



2017 ANNUAL REPORT

65
YEARS



PRESIDENT'S MESSAGE



influenced the health and well-being of industry, we have spearheaded movements to address issues vital to our varying business models. We have come together to positively influence the trajectory of the largest driver of our economy, The Tourism Industry. It is through partnership that we have been able to achieve the success we have gleaned during our existence. As partners we heralded legislative changes, influenced public policy, brought to fruition impactful initiatives; provided fertile fodder for the growth and development of our Bahamian youth and encouraged, supported and propagated the indigenous aspects of our community that make us unique. Together we have sought shelter from storms, reached out to those in need, helped to spread knowledge designed to protect our communities from incursions. We have honored our exemplary employees, reveled in citizenry excellence, rewarded industry influencers, all in an effort to set a standard that goes beyond an expectation of adequacy. We have achieved all that we have, through partnerships.

2017 has brought with it, both triumphs and tribulations. We have celebrated; and we have mourned the loss of Industry Icons who are irrefutably irreplaceable as leaders, mentors; men and women who have shaped the future of The Bahamas; and left an indelible imprint on the minds, hearts and souls of Bahamians.

We faced our share of challenges, some of which were and are, within our purview to repair and to avoid recurrence; others, such as the spate of Hurricanes that impacted so many of our partners in the Caribbean, and some islands in The Bahamas, were outside our sphere of influence. There exists one common thread which links our ability to address, and respond to the opportunities and challenges posed in 2017: It is our ability to learn, to grow from each and every experience, collectively, collaboratively with discernment, fortitude and faith. We are One Destination, connected by enterprise, environment, community. Our ability to improve the destination and the manner in which we are regarded by our Tourism Market, rests in our ability to work collectively to achieve common goals.

The Bahamas Hotel and Tourism Association, for over half a century, has watched leaders come and go, political parties rise to power and recede. We have seen our skylines change with the growth and diversification of Tourism in our country. Alongside our private and public-sector partners, we have

We remain committed to being "The Voice of Industry", resolute in our determination and dedication to serve our members with unparalleled, objective professionalism to achieve our mandate; to facilitate the profitability, quality and sustainability of Tourism for The Bahamas.

It has been a pleasure serving you for the last 65 years, we hope to continue to do so for many years to come.

Thank you for your support and your partnership.

Yours, Sincerely,

A handwritten signature in black ink that reads "Carlton Russell". The signature is written in a fluid, cursive style.

Carlton Russell

BHTA 2017 EXECUTIVE COMMITTEE



CARLTON RUSSELL
President



STUART BOWE
Immediate Past President



DEAN SPYCHALLA
Sr. Vice President



JAMAL GLOVER
Treasurer



SUZANNE PATTUSCH
Executive Vice President and
Corporate Secretary



JACKIE CARROLL
Vice President GBI



JEREMY MUTTON
Vice President, Out Islands



VERNICE WALKINE
Vice President
Allied Members



NINA MAYNARD
Chairperson Small Hotels



BEVERLY SAUNDERS
Chairperson Workforce
Development



BASIL SANDS
Chairperson Assoc. of Bahamas
Marinas

BAHAMAS HOTEL AND TOURISM ASSOCIATION EXECUTIVE COMMITTEE "RETREAT" TO DEVELOP 2017 STRATEGIC PLAN



Pictured from left to right; Jeremy Mutton, VP Out Islands, Nina Maynard, Chairperson Small Hotels, Rui Domingues, VP Nassau-Paradise Island, Suzanne Pattusch, Executive Vice President, Carlton Russell, President of the BHTA, Vernice Walkine, VP Allied Members, Beverly Saunders, Chairperson Workforce Development, Jamal Glover Treasurer, Stuart Bowe, Immediate Past President of the BHTA. (not shown Dean Spychalla, Immediate Past President)

The President of the BHTA, Carlton Russell and Executive Committee Members gathered at The Island House, in January 2017, to develop specific strategies to be deployed in 2017 as the organization continues its efforts towards achieving its overarching mandate to facilitate the profitability, quality and sustainability of tourism for the Bahamas.

The Committee agreed areas of focus for the BHTA in 2017 would include; working with relevant parties in public and private sector to best represent the Tourism Industry on advocacy issues such as Universal Health Care and the proposed amendments to the Employment Act; as well as policies governing the Vacation Home Rental business in The Bahamas. In addition to Advocacy efforts, the BHTA committed to strengthen and broaden their training, customer service, succession planning and workforce development programs, working with key industry partners and educators such as the University of the Bahamas and other educators; The Ministry of Education and tourism industry operators. The BHTA also agreed to work with private and public sectors to address issues of crime and cleanliness. The BHTA committed to continue its' support of the Tru Tru Bahamian Movement, which sought to expand and support the presence of Bahamian art, craft, culture, cuisine in the tourism product. Specific areas of focus were subsequently outlined and presented to members in a subsequent BHTA Board of Directors and Members Meeting by Carlton Russell, President of the BHTA.

Promoting and propagating Culture; stimulating Local Sourcing to strengthen and diversify the economy, Cultivating Family Island Travel; working with PPP's to develop Crime and Safety initiatives and develop Customer Service Awareness Programs, help facilitate Ease and reduce Cost of Doing Business in The Bahamas.

FOCUS AREAS

1. Supporting, propagating, promoting and developing Bahamian Culture, Cuisine, Art, Craft, Heritage, Stimulating Local Sourcing and further infusing of culture into our destinations brand identity.

Aim:

- To strengthen; diversify and develop Bahamian economy through local sourcing and the development of "Buy Bahamian" strategies.
- To create linkages within industry to stem the leakages out of our economy
- To enhance efforts to create a brand identify built around the elements of the Bahamas that are indigenous, and unique to the destination.
- To Develop mid to long term strategy to develop larger facilities for larger production requirements, and source affordable menial labour and

BAHAMAS HOTEL AND TOURISM ASSOCIATION EXECUTIVE COMMITTEE "RETREAT" TO DEVELOP 2017 STRATEGIC PLAN

- Enhance marketing efforts (i.e. a Calendar of Events) illustrating festival, culinary, art, music event and create cohesive marketing packages around these events
- Enhance Port Experience; which would transition cruise passengers to stopover guests
- Downtown Revitalization: BHTA seeks to engage with government in efforts to revitalize downtown.

2. Cultivating Family Island Travel; Stop N' Hop Bahamas; to spread the wealth; increase repeat visitor rate and encourage longer stays.

Aim:

To promote inter-island travel, using Nassau as the hub, for visitors who want to experience specific activities throughout varying islands in the Bahamas.

Encourage repeat business, and longer stays.

Create "Stop N' Hop Bahamas" program, package travel itineraries based around varying genres/niche markets i.e. Cuisine; Wellness Activities; Flora and Fauna, Adventure Activities: diving, snorkeling, exploring natural resources; Music and Culture.

Work with Hotels and Attractions; Airlines and Tour Companies to develop a cohesive, one stop shop package which would encompass a "base camp" stay on one island; with extended excursions, hotel stays and experiences in a minimum of one other family island.

3. Crime and Safety; to create a public-private sector committee designed to develop and guide a program called Tourism Safety and Security Network (TSSN) which would focus on specific goals aimed at addressing crime and safety through collaborative efforts.

4. Customer Service - BHTA to engage partners in both the public and private sector to launch a Nationwide Public Awareness Campaign to help stimulate our populations intrinsic motivation to provide excellent customer service. The campaign would serve to enhance customer service sensitivity and awareness throughout the country.

5. Mitigate Cost of Doing Business in the Bahamas and improve ease of doing business in the Bahamas.

Aim:

- To engage in private and public sector to reduce cost of doing business and better facilitating the ease of doing business.
- To work with private and public sector with a focus on three areas of interest as it pertains to mitigating the cost of doing business and improving ease of doing business: Reducing Energy Cost/Providing reliable power; addressing areas of interest pertaining to Labor/Labor laws.



LOCAL SOURCING

BHTA encourages and supports local sourcing alongside industry partners and stakeholders

The Bahamas Hotel and Tourism Association continues to be an ardent advocator, supporter, and facilitator of an initiative they have aptly dubbed: "The Tru Tru Bahamian Movement"

The Tru Tru Bahamian Movement seeks to propagate Tru Tru Bahamian Culture, Customs, Heritage, Cuisine; Art, Craft, Dance, Music throughout the destinations tourism product; and within local communities, through a variety of initiatives designed to promote and celebrate the unique talents of a population that boasts a rich; diverse history which has cultivated a plethora of deeply ingrained Bahamian characteristics and expressions of creativity.

The aim of infusing local art, craft, cuisine, agricultural products into the local tourism product is two-fold. First and foremost, it creates an "authentically Bahamian sense of space"; where the local population, and visitors can feel, smell, see and taste, the unique elements of the Bahamas, as opposed to having an experience that is non-distinguishable. This is key to the development of a discernable brand identity for the destination as travellers, particularly the millennial market continues to seek indigenous; culturally relevant experiences in their destination of choice. By creating an environment which is fraught with Bahamian art, music, food, dance and Bahamian-made products; we are providing visitors with an authentic, Tru Tru Bahamian experience" states Carlton Russell, President of the Bahamas Hotel and Tourism Association.

The second objective of the Tru Tru Bahamian Movement is to encourage "local sourcing" as currently approximately 85 cents of every dollar spent in the Bahamas leaves the country. The BHTA seeks to stem the leakage through the creation of linkages between the tourism industry and Bahamian entrepreneurs.

In varying press releases and public speaking opportunities Carlton Russell continues to state "Local sourcing is vital if we wish to expand and diversify our economy. By supporting Bahamian businesses, we stimulate markets in areas that are currently underdeveloped. The benefits of stemming the outflow of funds, and keeping them in our own economy is vast. The trickle-down effect of local sourcing is an obvious benefit, as this creates job growth, and expands entrepreneurial opportunities. We must also think about the long-term consequences; how local sourcing can positively impact crime trends and other social economic ails. Bahamians are immensely talented, creative and proud of their heritage, we just need to give them the opportunity to succeed doing what they love to do. The rest will follow" Local Sourcing was one of the Five Focus Areas outlined in the BHTA's strategic plan for 2017.

