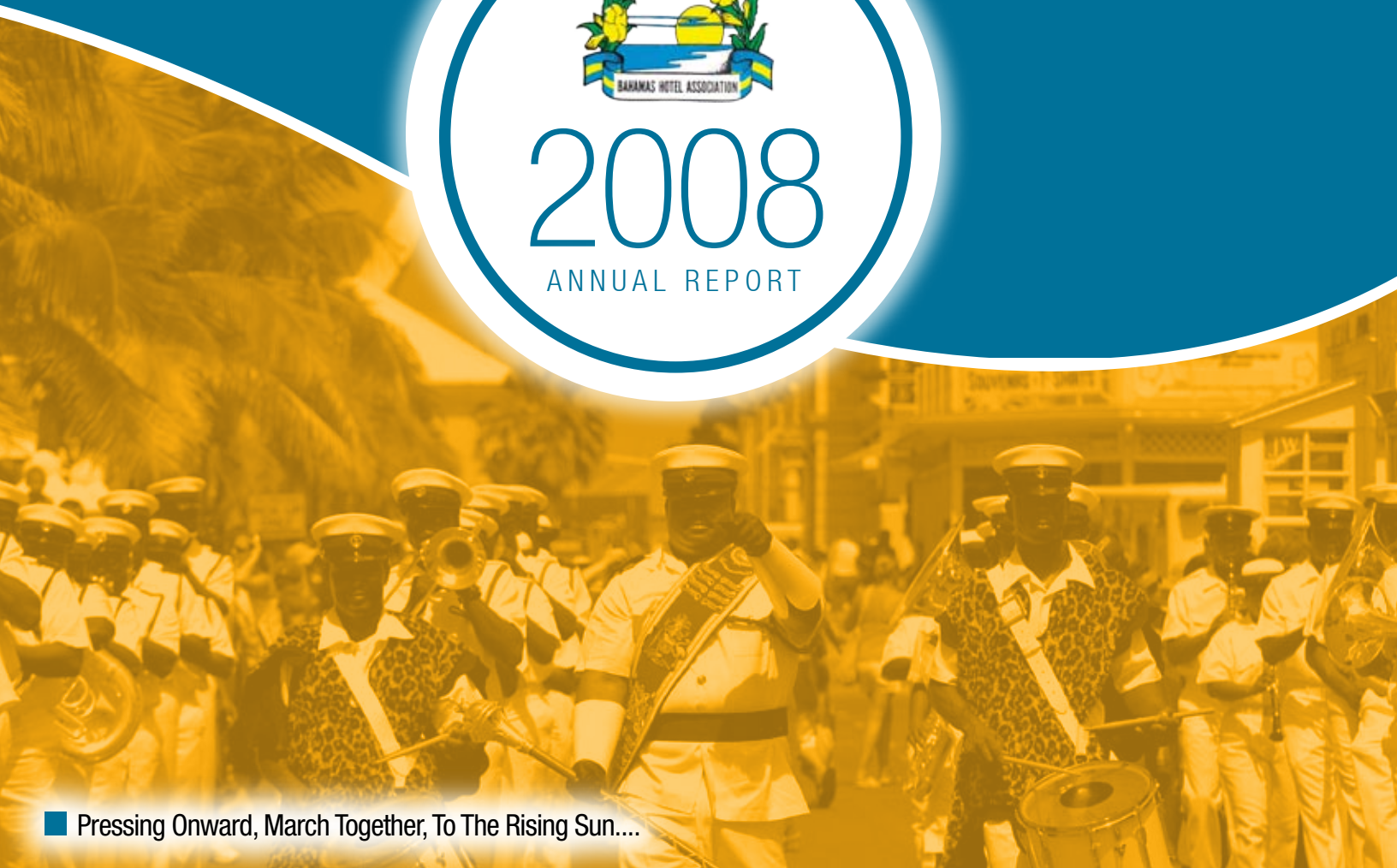




2008

ANNUAL REPORT





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- Human Resources Development
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- The Minister's Award
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Dedicated to the memory of the late Norman Solomon, C.B.E. and Cacique Winner.

**National
Tourism
Week**

23 January - 30 January 2009



TourismToday

President's Message

Russell Miller
President



Desperate times call for cool collective heads to meet both our short-term challenges while focusing on our competitive future. When Sol Kerzner, Chairman of Kerzner International was asked recently his concerns about the global economy and the opening of Atlantis, The Palm he said "It's not the perfect timing to open a \$1.5 billion resort. On the other hand, we don't build something like this with the short-term in mind".

Who would've thought that the US economy and travel by Americans would take the precipitous nosedive it did this September...following a lackluster first nine months. Yes, short-term, we are taking a huge unprecedented hit. We are in uncharted waters. And the impact will be far greater and longer than 9/11, our most recent downturn.

The lesson which Government and industry stakeholders must urgently apply now to our approach to tourism...is much like that which Sol Kerzner has applied to his investments. Certainly we want to see short-term gains and we want to see growth and development, and we want to realize sustained profits. But our long-term success can only come when we think and act like 'we don't build something like this with the short-term in mind".

This global economic crisis can be a defining moment for The Bahamas, and for our industry one way or the other. We can draw upon our strengths – an enviable record of public-private sector collaboration; active vehicles in BHA, our Promotion Boards, and the Ministry of Tourism which have the capacity to drive our industry to another level; the world's best beaches and water right next door to the world's economic powerhouse; incredible people and diversity in our product; and a destination cache which still resonates in the marketplace.

But somehow, we have yet to collectively capture the passionate resolve necessary as a nation to pull ourselves up and realize our fullest potential as an industry and, quite frankly as a nation. We all have a role to play, and all Bahamians must once again rise up to the challenge and embrace the opportunity, as tourism is indeed *'everyone's business'*.

A quick look though our annual activity report shows an organization with an active agenda. Along with our sister organizations, the Promotion Boards, and the Ministry of Tourism – we are working diligently to address our immediate challenge, which simply is to generate as much business as possible in a difficult marketplace. Is it enough? I, and many others, would maintain it is not.

This past year industry stepped up its involvement with Government to solve problems and strengthen our tourism product. Working groups have met to address a range of matters including airlift, public safety, national energy policies, marketing initiatives, hotel licensing matters, airport infrastructure, education, training, downtown Nassau's revitalization, small hotel development.....the list goes on. Still, it is not enough.

In times like these we can take direction from the wise words engrained in our national anthem, See how the world marks the manner of your bearing.....*Pressing onward, march together... to the rising sun.*"

Despite the economic challenges, we must be diligent and move forward. We must work together at a level which has never been done before...all of us are stakeholders in this business. And we must shake our negative tendencies, maintaining hope...and believing that the day for The Bahamas, for our industry, is just dawning and if we choose the future is bright. Look to the rising sun.





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Mission

The Bahamas Hotel Association serves the needs of its members by facilitating the profitability, quality, and sustainability of tourism for The Bahamas.



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BHA Strategic Five Year Plan



Key Goals – Strategic Plan: 2006-2010

1. **Advocacy:** To be the leading unified advocacy voice for Bahamian tourism.
2. **Tourism Advancement and Protection:** To address and make immediate impact on industry needs in the areas of workforce development, sustainable development, crime prevention and any industry-related issue that directly or indirectly affects the hotel industry.
3. **Workforce Development:** To be the leading resource for industry-related education and training by identifying industry educational and training needs and strengthen BHA's and partners' training, certification and standards programs.
4. **Membership Recruitment:** To increase membership with prospective members who wish to proactively support the tourism industry.
5. **Membership Support Services:** To effectively guide BHA members toward maximizing their business yields and customer satisfaction through relevant services and programs.
6. **National/Destination Marketing:** To significantly support the strengthening of The Bahamas as the destination of choice.
7. **Organizational Marketing:** To build a highly-recognizable and respected BHA brand to increase credibility.
8. **Organizational Infrastructure:** To operate as a sustainable and financially-healthy organization under the guidance of consistent Board and Staff leadership.

