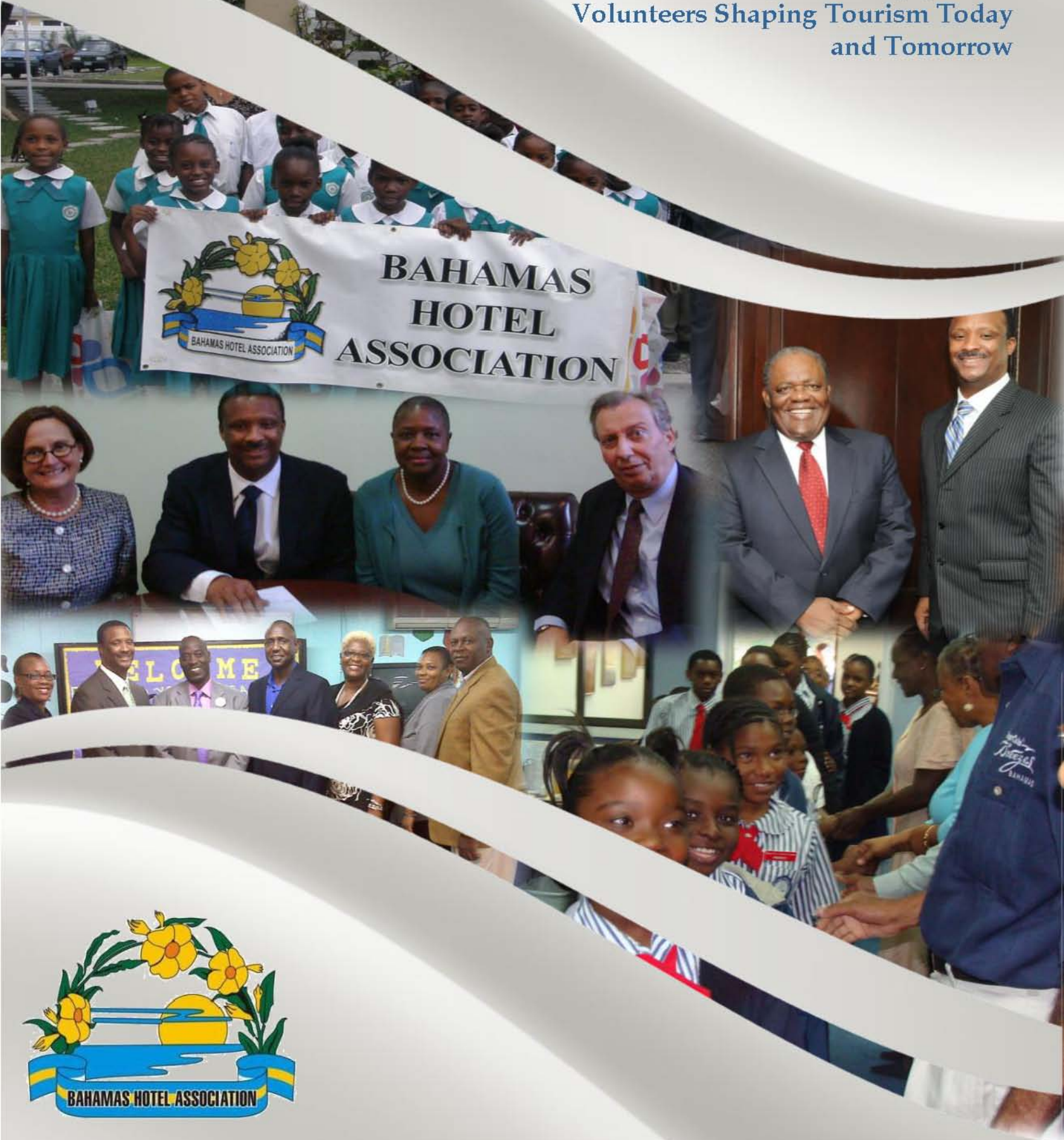


# The Bahamas Hotel Association 2011 Annual Report

A Year Of Change And Engagement  
Volunteers Shaping Tourism Today  
and Tomorrow





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## BHA MISSION

The Bahamas Hotel Association (BHA) serves the needs of the hospitality industry by providing a forum to facilitate the promotion, profitability, quality, growth and security of the tourism industry, consistent with the needs of The Bahamas.