In August 2017 Representatives from The Bahamas Hotel and Tourism Association met with The Hon. Brent Symonette, Minister of Financial Services, Trade & Industry and Immigration to discuss strategies to enhance local sourcing opportunities for the tourism sector. At the meeting it was agreed, The BHTA would co-ordinate a public private sector led committee which will focus on the development and deployment of strategies to remove barriers to market for SME's, and encourage tourism stakeholders to increase exponentially, their current spend on locally sourced goods and services. The committee would also develop initiatives to defray the cost of "production items" such as glass jars and bottles, packaging material and other elements required to create the final product. Currently many of the production items attract a duty which is higher than the cost of importing the finished good, which does not bode well for local Bahamian creators as the high duty rates increase their end price, which was one of the major barriers to entering the local market. The core Local Sourcing Committee will consist of private and public-sector stakeholders and be Chaired by the Minister of Financial Services; The Hon. Brent Symonette, and the President of the BHTA, Mr. Carlton Russell. Ms. Vernice Walkine, Vice President, Allied Members serving on the Executive Committee of the Bahamas Hotel and Tourism Association; representatives from and other private and public-sector representatives would also serve on the committee.

Since the original meeting in August, the BHTA has led a number of subsequent meetings with core and sub committee members in an effort to elicit feedback from key stakeholders which would result in a document outlining comprehensive proposed solutions derived from a vast diverse group of stakeholders.

LOCAL SOURCING



A “Needs Assessment” Sub Committee was created to focus on specific elements including: The Review and Summary of Existing Legislation that would be applicable to efforts to mitigate impediments and to improve the ease of doing business for light, cottage manufacturers as well as established sizeable producers of Bahamian made goods. Legislation for analysis would include , The Industries Encouragement Act, The Tariff Act, Export Manufacturing Industries Encouragement Act, The Agricultural Manufacturers Act, Spirit and Beer Manufacture Act. Suggestions for amendments which would address areas of deficiency, inapplicability, concern with existing acts.

The Documentation of a list of Duty Items on “production items” which currently attract a high duty rate. These items would be considered by Bahamian entrepreneurs as integral to the process of creating their locally produced/ manufactured good. A reduction of duty on these items would assist in reducing the final price of Bahamian goods created in the Bahamas. This list would be submitted to Government for inclusion on the list of concession items listed as part of the Tariff Act.

The Committee would also conduct Research and Analysis of Existing Shipping Costs and Export Duties for items described in spreadsheet and proposed solutions in an effort to mitigate the cost of shipping to and from the destination through consolidation efforts etc.

Also, the committee with the help of respective government agencies particularly the FTSL would Draft of proposed process requirements for Entrepreneurs which would make them compliant with FSTL requirements for Top Bahamian-Made Products to ensure eligibility for sale to local wholesale companies and export purposes. The Top items listed for the formulation of draft process requirement includes:

- Jams and Jellies
- Sauces (i.e. pepper sauces and other flavourings)
- Salts Seasoning and Spices
- Tea
- Tomato Sauce, Salsas
- Soaps, Bath Salts, Bath Oils and other Spa Sundry Items
- Bahamian Coconut Oil
- Water, fruit juices (coconut water)
- Honey
- Fruit and Vegetables
- Chocolates, Candies
- Baked Goods, Pastries
- Meat
- Beer and Spirits
- Straw, Wood, Shell, Sponge, Coconut Husk and plant material (i.e. Palm Fronds)
- Bahamian flours and starch

Review issues with Temporary business license process and fees implemented by Inland Revenue and describe potential solutions.

Research partners to discuss potential for provision of Capital and or start up loans.

Review of existing legislation, processes and available resources to protect Intellectual property, logos etc for Bahamian Artisans and Artists.

The needs assessment sub committee consists of over 25 private and public stakeholders including representatives from The Bahamas Hotel and Tourism Industry, The Ministry of Financial Services, Trade and Industry, The Ministry of Tourism, The Department of Marine Resources; Food Safety and Technology Lab, The Chamber of Commerce, Trade Portal, Creative Nassau, and a vast number of Tru Tru Bahamian entrepreneurs.

LOCAL SOURCING



LOCAL SOURCING

UNIVERSAL HEALTH CARE/NATIONAL HEALTH INSURANCE

In 2017, the Bahamas Hotel and Tourism Association continued to liaise with relevant government and private sector representatives re Universal Health Care/National Insurance, and give updates where available to members at BHTA Board of Directors and Membership Meetings. BHTA Representatives met with KPMG, consultants deployed to conduct an Economic Impact Assessment to broadly look at the GDP impacts of undertaking the Primary Phase of NHI on January 25th, 2017.

The BHTA offered the following summary at the February 2017 meeting.

WHAT WE DO KNOW:

- Phase 1 of National Health Care; Registration has commenced and is ongoing.
- The NHI Bill has been passed and the RFP for Public Insurers has been released.



Health System Strengthening

- Benefits of the Primary Care Health Care Coverage has been determined (available on NHI Bahamas website).
- The forecasted Launch date for the Primary Care Phase has been pushed back to May 2017.
- 100 Million dollars has been allocated for Primary Health Care Coverage, paid out of public purse partially, and redistribution of existing funds.
- UHC Advisory Council and the UHC Stakeholder Committee Launched, advising on pre-implementation milestones (NHI Bill, Policy Paper).
- Health Information Management System may not be ready for launch of Primary Health Care Coverage.
- Catastrophic Coverage to follow Primary Health Care coverage, and will be based on information gleaned from Primary Health Care Coverage Phase.
- Primary Care Provider registration has been launched. Registration consists of three steps: a self-assessment, an application and an on-site inspection.
- National Health Insurance Authority (NHIA) Board to be announced in near future, will be represented by the Chamber of Commerce, Trade Union, The Medical Association of the Bahamas and the Bahamas Insurance Association (plus 5 persons named by Minister responsible for NHI). 40% of Board Seats to be female, Sub Committees to be formed under the NHIA Board, once formed.
- NHI Secretariat hope to have doctors and clinic locations released by Mid-March 2017, prior to enrollment.

WHAT WE DO NOT KNOW:

- When Select Catastrophic and Full Benefits Coverage is forecasted to be implemented. What the Cost of Phase 4 and Phase 5 of Catastrophic and Full Coverage Benefits under Universal Health Care, will be.
- How Catastrophic and Full Coverage Benefits will be paid for under the Public Health Care system.

TOURISM SECTOR WILL STRIVE FOR:

- The BHTA and BHREA, seeks meaningful engagement on behalf of members AND industry partners who are directly or indirectly dependent on the Tourism economy. We want to have direct and meaningful input and consultation re matters such as the quality, accessibility and availability of coverage, in all phases, for employees.
- We want to have direct and meaningful input re the economic aspects of the implementation of Universal Health Care. Specifically, re the cost and financing of UHC.
- We wish to be engaged in a time frame and manner that considers the economic impact and time frames required for financial forecasts, budgeting etc.

PROPOSED AMENDMENTS TO THE EMPLOYMENT ACT AND INDUSTRIAL RELATIONS ACT.

In 2016, The Bahamas Hotel and Restaurant Employers Association (BHREA) in alliance with The Bahamas Hotel & Tourism Association (BHTA), The Bahamas Out Island Promotion Board (BOIPB), The Grand Bahama Island Tourism Board (GBITB) and the Bahamas Chamber of Commerce and Employers Confederation (BCCEC), met to discuss a number of proposed amendments to the Employment Act and the Industrial Relations Act set forth by the National Congress of Trade Unions of the Bahamas and the Commonwealth of the Bahamas Trade Union Congress which would impact the hotel and tourism industry. Executive Vice President of the BHEA, Mr. Michael Reckley conducted presentations to BHTA Members at varying BHTA Board of Directors and Membership Meetings throughout the year.

Communication from Stakeholders to Government on these topics continued throughout 2016 and into 2017. On March 15th, 2017; amendments to the Employment Act and Industrial Relations Act were tabled in the house of assembly. Immediately thereafter, the BHREA, BHTA, BCCEC, promotion boards, and other industry stakeholders collaborated, sought feedback from members, and subsequently communicated with Government. On March 21st, 2017, industry representatives and members of varying organizations met with Government Representatives including the Prime Minister, Attorney General and The Minister of Labour. The BHTA, BHREA, BCCEC, BOIPB, GBITB and representative members continue to communicate with Government, and received varying proposed amendments in response. The BHTA alongside BHREA, BCCEC, BOIPB and other industry stakeholders compiled a comprehensive review of the varying amendments and submitted recommendations to the government. The private sector continued to communicate with Minister of Labour; Shane Gibson up to and including March 29th 2017, where Governments amendments were tabled in the House of Assembly. March 29th 2017, Employment (Amendment) Bill 2017 and Industrial Relations (Amendment Bill) were passed in the House of Assembly. On Tuesday April 4th, 2017; The Tribune reported the Senate passed the Amendments on Monday, April 3rd 2017.

BHTA BOARD OF DIRECTORS AND MEMBERS MEETING - FEBRUARY 2017



BHTA Board Meetings are a great opportunity for members to network, to hear from fellow hoteliers and tourism industry stakeholders regarding respective business performance, forecasts and general information re the perceived health and welfare of the tourism industry in the destination. The BHTA Meetings also allows the organization to provide members with insight into the work of the BHTA, goals and specific focus areas. Additionally, each meeting offers members one of more “presentations” conducted by industry professionals, partners and government representatives on matters relevant to industry.