'08 Leadership Team



Russell Miller,
President
(Ritz Carlton Rose Island)



Michael Hooper,
Senior Vice President,
(Bahamar)



Roberto Paresce
Vice President, Grand Bahama,
(Viva Wyndham Resort)



Jeff Birch
Vice President, Out Islands,
(Small Hope Bay Lodge)



Terry Adderley
Vice President, Nassau-Paradise Island,
(Kerzner International)



Peter Webster
Treasurer,
(British Colonial Hilton)



Frank Comito
Executive Vice President & Secretary



Gershan Major
Allied Member Representative
MBE (Caribbean)



Beverly Saunders
Chairperson, Workforce Development Initiatives
(Kerzner International)



Earle Bethell
Immediate Past President
(Bahamar)





'08 Board of Directors

BHA EXECUTIVE COMMITTEE

President – Russell Miller
Senior Vice President – Michael Hooper
Vice President GBI – Roberto Paresce
Vice President OI – Jeff Birch
Vice President NPI – Terry Adderley
Treasurer – Peter Webster
Secretary – Frank Comito
Allied Member Representative – Gershan Major
Chairperson, Workforce Development – Beverly Saunders
Immediate Past President – Earle Bethell

DIRECTORS

Nassau/Cable Beach/Paradise Island

Arthurita Butler, Comfort Suites
Danny Lowe, Orange Hill Beach Inn
Don Robinson, Bahamar Development Company
Ed Fields, Kerzner International
Enrico Garzaroli, Graycliff Hotel & Restaurant
George Markantonis, Kerzner International
George Myers, Best Western Bay View Villas
Hans Altenhoff, Sheraton Nassau Beach Resort
Hiltrud Augustin, Best Western Bay View Villas
J. Barrie Farrington, CBE, Kerzner International
Jean Cohen, Kerzner International
Jeffrey Humes, Wyndham Nassau Resort & Casino
Karen Carey, Kerzner International
Michael Duggan, Red Carpet Inn
Nettica Symonette, Casuarinas of Cable Beach
Paul O'Neil, Kerzner International
Richard Mirman, Kerzner International
Robert D.L. Sands, Bahamar Development Company
Scott Cornelius, Paradise Island Harbour Resort
Stephen Sawyer, Kerzner International
Stuart Bowe, Kerzner International
William Naughton, Comfort Suites
Winston Williamson, Club Land'Or

DIRECTORS

Grand Bahama Island

Abdel Zouari, Westin & Sheraton at Our Lucaya
Andrew Barnett, Best Western Castaways Resort
Donald Glass, Old Bahama Bay

Glyine Delancy, Port Lucaya Resort & Yacht Club
Kor Dormans, Ocean Reef Resort
Keith Cooper, Old Bahama Bay
Magnus Alnebeck, Pelican Bay at Lucaya
Marva Munroe, Pelican Bay at Lucaya
Roberto Paresce, Viva Wyndham Fortuna Beach
Veronica Clarke, Westin & Sheraton at Our Lucaya

DIRECTORS

Out Islands

David Hocher, Staniel Cay Yacht Club
Elizabeth Vance, Stella Maris Resort
Emmanuel Alexiou, Abaco Beach Resort
James Kostecky, Four Seasons
Jeff Birch, Small Hope Bay Lodge
Kirk Aulin, The Cove Eleuthera
Lynn Johnson, Green Turtle Club
Neville Leechoy, Club Peace and Plenty Hotel
Pamela Armbrister, Fernandez Bay Village
Robert Meister, Treasure Cay Hotel Resort
Samuel Thurston, Sammy T's Beach Resort
Shawn Grimberg, Bimini Bay Resort
Stephen Kappeler, Powell Point Resort at Cape Eleuthera
Tracey Stoltz, Grand Isle Resort and Spa
Vic Bubnow, Coral Sands Hotel

DIRECTORS

Allied and Provisional Hotels

Carter Redd, Bakers Bay Golf & Ocean Club
Paul D. Thompson, CHA, French Leave Resort
Wim Steenbakkers, Cotton Bay Villas

ALLIED DIRECTORS

Allied At-Large – Gershan Major, Mail Boxes Etc., Caribbean Advertising, PR, Publishing Abroad – Patricia Ecke, NY Times Advertising, PR, Publishing Bahamas – Bobby Bower, Star Publishers Airlines – Tracie Hoo-Glinton, American Airlines
Ground Tour Operators – Hadley Forbes, H. Forbes Charter Co. Ltd.
Suppliers – Bahamas – Jeremy MacVean, The Meakings Group
Suppliers Abroad – Larry Malloy, Newspaper First Inc.

'08 Key Task Forces

Industry Leaders Group

Russell Miller, Bahamas Hotel Association
J. Barrie Farrington, Bahamas Hotel Employers Association
George Myers, Nassau Paradise Island Promotion Board
Jeff Birch, Bahamas Out Islands Promotion Board
Magnus Alnebeck, Grand Bahama Island Tourism Board
Paul O'Neil, Kerzner International
George Markantonis, Kerzner International
Don Robinson, Bahamar
Robert Sands, Bahamar
Fred Lounsberry, Nassau Paradise Island Promotion Board
Michael Hartman, Bahamas Out Islands Promotion Board
James Turner, Grand Bahama Island Tourism Board
Michael Reckley, Bahamas Hotel Employers Association
Frank Comito, Bahamas Hotel Association

Workforce Development Advisors

Education & Training

Beverly Saunders, Chairperson, Kerzner International
Renee McKinney, Westin & Sheraton@Our Lucaya
Barbara Barnes, Sheraton Nassau Beach
Barbara Hanna-Cox, Marley Resort
Arthurita Butler, Comfort Suites
Kayla Hilton, Sandals Royal Bahamian
Chef Edwin Johnson, Wyndham Nassau Resort
Debbie Ferguson, British Colonial Hilton
Leanora Archer, Department of Education
Leslie Norville, Ministry of Tourism
Zoe Powell, Department of Education
Sandra Russell, Ministry of Tourism
Sharon Ferguson, Department of Education
Ruthann Rolle, Ministry of Tourism & Aviation
June Hutchinson, Catholic Board of Education
Makia Gibson, Anglican Central Education Authority
Oly Knowles, Ministry of Education
Monique Hinsey, Lyford Cay Foundation
Valderine Hamilton, College of The Bahamas CHMI
Bridget Murray – BHA Workforce Development Manager

COB Culinary and Hospitality Management Institute Advisory Committee

Robert Sands, Bahamar (Chairperson)
Dr. Lincoln Marshall, College of The Bahamas
Valderine Hamilton, College of The Bahamas
Chef Edwin Johnson, Wyndham Nassau Resort & Bahamas Culinary Assoc.
Roy Colebrook, Bahamas Hotel, Catering & Allied Workers Union
Michael Reckley, Bahamas Hotel Employers Association
Beverly Saunders, Kerzner International
Ms. Althea Albury, Ministry of Labour
Dr. Sophia Rolle, College of The Bahamas
Chef Chris Chea
Chef Rosemary Sinclair, Kerzner International
Ms. Brooke Sherman, COB CHMI Student Senator
Mr. Lionel Sands, Ministry of Education

Vanessa Riley, Turning Point Consultants Ltd. (BHA Consultant)
Frank Comito, Bahamas Hotel Association

COB CHMI Grand Bahama Advisory Committee

Dr. Lincoln Marshall, College of The Bahamas
Chef Devain Maycock, College of The Bahamas
Donald Glass, Old Bahama Bay
Renee McKinney, Westin & Sheraton@Our Lucaya
Donald Archer, Harcourt Development
Sally Gaskins, Island Java
Marva Munroe, Pelican Bay Resort
Vanessa Riley, Turning Point Consultants Ltd. (BHA Consultant)
Valderine Hamilton, College of The Bahamas
Shamine Johnson, Bahamas Hotel Association

Trade Show & Globalization Conference Task Force

Frank Comito, Bahamas Hotel Association
Philip Simon, Bahamas Chamber of Commerce
Yolanda Pawar, Evolution Marketing
Gershan Major, Mail Boxes Etc. (Caribbean)
Keith Evans, Caribbean Beverage Systems
Sheree Flowers, Sheraton Nassau Beach Resort
Renea Knowles, Zamar Productions
Wendy Wong, Bahamas Hotel Association

BHA/STEMM National Small Hotels Advisory Group

Vernice Walkine, Ministry of Tourism & Aviation
David Johnson, Ministry of Tourism & Aviation
Kerry Fountain, Ministry of Tourism & Aviation
Michael Hartman, Bahamas Out Islands Promotion Board
James Turner, Grand Bahama Island Tourism Board
Sammy Thurston, Bahamas Out Islands Promotion Board
Nina Maynard, Chairperson, Small Hotels Task Force
Frank Comito, Bahamas Hotel Association
Dr. Jennifer Edwards, STEMM Project Director

