

accommodation providers for their next series of **The Hotel Inspector**. For more information visit www.visitscotlandupdate.co.uk

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