The BHTA held its first Board of Directors and Members Meeting at the British Colonial Hilton on February 9th 2017. Director General Joy Jibrilu, Deputy Director General, Tommy Thompson, from The Ministry of Tourism, the association’s primary public sector partner; executives representing private sector partners; Nassau Paradise Island Promotion Board, Paradise Island Tourism Development Association, Bahamas Out Island Promotion Board, Grand Bahama Island Tourist Board, Nassau Airport Development Association, as well as Directors and Members inclusive of hotel owners and executives, airlines, attractions, transportation, destination management companies and supporting services allied companies were in attendance.

BHTA President Carlton Russell, introduced the organizations strategic goals and synergies for 2017, which included advocacy efforts, training and customer service initiatives and other workforce development collaborative efforts with education partners; The University of the Bahamas and The Ministry of Education. Executive Vice President, Suzanne Pattusch updated attendees on events, activities and initiatives developed to support of Bahamian culture and heritage. Directors and Members provided feedback and reported on economic performance, anticipated outlook and concerns in the immediate and medium future
Key Presenters at the meeting; Mr. Robert “Sandy” Sands, Sr. Vice President, External Affairs

BHTA BOARD OF DIRECTORS AND MEMBERS MEETING - FEBRUARY 2017

for Baha Mar, updated members on the progress of Baha Mar as the development continues to engage private and public sector partners; the BHTA, Nassau Paradise Island Promotion Board (NPIP), NAD and Bahamas Ministry of Tourism as varying aspects of the development prepares to come on line.

Michael Reckley, Executive Vice President of the Bahamas Hotel and Restaurant Employers



Association (BHREA) gave members an update on the proposed amendments to the Employment Act 2001, and the implementation of UHC/NHI based on recent meetings with representatives from the NHI Secretariat, KPMG and BHTA/BHREA executives.

Vernice Walkine, CEO of the Nassau Airport Development Authority (NAD) presented on achievements attained at the Lynden Pindling Airport; and provided insight into varying initiatives designed to improve the passenger experience at LPIA.

Dr. Rodney Smith, President of the University of the Bahamas, gave a comprehensive presentation on the University of the Bahamas; its Vision and Goals for the immediate future. Dr. Smith encouraged continued meaningful engagement with industry representatives through the Bahamas Hotel Tourism Association; and private sector stakeholders. The BHTA has enjoyed a long standing partnership with education partners such as the University of the Bahamas, and the Ministry of Education as the organization recognizes the health and wellbeing of the nation's tourism economy is dependent on its' ability to consistently produce a workforce equipped with the skill sets, attitude and aptitude necessary to flourish in an ever increasingly competitive global market.

BHTA BOARD OF DIRECTORS AND MEMBERS MEETING - JUNE 2017



The Prime Minister of the Commonwealth of the Bahamas; Dr. The Hon. Hubert Minnis, addressed the Bahamas Hotel and Tourism Association's (BHTA) Board of Directors and Membership Meeting at the British Colonial Hilton on Thursday, June 15, 2017.

The BHTA saw record attendance at the June meeting, as over 180 members from Andros, Abaco, Berry Islands, Cat Island, Eleuthera, Exuma, Grand Bahama and Nassau, Paradise Island gathered to hear Prime Minister Minnis speak. Representatives at the meeting included government officials and a cadre of private sector stakeholders from varying sectors of industry. Business owners and operators, senior executives and entrepreneurs, spanning the gamut of enterprises in the Bahamas attended the meeting. Hotel properties, large and small; destination management companies, service providers, communication companies, public relations and accounting firms, spas, food and liquor wholesalers, attractions, insurance companies and educators congregated in anticipation of the Prime Ministers address.

The Prime Minister spoke about his government's plans and strategies to build a robust tourism economy shows how our tourism industry impacts virtually every sector of our economy including but not limited to plans to introduce a number of initiatives geared towards diversifying the nation's tourism product and increasing the country's bottom line. His address spoke of re-energizing Nassau and stimulating Grand Bahama's tourism economy through a "workable plan" which included "positioning Freeport and the district of Lucaya as a maritime sports and wellness destination; East Grand Bahama as an eco-tourism mecca and West Grand Bahama as a site for culture."

The near thirty minute address incorporated a number of strategies including "an incentive framework for entrepreneurs which would facilitate local and international access to capital, encourage joint ventures among private interest, facilitate improvement of business advisory and encourage the cultivation of tools to stimulate Bahamian entrepreneurship in Tourism"; a plan to build a native food market Over The Hill and a plan to refurbish Festival Place.

The Prime Ministers address was well received by BHTA Senior Executives, members and industry stakeholders. The Presidents Report, given moments earlier by Carlton Russell reflected similar sentiments; and elucidated subsequent aligned strategies to further develop, diversify and strengthen the tourism industry.



BHTA BOARD OF DIRECTORS AND MEMBERS MEETING - AUGUST 2017



The Minister of Tourism, Aviation & Bahamas Air; The Hon. Dionisio D'Aguilar; addressed Members at the Bahamas Hotel and Tourism Association Board of Directors and Members Meeting, held at the British Colonial Hilton on Thursday August 10th, 2017. The meeting, which was one of the most well attended meetings held by the BHTA, since the inception of the organization almost 65 years ago; brought forth stakeholders from across the archipelago, representing a wide swatch of tourism industry stakeholders, including a cadre of "Millennials", who were invited to attend by the President of the BHTA, Mr. Carlton Russell.

The Minister presented on the state of the tourism industry; and gave a power point presentation which illustrated the trajectory of key elements of the tourism economy; i.e. visitor spending, between 2000 and 2015.

Minister D'Aguilar's presentation reported; "While total visitor arrivals have increased between 2000 and 2015, spend per visitor has decreased 30% during this same period" and "Growth of 2M (million) visitors since 2000 has not translated into growth in total spend". These figures demonstrated the need to reassess and restructure the mechanisms for driving the growth and development of the nation's tourism industry. Minister D'Aguilar gave a candid presentation followed by an open discussion with stakeholders; and subsequently appealed for a collaborative and communicative approach to finding solutions, which was well received by BHTA members and executives.

President Russell, in keeping with Minister D'Aguilar's sentiments, also sought widespread, active engagement in his subsequent communication delivered to industry as he asked members to continue to heighten their level of engagement and encouraged members to be part of the effort to continue to bring the destination to a new level of offering of product and service.

Members of the National Culinary Team and Caribbean Hotel and Tourism Association Educational Fund Scholarship Recipients were honoured at the June 2017 Meeting.

BHTA BOARD OF DIRECTORS AND MEMBERS MEETING - AUGUST 2017



BOARD OF DIRECTORS MEETINGS 2017

GRAND BAHAMA HOSTS BHTA BOARD OF DIRECTORS AND MEMBERS MEETINGS



Bahamas Hotel & Tourism Association (BHTA) executives, members and industry partners gathered at the Grand Lucayan in Freeport Grand Bahama, for the October 2017 BHTA Board of Directors and Members Meeting.

Attendees from the public and private sector included Deputy Director General Ellison “Tommy” Thompson, then Chairman of the Grand Bahama Island Tourism Board; Carlton Russell, President of the BHTA, Vernice Walkine, Vice President, BHTA Allied Members and NAD President and CEO; Dean Spychalla, Senior Vice President, BHTA and President of the Bahama Out Islands Promotion Board; Jamal Glover, Treasurer of the BHTA, Jackie Carroll, BHTA Vice President for Grand Bahama, Basil Smith, BHTA Chairperson representing the Association of Bahamas Marinas (ABM); Rembert Albury, Executive Vice President, Grand Bahama Island Tourism Board, Desmond Keefe, Executive Director Culinary Arts & Tourism Studies, University of The Bahamas; Stephen Kappeler, President of the Association of Bahamas Marinas (ABM); General Managers from Hotel Properties in Grand Bahama, Allied Members and representatives from the Ministry of Tourism.

The meeting morphed into a “think tank” experience, where participants of the meeting discussed how Grand Bahama could capitalize on “low hanging fruits” to help stimulate new markets and buoy the destinations influx of visitors. Targeting swiftly burgeoning Marina Ports, such as Stuart, Florida to attract sea faring visitors; stay vacation packages for Bahamians living in New Providence given the diverse plethora of experiences in GB, and the abundance of flights from the capital; and welcoming business that may be unable to travel to regions in the Caribbean due to the recent spate of hurricanes, were just some of the short-term opportunities the group deliberated.



HURRICANE PREPAREDNESS AND RESPONSE

BHTA'S "EYE ON THE STORM" AND HURRICANE RELIEF EFFORTS 2017



The Bahamas Hotel and Tourism Association works closely with the Bahamas Ministry of Tourism's (BMOT) Crisis Management Team; which is activated when a Tropical Storm or Hurricane approaches The Bahamas.

The crisis management team is comprised of key top executives from the BMOT, varying island representatives from the Ministry and key industry stakeholders including The Bahamas Hotel and Tourism Association (BHTA), The Bahamas Out-Island and Promotion Board (BOIPB), Grand Bahama Island Promotion Board (GBIPB), Bahamas Marina Association (BMA), Nassau Airport Development Company (NAD),

cruise lines, airlines and other relevant authorities.

The group garners data from tourism related businesses, island representatives and industry stakeholders and partners throughout the Bahamas. The BHTA disseminates the invaluable information to members and stakeholders around the clock for the duration of the threat of the storm. Information includes airport updates; airline delays, airport closures if applicable, information from cruise lines as well as the Bahamas Department of Meteorology's reports on the position of the Hurricane and their forecasted track of the Hurricane.

In 2017 The Bahama experienced a threat from two back to back hurricanes within mere weeks of each other. Thankfully the country was left largely "unscathed" by both Hurricane Irma and Maria; though the southern islands, including Ragged Island were significantly impacted.