LPIA Airport BHA Advisory Group

Russell Miller, Bahamas Hotel Association
George Myers, Nassau Paradise Island Promotion Board
Paul O'Neil, Kerzner International
George Markantonis, Kerzner International
J. Barrie Farrington, Kerzner International
Don Robinson, Bahamar
Robert Sands, Bahamar
Fred Lounsberry, Nassau Paradise Island Promotion Board
Frank Comito, Bahamas Hotel Association



CHA Cacique Awards Selection Committee

Jeremy MacVean, The Meakings Group
Ruth Gardiner, College of The Bahamas
Leslie Norville, Ministry of Tourism
Jan Knowles, Royal Bank of Canada
John Delaveaux

Industry Partners Scholarship Selection Panel

Vernice Walkine, Ministry of Tourism
Ruth Gardiner, College of The Bahamas
Kayla Bodie, Bahamas Hotel Catering & Allied Workers Union
Michael Reckley, Bahamas Hotel Employers Association
Frank Comito, Bahamas Hotel Association

Energy Efficiency & Recycling Task Force

Kevan Dean, Kerzner International
Paul Thompson, French Leave Resort
Peter Webster, British Colonial Hilton
Vince Angelo, Sheraton Nassau Beach Resort
Leah Davis, Bahamar
Tony Selvaraj, Bahamar
Dr. Jennifer Edwards, Bahamas Hotel Association

Caribbean Marketplace Planning Committee

Frank Comito, BHA
Vernice Walkine, Ministry of Tourism & Aviation
Vanessa Ledesma, Caribbean Hotel & Tourism Association
Warren Binder, Paradise Island Tourism Development Association
Fred Lounsbury, Nassau Paradise Island Promotion Board
Bill Coteron, Kerzner International
Glenroy Pratt, Kerzner International
Tommy Thompson, Ministry of Tourism
Ingrid Bartlett, Ministry of Tourism
Claudette Davis, Nassau Paradise Island Promotion Board

BHA SUPPORT TEAM

Frank Comito, Executive Vice President
Wendy Wong, Executive Administrator
Dominique Duncanson, Executive Assistant
Shamine Johnson, Grand Bahama/Northern Islands Manager
Maria Butler, Accounts Manager (part-time)
Yvonne Rahming, Receptionist (shared)
Kenneth Clarke, Messenger (shared)
Bridget Murray, Workforce Development Manager
Latasha Allen, Workforce Development Administrative Assistant
Dr. Jennifer Edwards, STEMM Project Manager
Charlotte Knowles-Thompson, STEMM Project Coordinator
Monique Taylor, STEMM Project Administrative Assistant
Vanessa Riley, Turning Point Consultants, COB/Culinary-Related Projects Consultant

BHA Past Presidents/ Past "Hoteliers of the Year"



J. Barrie Farrington, CBE, Senior Vice President, Kerzner International receives the Lifetime Achievement Award at this year's Cacioue Awards Ceremony from Vernice Walkine

BHA PAST PRESIDENTS

Reginald Nefzger	1952, 1953, 1960
Frank McHugh	1954
D. Murray Delahay	1955
Wesler T. Keenan	1956
John Cota	1957
Denis S. Hickman	1958, 1959
G. M. Anderson	1961
Richard E. Slee	1962
David E. Richardson	1963, 1964
James M. Painton	1965, 1966
Norman Anderson	1967, 1968
Roy Maltby	1969
George R. Myers	1969, 1970, 1978-1979
Gene Barrett	1970, 1971
Charles Schlakman	1972, 1973
Anders Weiberg	1973, 1975
William Naughton	1976, 1977, 1982
Ron Overend	1980
Michael J. Williams	1981, 1986-1989, 1992
Berkley Evans	1983
Aaron Rubenstein	1984, 1985
Peter Krollpfeiffer	1988
Robert D. L. Sands	1990, 1991, 1995-1996
Stephen Sawyer	1993, 1994
R. Andrew Barnett	1997, 1998
Dion B. Strachan	1999, 2000
Barbara Hanna-Cox	2001, 2002
Jeremy MacVean	2003, 2004
Earle Bethell	2005, 2006
Russell Miller	2007, 2008

BHA PAST HOTELIER OF THE YEAR

Netica Symonette	1987
R. Andrew Barnett	1988
Stephen Sawyer	1989
William Naughton	1990
Charles Pflueger	1991
Ruth Pinder	1992
Robert D. L. Sands	1993
George R Myers	1994
J. Barrie Farrington	1995
Brendan Foulkes	1996
Jeremy MacVean	1997
Dion B. Strachan	1998
Barbara Hanna Cox	1999
Iris Dillet-Knowles	2000
Alfred Gorlick	2001
Michael F. Hooper	2003
Paul D. Thompson, CHA	2004
Paul O'Neil	2005
Earle Bethell	2006
Michael Hartman	2007

Advocacy:

Advancing Policies, Programs and Initiatives Important to Our Industry's Growth and Sustainability

Industry Leaders, Ministry Officials Take Immediate Action Steps...Look Beyond

With the Prime Minister and most of his Cabinet in attendance, earlier this year BHA and the Promotion Boards outlined the competitive challenges facing the industry and presented a series of recommendations for improving marketing, airlift, workforce quality, and other matters which impact our competitiveness. Armed with comparative data showing The Bahamas losing market share in the region, along with new consumer research which shows a high and favorable impression of the Bahamas against key regional competitors, a commitment was made by industry leaders and Ministry of Tourism and Aviation officials to step up their marketing efforts and address airlift matters and the growing vulnerability in losing lift in light of the fuel and economic crisis which hit the industry worldwide this year. As the global economic crisis worsened later in the year, industry and MOTA officials revisited their strategies and resolved to strengthen collaboration and efforts to address both immediate and long-term concerns.



Industry Welcomes Minister Vanderpool-Wallace

Newly appointed Minister of Tourism and Aviation Vincent Vanderpool-Wallace wasted no time following his appointment meeting with industry leaders. The Minister met individually with BHA and the Promotion Boards, and later with the industry leaders group to flush out the beginnings of a joint working agenda. Airlift took front and center, and with the backdrop of recent research by the Ministry and the Nassau Paradise Island Promotion Board, early this fall the Ministry and Promotion Boards stepped up individual and joint efforts to protect the lift we have and seek additional lift.

Support Given to EU EPA

Earlier this year, BHA facilitated seven different tourism-related services subsector meetings with the Ministry of Finance to better understand the implications of the pending free trade agreement (EPA or Economic Partnership Agreement) with the European Union. The agreement, which will take effect on the movement of goods next year and is anticipated for services thereafter, presents opportunities for The Bahamas tourism industry, ultimately allowing for the purchase of EU based products without the current high duty cost associated with such purchases.

It is expected that the hotel sector will remain liberalized and open to trade (with existing approvals criteria applicable to all investors, Bahamian



BHA President Russell Miller converses with Deputy Prime Minister Brent Symonette and Minister Neko Grant.

and EU based). Some investment restrictions will apply to hotels with less than 10 rooms. BHA called for the continued protection of those services sectors under the 'Bahamianization policy'. Retail, wholesale, attractions and excursions, tour guides, fishing guides, publishing, ground transportation – these are all expected to continue to be reserved for Bahamians. It is anticipated that restaurants will remain protected, except for specialty, gourmet and ethnic restaurants and restaurants located in hotels, resort complexes or tourism attractions. It is expected that marina and spa services will be liberalized.

Limitations on the 'movement of extended labour' would remain in effect, with some better ease of movement for short-term visitors.

This free trade agreement is considered a prelude to an inevitable revamping of our present revenue raising taxation system – from a predominant duty based system to possibly some form of VAT, excise tax or other approach. The Bahamas is one of a handful of world nations which are not part of WTO. These agreements, while if not carefully constructed can put a country at a disadvantage, are considered important to protecting both our interests as well as those who we do trade with on legal binding matters.

Improvements in Work Permitting Process

While the slowdown in the economy has reduced the demand for outside labor, improvements to the work permitting process which were begun late last year were furthered this year. Working closely with Immigration officials, BHA developed a checklist for employers to guide them in ensuring all necessary steps are undertaken when considering a new or renewal permit application. This was done to avoid one of the prime causes of delays in the application process – incomplete applications or steps not being fully followed by employers. Meetings held with Immigration officials in Grand Bahama and in New Providence resulted in commitments by Immigration to speed up the decision-making process.