## 2011 GOALS

**BHA's 2011 activities were guided by five overarching goals:**

**Advocacy and Government Relations:** *To be the leading unified private sector advocacy voice for tourism.*

**Workforce Development:** *To improve the quality of the existing and future workforce.*

**Business Development:** *To assist tourism-related businesses with information, resources and training aimed at improving operational efficiency.*

**Sustainable Development:** *To advance initiatives in energy efficiency, environmental protection, visitor safety and crisis management.*

**Internal Development:** *To become a more efficient, financially viable organization, broadening the engagement of stakeholders and improving communications and a sense of value by members in the organization.*

*Message from...*

The President of the Bahamas Hotel Association  
**Mr. Stuart M. Bowe**



*Change and Engagement: Industry Hallmarks for 2011*

As with most energetic and forward thinking organizations, change is virtually assured. The BHA in 2011 made steady and progressive steps through change initiatives which positively impacted our membership and by extension the tourism industry generally.

I want to express my sincere thanks to you, the membership, for your committed support to making the BHA central to the furtherance of our goals, while influencing outcomes for our tourism industry.

While 2011 continued to present our industry with challenges, locally and globally, overall industry performance improved. Revenue indicators continued to show marginal increases. Group business has returned and is now approaching pre-recession levels. While we cannot control external forces which impact our business, we are hopeful that 2012 will continue the recovery trendline which started late in 2010.

Allow me to enumerate very quickly some of the milestones achieved this year:

- The BHA and Promotion Boards in partnership with the Ministry of Tourism and Aviation produced new effective marketing and airlift strategies
- Following an in-depth assessment of our financial performance, we amended our operating model which produced fiscal benefits
- Through a focused campaign, we expanded our membership
- Through our leadership role, we were able to garner the support of over 200 volunteers for the creation, funding, and implementation of special programs in schools, safety and security projects, product development initiatives, business training workshops, and more
- In the wake of Hurricane Irene we moved quickly to provide assistance to members and generally to communities which suffered damage

There is no resting on our laurels. There is much to be done in 2012 and beyond.

Here are some highlights of our short-term and long-term future commitments:

- We will work within a balanced budget in 2012
- We will continue our push to expand our membership
- Reinforce our presence and influence in our country as we celebrate 60 years of existence in 2012
- Intensify our consultations with members to ensure constructive shaping of programs and priorities
- Afford more opportunities for leadership development and engagement of members through our programs and activities
- Develop a student data base of potential industry candidates

Even though economic indicators are positive, we anticipate 2012 being a year of continuing challenges. I am confident that collectively we can achieve our goals and objectives.

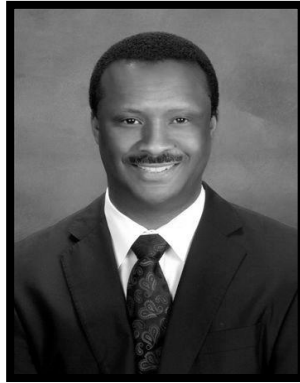
I wish to thank the Executive Committee, the loyal BHA staff, volunteers and stakeholders in and out of our industry who have contributed so willingly and positively to making our Association stronger. Without such support, my first year as President would have been less productive.

I thank the membership for giving me the opportunity and privilege to serve the Bahamas Hotel Association.

**Sincerely,**

**Stuart M. Bowe**  
**President**

# 2011 LEADERSHIP TEAM



**Stuart M. Bowe**  
**PRESIDENT**  
(Kerzner International)



**Robert D.L. Sands**  
Immediate Past President  
(Baha Mar Ltd.)

**Stephen Kappeler**  
Senior Vice President  
(Cape Eleuthera Resort and Yacht Club)



**Pablo Torres**  
Vice President, Nassau- PI  
(British Colonial Hilton)

**Peter Maguire**  
Treasurer  
(Lyford Cay Club)

**Frank Comito**  
Corporate Secretary and  
Executive Vice President



**Magnus Alnebeck**  
Vice President, Grand Bahama  
(Pelican Bay @ Lucaya)

**Shavonne Darville**  
Vice President, Out Islands  
(Gems at Paradise Resort)

**Beverly Saunders**  
Chairperson,  
Workforce Development  
(Kerzner International)



**Nina Maynard**  
Chairperson, Small Hotels  
(The Corner Hotel)

**Vernice Walkine**  
Allied Member-At-Large  
(Nassau Airport Development  
Company)

## 2011 BOARD OF DIRECTORS

### BHA EXECUTIVE COMMITTEE:

President	Stuart Bowe
Senior Vice President	Stephen Kappeler
Immediate Past President	Robert 'Sandy' Sands
Vice President GBI,	Magnus Alnebeck
Vice President Out Islands	Shavonne Darville
Vice President NPI	Pablo Torres
Treasurer	Peter Maguire
Workforce Devt. Chairperson	Beverly Saunders
Small Hotel Chairperson	Nina Maynard
Allied Member at Large	Vernice Walkine
Corporate Secretary/EVP	Frank Comito

