



End of Season Member Event and AGM

Thursday 21st November 2019

Busta House

- 1.15pm** – Bus leaves Lerwick (pre-booking essential if transport required)
- 2.00pm** – Welcome to STA End of Season Members event, Long Room at Busta House
- 2.05pm** - Presentation of new STA website and training on how to use members area with Stephenie Pagulayan
- 2.25pm** – Presentation on funded Vocational Qualifications in hospitality and tourism by Celia Smith
- 2.45pm** – Cruise microsite – overview and instruction on how to add events and activities
- 3.00pm** – **Tea / Coffee**
- 3.30pm** – Feedback from 2019 Season. Each member will be asked to state:
 - Main highlight of the season
 - Main challenge of the season and how this was overcome
 - One area they feel they would benefit from more support, training or promotion
- 4.30pm** – Summary of key points from season and agreed actions confirmed
- 4.45pm** – Any other questions
- 5.00pm** – Soup, Sandwiches & Networking with members

- 5.15pm** – AGM bus departs Lerwick (pre-booking essential if transport required)
- 6.00pm** Shetland Tourism Association AGM
- 6.45pm** – Post meeting drink and stories of Busta House by the fire
- 8.00pm** – bus returns to Lerwick (pre-booking essential if transport required)