Hotel Licensing Concerns Being Addressed

In response to growing complaints by members about the inspection process for securing a hotel license, BHA convened a series of meetings with licensing officials in Grand Bahama and New Providence. Specific concerns evolved around the lack of clarity and enforcement inconsistencies and rigidity regarding baseline requirements necessary to secure the various inspection certificates from the Ministry of Public Works, the Department of Environmental Health, the Fire Department, and Hotel Licensing. Members pointed to recent interpretations on toilet seat, lifeguard and fire extinguisher requirements as examples supporting their concerns. Representatives from BHA also met with the Hotel Licensing Board to discuss potential changes to the licensing process and fees and were encouraged by commitments to improvements. BHA is recommending a more streamlined and centralized approach to hotel licensing inspections, to address problems which have surfaced with Family Island and Grand Bahama inspections.



Marina operators from throughout the country discuss the sectors future at the first Marina Operators Forum at Old Bahama Bay, Grand Bahama.

While hoteliers were pleased to see these changes, the high cost of energy continues to be one of the greatest concerns of businesses and additional measures will be sought to continue to address this.

Healthcare Coalition Offers Assistance

The National Coalition for Healthcare Reform, an organized effort of over a dozen of the nation's private sector organizations (including BHA) and unions, reiterated to the Minister of Health Hubert Minnis its offer to work closely with Government as it explores options to its stated intention to put in place some level of healthcare assistance. The Coalition compiled the results of its various studies and presented a report to the Minister this summer. The Coalition's efforts commenced two years ago when a universal healthcare program was announced by the then Government. While the Coalition was supportive of universal healthcare, not knowing the details of what was then being proposed, it had reservations about the approach then being considered.

New Approach to Marina Sector Charted New Marine Parts Tax Raises Concerns

Operators from the industry's marinas met earlier in the year to identify key issues affecting their sector – the most immediate being the Government's proposed Marina Policy – and to agree on the formation of a national marina association to help the industry to realize its potential.

Some 80 participants representing a host of marina operators from eight (8) major islands across the country including allied industry service providers throughout The Bahamas and Florida participated in The Bahamas Marina Operators Forum organized by BHA and its Sustainable Tourism Entrepreneurial Management and Marketing Project (STEMM) on February 25, 2008 at Old Bahama Bay, Ginn Sur Mer, in Grand Bahama.

There was consensus by participants to form an Association under the BHA umbrella to enhance the economic competitiveness of operators and to achieve more growth for this sector while safeguarding the environment on which the sector depends. Following the forum a task force was formed to guide its formation and address immediate needs of the sector. Draft Articles of Incorporation and a business plan have neared completion.

The Task Force also met with the BEST Commission to discuss the Government's proposed national marina policy and provided the Commission with a detailed report and recommendations following that meeting.

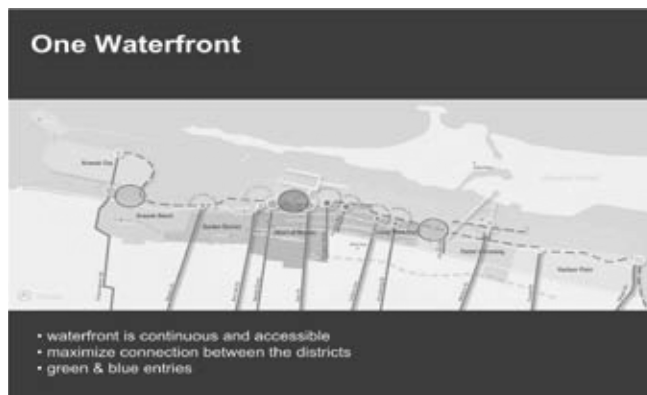
Task Force members have also presented input to Government about a tax which was recently imposed on marine parts for use by visiting vessels, citing its negative impact on cruising, the boat hauling and repair business, and the boat storage business. In recent communication to the Government BHA President Russell Miller stated 'we view the marina industry as one such which requires a concerted policy approach by Government and the private sector to develop and sustain.'

BHA Applauds Duty Changes to Support Energy Efficiency

Early last April BHA's Energy Efficiency Task Force identified and recommended to Government twenty product and equipment categories for consideration of duty reduction or exemption to encourage greater energy efficiency and help reduce costs. With the passage of the Government's budget effective July 1, 2008, import taxes on several categories were eliminated including: energy saving lightbulbs, solar lamps, storage batteries, converters, and wind engines. Taxes were reduced on insulation materials and energy-saving home appliances from 35% to 15%, and on hybrid vehicles from 45-65% to 25%.

Downtown Nassau Revitalization Efforts Stepped Up

While efforts to bring about the revitalization of downtown Nassau have been underway for some time, the movement shifted into high gear this year with the Government's announcement of plans to relocate the commercial shipping and investment incentives for the city. BHA's leadership has supported the revitalization efforts being advanced by the downtown private sector organization the Nassau Tourism & Development Board, supporting the involvement of its Executive Vice President on a public-private sector planning group. The group has recommended to Government a comprehensive master plan for the city as well as a management structure with proposed revenue streams to support implementation of the plan. BHA's support recognizes the tremendous tourism potential for the city, which attracts nearly two million cruise passengers a year and is visited by many of the overnight visitors as well.



Industry Advances Improved VISA Application Process to Build Untapped Markets

As the industry and its potential client base becomes more global, BHA has recommended to Government new measures to speed up and ease the process for securing travel visas from countries with greater visitor potential. These include Russia and Eastern Europe, the Middle East, the Far East, the Dominican Republic, Cuba and Jamaica. The initiative was prompted by expressed interests earlier in the year by tour operators from several of those countries who cited traveler interest in The Bahamas which was tempered by the long, expensive and cumbersome process of seeking a travel visa. The Ministry of Foreign Affairs and Ministry of Tourism recently convened a meeting with BHA to develop options for improving the travel visa approval process.



Complimentary Rooms...Still Not Complimentary on Taxes

Despite assurances two years ago that the practice of collecting taxes on complimentary rooms would discontinue, the Ministry of Finance has continued to enforce the regulation, indicating that no changes were made by Government. BHA has reiterated its argument to the Minister of Tourism against the imposition of the tax for rooms comped for charitable and promotional purposes and provided substantiating research on practices by competing destinations. Initial indications from the Ministry point to a desire to eliminate the tax requirement but additional research is being undertaken by BHA on the practices of awarding complimentary rooms for certain casino spending guests.

Unfair Purchasing Practice on Grand Bahama Halted

Citing an 'inherent unfairness' in a practice which was in place on Grand Bahama requiring hoteliers to purchase designated agricultural items from any of three designated producers of local produce even when they were not being produced locally, BHA appealed to Agriculture and Fisheries Minister Lawrence Cartwright for a review of the practice. Hoteliers had complained that all too often purchases of products from the suppliers resulted in products which were spoiled, of inferior quality, and a large quantity of items which were ordered and promised, but were not delivered.

BHA argued to the Minister that if the intent of the Grand Bahama practice was to encourage support for Bahamian producers, those items should be of Bahamian origin, and should be at a price, availability and quality comparable with that which can be obtained elsewhere. Following a review of the practice by the Ministry, it was revised to permit a free-market purchasing option when the product could not be produced and provided locally at a competitive standard and price.

US Ambassador Pledges Support

Addressing members of BHA at a meeting earlier in the year, US Ambassador to The Bahamas Ned Seigel pledged the United State's continued support for strong ties between the two countries, with both BHA and the Embassy agreeing to maintaining an ongoing dialogue on topics of mutual interest. These included: airport preclearance, security, streamlining the security screening process at LPIA, visitor safety, trade and economic development, and energy efficiency. President Russell Miller and Executive Frank Comito met with the Ambassador several times during the year to discuss and work on matters of mutual interest.



**His Excellency Ned Siegel,
United States Ambassador
To The Bahamas**

Transportation

Helping to Improve the Lifeline to Our Industry

LPIA Improvements Continue...Terminal Plans Take Shape

Significant changes continued to occur at Lynden Pindling International Airport as the effects of the private management of the airport and having designated funding streams to support improvements clearly took hold. Among the most visible improvements this year have been the installation of new bathroom facilities throughout the airport, the addition of new vendors with plans for more underway, revamped parking facilities, baggage and flight information display systems, new baggage belts, new signage and advertising displays, painting and counter improvements.