### LIFETIME DIRECTORS:

George Myers	Nettica R. Symonette
J. Barrie Farrington	William Saunders

### DIRECTORS:

#### NASSAU-PARADISE ISLAND:

Alex Y. Kim	The One & Only Ocean Club
Don Robinson	Baha Mar Ltd.
Earle Bethell	Baha Mar Ltd.
Ed Fields	Kerzner International
Enrico Garzaroli	Graycliff
Ernest Cambridge	Kerzner International
George Markantonis	Kerzner International
Glen Sampert	Sheraton Nassau Beach Resort
Hiltrud Augustin	Best Western Bay View Villas
Paul Burke	Kerzner International
Patrick Drake	Sandals Royal Bahamian
Jennifer Hadland	Nassau Palm Hotel
John Conway	Kerzner International
Judith Thompson	Kerzner International
Karen Carey	Kerzner International
Joe Eustice	Wyndham Nassau Resort
Scott Cornelius	Paradise Island Harbour Resort
Stephen Sawyer	Kerzner International
Terry Adderley	One and Only Ocean Club
William Naughton	Comfort Suites
Winston Williamson	Club Land'Or

### MIDDLE MANAGEMENT DIRECTORS:

#### NASSAU-PARADISE ISLAND:

Arthurita Butler	Comfort Suites
Youlanda B. Deveaux	Mandara Spa

### CASINO MANAGEMENT DIRECTORS:

Kevin McGowen	Crystal Palace Casino
Janice Hackett	Atlantis Casino

### DIRECTOR FOR ALLIED/PROVISIONAL HOTELS:

Rosel Moxey	Cotton Bay
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### GENERAL ALLIED MEMBER CATEGORY:

Vernice Walkine	Nassau Airport Development Co.
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### DIRECTORS FOR GRAND BAHAMA ISLAND:

Donald Glass	Old Bahama Bay
Gloria Pratt	Viva Wyndham Fortuna Beach
Guillermo Lachapel	Viva Wyndham Fortuna Beach
Jackie Carroll	Old Bahama Bay
Kor Dormans	Ocean Reef Resort
Magnus Alnebeck	Pelican Bay Hotel
Marva Munroe	Pelican Bay Hotel
Natasha Thompson	Castaways Resort
R. Andrew Barnett	Castaways Resort
Ta'Shar Cuccurullo	Sunrise Resort and Marina
Veronica Clarke	Grand Lucaya Resort
Ben Davis	Grand Lucaya Resort

### MIDDLE MANAGEMENT DIRECTORS:

#### GRAND BAHAMA ISLAND:

Melissa Carroll	Pelican Bay Hotel
Pedro Miller	Grand Lucaya

### DIRECTORS FOR FAMILY ISLANDS:

David Hocher	Staniel Cay Yacht Club
Elizabeth Vance	Stella Maris Resort
Jeff Birch	Small Hope Bay
John Keating	Sandals Emerald Bay
Leslie Kennedy	Pigeon Cay Beach Club
Lynn Johnson	Green Turtle Cay
Peter Whitefield	Lighthouse Yacht Club
Randy Holder	Hawk's Nest Resort & Marina
Rashna Cussen	Emerald Palm
Robert Meister	Treasure Cay Hotel Resort
Tony Armbrister	Fernandez Bay Village

### MIDDLE MANAGEMENT DIRECTOR FOR

#### FAMILY ISLANDS:

Cheryl Bastian	Swain's Cay
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### DIRECTOR FOR ADVERTISING, PUBLIC RELATIONS, PRINTERS & PUBLISHERS - ABROAD:

Fred Lounsberry	Nassau Paradise Island Promotion Board (NPIP)
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### DIRECTOR FOR AIRLINES:

Van Diah	Bahamasair
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### DIRECTOR FOR ADVERTISING, PUBLIC RELATIONS, PRINTERS & PUBLISHERS - BAHAMAS:

Warren Binder	Paradise Island Tourism Dvlpt. Association (PITDA)
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### DIRECTOR FOR HOTELS SUPPLIERS ABROAD:

Lee Rosenthal	Hotel Restaurant Supply
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## Bahamas Hotel Association 2011 Activity Report:

### ADVOCACY AND GOVERNMENT RELATIONS



#### Public-Private Sector Collaboration Fundamental to Industry Advancement

BHA President Stuart Bowe and Executive Vice President Frank Comito met with the Prime Minister, Minister of Tourism, Minister of Education, Minister of Environment, the Minister of State for Finance, the United States Ambassador and other key officials to discuss areas of mutual interest and agree on ways to move forward on them

#### Government Adjusts Business License Tax Increase for Hotels

Earlier in the year the Government amended the Business License Act to ensure all hotels would be taxed annually at .05 percent of turnover. This was to correct an amendment to a major overhaul of the Act last year which would've pegged all hotels at .075. Without the change, most hotels would've seen a 50 percent increase in their annual tax obligation. In March, a number of hotels, particularly in the Family Islands, reported to BHA that they were being required to pay the higher amount. BHA clarified the matter with the Ministry of Finance and measures were put in place at all collection centers to ensure Government personnel were aware that the Act was amended and the tax was for the lower .05 percent amount.



**Duty Relief for Surveillance Equipment, Solar, Building Insulation, Biodegradable Items, Certain Food Items** - To support crime prevention and energy efficiency measures advanced by BHA, the Government reduced customs duties on CCTV equipment, building insulation materials, electric vehicles and solar air conditioners – joining a list of other energy efficiency items where duties have been reduced over the past several years. Relief was also provided for certain food items and biodegradable products.



**Gaming Policy Changes Taking Shape** – BHA continued to work with the Government to facilitate changes which will make casinos more efficient and competitive. Amendments to legislation, regulations and policies are expected to take place early in 2012 according to the Minister of Tourism and Aviation.

#### Implementation of E-Government On-Line Services Underway

Several years in the making with private sector input, the Government launched its E-Government initiative. Services now available online include: application for new business licences; payment of annual business licence taxes; payment of annual real property tax; payment of fix penalty notices; and renewal of drivers' licences. Services that will become available online soon include: application for new work permits as well as renewals; payment of customs duties; payment of police character certificates; and payment of passport applications. The framework for delivering these services online and shaping the governance structure for e-government is based on the Singapore Model. The Government of Singapore is assisting the Ministry of Finance in managing the implementation.

#### Duty Exemptions for Hurricane Relief

Working closely with Government, BHA facilitated the processing of duty exemptions for properties making application throughout The Bahamas. Following a tour of some of the most affected islands by BHA President Bowe, it was obvious that while Cat Island was hit the hardest by Hurricane Irene, a number of properties in other islands also had significant damage. Those properties, although outside of the islands designated by the Government for blanket duty relief for restoration, were urged to make application through a special clause included in the Government's Exigency Order. BHA facilitated applications for more than 14 hotels.



#### Fuel Margin Increase Provided for Marina Operators

With marina operators losing money on each gallon of fuel sold and paid for via a credit card, BHA supported the Marina Operators of The Bahamas in their efforts to work with Government to increase the margin allowed between the cost to the supplier and the allowed retail price for diesel fuel, the primary fuel for boaters. The Government recognized the need to make an adjustment to the regulation and in October passed a measure allowing for an additional 15 cents to be included in the diesel margin.

## Regulating Number of Licenses for Recreational Motorized Watercraft (JetSkis)

Seeking to avoid a proliferation of more JetSki types of watercraft available to rent to visitors and the incumbent problems that would bring towards controlling and regulating the industry, BHA advised the Bahamas Port Department to reconsider the potential consequences of approving over 70 new licenses.

## Government Holds Off Amending Investment Threshold Requirement for Hotels....Working With Hotels Where Possible

To stimulate refurbishments, upgrades and capital investments by hotels, BHA requested that Government amend the Hotels Encouragement Act by eliminating or significantly reducing the current investment requirement in order to be eligible for duty exemptions. The current threshold requires hotels to invest at least 25 percent of the market value of the hotel to be eligible for duty exemptions. The government cited their desire for hotels to not be given preferential treatment beyond those which presently exist, referencing the revenue challenges which any exemption presents to The Government. Efforts to affect the change have not been successful. However, Government has considered the matter on a case by case basis.