In a press statement President of the BHTA Carlton Russell stated; "Parts of the archipelago of the Bahamas have indeed been affected, however, overall we have fared extremely well". Carlton went on to extend heartfelt sympathies to those Caribbean islands who suffered unimaginable loss and hardship due



to Hurricane Irma; and committed to assisting regional industry partners in need. Immediately following Hurricane Irma, the BHTA activated their relief response efforts, conducting an outreach to Members to assist the NPCC Hurricane Shelter in their efforts to house and provide for persons displaced by Hurricane Irma. Hotel Properties responded enthusiastically providing sheets, toiletries, non-perishable goods and clothing to persons impacted by Hurricane Irma

Rev On (Cable Bahamas) a valued partner of the Bahamas Hotel and Tourism Association joined forces with members of the Bahamas Culinary Team, specifically Chef Owen Bain to help feed persons were displaced by the Hurricane. Evacuees at the NPCC shelter were treated to a home made nutritious soup and healthy sandwich.

HURRICANE PREPAREDNESS AND RESPONSE

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HURRICANE PREPAREDNESS AND RESPONSE

GRAND BAHAMA ISLAND TOURISM BOARD, CARIBBEAN HOTEL AND TOURISM ASSOCIATION AND BAHAMAS HOTEL AND TOURISM ASSOCIATION UNITE IN AID OF TOURISM EMPLOYEES AFFECTED BY HURRICANE MATTHEW IN GRAND BAHAMA

At a ceremony held at The Grand Lucayan Resort in Freeport, Grand Bahama, executives of the GBITB and the BHTA distributed hurricane relief funds to hotel member employees that were affected by Hurricane Matthew. The contribution was presented to the Board's Chairman, Mr. Ellison Thompson, on June 8th, 2017 by Mrs. Suzanne Pattusch, Executive Vice President, Bahamas Hotel and Tourism Association on behalf of the Caribbean Hotel and Tourism Association.

The Hurricane Relief Funds were raised by industry partners of the BHTA and GBITB; The Caribbean Hotel and Tourism Association (CHTA), through a funding initiative platform; "Charity Buzz".

CHTA President Karolin Troubetzkoy had called upon fellow hoteliers in the region to respond to the association's call for support in the aftermath of Hurricane Matthew. In a statement issued by CHTA Mrs. Troubetzkoy stated that "CHTA developed a fundraising initiative through online auction channel CharityBuzz.com, with which CHTA previously collaborated on a relief and recovery project for Dominica. Regional hoteliers donated room nights for the auction to benefit residents in Haiti and The Bahamas, some of whom continue to struggle to put their lives back in order."

The funds raised through the funding initiative were distributed to employees of the Hotel Industry in Grand Bahama to help defray the cost of preparing children to "Get Back to School".

GBITB executives provided gift cards to almost 500 families, to be redeemed at Solomans and Cost Rite.

The back to school giveaway was spearheaded by GBITB's Executive Vice President, Mr. Rembert Albury, a veteran hotelier, that who fully understands the plight faced by industry parents when returning their children to school in September.

President of the Bahamas Hotel and Tourism Association, Mr. Carlton Russell in a ensuing press release stated; "The Bahamas Hotel and Tourism Association is pleased to be a part of this collaborative effort to assist hotel employees with this small token of appreciation; for their tenacity and commitment to ensuring Grand Bahama continues to showcase the best the destination has to offer; amidst the challenges. We applaud the Grand Bahama Island Tourism Board for their support of their members and their valued employees."



TRIBUTE TO GEORGE MYERS; AN ICON OF THE TOURISM INDUSTRY IN THE BAHAMAS.



The Caribbean Hotel & Tourism Association, the Nassau Paradise Island Promotion Board and the Bahamas Hotel & Tourism Association collaborated to honour a true Icon of the Tourism Industry in the Bahamas and the Caribbean; Mr. George Myers on February 1st 2017 at Sandal Royal Bahamian.

Industry giants, public figures and influencers such as former Prime Ministers, The Hon. Perry Christie and The Hon. Hubert Ingraham; Sir Royston Hopkin; Butch Stewart; Vincent Vanderpool Wallace; John Bell; Alec Sanguinetti; Stuart Bowe and Vernice Walkine were present to honour Mr. Myers.

The Caribbean Hotel and Tourism Association provided the following insight into the life of George Myers: "Although literally born into the hotel business by virtue of the family-owned Miranda Lodge in Montego Bay, George worked hard to achieve the success he enjoys today, climbing the ranks of our industry and broadening his reach beyond hotels to restaurants and other business ventures. He has been a tireless volunteer championing many of our causes through many hats, among them being President of the then Caribbean Hotel Association, the Bahamas Hotel Association, and for many years serving as Chairman for the Nassau Paradise Island Promotion Board, a pioneer private sector marketing organization which he helped was instrumental in establishing. Today, George is one of the most successful businessman in the Caribbean. In fact, few individuals in the hospitality industry have achieved the triumphs of George Myers, with an illustrious career spanning more than 50 years".

We Salute You George Myers!

TRIBUTE TO MICHAEL RECKLEY AND E. JOHN DELEVEAUX



Michael Reckley and E. John Deleveaux recognized by the Former Hospitality Professionals Association

The Former Hospitality Professionals Association recognized hospitality industry achievers in a grand ceremony at Melia, Nassau Beach Resort, on Saturday November 11th 2017. The ceremony was presided over by the Honorable Dr. Hubert A. Minnis, Prime Minister of the Commonwealth of The Bahamas.

Mr. Michael Reckley, Executive Vice President of the Bahamas Hotel and Restaurant Employers Association (BHREA) was awarded "The Hospitality Life Time Achievement Award" in recognition of his contribution to the Hospitality Industry.

In addition, BHTA's very own Executive Vice President of the BHTA; and a well known tourism professional, E. John Deleveaux, was awarded The Hospitality Distinguished Service Award for his contributions to the Tourism and Hospitality Industry.

We Salute You!
Michael Reckley and John Deleveaux

CARIBBEAN TRAVEL MARKETPLACE JANUARY 31ST - FEBRUARY 2ND 2017



The Bahamas Hotel and Tourism Association once again were pleased to Co-Chair the Host Planning Committee for Caribbean Hotel Tourism Association's Travel Marketplace alongside the Ministry of Tourism and varying promotion boards, as the Bahamas hosted the travel marketing event for a second year in a row. Caribbean Travel Marketplace is the largest and longest-running marketing event in the region, where hospitality and tourism industry "Suppliers" meet a cadre of Industry "Buyers"; tour operators, wholesalers, MICE Buyers, to strengthen and diversify their business.

The 2017 Caribbean Travel Marketplace was held at Atlantis from January 31st to February 2nd. The event saw 29 Caribbean Countries represented with 1,170 Total delegates attending, including 113 Buyer Companies and 228 Supplier Companies. There were just over 10,000 pre-scheduled appointments made for the event.

The BHTA, worked alongside key partners; The Bahamas Ministry of Tourism, The Nassau Paradise Island Promotion Board (NPIPB) and the Paradise Island Tourism Development Association (PITDA), The Grand Bahama Island Tourism Board (GBITB), The Bahamas Out Islands Promotion Board (BOIPB), The Caribbean Hotel and Tourism Association (CHTA) and the host hotel Atlantis, to ensure every aspect of the event was a success and that it showcased the Bahamas as a premier destination, offering guests a unique experience and the highest level of hospitality and service.

Once again, a plethora of Tru Tru Bahamian entrepreneurs attended the event, bringing with them a diverse collection of authentic Bahamian goods. The Tru Tru Bahamian vendors were well received by event guests who enjoyed shopping for quality handmade Bahamian jewelry, wood carvings, straw goods, teas, jams, art and coconut husk figurines!

The 2018 Caribbean Travel Marketplace will be held in San Juan, Puerto Rico, from January 30th to February 1st, 2018.



17TH ANNUAL CACIQUE AWARDS APRIL 2017



The Ministry of Tourism and the Bahamas Hotel Association held the 1st Annual Cacique Awards in 1996; when the long-standing tourism partners joined their respective awards; the National Tourism Achievement Awards and the Hotel Industry Awards to celebrate the finest in industry, at the inaugural Cacique Awards. Since then, the Cacique Awards, considered by many to be the most prestigious award ceremony in the country, has held the Black Tie, Red Carpet; Celebrity-Style Event to honor individuals whose dedication and commitment to the tourism industry exceeds even the highest standard of service excellence.

The BHTA contributed their design of the Duho as the Award Trophy, as they had traditionally used the Duho for their Hotelier Awards. The

Duho is a befitting symbol of distinction; as the leader of the Lucayan community, the “Cacique,” would hold official meetings, and perform ceremonial functions, while seated on this beautiful, intricately carved “seat” which represented the Caciques authority and superior standing in the community.

In April 2017, The Ministry of Tourism and The Bahamas Hotel and Tourism Associations’ combined Cacique Awards will honor persons throughout 25 categories representing various genres of the hospitality and tourism sector.

In a Press Release, President Russell stated; “The Cacique Award finalists and winners, exemplify that which is ingrained in each of us, aspects of ourselves we must continue to cultivate and contribute to society. This Award goes beyond recognizing great service and performance, it extols the achievements of persons we are proud to celebrate, admire and emulate.”

The Bahamas Hotel and Tourism Association’s (BHTA) awards consist of 7 key categories: Chef of the Year, Employee of the Year for Front and Heart of the House, Sales Executive of the Year, Supervisor of the Year, Manager of the Year and Hotelier of the Year. Nominations are put forth by employers as they strive to recognize the people within their respective organizations who continue to exceed expectations, delivering the highest standard of service with passion and dedication. An elite panel of judges; deploying an intense screening process, determines the winner of all but the Hotelier of the Year Award, which is chosen by a prestigious panel of past winners.