**Aerial schematic shows new terminal
facilities and apron**



LPIA officials continued with plans for the construction of new terminal facilities. BHA's Airports Working Group met with the design team in April for the second time to review and comment on the latest draft plans and designs. Nassau Airport Development Company officials anticipate ground clearing for the new facilities to begin by the end of the year with terminal construction commencing early in 2009.

Airlift Given High Priority

With the then escalating cost of fuel and lower demand for travel, earlier in the year airlines around the world began slashing schedules and service, causing concerns within the hotel industry and Ministry of Tourism and Aviation. Last May industry and Ministry leaders agreed that airlift should be one of our highest priorities and they began an aggressive outreach to airline officials to protect the lift we've had and also seek out additional airlift. As a result, there was minimal loss of seats, most attributed to seasonal adjustments this fall, and toward the end of the year arrangements were made for additional airlift and discussions were underway with airlines to secure more.

Proposed US General Aviation Passenger Filing Regulations Modified

In what could be characterized as a victory for general aviation air travel in particular, the US Department of Customs and Border Protection (CBP) backed off from its stringent Advance Passenger Information System (eAPIS), passenger manifest filing requirements which would've discouraged private aircraft travel. With 21 Bahamas airports potentially affected, BHA joined others around the world who protested the proposed rule mandating electronic manifest filing only and within one hour of flight departure.



BHA officially filed concerns with the U.S. Government, explaining that the proposed electronic-only filing within an hour of flight was impractical and, in some cases, impossible to follow, pointing out that some of our islands have significant challenges with electronic filing. Nearly 70 percent of private pilots who fly internationally said they would do so less often under

the proposal, which would create a negative impact on the Bahamas, particularly in places like Abaco, Exuma and Long Island which have a strong base of visitors via private aircraft.

BHA requested a modification of the rule to allow manifest filing via email, facsimile or telephone; to extend the amount of time allowed for advance filings; and to delay implementation of the new requirement. These concerns were factored into the rule modification which was recently announced and takes effect in May, 2009, and will allow for multiple filing means as well as filing for both legs of a trip as far in advance as they wish.

Questions Raised on Extension of US Preclearance To General Aviation at LPIA and FPO

With discussions underway between the Governments of The Bahamas and the United States regarding the implementation of US Preclearance facilities for General Aviation aircraft in Nassau and Grand Bahama, BHA raised some questions to the Government about the initiative, which while it would add value in reaching the high-heeled general aviation travelers, could present other challenges.

Specifically, BHA has asked the Government if preclearance in The Bahamas for general aviation is intended to be a requirement or would private aircraft from the Family Islands continue to have the option to fly directly from a Family Island airport to any airport with clearance in the United States. This raises further questions whether it is the long-term intention by the United States to phase out or eliminate the ability for general aviation leaving the Family Islands to clear directly in Florida. BHA also questioned whether LPIA can handle a considerable increase in private aircraft traffic during peak hours which could have a downside on commercial carriers, as well as the logistics and costs associated with establishing a General Aviation preclearance facility at LPIA, since GA services are on the opposite side of the runway from the main terminals and preclearance facilities.

Workforce Development

Recognizing the Critical Importance of a Quality Workforce to Tourism's Success

2008-9 Customer Service Workshop Series Rolled Out

In Collaboration with American Express, the Caribbean Hotel and Tourism Association and Johnson & Wales University, BHA celebrated its 5th Anniversary of hosting the Annual Customer Service Workshop series. Sessions were launched in November on New Providence, Grand Bahama and Abaco.



Approximately 300 industry professionals were introduced to the "FISH Philosophy" a novel and globally recognized customer service training program. Participating employees applauded the program and committed to using the materials to improve their customer's experiences. Nearly 4,000 front line, supervisors and managers have participated in this program and other BHA customer service training programs over the past 5 years. To sustain the program during the coming year, with additional support from American Express, Johnson & Wales conducted a Train-the-Trainer session to prepare several experienced Bahamian trainers to facilitate the sessions.

Primary School Program Expands

Under the theme "Connecting the dots ... from the Classroom to the Board Room!" BHA launched its Junior Hoteliers program with Stephen Dillet Primary School in January, partnering with the Sheraton Nassau Resort. Student and industry response was enthusiastic, prompting BHA to expand the program this fall, adding Mabel Walker & Oakes Field Primary Schools, with their respective hotel partners being Marley Resorts and Breezes. Approximately 200 students from grades 4 - 6 participated in the week program.

Through early exposure to the industry and interactions with industry professionals, students are exploring the range of career options available in the industry, engaging with industry professionals to discuss industry expectations, acquiring knowledge, soft skills, and awareness of industry and guests' needs and expectations, and linking classroom learning and experiences to real work experiences and expectations.

Hoteliers Hans Alnebeck, Sheraton Nassau Beach, and Earle Bethell, Bahamar, meet with Stephen Dillet Primary School students who are participating in BHA's Junior Hotelier's program.



Record # Educators Participate in Industry Summer Program

Under the theme, "Steady Sunward ... through ... wide and treacherous shoal". Approximately 120 educators participated in the week-long Fifth Annual Summer Educator Internship program. A record number of Hotel Members and Allied Members hosted excited educators in New Providence. Simultaneously, the first annual workshop was held in Grand Bahama, hosted by the GBI BHA Office. Under the theme, "Tourism Education Building a Solid foundation for Future Growth," 46 educators participated. Overall, participants came from 12 primary schools, 17 high schools, 6 independent schools and 7 Family Islands. For the first time, participants heard directly from industry leaders, who participated in a "conversation with industry leaders' panel discussion which included Paul O'Neil, Kerzner International; J. Barrie Farrington, Kerzner International; and Don Robinson, Bahamar. The workshop and discussions were facilitated by BHA volunteer Workforce Development Chairperson and VP for Training at Kerzner, Beverly Saunders and Atlantis University's team. This year's program saw BHA passing the 500 mark, the number of educators who have participated in the program since it started.



Educators in Grand Bahama take a break from their summer internship with industry to pose with representatives from Old Bahama Bay, their host property.



Tourism titans Paul O'Neil, Kerzner International, Don Robinson, Bahamar, and J. Barrie Farrington, Kerzner International lead a two hour conversation with over eighty educators.

BHA Supports National Career Month Activities

Thousands of students received exposure to the tourism industry through a number of activities held during October, which was dubbed National Career Month. A collaborative effort with the Ministry of Education and other industry partners, BHA assisted with the planning of this national initiative. The month focused on careers under the theme "Career Awareness Today For a Global Tomorrow". Activities included a speakers' circuit, career site visitations, field trips/product tours, careers' fair, scholarship town meeting, and student competitions. An estimated 1,000 parents and students attended the evening scholarship meeting where over 20 scholarship granting organizations had booths set up to meet with parents and students following a series of helpful presentations.



Ministry of Education curriculum officers spend a Saturday with BHA and industry representative to discuss curriculum and areas of change to make it more relevant to industry's needs.

BHA Working on School Curriculum Changes on Several Fronts

BHA continued to work with the public and private school systems to make their curriculum more relevant to the needs of the industry. Recent changes have been sparked by BHA's continued outreach to educators and the development of new partnerships and sound working relationships.

Working with the Anglican Central Education Authority (ACEA), a decision was made in April, 2007 to expand its curricular and to offer hospitality/tourism studies. After consultation with BHA and industry professionals and the sharing of information and research, a program and curriculum was developed and piloted this year at St. Anns High School at the Grade 10 level with foundational courses. As the program expands, students will participate in BahamaHost and during the Grade 12 year, they will be afforded the opportunity to seek CARIBCERT certification at the core competencies level. The program is also slated to expand to other Anglican high schools.

Several meetings were held with the Director of Catholic Education and Principals to introduce the institutions to the Jr. Hotelier Program, the core competencies expected of high school leavers (based on the CARIBCERT model) and other program offerings. With the support of the Catholic Board of Education, details are being worked out to develop and offer a program on the campuses. Aquinas College already has a vibrant hospitality program, which is supported by industry through the provision of speakers and information for various activities.