## MEMBER SERVICES

### Building the Latin American Market...By The Numbers

- COPA Airlines Increases Aircraft Size, Grows from Four to Six Weekly Flights since their June inaugural Flight
- Bahamas Now Has Direct Access to the 500 million Latin American Market
- Over 200 Industry Employees Complete Spanish for the Hospitality Industry Courses offered by COB in conjunction with the Ministry of Tourism and BHA
- Three Readiness Workshops Held for Over 150 Stakeholders
- Visitor Exit Survey Shows High Level of Satisfaction, Pinpoints Areas Needing Attention
- Students with Spanish Skills Identified as Resources to Serve Growing Market
- Online Mocha Spanish for Tourism Professionals Courses to be Offered



### June 2011 Food, Flavor, and Beverage Trends Training Well Received



- Forty-six bartenders and beverage managers, supported by Bristol Wines and Spirits, received training focused on trends in the beverage industry and a hands-on session on how to best prepare trending drinks.
- Forty-five chefs and culinary students learned about new and cost-effective ways to prepare and present new and traditional Bahamian dishes and classic dishes.
- Tropic Seafood hosted two luncheon sessions with emphasis on lobster standards and sustainability and the use of alternative and less costly species of fish from Bahamian waters.

The training was offered by the Bahamas Hotel Association and its partners, the Bahamas Culinary Association, COB's Culinary and Hospitality Management Institute, BAIC, and the Ministry of Tourism and

Aviation in cooperation with Inter-E-Marketing. Sessions were supported by Bahamas Food Services, Certified Angus Beef, the US Meat Export Council, and the US Dairy Council.

### Workshops Offered on Excel and Customer Care

Over sixty members participated in several workshops organized this year primarily to support the needs of our smaller businesses. The Nassau sessions were sponsored by BHA in cooperation with Atlantis University. An Excel session in Eleuthera was held in cooperation with the South Eleuthera Mission. Based on need defined by small hotels, Diana Bowe designed a one day session focusing on the various uses and templates, particularly for small hotels, to support their basic accounting functions. "The Art of Customer Care" one day sessions were tailored to front-line staff and managers, emphasizing techniques which drive customer service excellence.



### Weekly Buyers Guide to Bahamian Produce

Working with the Bahamas Agricultural Investment Corporation, BHA is sending seasonal weekly bulletins to hotels, restaurants, chefs and others showing the availability, quality, cost and access instructions for Bahamian-produced fruits and vegetables. The project is one of the key outcomes from a series of recommendations BHA made to agriculture interests in recent years. The bulletin ran from February to June and will resume later this year as sufficient levels of crops become available.

**Industry Data and Reports Online** – BHA continued to serve as a resource and clearinghouse for key national, regional and international tourism data. Bi-monthly Member Data Updates were circulated and made available to members.

**New Visitor Data Analysis Tools Developed** – Working closely with the Ministry of Tourism and Aviation and its data technical advisor Indusa Global, BHA and the Promotion Boards helped to develop a user-friendly means to identify visitor profiles and interests, secure customer feedback, and for members of BHA and the respective Promotion Boards to be able to mine data in greater detail to support their marketing and analysis efforts.

### **BHA Launches Online Member Resources Center**

Members now have more resources at their fingertips through the online BHA Member Resources Center. The site is a central online point for useful and relevant documents and information. It includes a compilation of all legislation of interest to businesses, with emphasis on those affecting the tourism industry as well as forms for various permits, applications and certificates and their requirements. Business operations and training support tools are available along with valuable information on energy efficiency and reducing energy costs. The site also serves as a clearinghouse for national, regional and international statistics and reports on the industry. Links are provided to useful websites.

### **HR Support Network Available Soon**

The Bahamas Hotel Association Human Resources Professionals (BHAHRP) has created an online service for BHA members through their website, inviting members to email them with general questions and comments about human resource matters, best practices and trends affecting their business. The BHAHRP is a group of hospitality industry HR professionals who promote the use of sound human resource management practices within the Bahamas hospitality and tourism sector. They are an affiliate of the Society for Human Resource Management. The goal of both organizations is to serve as a forum for networking, information sharing, professional development and continued support of excellence in Human Resources. BHA members are invited to use the site as a resource.

## **WORKFORCE DEVELOPMENT**



### **Scholarship Contributions to 81 Bahamians Valued at \$287,000**

Since 2005, The Bahamas Hotel Association and its partners have facilitated scholarship awards for Bahamians to pursue tourism-related degrees at the College of The Bahamas, Johnson & Wales, FIU and other acclaimed colleges/universities. Through the Caribbean Hotel and Tourism Association Education Foundation, 2011 saw 6 new international scholarships valued at \$24,000 and one \$8,000 renewal awarded for studies overseas. In addition, BHA and the Bahamas Hotel Employers Association awarded 7 scholarships valued at \$15,000 to deserving Bahamian students to study at the College of The Bahamas.

