



Do you do  
anything for  
your own self  
improvement?

BIG QUESTIONS/SUGGESTIONS

*Yoursself*

## *Suggestions*

Get out more, think about what things you'd like to do and do it on a regular basis.



*What are the  
things about  
your job you  
dislike?*

BIG QUESTIONS/SUGGESTIONS

*Yoursell*

## *Suggestions*

Could you drop them or get someone else to do them?

What more can  
you and your  
staff do to share  
your local interests  
and passions with  
your customers?

## *Suggestions*

Make coffee table books/magazines of your interests available. Show pictures and photographs of you and your staff doing interesting stuff. Talk about it to your visitors.



Who tells you  
that you are  
doing a good job?

BIG QUESTIONS/SUGGESTIONS

*Yoursell*

## *Suggestions*

Get feedback from your staff. Look at your positive customer feedback. And enjoy it.



How many  
awards have you  
applied for over  
the last 3 years?

## *Suggestions*

Apply for a Scottish Thistle Award or a  
Tourism Innovation Development Award.  
It's good to be recognised once in a while.