Career Readiness Boot Camp for High School Seniors

Recognizing that many high school graduates lack the skills needed to land and keep their first job, BHA embarked on a collaborative effort with the College of the Bahamas Culinary and Hospitality Management Institute and The Ministry of Education, to put together a Career Readiness Boot Camp. The initiative's objective was to equip approximately 250 grade 12 students with realistic workplace expectations and the opportunity to be interviewed by potential employers. This highly interactive event, was devoted to intense, interactive discussions with industry professionals and was chock full of useful, practical advice. During the one day camp, sessions addressed the top 10 competencies for entry level positions, winning interview tips, professional attire and winning behaviors.

Supervisory and Food Safety Training Offered

In response to a training needs survey conducted with members this summer, BHA, in collaboration with the Ministry of Tourism and Aviation, the Culinary & Hospitality Management Institute at the College, Bahamas Food Health & Environmental Safety, and Turning Point Consultants put together a series of sessions with emphasis on supervisory, and food safety and sanitation training. The courses are being offered early in 2009.

Sustainable Development

STEMM Project Assessments Completed, Small Hotels Being Offered Assistance

Over 100 Small Hotels Part of STEMM Network

- Research Reveals Areas of Greatest Need
- Mid-Term Review of STEMM Project Reveals Strengths, Provides Direction
- Many Hoteliers Undergoing Training to Upgrade Product
- Small Hotels Forum Task Force Working with BHA and Partners to Plan Program's Future

BHA's Sustainable Tourism Entrepreneurial Management and Marketing (STEMM) project, a four-year program supported by the Inter-American Development Bank (IDB) along with BHA and its Promotion Board and Ministry of Tourism partners, took considerable steps this year toward its goal to improve the competitiveness of small hotels and tourism enterprises aimed at positioning The Bahamas as a sustainable tourism destination.

Cat Island Hotelier and Vice President for the Bahamas Out Islands Promotion Board, Sammy Thurston shares his experiences with fellow hoteliers at the October forum.



The BHA/STEMM Project Management Team and key consultants

Over 100 small hotels throughout the country are now part of a STEMM Network organized and managed by the STEMM project management team and working at various levels to:

- consistently meet and operate at internationally recognized service and business standards developed by the project;
- put in place energy efficient and environmentally friendly practices;
- share information and best practices amongst themselves;
- collaborate through the network to develop joint purchasing arrangements for goods and services
- develop new approaches to sustain a technical assistance and marketing network beyond the life of the project;
- begin to develop new approaches to market the diverse interests and offerings of the nation's small hotels.

In August, an Evaluations Consultant, Gustavo Segura, a hotelier and sustainable tourism industry leader from Costa Rico who has done project assessment work for the IDB, conducted an extensive review of the STEMM project's work to date and its capacity to meet its long-term goals. The project remains on course, effectively meeting its specific timelined goals but must move quickly over its last 18 months to put in place a small hotels unit, within BHA, which can support itself and the marketing and technical assistance needs of the small hotels which would be part of the unit.

Driven by data revealing areas of greatest need, the project rolled out late last year and aggressively implemented this year a range of technical assistance, training and strategic planning initiatives for the network members. Toward the year's end, most network members had received extensive assistance, targeted to their specific needs and areas of weakness identified through the research.

Hotel Industry professional Brendan Folkes facilitates a day long Small Hotels Forum with over fifty small hoteliers from throughout the country in attendance



Forty-nine of the network members participated in a one day National Small Hotels Forum in October to: share experiences and best practices; discuss issues and activities small hotels can take individually and collectively to improve their competitiveness; identify short and long-term activities to be included in a work program for the Network; and explore options to sustain the BHA/STEMM Small Hotels Network beyond IDB/BHA and partner support funding.

The Honourable Vincent Vanderpool-Wallace was the feature speaker and shared plans for a refocused hotel and tourism industry in the country. Participants also heard from personal experiences of their colleagues Doris Kemp, Owner/Operator of Ocean Pearl Resort on Grand Bahama, Tony & Pam Ambrister of Fernandez Bay Resort, Cat Island and Sammy Thurston from Sammy T's also on Cat Island.

A task force was formed at the forum to guide, advise and work towards sustaining the small hotels unit beyond the project, coordinating closely with BHA, the Promotion Boards and the Ministry of Tourism and Aviation. The taskforce, which is chaired by hotelier Nina Maynard, includes representatives from Nassau, Paradise Island, Grand Bahama, North/Central Andros, South Andros, Eleuthera, Harbour Island, Exuma and Cat Island.



Internationally recognized marina specialist Dennis Nixon explains to marina operators how operators have organized themselves in other jurisdictions to address their needs

Old Bahama Bay Declaration Calls for Organized Approach To Marina Sector

Nearly 80 participants representing a host of marina operators from eight (8) major islands across the country including allied industry service providers throughout The Bahamas and Florida attended The Bahamas Marina Operators Forum organized by BHA and its Sustainable Tourism Entrepreneurial Management and Marketing Project (STEMM) in February at Old Bahama Bay, Ginn Sur Mer, in Grand Bahama where they adopted the "Declaration of Old Bahama Bay".

The Declaration reflected the consensus by participants on the need for a comprehensive approach to the development of the budding marina sector and to incorporate a Bahamas Marina Operators Association to enhance the economic competitiveness of operators and to achieve more growth for the sector while safeguarding the environment on which this sector depends.

A task force was formed from the forum to formalize the Association and to address more immediate issues, including the formation of a national marina policy by the Government. The task force met with the BEST

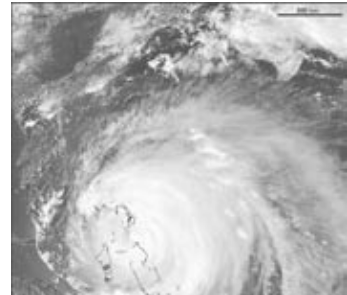
Commission and did a follow up paper offering policy recommendations. During the year task force members also advocated to Government for the repeal of a tax imposed on marine parts in July, citing its impact on attracting and keeping boats in The Bahamas because of the significant increase in the cost of boat repairs.

Three Students Off to Environmental Camp

In support of the Ministry of Tourism led National Coastal Awareness Month activities, three winning students to the poster contest won a week's stay at the VIERS Environmental Camp. Held at the Virgin Islands Environmental Resource Station (VIERS) at Lamesur Bay in the most remote part of St. John, students participated in land and sea field trips studying the diverse flora and fauna and moving between sub-tropical forest mountains and endangered coral reefs. They hiked to waterfalls, ancient Taino Indian petroglyphs and plantation ruins and met with world-renown scientists who are studying the lifecycles and factors affecting the region's coral reefs. A tourism component was woven into the camp experience, as they were required to make a presentation to fellow campers from around the region and the US about The Bahamas.

Hurricane Readiness Workshops Held Alert Program Activated Twice

A number of small hotels participated in a series of mid-year hurricane readiness workshops conducted through the STEMM project. The workshop drew upon materials developed by the Caribbean Hotel & Tourism Association and the Caribbean Alliance for Sustainable Tourism, providing participants with checklists of detailed step-by-step planning procedures to prevent and mitigate damage, injuries and potential loss to property. Hoteliers were also advised on effective ways to handle guests and potential guests prior to, during and after a storm.



Dr. Jennifer Edwards conducts hurricane readiness workshop for small hoteliers

BHA also provided members with information throughout the year on hurricane readiness steps, best insurance practices and the industry hurricane policy. There was a need on two occasions during the hurricane season to activate the Ministry of Tourism and Aviation's crisis management team, which BHA is a part of, as storms threatened The Bahamas, and members were kept alert as to the storm's developments.



Energy Efficiency and Recycling Task Force Presents Recommendations, Holds Workshop

With the huge spike in energy costs incurred during the year, BHA convened an energy efficiency and recycling task force early in the year. Among the efforts undertaken were a request to the Government for representation on a National Energy Policy Task Force to identify new policies which would support greater use of alternative energy sources and more energy efficiency. The Government agreed and BHA's task force Chairman Kevan Dean from Kerzner International was appointed to represent the industry on the Government task force. Recommendations were also presented to Government for over twenty categories of energy-saving products and equipment to be duty exempt to encourage purchases by reducing the payback time based upon savings. The Government adopted six categories with the passage of the fiscal budget in June. In May, Chairman Dean also extended member participation in a recycling workshop, which was conducted by Kerzner for its operations. Several hoteliers participated in the half-day session. BHA also encouraged members to participate in a two day energy efficiency forum sponsored by the US Embassy in September. The task force's unfinished business included a desire to make available to members an easy to use energy auditing guide to help easily identify areas where greater energy efficiencies could be realized.