THE 17TH ANNUAL BHTA CACIQUE FINALISTS ARE:



CACIQUE AWARDS HOTELIER OF THE YEAR

▪ FOR MANAGER OF THE YEAR CATEGORY:

1. Tyrone Anderson - Valentines Residences Resort & Marina, Harbour Island Eleuthera
2. Monique Taylor - Comfort Suites, Paradise Island
3. Shanasco Campbell - British Colonial Hilton, Nassau

▪ FOR SALES EXECUTIVE OF THE YEAR CATEGORY:

1. Tia Duncombe - Comfort Suites, Paradise Island
2. Deryn Prabhu - British Colonial Hilton, Nassau

▪ FOR EMPLOYEE OF THE YEAR (HEART OF THE HOUSE) CATEGORY:

1. Kendal Deveaux - Atlantis, Paradise Island
2. Jarrad Thompson - British Colonial Hilton, Nassau
3. Tiffany Seymour - Melia Nassau Beach

▪ FOR CHEF OF THE YEAR CATEGORY:

1. Clement Williams - Atlantis, Paradise Island
2. Cheryl Mckenzie - British Colonial Hilton, Nassau
3. Mario Adderley - University of The Bahamas

▪ FOR SUPERVISOR OF THE YEAR CATEGORY:

1. Avan Wilson - Atlantis, Paradise Island
2. Bhruna Neymour - Small Hope Bay Lodge, Andros
3. Jerome Sears - British Colonial Hilton, Nassau

▪ FOR EMPLOYEE OF THE YEAR (FRONT OF THE HOUSE) CATEGORY:

1. Tyrone Anderson - Valentines Residences Resort & Marina, Harbour Island Eleuthera
2. Monique Taylor - Comfort Suites, Paradise Island
3. Shanasco Campbell - British Colonial Hilton, Nassau

▪ FOR EMPLOYEE OF THE YEAR (HEART OF THE HOUSE) CATEGORY:

1. Kendal Deveaux - Atlantis, Paradise Island
2. Jarrad Thompson - British Colonial Hilton, Nassau
3. Tiffany Seymour - Melia Nassau Beach

▪ THIS YEAR WE HAVE 3 NOMINEES FOR THE HOTELIER OF THE YEAR CATEGORY

1. Eltha Deleveaux - Comfort Suites, Paradise Island
2. Dean Spychalla - Valentine's Residences Resort & Marina, Harbour Island, Eleuthera
3. Jeff Birch - Small Hope Bay Lodge, Andros

▪ BHTA CACIQUE JUDGING PANELS INCLUDES:

1. E. John Deleveaux - Honorary Chairperson
2. Bridget Murray - Chairperson
3. Ruth Gardiner
4. Natasha Wright
5. Micklyn Lightbourne
6. Chef Michael Adderley - Chairperson Chef Category
7. Chef Don Ingraham
8. Chef Edwin Johnson



Pictured from left to right, Carlton Russell, President of the Bahamas Hotel and Tourism Association, Joy Jibrilu, Director General, Bahamas Ministry of Tourism, Tyrone Anderson, CaciQue Finalist, Stuart Bowe, Immediate Past President, Bahamas Hotel and Tourism Association.

THE 17TH ANNUAL BHTA CACIQUE WINNERS ARE:



The 2017 Awards were bestowed upon recipients during a visually stunning display of lights; sound and action at the 17th Annual Cacique Awards held in April 2017. Winners of the esteemed awards were bestowed the now infamous icon of achievement; the Cacique Duho; for their contribution to industry.

The 2017 Cacique Award Winners for the BHTA Categories announced in April 2017 were as follows:

- Hotelier of the Year Category:

1. Dean Spychalla – Valentine’s Residences Resort and Marina, Harbour Island, Eleuthera

- FOR Manager of The Year Category:

2. Monique Taylor - Comfort Suites, Paradise Island

- FOR Supervisor of The Year Category:

3. Jerome Sears - British Colonial Hilton, Nassau

- FOR Sales Executive of The Year Category:

4. Deryn Vindra Prabhu - British Colonial Hilton, Nassau

- FOR Employee of The Year (Front of The House) Category:

5. Dicienzo Storr – Melia Nassau Beach

- FOR Employee of The Year (Heart of The House) Category:

6. Kendal Deveaux – Atlantis, Paradise Island

- FOR Chef of The Year Category:

7. Cheryl Mckenzie - British Colonial Hilton, Nassau



BAHAMAS NATIONAL CULINARY TEAM



Bahamas Hotel and Tourism Association names 2017 National Culinary Team March 2017

On Thursday, March 16, 2017 the Bahamas Hotel and Tourism Association (BHTA) announced the 2017 National Culinary Team members. Team members would compete at the illustrious Taste of the Caribbean; an intensely competitive, highly regarded regional culinary competition hosted by the Caribbean Hotel and Tourism Association (CHTA) in Miami, Florida, June 2th to 6th 2017, where Caribbean nations bring along their best Chefs and Bartenders to compete in a variety of categories.

The 2017 National Culinary Team Members would be comprised of: Chef Mario Adderley, Team Manager, University of The Bahamas (UB); Chef Emmanuel Gibson, Team Captain, Manuelo "Lettuce Eat", Chef Tamar Rahming, Junior Chef Kenria Taylor, UB; Apprentice Chef, Ryan McIntosh; Chef Angel Bantacourt; Chef Kevyn Pratt, Chef Carvison Pratt, Chef Owen Bain, "Cassava Grill" Chef Asteir Dean, and Mixologist Gino Longley and Chef Jamal Petty.

Team Administrator Charlotte Knowles Thompson and Bridget Murray, is UB Liaison for the team were also present at the ceremony.

The 2017 Team would be following in the formidable footsteps of their forefathers, as The National Culinary Team (2015/2016) won the coveted title of "Caribbean National Team of the Year" in 2015; and brought home Hall of Fame status consecutively, for categories such as Pastry Chef of the Year (three years in a row) and Caribbean Bartender of the Year (two years in a row). Both achievements are precedent-setting feats. In 2016 the Team won Gold in Team of the Year, Caribbean Chef of the Year, Bartender of the Year; and Hall of Fame; Gold Medal Status in the Seafood Category.

The Chefs on the National Culinary Team are sponsored by their respective employers who represented a wide cross section of hotel properties in The Bahamas including; Baha Mar, Atlantis, Courtyard Marriot, Sandals Royal Bahamian; One and Only Ocean Club and UB. The University of The Bahamas' Culinary and Hospitality Management Institute agreed to provide their training facilities for intense training and preparation exercises, which would commence months in advance of the competition.

In addition to the Chef Corporate Sponsors, The National Culinary Teams' participation is made possible through the efforts and support of the Bahamas Hotel and Tourism Association and its partners; The Bahamas Ministry of Tourism, Cable Bahamas (Rev On), Key Platinum Sponsors of the team; Sandals Royal Bahamian Gold Sponsors, Bahamian Brewery (Sands Beer), Bahamas Food Services, Old Fort Bay Club, Bahamas Air and Betty K Shipping, Cassava Grill and Manuelo's Lettuce Eat Fresh.

NATIONAL CULINARY TEAM'S GALA DEMONSTRATION DINNER



The National Culinary Team's Gala Demonstration Dinner was a grand success. On Tuesday night, May 30th, 2017, the Team created a veritable kaleidoscope of savory tastings for almost 130 guests, who enjoyed the eight-course dinner at the befittingly beautiful Old Fort Bay Club

The Team left shortly after to compete at the Taste of The Caribbean culinary competition after almost 3 months of arduous training and preparation.



EVENTS 2017

BAHAMAS NATIONAL CULINARY TEAM



National Culinary Team 2017 returns home with Gold and Silver Medals; and an induction into the coveted Hall of Fame for Junior Chef Kenria Taylor.

The 2017 National Culinary Team returned home on June 8th, 2017, with a medley of medals. They were given a befitting welcome reception at the Lynden Pindling Airport, with a Junkanoo Rush Out by the Junkanoo Commandoes and a plethora of family, friends, BHTA Executives, Sponsors and Supporters and Press all joining in celebration of the esteemed Chefs and Mixologist.

The New Team; in their bid for Gold at the Caribbean Hotel and Tourism Association's Taste of the Caribbean; brought home two Gold Medals as the youngest team member; Junior Chef Kenria Taylor won GOLD and the coveted title of Junior Chef of the Year, and the Team's Senior Chef, Team Captain, Chef Emmanuel Gibson won Gold in his category, Caribbean Chef of the Year. Every other participating competitor; and the overarching National Culinary Team won no less than a Silver Medal every category they competed in.

The most poignant moment of the night was had when the youngest member of the team; Junior Chef Kenria Taylor won the highest and most prestigious award in her category. Fellow team members could not contain their excitement; as they rushed to the stage to cheer as Taylor donned her Gold Medal and was inducted into the coveted Hall of Fame for winning Junior Chef of the Year.

Incredibly the Taste Competition was Kenrias's first significant competition. Her win was no less than epic. Elite Chef Emmanuel Gibson; Team Captain and seasoned Taste of the Caribbean competitor was extremely pleased with his Gold medal win in the Chef of the Year category. Fellow team members; Mixologist Gino Wilson; Chef Kevyn Pratt; Chef Jamal Petty and Chef Angel Betancourt won Silver in each of their categories; Bartender of the Year, Chef of the Year Seafood, Beef and Pastry respectively.

The five-man Bahamian Team; Team Captain, Chef Emmanuel; Team Manager, Chef Mario Adderley, Chef Owen Bain, Chef Angel Betancourt, Junior Chef Kenria Taylor and apprentice Chef Ryan Macintosh also won Silver for Team of the Year. Accompanying the Team was Chef Carvison Pratt and Chef Tamar Rahming, who were both alternate chefs on the Team. Team administrator Charlotte Knowles Thompson glowed with pride as months of training culminated in ultimate success. Two top Gold Medal wins; an induction into the Hall of Fame and a medley of Silvers for the new team was heralded as an incredible achievement.