### **Nearly 1,000 Students Participate in Junior Hotelier Tourism Awareness Program**

Thirteen schools and 80 volunteers gave time, talent and words of encouragement to hundreds of primary, junior and senior high school students. The program provides early exposure to the industry and interactions with industry professionals. Students explore career options available in the industry and engage industry professionals in discussions on industry expectations, acquire knowledge, soft skills and awareness of industry and guests' needs and expectations. The program links classroom learning and experiences to real work experiences and expectations. BHA plans to expand the program to Grand Bahama and the Family Islands as hotels are identified which can commit to working with the schools on their islands where a similar commitment is necessary.



### **New Hospitality Credentialing Programs for High Schoolers Give Industry and Students Head Start**

Building on the success of the Anatole Rogers High School American Hotel and Lodging Education Institute's hotel-related credentialing program, START (Skills, Tasks and Results Training), this year BHA introduced several additional high school certification programs designed to ready students to assume positions in the industry upon graduation. Several hundred students are now involved in credentialing programs for employment in the hotel operations, security, and landscaping professions. Additional certification programs are being developed for the butlering, office technologies, and spa professions. A varied pedagogy is embraced to maximize content delivery and learning opportunities: classroom instruction, practical experiences on campus, in the workplace, field trips, workshops, career fairs and trade shows. BHA has worked with industry professionals to shape and support the programs, including volunteers from The BHA Tourism Safety & Security Network (TSSN), The Bahamas Landscaping Association (BLA), The Florida Nature Growers Landscaping Association (FNGLA), The Coterie of Caribbean Butlers, Dermal Spa and Creative Wealth Management Organization.



### **Over 700 Educators Have Completed Summer Educator Internship Program**

Student awareness throughout The Bahamas about our industry continues to be enhanced, as more educators become aware of the industry, its' range of opportunities and expectations for success. Having



completed its eighth year, 18 Industry Partners provided summer experiences to enable teachers, administrators and guidance counselors to experience the “real world of work” to better enable them to enable their students to meet the challenges that careers would bring. Under this year’s theme, “Educators and Industry Partners Collaborating to Enable Career Readiness: Embracing Learning, Technology and Internship Opportunities” the 2011 programme joined with its key partners, the Ministry of Education, the Ministry of Tourism & Aviation, The College of The Bahamas, and for the first time, the Inter-American Development Bank “Educators Career Academy Learning Week” to ready teachers for the introduction of Career Academies in The Bahamas. Shadowing and workshop participants were empowered with leading-edge, project based ideas and experiences to inspire their students about our exciting industry. Educators are then better prepared to translate their experiences into more industry relevant programs and instruction. Seventy-five Educators from private and public schools throughout the Bahamas participated in this year’s event.

### Career and Job Readiness Programs

Through its annual Boot Camp for high school students and participation in the Ministry of Education’s annual National Career Awareness Month Activities, over the past six years thousands of students have been exposed to the industry thanks to the engagement of several hundred industry professionals, teachers and guidance counselors. At this year’s annual boot camp in April, over 400 high schoolers attended awareness and job readiness sessions aimed at exposing students to attitudes and skills necessary for a successful life following high school.



### Broadening Student Awareness Through Guidance Counselors

For the 4<sup>th</sup> year, industry professionals interfaced with Guidance Counselors to focus attention on the critical need to provide students with appropriate career counseling. The 2011 workshop, under the theme, “*The Power of Integrating Technology Usage in Career Readiness: Effective Tools for Students, Graduates, Counselors and Teachers*” provided for Guidance Counselors from the public and private schools an opportunity to dialogue with industry partners, stressing the need for counselors to note the nation’s evolving employment needs and to embrace the mandate to prepare the future workforce in order to be productive and competitive. Over 65 counselors from throughout The Bahamas participated in this year’s workshop.