Commitment Made to CCTV

Drawing on a report advocating CCTV conducted several years ago by the Nassau Tourism & Development Board, BHA threw its support behind the need to implement a municipal closed circuit television program to help deter and combat criminal activity. Minister for National Security the Honourable Tommy Turnquest endorsed the crime fighting tool, which has proven highly effective in many cities around the world, and convened a task force to put in place an implementation plan. The Ministry of Tourism and Aviation piloted an initial program along Woods Rogers Wharf in downtown Nassau. Plans call for an expansion in the city, followed by camera placements in the Cable Beach area and on the New Providence side close to Paradise Island. BHA pledged its support to assist with the purchase of monitoring equipment. Private sector representatives joining BHA on the task force included Kerzner International, Bahamar and Cable Bahamas.

Input Provided on National Crime Council

BHA's Executive Vice President represented the industry on the National Advisory Council on Crime convened by Minister Turnquest. The Council recommended a comprehensive approach to addressing crime, including judicial reforms, new legislation, greater support for prevention and detection efforts, and a range of social and education initiatives. The Council called for the establishment of an ongoing independent secretariat to monitor progress to reduce crime, and continue to advance public and private sector efforts in that regard.

Security Lighting Audits Conducted

BHA members on New Providence conducted a security lighting audit from the airport to Paradise Island which identified over 100 malfunctioning street lights. The audit report was presented to the Bahamas Electricity Corporation which moved quickly to repair and replace the lights.



Govt-Private Sector Team Up for Beautification and Clean-Up

Wishing to show New Providence in its best light to a regional and international audience of industry travel partners and press attending CHA's Caribbean Marketplace, BHA pulled together the Ministry of Public Works, the Department of Environmental Services, the Ministry of Tourism, the Nassau Airport Development Company and key hoteliers to undertake a major clean-up and beautification effort. Additional landscaping and flowering was put in place by the landscaping firm Enviroscape. The appearance of the areas was significantly enhanced and the initiative had residual effect, as the areas have been well-maintained throughout the year.

Other Happenings

Grand Bahama Members Hold Retreat, Set Course

With the establishment late last year of a BHA Grand Bahamas office, in cooperation with the Grand Bahama Island Tourism Board, members on that island gathered early in March to determine specific priority areas for the organization on their island. Participants drew upon results from a survey conducted by BHA of members and key stakeholders, as well as personal interviews which were held with other stakeholders including the Ministry of Tourism, the GBITB, the Grand Bahama Port Authority, the Grand Bahama Chamber of Commerce and the taxi industry to gain insight on industry challenges and priority areas of concern. From that, an action plan was put in place, with priority given to several advocacy areas, airlift, industry training and education. A meeting was held in October to review progress, showing that immediate issues were addressed or were actively being addressed. Grand Bahama members pledged their continued support to BHA and the industry's development.

Executive Committee Assesses and Adjusts Strategic Plan

Midway through its five year business plan, Executive Committee members met in April to evaluate goal by goal progress and reassess priorities given the passage of time. The assessment revealed measured and significant progress against seven of BHA's eight goals, but an expressed need to further develop the member services goal and the need to develop additional revenue sources, without raising the already increased demand on existing sources, to support the delivery of the needs of the organization and the industry. Plans were put in place to address these needs during the second half of the five year plan.

Annual Fundraising Golf Tournament winners Thomas Hackett and Michael Anderson with tournament organizer Michael Hooper and major sponsor representative from Fidelity Bank.



BHA & Chamber Team Up for Trade Show, Globalization Conference

With a commitment made last year to expand on its annual Allied Members Trade Show, BHA teamed up with the Bahamas Chamber of Commerce to deliver what was tagged by exhibitors and 'shoppers' alike as a highly successful two day show early in October. With a record-setting 70 booths and a range of goods and services showcasing their business, an estimated 2,000 people participated in the show. BHA organized individual appointments with exhibitors to meet with purchasing representatives from ten participating hotels. The show piggybacked with the Chamber's annual Globalization Conference which focused on business readiness to meet both opportunities and challenges which free trade agreements like the EU Economic Partnership Agreement present to Bahamas businesses.

Annual Golf Tournament Aids Hurricane Relief, Scholarships

Despite the softening economy, businesses and golfers matched last year's record support for the Bahamas Hotel Association's annual golf tournament, raising over \$25,000 for student scholarships and education programs, and hurricane relief for Inagua. BHA President Russell Miller expressed appreciation to supporters, in particular allied members and the 100 golfers for supporting the fundraiser. Tournament organizer Michael Hooper commended the golfers for their support, in announcing the winners at an awards lunch following the tournament on Sunday, October 12th at the Wyndham Cable Beach Golf Course.



BHA President Russell Miller and Bahamas Chamber of Commerce President Dioniso D'Aguilar officially open up the 2008 trade show for BHA allied members and Chamber members

Welcome...New Members

BHA welcomed the following new members this year:

- Bahamas Telecommunications Corporation, Marlon Johnson
- Bimini Bay Resort & Marina, Sean Grimberg
- Cochinamogulos, Theofanis Cochinamogulos
- College of The Bahamas CHMI, Dr. Lincoln Marshall
- D-Zee Textile
- Old Fort Bay, Dwayne Mortimer
- Providence Technology Group, Ian Hepburn
- Sail Nassau, Richard Beek
- Swains Cay Bonefish Resort, Cheryl Bastian
- Turning Point Consultants, Vanessa Riley
- USA Today, Susan Murphy

The Bahamas Chamber of Commerce & The Bahamas Hotel Association invite you to seize this incredible opportunity...

Bahamas Business Trade Show & Globalization Conference
Friday, October 3rd & Saturday, October 4th, 2008
Save The Date!
...Bringing together Buyers and Sellers of Goods and Services to Promote New Business Opportunities and Reinforce Existing Relationships
Join The Nation's Leading Business Showcases!

Business Office Products	Financial Services
Food & Beverage Supplies	Energy Efficient Equipment & Services
Information Technology	Tourism-Related Services
Security Services	Marketing & Public Relations Services
Locally Manufactured Products	...and Much, Much, More!

Meet... Owners, Managers, Purchasing Reps., & Other Decision Makers!
 Showcase... Your Latest Products & Services!
 Build Strategic Business Alliances... with Local & International Companies!
 Schedule One-on-Meetings... with Purchasing Representatives!

Sheraton Cable Beach Resort : Independence Ballroom
Exhibitors Call or Email Now! • SPACE IS LIMITED!
 322-8381 • Email: bha@bahamashotels.org

Connecting with
CHTA & Regional Partners



CHA Broadens Scope with Name Change

Recognizing the broader scope of its mandate and membership base, members of the Caribbean Hotel Association agreed this year to change the organizations name to the Caribbean Hotel and Tourism Association. The change also keeps CHTA in step with several of its member associations who have already moved in this direction. "This will be a way to show to our governments, public and private multilateral institutions, and all players in the tourism sector that CHTA has a broader span of representation of industry partners and therefore plays a major significant role in the Caribbean," said Enrique De Marchena Kaluche, who assumed the President's helm of CHTA in June for 2008-2010.

Caribbean Marketplace

Nearly 2,000 buyers and sellers from around the world converged on Nassau in January to conduct business at the 2008 Caribbean Marketplace at Atlantis. Marketplace is the largest marketing venue annually for the region. Joining CHTA this year in hosting the event was BHA, the Ministry of Tourism and the three Promotion Boards. The trade show also attracted over 30 members of the international press, many which joined the buyers and tagged several days to their trip to tour properties throughout the Bahamas.



Prime Minister Hubert Ingraham officially opens Caribbean Marketplace 2008 in The Bahamas.

Caribbean Tourism Investment Fund Takes Shape

CHTA moved closer to the establishment of a regional investment fund which would allow small to mid-sized hotel members to tap into a new source of financing for expansion, renovations and capital improvements. KPMG and the Caribbean Financial Services Corporation are assisting CHTA in developing the fund which is being designed to help fill a "financing gap" in the regional tourism industry for owner-operators of resorts up to 150 rooms. The Fund would support applications evidencing strong management teams with a proven track record and a robust business plan. An investment advisory board has been formed to agree on a framework for the Fund. Initial commitments of seed money were identified this year and details are being worked out. The fund would be restricted to BHA/CHTA members.

