

stick with it!

Win in Recession and get to Gold!

Morning session

- 10am Registration**
Tea, Coffee and Pastries
Networking opportunity
-
- 10.30am Welcome**
Andrew Gostelow
Head of Communications
Tourism South East
-
- 10.45am Introduction to Arundel Castle**
Penny Horsfield
Head Guide
Arundel Castle
-
- 11am The National TIC Picture**
Tracey Taylor
Tourist Information Manager
VisitBritain
-
- 11.15am What are Visitors Thinking?**
Current research into the impact of the credit crunch on the behaviour and attitude of domestic visitors
Sharon Orrell
Research & Insight Manager
VisitBritain
-
- 11.45am On Your Marks, Get Set, Go!**
An update on the opportunities of the 2012 Olympics in the South East and TSE's support activity
Nigel Smith
Commercial Director
Tourism South East
-
- 12noon 2012 Opportunities for TICs**
Carmel Dennis
TEAM Consultants
-
- 12.15pm Question and Answer session**
-
- 12:30pm Workshop Session 1**

Lunch

1:15pm Lunch

Afternoon session

2pm Workshop Session 2

3pm Workshop Session 3

4pm Close

Workshops and Tour

Each session will include all 3 workshops. All delegates will have an opportunity to attend each workshop throughout the conference.

Workshop A Collecting Customer Data

Alex Holmes
Tourism Engineers

Workshop B Tour of Arundel Castle

Penny Horsfield
Head Guide
Brenda Thompson
Education Officer

Workshop C 2012 Opportunities for TICs

Carmel Dennis
Team Consultants