### Ministry’s BahamaHost Program Graduates Nearly 1,000 in 2011

For the last 33 years, the Ministry of Tourism and Aviation has managed the BahamaHost Initiative delivering critical knowledge based instruction to key sectors within the tourism industry for the vast majority of those years. Following the new mandate from MOTA’s administration, the program has undergone a significant metamorphosis to include a wealth of information on sustainable tourism, leadership and customer service. Coupled with the Ministry’s efforts in restructuring the organization as a whole, BahamaHost has evolved to include a corporate and quality assurance division whose aim is directed at seeking corporate Bahamas’ buy-in to industry training initiatives, particularly BahamaHost. Speaking to over 400 graduates from the program last June, BHA President Stuart Bowe commended them for their commitment to the industry and challenged them to “*keep the promise*” to serve with excellence.

twitter



### Database of Overseas Students

Recognizing the tremendous need for capable workers in a few short years with the opening of new resorts and the huge prospective talent pool with Bahamian students studying at colleges here and abroad, BHA, The Ministry of Tourism and key stakeholders have embarked on an initiative to build a database and communications mechanisms aimed at identifying and engaging the students. The database will be comprised of students, the name of their institution, their area of study, and their expected date of availability to enter the workforce. The database will be developed, managed and maintained by BHA and the Ministry of Tourism and Aviation. Access would be available to BHA members and other groups to be identified.



### Bachelor’s and Master’s Degrees Available At Steep Discounts: Kaplan University and American Public University

Industry professionals are offered various means to secure certifications and a college degree from accredited institutions, at steep discounts. The Bahamas Hotel Association has entered into strategic partnerships with two leading online universities that allow industry professionals and their immediate family members to benefit from tuition discounts. On-line programs afford workers and students throughout The Bahamas with the flexibility to “attend” classes at their convenience, as learning takes place 24/7. Kaplan University, and The American Public University are offering Certificate, Bachelor’s and Master’s Degrees.

### Seven Receive IMCA/Revans University Professional Masters Degree, Conduct Useful Industry Research

BHA applauds seven industry professionals who were the first group of graduates at the IMCA/Revans 26<sup>th</sup> International Congregation ceremony at Oxford University, England in September. BHA supports the IMCA/Revans program which takes a non-traditional approach to its project-based method of learning, challenging students to identify problems or opportunities in their field of work and based on a rigorous program of directed study and research, in coming up with solutions and recommendations for improvement. Companies in the region such as Sandals have used the research to guide



improvements in their operations. BHA Consultant Dr. T. Jennifer Edwards coordinates the program which has recently enrolled another group of students in the next round. This year's graduates were: Lynne Johnson, Director, Convention Services, Sheraton Nassau Beach Resort; Jermaine Wright, Director, Business Development, British Colonial Hilton; Desiree Moxey, Director, Catering & Conventions, Wyndham Nassau Resort; Shamaine Johnson, Manager, Bahamas Hotel Association and Marina Operators of The Bahamas; Carmel Churchill, Group Sales Manager, Grand Lucaya Beach and Golf Resort; Raymond Francis, Executive Director, Bahamas Out Islands Promotion Board; and Raylene Gardiner, Association Manager, Home Owners Association, West End Resorts (Old Bahama Bay), Grand Bahama.

### **Tourism Academy and High School Tourism Curriculum Upgrades Being Developed**

As part of a long-term objective of BHA to significantly upgrade the high school curriculum, BHA is partnering with the Ministry of Education and their INSPIRE program to create a Tourism Academy program at CC Sweeting High School and revise the hospitality programs already in place in public high schools throughout the country. BHA engaged industry professionals in assisting with developing the Tourism Academy curriculum. The program will also 'contextualize' academic subjects so that math, science, foreign languages are made more relevant to applications in our industry.

### **Working with the College to Introduce Certificate Courses for High Demand Entry Level Employment Categories and in Supervision and Management**

BHA pulled together industry resource persons to work with the College of The Bahamas to design and roll out courses for line level entry positions as well as a leadership course for existing supervisors and managers. The 12-16 week courses will cover the following job categories, with each having a strong emphasis on customer service attitudes and skills development. Categories are: bartending, banqueting, cleaning and housekeeping, butlering, butchering and front office operations. The idea behind the program is to grow it significantly over the next three years to support needs created by Baha Mar demands, which will ripple throughout the country.

## **SUSTAINABLE ACTIVITIES**

### **LPIA US Terminal Opens: BHA Continues Long-Standing Developmental Support**

More than a dozen years after BHA and other public and private sector representatives served on a committee which created the Airport Authority, the enabling body to facilitate the airport's management and development, the new US arrivals and departure building opened this spring. Immediately thereafter work commenced on the next stage, an international terminal and arrivals area, which is scheduled for completion in the fall of 2012. Through the Executive Vice President, the BHA has served on the Boards of the Nassau Airport Development Company and the Airport Authority, where industry perspective and input has been provided in support of creating a state-of-art facility and improving the passenger experience.