BAHAMAS NATIONAL CULINARY TEAM



Executives from the Bahamas Hotel and Tourism Association, representatives from the National Culinary Team and Sponsors recently paid a courtesy call on Governor General of The Bahamas Dame Marguerite Pindling at Government House. Dame Marguerite graciously received the guests in honor of the National Culinary Team's recent success at the premier Caribbean Culinary Competition; "Taste of the Caribbean".

The Chefs on the National Culinary Team are sponsored by their respective employers who represent a wide cross section of hotel properties and institutions in The Bahamas including: The University of The Bahamas' CHMI, Atlantis, Baha Mar, Courtyard Marriot, Sandals Royal Bahamian and the One and Only Ocean Club. In addition to the Chefs Corporate Sponsors, The National Culinary Teams' participation is made possible through partners and sponsors such as; The Bahamas Ministry of Tourism, Cable Bahamas (Rev On), Key Platinum Sponsors of the team; Sandals Royal Bahamian, Gold Sponsors, Bahamian Brewery (Sands Beer), Bahamas Food Services, Bahamas Air and Betty K Shipping, Cassava Grill and Manuelo's Lettuce Eat Fresh.



TRU TRU BAHAMIAN FESTIVAL



In 2015, The then President of the BHTA, Mr. Stuart Bowe, challenged his executive team to create an event that celebrated Bahamian Culture; the indigenous qualities that were unique to the Bahamas. The initiative was dubbed the Tru Tru Bahamian Movement.

The Tru Tru Bahamian Festival is a manifestation of the Tru Tru Bahamian Movement. The BHTA joined forces with The Bahamas Ministry of Tourism and a formidable cadre of private sector partners spanning the entire gambit of businesses, each linked by a common thread – a love of country, and a deep respect for the elements that make this country unique unto itself; history, heritage, customs, culture.

And so, the private and public sector; BHTA, BMOT, the varying Promotion Boards, Cable Bahamas and a variety of dedicated corporate sponsors and partners came together to bring the Tru Tru Bahamian Festival to fruition.

The Tru Tru Bahamian Festival is a celebration of “all things Bahamian”; the creative expressions that culminate into beautiful art, tapestry, unique artifacts and creations, hand crafted in the Bahamas, tailored from the treasure trove of natural resources indigenous to the archipelago. The delicious food and drink that are unique to the destination, created by incredibly talented chefs and mixologists. The festival serves to highlight, promote and support the incredible wealth of talent that exists in the Bahamas, as artisans, artists, musicians, dancers gather to showcase every imaginable expression of creative talent possible.

The celebration not only serves to promote our culinary prowess, our artistic abilities, our rhythm and dance; to visitors who seek authentic experiences in their travel choices; the festival is for Bahamians – as it is a portal to the past, where people can be reminded of traditions practiced by past generations.

In 2015, the BHTA, BMOT and private and public sector partners held the first inaugural festival on the historic grounds of John Watling’s Distillery. The Festival was a resounding success as locals and visitors enjoyed a plethora of sights and sounds; a veritable tale of Bahamian Life, unfolded in the beautiful venue. The Royal Bahamas Police force were present, in regal attire, while the Police Band marched to the awe of the crowd. The festival was a telling example of what could be achieved when the private and public sector galvanized forces.

The Festival was also a success in that artists, artisans showcasing and selling Bahamian food, drink, bush teas, art, artifacts, jewelry, candles, figurines and other hand crafted authentic goods reaped financial benefits from their work. Immediately after the Festival, The Minister of Tourism reached out

TRU TRU BAHAMIAN FESTIVAL



to the BHTA to work on an initiative to connect the Tru Tru Bahamian entrepreneurs with our own local tourism influencers; in an effort to infuse our own tourism product with Bahamian made authentic goods; to give a sense of place; and to stimulate a sector of the economy in a manner which would see a greater percentage of funds spent in the country, stay in the local economy. The Minister of Tourism; engaged his team at the Ministry of Tourism alongside the BHTA to bring to life the “Tru Tru Bahamian Marketplace” held at Atlantis, Paradise Island in the summer of 2016. The event saw upward of 100 Bahamian Entrepreneurs from varying islands in the Bahamas gather to showcase their talent to tourism owners and operators; executives, and decision makers.

The 2nd Annual Tru Tru Bahamian Festival was held in February 2017, once again on the grounds of the John Watling’s Distillery. The 2017 Festival was an incredible success, surpassing the organizers loftiest expectations, as over 3000 guests came out to witness and partake in a wide variety of authentic experiences. Over 70 Bahamian Entrepreneurs showcased unique, hand-made Bahamian creations, setting up “shop” in island-style, brightly coloured “vendor booths”; which were crafted to resemble a Bahamian Style Village. Children’s games once again, encompassed everything from Plaiting the Maypole; to zooming through the event grounds on hand made ol’ time wooden scooters. Kids jumped atop a variety of colourful tire swings, and enjoyed an obstacle course made of recycled product!



The Bahamas Beach Soccer Team was at the Festival to show off their soccer stunts to enamored beach soccer fans. A variety of Bahamian attractions were on hand once again; showcasing “ocean environments” through touch tanks, and Bahamian Flora and Fauna through “up close and personal experiences” with local snakes; and other creatures indigenous to the Bahamas. The Junkanoo Commandoes recreated an authentic “Junkanoo Shack”; which was a special treat for visitors attending the festival. The Commandoes, closed out the festival with a Junkanoo Rush by.

Once again the moving presence of the Royal Bahamas Police Band was one of the highlights of the plethora of events scheduled throughout the day. Festival attendees danced to the music of the Sir Gerald Cash Rake and Scrape Band and were enthralled by the Bahamian Fire Dancers. Shon Pennerman and The COB Band, Jams Session, Ira Storr and the Spank Band delighted the crowds throughout the day and into the evening.

The eagerly anticipated 3rd Annual Tru Tru Bahamian Festival will be a two-day event, to be held on the beautiful grounds of John Watling’s Distillery on February 3rd and 4th 2018. The event will showcase the Best of the Bahamas, fantastic Bahamian food and drink, an incredible array of Bahamian made products, just in time for Valentines, Bahamian music, dance and a Junior Junkanoo Rush Out, where children will be given the opportunity to learn about the legend of Junkanoo, and then enact their own dance using goat



TRU TRU BAHAMIAN FESTIVAL

skin drums, cow bells, whistles and their own hand made beautifully coloured crepe paper and cardboard Junkanoo head piece.

The Tru Tru Festival is a private public sector collaborative effort, which would not be possible without public and private sector partners and sponsors such as the Bahamas Ministry of Tourism, Cable Bahamas "Rev On", The Nassau Paradise Island Promotion Board (NPIP), Paradise Island Tourism Development Association (PITDA), Bahamas Out Island Promotion Board (BOIPB), John Watling's Distillery, The Grand Bahama Island Tourism Board (GBITB); The MailBoat Company, DHL Express Bahamas, The Downtown Nassau Partnership (DNP), The Nassau Airport Development Company (NAD), The Bahamas Hotel Employers Association, Bahamas Hotel Industry Management Pension Fund; The Musicians Union and the Bahamas Musicians Pension Fund, Providence Advisors, Bahamian Brewery (Sands Beer), Commonwealth Brewery Ltd. (Kalik) New Oriental Cleaners, College of the Bahamas and The Royal Bahamas Police Force.



EVENTS 2017

BAHAMAS HOTEL & TOURISM ASSOCIATION WORKFORCE DEVELOPMENT UNIT REPORT



CARIBBEAN
HOTEL & TOURISM
ASSOCIATION
EDUCATION FOUNDATION



WALDEN
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A higher degree. A higher purpose.



AREAS OF ACTIVITY WORKFORCE DEVELOPMENT REPORT, 2017

Workforce Development Chairperson: Mrs. Beverly Saunders
Workforce Development Co-Ordinator: Ms. Latasha Allen

CARIBBEAN HOTEL & TOURISM EDUCATION FOUNDATION SCHOLARSHIP

- Thanks to support from BHTA members and CHTAEF's corporate supporters, the Bahamas received a total of twelve (12) scholarships totaling \$60,000.00 for the 2017-2018 Academic Year. When the scholarships are matched by Johnson & Wales University (for those attending that
- University), the total of scholarships awarded was \$105,000.00.
- Details for securing applications and criteria can be accessed by going to: <http://www.caribbeanhotelassociation.com/CHTAEFapplication.php> or Scholarships

INDUSTRY PARTNERS PATRICK S. G. BAIN

- This scholarship is offered to Bahamians to attend the College of The Bahamas - Culinary and Hospitality Management Institute (CHMI) for four (4) years. It is jointly funded by the Bahamas Hotel and Tourism Association and the Bahamas Hotel Employers' Association. The scholarship is being offered in the name of the respective organizations and in tribute to the late union leader Patrick SG Bain, in recognition of his commitment to education and building business-labour partnerships.
- For questions or additional information, contact Latasha Allen at lallen@bahamashoteltourism.org or 502-4200.
- \$180,250.00 has been awarded since 2007.

2017 JUNIOR MINISTER OF TOURISM

- The Junior Minister of Tourism Competition has been supported by the BHTA since its inception in 2002.
- The Junior Minister of Tourism program was launched to promote awareness of the country's number one industry among high school students.
- This Program offers one candidacy per island, including New Providence, and is open to Bahamian citizens of both Government and Private 11th grade students, preferably of Hospitality Studies. Entry into the Program comes through a school's direct nomination or by students participating in an inter-school speech competition for selection as the school's representative.
- Michael Wallace, a student of St. Anne's High School in New Providence was declared the new Bahamas Junior Minister of Tourism after beating out 13 other students from throughout the Islands of The Bahamas in a highly competitive speech competition.