CHTA Pilots Small Hotels E-Commerce Project in Bahamas

BHA was one of three countries in the region selected to participate in a CHTA supported small hotels E-Commerce Platform project with funding assistance from the European Union's Centre for Development Enterprise (CDE). The program seeks to improve and promote the competitiveness of small hotels in the region by enabling them to carry out on-line promotion, reservation and payments. Six participating hotels in BHA's STEMM project were targeted for participation for the program and received training in November.

Bahamas hoteliers entertain a steady flow of clients and potential clients at marketplace.



Regional Training for BHA Managers

BHA continued to develop its internal capacity to support the organization, participating in the Caribbean Society of Hotel Association Executives (CSHAE) annual Leadership Conference in May in Trinidad. Frank Comito, Executive Vice President, Dr. Jennifer Edwards, Director for BHA's Sustainable Tourism project, and Shamine Johnson, BHA Manager for Grand Bahama, attended the two-day meeting. CSHAE is a regional umbrella organization of hotel association staff leadership, providing opportunities for professional development and an exchange of information and ideas helpful in supporting both the effective role of hotel associations as well as supporting CHTA. CHTA provides annual assistance to CSHAE.

Trinidad



Minister Neko Grant and CHTA Secretary General Alec Sanguinetti pose with Kerzner COO Nan Palmer, NPIPB Chairman George Myers and Past BHA President and Royal Towers General Manager Stephen Sawyer.

Recognizing Excellence

BHA CACIQUE WINNERS



Mike Hartman
Tiamo Resort
Hotelier of the Year



Sonya E.A. Thompson
Wyndham Nassau Resort
Manager of the Year



Tiffany Burton
Wyndham Nassau Resort
Chef of the Year



Phyllis Smith
Sheraton Nassau Beach Resort
Supervisor of the Year



Jermaine Wright
British Colonial Hilton
Sales Executive of the Year



Florence Wright
Atlantis (The Cove)
Employee of the Year



J. Barrie Farrington
Kerzner International
Lifetime Achievement Award



Getting Ready to Hoist the Flag
Old Bahama Bay at Ginn Sur Mer GM and Dockmaster Peter Watson get ready to raise the Blue Flag, an international distinction for environmental quality.

2008 Operator Members



Abaco Beach Resort & Boat Harbour
Abaco Inn
Bakers Bay Golf & Ocean Club
Best Western Bay View Village
Best Western Castaways Resorts
Bimini Bay Resort
Bluff House
British Colonial Hilton
Cape Santa Maria Beach Resort
Casuarinas of Cable Beach
Chub Cay Club
Club Land'or
Club Peace & Plenty
Comfort Suites, Paradise Island
Coral Sands Hotel
Emerald Palms by The Sea
Fernandez Bay Village
Flamingo Bay Yacht Club & Marina Hotel (Taino Beach)
Four Seasons Resort, Great Exuma at Emerald Bay
French Leave Resort
Grand Isle Resort & Spa
Graycliff Hotel & Restaurant
Green Turtle Cay Club
Hawk's Nest Resort & Marina
Kerzner International
Lighthouse Yacht Club
Lyford Cay Club
Marley Resort & Spa
Nassau Palm Resort & Conference Center
Ocean Reef Yacht Club (Geltex Trading)
Old Bahama Bay
One & Only Ocean Club
Orange Creek Inn
Orange Hill Beach Inn
Out Island Beach Resort & Spa
Palm Bay Beach Club
Paradise Harbour Club & Marina
Paradise Island Beach Club
Paradise Island Harbour Resort
Pelican Bay (New Hope Holding Co., Ltd.)
Pigeon Cay Beach Club
Pink Sands Resort
Port Lucaya Resort & Yacht Club
Powell Point at Cape Eleuthera
Red Apple Bb/Lodging
Red Carpet Inn
Riding Rock Inn Resort & Marina
Romora Bay Hotel
Runaway Hill Club
Sammy T's Beach Resort
Sandals Royal Bahamian Resort
Sheraton Nassau Beach Resort
Small Hope Bay Lodge
Stella Maris Resort
Sunrise Beach Club & Villas
Sunshine Paradise Suites
Swains Cay Bonefish Resort
The Cove Eleuthera
The Ritz Carlton Rose Island
Tiamo Resorts
Treasure Cay Hotel Resort & Marina
Unique Village
Valentine Resort
Viva Wyndham Fortuna Beach
Westin & Sheraton at Our Lucaya
Wyndham Nassau Resort & Crystal Palace Casino

2008 Allied Members

Acme Printers
AID
Albury's Locksmithing Co.
AMC Liquidators
American Eagle/Executive Airlines
American Express Merchant Service Int'l
APG Business Center Ltd.
Aquapure
Ardastra Gardens Zoo & Conservation Center
Arthur Frommer's Budget Travel
Asa H. Pritchard Ltd
Audio Visuals Services Ltd.
Authentically Bahamian
Avis Rent-A-Car
Bahama Divers (1976) Co. Ltd.
Bahama Out Island Promotion Board
Bahamas Business Solutions
Bahamas Degradable Plastics Co. Ltd.
Bahamas Embroidery - Uniform Experts
Bahamas Experience Tours
Bahamas Ferries
Bahamas Food & Health Safety
Bahamas Food Services
Bahamas Paint Depot
Bahamas Vacation Guide & Bvg Design
Bahamas Waste Ltd.
Bahamas Wholesale Agencies
Bahamasair
Bahamia Rentals
Bahamian Paint Supply
Basden Elevator Co. Ltd.
Benelda.Com
Best Island Travel & Tours
Blackbeards Cay
Blueshark Golf Club
Bobcat Bahamas Ltd
Bradley Griffin - Food & Beverage Consultant
Bristol Wines & Spirits
Brita (Caribbean) Ltd.
BTC Bahamas
Burns House Group
Butler & Sands Co. Ltd
Cable Bahamas Ltd
Cable Beach Manor Apts.
Cacique International Co. Ltd.
Cape Systems Limited/Island School
Capital City Marketing
Care Bahamas
Caribbean Beverage Systems
Caribbean Bottling Co. (Bahamas) Ltd
Caribbean Flavours
Caribbean Gas Storage & Terminal Ltd
Caribbean Guest Supply
Caribbean Hospitality Management Consultant
Caribbean Hotels
Cavalier Construction Co. Ltd.
Chem-Tron
CITS Groups
Cob, Culinary & Hospitality Management Institute
Cochinamogulos
Commonwealth Building Supplies & Hardware
Continental Connection /Gulfstream Airline
D'albenas Agency Ltd
Dan Knowles Tour Co. Ltd
Deloitte & Touche

DHL (Bahamas) Ltd.
Digital Isle Communications
Discovery Vacations
DMC (Bahamas) Ltd.
Dolphin Encounters
Doncar Hospitality Management
Dupuch Publications
Eastern Energy Solutions/IMC Ne
Executive Tours - Superior Watersports
Exotic Vacations
F. Rich Trading Ltd
Fedex
Forsythe's Communication Ltd
Fun Food Wholesales Ltd
Glinton Sweeting Obrien Attorney At Law
Global Consultants
Grand Bahama Island Tourism Board
Guest Tek
Gunite Pools of Nassau Ltd
Gwen's Alterations
H. Forbes Charter Co. Ltd.
Hits Wireless
Hospitality Management Services
Hotel Corporation of The Bahamas
Hotel Restaurant Supply
IBM Bahamas Ltd
IDH Traders (Tropical Arts)
Insurance Management
Interchem
International Yacht & Jet Show
Island Destination Services
Island Rose Ltd.
Island Seafoods Ltd.
Island Sun Tours Ltd.
Island Wholesale Ltd
J. S. Johnson & Co. Ltd.
Java Gallery, The
Jay Stelzer & Associates
Kojo Worldwide
KPMG
Laser Freight International
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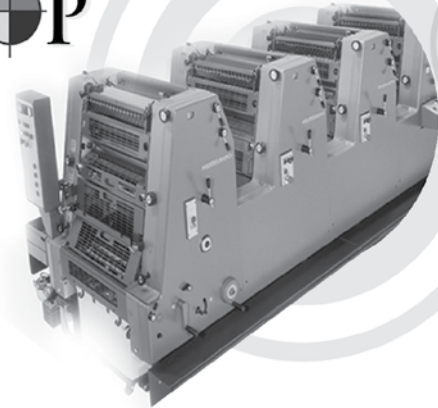
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