BAHAMAS HOTEL & TOURISM ASSOCIATION WORKFORCE DEVELOPMENT UNIT REPORT

The Junior Minister of Tourism received the Patrick S. Bain scholarship donated by the BHTA, an all-expense paid four-day trip to Caribbean Tourism Organization (CTO) Youth Congress, \$500 cash prize and a trophy. St. Anne's will also receive \$500 and a floating trophy to commemorate the accomplishment.

Second place went to Tillia Leary of Windermere High School in Eleuthera. Carlton Taylor of Exuma's St. Andrew's Anglican School was third.

INDUSTRY PARTNERS PATRICK S. G. BAIN

This Programme raises students' interest and knowledge of the real world-of-work! Students explore the myriad of career options available in the industry, engage industry professionals in discussions on industry expectations, acquire knowledge, soft skills and awareness of industry and guests' needs and expectations and link classroom learning and experiences to real work experiences and expectations.

Thirteen schools are currently in the programme. Twelve (12) high Schools and One (1) Primary school. Two (2) Private and Eleven (11) Government schools

INDUSTRY PARTNERS PATRICK S. G. BAIN

Under the theme: Creating A Pathway For The Next Generation..... Entrepreneurship & Mentoring, BHTA in collaboration with the Ministry of Education (MOE), the Ministry of Tourism (MOT) and The University of The Bahamas (UB), hosted the 14th Annual Educators' Industry July 3rd - 7th

Fifty-five (55) participants interned at 15 organizations, with an approximate 50% return rate of participants

This year's programme featured two presentations, one on entrepreneurship and the other on mentoring. Those sessions were facilitated by UN's faculty members faculty members, Mr. Daniel Thompson and Dr. Richard Adderley, respectively.

Public and private school teachers, principals, counselors, and subject specialist educators spent a week in industry, learning about the range of careers and businesses in the tourism industry and how to better prepare young people for its many opportunities.

Thank you to the following properties that provided the teachers an opportunity for internship:

- Ardastra Gardens & Zoo
- Harbourside Resort
- Sandals Royal Bahaman
- Nassau Airport Dev. Co.
- Graycliff Hotel
- Atlantis
- British Colonial Hilton
- Mandara Spa
- One & Only Ocean Club
- The Warwick Paradise Island
- Comfort Suites PI
- Majestic Tours
- Melia Nassau Beach Resort
- University of The Bahamas
- Powerboat Adventures

Thank you to the University of The Bahamas that hosted the Opening and Closing Ceremonies.

BAHAMAS HOTEL & TOURISM ASSOCIATION WORKFORCE DEVELOPMENT UNIT REPORT

EDUCATORS' INDUSTRY INTERNSHIP - GRAND BAHAMA

- The 7th Grand Bahama programme was held July 17th – 21st, 2017.
- A special thank you to Mrs. Gaylene Pinder and Terah Smith – MOE, Grand Bahama, who coordinated the Programme.
- Twenty-one (21) educators participated.
- The opening and a Workshop facilitated by Mrs. Janet Forbes-Dean – Subject Coordinator, Jack Hayward High School and Mr. Shuffel Hepburn Sr. – Proprietor of Subway was held at Castaways Resort on July 17th followed by three days internship in industry – July 18th, 19th & 20th.
- Latasha Allen represented BHTA by giving the Welcome and Statement of Purpose at the Opening.
- The Closing and certificate presentation was held on July 21st at Castaways Resort.
- Thank you to the following properties that provided the teachers an opportunity for internship:
 - Castaways Resort
 - Taino Beach
 - Paradise Cove
 - H. Forbes Charter
 - Pelican Bay
 - Fragrance of The Bahamas
 - Island Seas Resort
 - Grand Bahama Nature Tour

WALDEN UNIVERSITY - TOURISM CHAMPION

- Walden provided monthly sponsorship of BHTA's Tourism Champion 3/4th page colored article in Guardian on the first Thursday of every month for 12 months cycles.
- Each BHTA Tourism Champion were honored via a Walden University sponsored luncheon was held during the last week of the applicable month, at their Employer Facility. Walden University will host a working lunch and training session for Employees in honour of the Tourism Champion; hotel must allow a minimum of 30 persons and a maximum of 150 employees of their choice to attend the luncheon. Walden University will sponsor the luncheon and provide training on a relevant topic of Employers choice.
- Walden offers each Tourism Champion a scholarship opportunity/Grant (\$2,500.00 per Champion) in addition to 25% tuition reduction.
- All islands will be inclusive in Tourism Champion Opportunities

1. WILLIAM "BILLY" SAUNDERS ENDOWED BOOK AWARD

- This award has been established by BHTA and Majestic Tours.
- It will be offered to Bahamians to attend the University of The Bahamas.
- The scholarship is being offered in the name of the respective organizations and in tribute to the late William "Bill" Saunders. An outstanding student entering a full-time undergraduate degree programme in Tourism & Hospitality or Culinary discipline will be selected by the Office of Financial Aid & Housing for an award, with a value: \$500.00, renewable.
- The scholarship will be rolled out in January 2018.



BAHAMAS HOTEL & TOURISM ASSOCIATION WORKFORCE DEVELOPMENT UNIT REPORT

WORKFORCE DEVELOPMENT 2017



GOLF TOURNAMENT



The Bahamas Hotel and Tourism Association held its 19th Annual Golf Tournament at the Royal Blue Golf Club on Sunday October 29th, 2017. The BHTA organizes the tournament every year in support of Workforce Development Efforts and Scholarships for students embarking upon tourism related studies.

Approximately 90 players come out to play the course at the beautiful Royal Blue Golf Club despite the often-fierce wind which had some golfers shaking their head at the unintended trajectory of their shots. The BHTA commends our corporate sponsors who set up in the morning, in near tropical storm conditions so our golfers could have fun smoking hand rolled cigars, interacting with feathered, bikini clad Valentines Pirate Ladies; drinking copious amounts of libations including Johnny Walker shots and Kettle One spiked drinks and refreshing Sands beer including the delicious Pink Sands "Radler". Many golfers enjoyed Putting for a Prize" at the luxurious "White Room" at the Royal Fidelity Booth, which was stocked with a full bar, gracious, beautiful hostesses and club music. Over 40 companies representing a broad spectrum of tourism related businesses in The Bahamas, provide support for the event, financially or in-kind. President of the BHTA Carlton Russell noted the widespread support speaks to the fact that so many businesses, from our Tru Tru Bahamian entrepreneurs to large hotel properties, restaurants, beer and liquor companies, banks, boutique resorts, wholesale food companies, are dependent in some way, shape or form on our Bahamian tourism industry.

At the end of the event, thousands of dollars of prizes were awarded to golfers including the Overall Winner (1st Net), 2nd Net to 15th Net, Longest Drive, Closest to the Pin, Wackiest Outfit and Most "Tenacious Player". In addition, corporate sponsors were awarded trophies and prizes for Best Dressed Booths.

The prestigious title of "Winners of the BHTA's 19th Annual Golf Tournament" was awarded to Stefano Donati and Oren Butler, who walked away with the top team designation and stay-vacation prizes in Harbour Island and Abaco. 2nd place was awarded to Mark Carter and Freddie Lightbourn, and 3rd place went to Fred Lunn and Dr. Patti Symonette. Other winners included Men's and Women's Longest Drive which went to George Brice and Ashley Michel (last year's tournament winner) and Men's and Women's Closest to the Pin, which went to Ted Adderley and Dr. Patti Symonette respectively. Wackiest Outfit was awarded to aptly dressed golfer John Kinger for his character costume dubbed "Handsome".

Corporate Sponsors and contributors included Royal Fidelity, Atlantis Paradise Island, Baha Mar Nassau,

GOLF TOURNAMENT

The Bahamas Hotel and Tourism Association held its 19th Annual Golf Tournament at the Royal Blue Golf Club on Sunday October 29th, 2017. The BHTA organizes the tournament every year in support of Workforce Development Efforts and Scholarships for students embarking upon tourism related studies.

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LIST OF WINNERS

1st Net - WINNERS	Stefano Donati
1st Net- WINNERS	Oren Butler
2nd Net	Mark Carter
2nd Net	Freddie Lightbourn
3rd Net	Fred Lunn
3rd Net	Dr. Patti Symonette
Women's Closest to the Pin	Dr. Patti Symonette
Men's Closest to the Pin	Ted Adderley
Women's Longest Drive	Ashley Michel
Men's Longest Drive	George Brice
Wackiest Outfit	John Kinger

BEST DRESSED BOOTH

1st Runner Up	Valentines Resort
2nd Runner-up	Bahamian Brewery



FAMILY ISLAND CUSTOMER SERVICE



WORKFORCE DEVELOPMENT

BHTA's Family Island Customer Service and Mixology Training Module well-received in Harbour Island, Eleuthera.

The BHTA recently facilitated a two-day customer service and mixology training event at the behest of family island members, who requested assistance from the BHTA in the field of customer service awareness and bartending skill building. The training commenced with an intense, interactive customer service session, led by Rachel Rolle of Island Human Resources Enterprises, a twenty-year veteran in the human resources, business development and training industry. The 2nd day of the event was led by top Bahamian Mixologist; two-time consecutive winner of the prestigious title "Taste of the Caribbean Bartender of the Year"; inductee into the Hall of Fame Marv Cunningham, otherwise known by his followers as "Mr. Mix". Marv took the trainees through a variety of mixology-based training exercises ranging from "Bartending Basics to Building your own Signature Cocktail using tastings and mini group competitions".

The training concluded with a highly anticipated, friendly-yet-fierce Mixology Competition: "Taste of Harbour Island". Trainees were tasked with creating a cocktail from a "mystery basket" of items, in front of a panel of esteemed judges which included property owners, operators, well-known patrons, and Mr. Mix himself. The winners were announced in front of an excited crowd of patrons and participants: 1st place - Rhonda Cleare, Romora Bay, 2nd place - Fran Thompson, Romora Bay, 3rd place - Jay Johnson, Runaway Hill.



This exercise was immensely well received by trainees and their employers as the accolades from participants, property owners, general managers was overwhelmingly positive. The trainees were pleased to be afforded the insight and tools necessary to enhance their skill sets. The BHTA continues to bring to the forefront the importance of providing the highest standard of authentic hospitality and customer service to both internal and external customers. It is anticipated the Family Island Training Modules will work well for many properties throughout the family islands.

The customer training is part of an overarching workforce development effort that is a large component of the associations efforts to support their members. The organization liaises with businesses which are directly or indirectly connected to the Tourism Industry, and the purveyors of varying facets of industry training; the University of the Bahamas, the Ministry of Education, private educators and other educational institutions, in an effort to ensure the Bahamian workforce is empowered, and equipped to enter, and operate in the tourism workforce in a manner which demonstrates the highest level of customer service, knowledge and expertise.

AIRLIFT DEVELOPMENTS

Carlton Russell, President of The Bahamas Hotel and Tourism Association attends inaugural flight ceremonies alongside industry partners.

Carlton Russell was pleased to attend the ceremony at the LPIA on November 6th 2017, to welcome Condor's Frankfurt/Nassau Flight which would have their B 767-300 series aircraft operate between Frankfurt/Nassau/Havana/Frankfurt once per week during season (6th November 2017 – 10th April 2018). This flight would dedicate 128 seats for the Frankfurt/Nassau Service. The BHTA applauded the efforts of the Ministry of Tourism, The Nassau Paradise Island Promotion Board and the varying promotion boards for their efforts to bring added airlift from the European market to The Bahamas.

On November 16th 2017, Mr. Russell was present again, alongside stakeholders and partners from The Bahamas Ministry of Tourism, Bahamasair and the varying promotion boards as they welcomed Bahamasair's inaugural flight from Houston to Nassau nonstop. Carlton Russell in his speech commended industry partners as the new route, connecting the Bahamas twice weekly to the 12th busiest airport in North America was good news for the Industry. Carlton Russell noted further, in his speech; that the private and public sector spends multi-millions of dollars developing and deploying marketing strategies; formulating and manifesting brand identities, creating public relations, promotion and advertising campaigns aimed at enticing traditional and new markets; such as the lucrative millennial traveler, to our shores. The time, money, effort and expertise spent needed a comprehensive plan to attract and maintain apt adequate airlift into the destination in order to be as effective as possible.

Furthermore, Russell noted the new service could benefit the entire archipelago, as it gave organizations such as the BHTA, The Bahamas Out Island Promotion Board and The Grand Bahama Island Tourism Association, the ability to better-create opportunities for stopover visitors to flow to varying family islands.



BHTA AND CONSULAR SECTION OF US EMBASSY



Bahamas Hotel and Tourism Association recognized by Consular Section of the Embassy of the United States for “providing exemplary service to U.S. Citizens in need”

Incoming Consular Chief Angelina Wilkinson presented a variety of individuals with an “Certificate of Appreciation”, on behalf of the Consular Section of the Embassy of the United States. The recipients were recognized for going above and beyond, and providing “exemplary service to U.S. Citizens in need; and reliable assistance to the Embassy of the United States”. The honour was bestowed upon Suzanne Pattusch, Executive Vice President of the Bahamas Hotel and Tourism Association, for assistance rendered during Hurricane Matthew. The certificate was a gesture of appreciation for the collaboration and delivery of humanitarian service between the varying individuals and organizations and the US Embassy’s Consular Section.

The BHTA works alongside industry partners; The Bahamas Ministry of Tourism, The Grand Bahama Island Tourism Board, Bahamas Out Islands Promotion Board, Nassau Paradise Island Promotion Board, Nassau Airport Development Company and many other organizations, to prepare for, and react to weather which could adversely affect The Bahamas. Collaboration, communication and coordination are key to the BHTA’s ability to respond to any potential threat, efficiently and effectively.

The BHTA are most pleased to be of service to the Consular Section of the Embassy of the United States of America.

BHTA HOTEL & ALLIED MEMBERS

HOTEL MEMBERS

Abaco Beach Resort
Abaco Inn
Atlantis Paradise Island Resort
Bay View Suites Paradise Island
Bimini Big Game Club
Blue Marlin Cove Condominium & Marina
Blue Water Resort
British Colonial Hilton
Cape Santa Maria
Carriearl Boutique Hotel
Castaway Resort & Suites
Casuarinas
Club Peace & Plenty
Comfort Suites
Conch Inn Hotel & Marina Ltd.
Coral Sands Hotel
Courtyard by Marriott Nassau
Downtown
Embrace Resort
Fernandez Bay Village
Grand Hyatt at Baha Mar
Grand Isle Resort & Spa
Grand Lucayan
Graycliff Hotel
Green Turtle Club
Hawk's Nest Resort & Marina
Hideaways at Palm Bay
Hopetown Harbour Lodge
LandShark Dive Resort
Lyford Cay Club
Melia Nassau Beach Resort
Ocean West Boutique Hotel
Old Bahama Bay
One & Only Ocean Club
Orange Creek Inn
Orange Hill Beach Inn
Paradise Harbour Club & Marina
Paradise Island Beach Club
Pelican Bay Lucaya
Pelican Beach Villas
Pigeon Cay Beach Club

Pink Sands
Resorts World Bimini Bay
Romora Bay
Runaway Hill
Sammy T's Resort
Sandals Emerald Bay
Sandals Royal Bahamian
Sky Beach Club Resort
Small Hope Bay Lodge
Stella Maris Inn
Sunrise Beach Club And Villas
Sunshine Paradise
Swains Cay Bonefish Resort
The Abaco Club RC, Ltd.
Tiamo Resorts
Treasure Cay Hotel & Resort
Valentines Resort & Marina
Viva Wyndham Club Fortuna
Warwick Paradise Island

ALLIED MEMBERS

3 Connect Bahamas Ltd.
Airtran Airways / Southwest Airlines
American Eagle-Envoy
Arawak Imports Ltd.
Arawak Port Development Limited (ADPL)
Ardastra Gardens
Avis Rent-A-Car
Bahama Bay
Bahama Fantasies Limited
Bahama Islands Resorts & Casinos
Co-opera
Bahamas Boutique Hotels
Bahamas Experience
Bahamas Food Services
Bahamas Hotel Employers Assoc.
Bahamas Petroleum Company
Bahamas Realty Limited
Bahamas Waste
Bahamas Wholesale Agency (BWA)
Bahamasair
Bahamia Rental
Bahamian Brewery & Beverage Co.

Bank of the Bahamas International
Basden Elevators
Bedford Baker
Benelda.com
Blue Illusions Limited
BOIPB
British Airways PLC
Burns House - Commonwealth
Brewery
Cable Beach Manor
Cable Beach Resort Association
Cacique International
Carib Med Ltd.
Caribbean Bottling Co.
Caribbean Hospitality Management
Consultants
Caribbean Island Concierge Ltd.
Carter Marketing
CIBC First Caribbean International
Bank
Clear Solution Plus
Cole Ins. Agents & Brokers Limited
Commonwealth Building Supply
D'Albenas Agency Ltd.
Deloitte & Touche
Dolphin Encounters
Downtown Nassau Partnership
Limited
Dupuch Publications
El Shaddai Party Rentals & Supplies
Ltd.
Equilibrium Events Inc
Exclusive Island Tours Limited
Festival Rum Bahamas
Fidelity Bank (Bahamas) Limited
Freeport Harbour Company
Fun Foods Wholesale
GBITB
Glinton Sweeting
Graphite Engineering Ltd.
Green Systems Limited
Gunite Pools
H. Forbes Charter Co. Ltd.

BHTA HOTEL & ALLIED MEMBERS

Harbour Safaris Ltd.
 Hertz
 Hospitality Marketing & Management
 Immerse Bahamas Co. Ltd.
 Island Destination Services Ltd.
 Island Sun Tours Ltd.
 Island Wholesale Ltd.
 J.S. Johnson & Co. Ltd.
 Jet Blue
 John Watling's Distillery
 KPMG
 Leisure Travel & Tours
 Luciano's of Chicago Restaurant Ltd.
 Majestic Tours
 Mandara Spa
 Milo B. Butler
 Ministry of Tourism
 MMT Alternative Energy Solutions
 Monarch Group, LLC.
 My Own Water Sports Ltd.
 Nassau Airport Development Company
 Nassau Paradise Island Promotion Board
 National Art Gallery of The Bahamas
 OMG Bahamas Ltd.
 OneConnect Enterprises Inc.
 Palm Cay
 Physio Care Ltd.
 PITDA
 PricewaterhouseCoopers
 Pure Salt Design
 Purity Bakery
 Q-Tech Communications
 Quencom
 Red Carpet Inn
 Ridge Enterprises Ltd.
 Royal Bank of Canada/RBC FINCO
 Sandyport Development Company Limited
 Serena Williams Media & Public Relations
 SIDDA Communications

Sigmatex Lanier Textiles
 Sky Bahamas Airlines Limited
 Smith Orloff & Associates
 Standard Textile
 Stuart Cove's Aqua Adventures
 Sunsplash Events Ltd.
 The University of The Bahamas - CHIMI
 Tristar Insurance Agents & Brokers
 Tru Bahamian Food Tours
 Turning Point Consultants
 Underwater Explorers Society
 UWI Centre For Hotel & Tourism Management
 Whittingham Design Consultants Ltd
 Zamar Productions

BHTA STAFF



KHADIJAH CLARIDGE
UB Intern



DOMINIQUE DUNCANSON
Executive Assistant



CHARLOTTE KNOWLES-THOMPSON
Executive Administrator



LATASHA ALLEN
Project Assistant

BHTA STAFF



I N M E M O R Y O F

Ronnie Butler

BOOKLET DESIGNED BY