### **Downtown Nassau Revitalization Support**

With over \$250 million in public and private sector investments completed or planned for downtown Nassau since 2007, the long-awaited revitalization of the historic city is well underway. The Ministry of Tourism and Aviation and BHA have assisted with the revitalization efforts for a number of years. Significant visible improvements to the city will be undertaken during the first quarter of 2012 including the creation of a public square, pedestrian zones, landscaping, CCTV, street and sidewalk improvements and other enhancements.

### **MOB Grows in Numbers and Impact**

Founded just two years ago with the support of BHA and its IDB supported STEM project, the Marina Operators of The Bahamas now has over 50 members throughout The Bahamas. During the past year the MOB has attended trade shows, developed marketing materials to promote the sector, worked with Government to resolve several competitive issues, including increasing the fuel margin for diesel, and is presently developing a strategic plan and environmental standards for the marina sector. BHA continues to support the MOB, recognizing the marina sector's significant role in the industry and its importance to the hotel sector.



### **BHA Safety and Security Network Established**

With a desire to create a coordinated effort among Directors of Security and security professionals among hotel properties, the BHA Safety and Security Network has been established by over 14 of the

profession's representatives. Chairperson Douglas Hanna, Vice President of Security for Kerzner International provided an overview of the Network's initial goals at BHA's June meeting. The Network has two primary initial activities, focusing on enhanced communications between the properties and with Police; and designing and conducting a high school credentialing program aimed at preparing students to enter the profession upon graduation. It should be noted that BHA data reveals that between 3-4% of hotel employees are in Security related activities. The program is presently being piloted in several high schools.

### CCTV Bids Being Finalized....Scheduled for Implementation Early 2012

With support from BHA and the Downtown Nassau Partnership, the Ministry of National Security and the Royal Bahamas Police Force are nearing completion on awarding a contract to significantly expand and organize a CCTV system to support improved safety of residents and visitors. BHA, along with other private sector organizations, has committed to assisting Government with the purchase of surveillance equipment to support the program through a fundraising initiative. The Government has allocated resources for the program and has contracted technical advisors with global experience in municipal CCTV systems to assist with its implementation. It is anticipated that installation will begin early in 2012.

### Several Initiatives Advanced to Promote Energy Efficiency



With the rising cost of electricity eating up bottom lines, BHA undertook a number of projects in 2011 to assist members with reducing their costs. These included:

- **Energy Efficiency Forum and Trade Show** - In cooperation with the Bahamas Chamber of Commerce and Employers Confederation, and with support from the InterAmerican Development Bank, the United States Embassy, and the Bahamas Home and Builders show, a forum and trade show was held in November. Participants gained valuable information on both immediate and long-term measures they can put in place to significantly reduce costs.
- **Energy Savings Tips and Tools** – A series of bulletins were produced and shared with members offering practical tips for saving money on both electricity and water.
- **IDB Awards Major Grant to Hotel Sector** - The Caribbean Hotel Renewable Energy and Energy

Efficiency Action – Advanced Program ([CHENACT-AP](#)), managed through an agreement between IDB and the Caribbean Tourism Organization, with operational support from the Caribbean Hotel & Tourism Association and the Caribbean Alliance for Sustainable Tourism, was approved this fall. The project's primary beneficiaries will be hotels in Barbados, Jamaica and The Bahamas. BHA and the Ministry of Tourism and Aviation will manage The Bahamas portion. The four-year project will finance energy audits for hotels that want to cut their operational costs through greater [energy efficiency](#). IDB studies have estimated that many of these hotels have the potential to reduce water consumption by 50 percent and overall energy consumption by 30 percent to 50 percent, when implementing an integral set of efficiency measures and microgeneration with renewable energies.

### BHA and Ministry of Tourism Guide Industry's Hurricane Readiness and Response Efforts

Members were provided with timely information on the status of Hurricane Irene, the closing and opening of airports and US Preclearance and relief efforts, including duty exemptions to cover damages, as the storm spared most of The Bahamas from its full brunt but caused significant damage on Cat Island and parts of the Family Islands. Most hotels in Nassau escaped significant damage and were operational immediately following the storm. BHA President Stuart Bowe and Minister Vincent Vanderpool-Wallace led a team which visited the harder hit islands immediately following the storm to assess damage. BHA secured damage assessments from over 100 hotel properties, information which assisted the Government in determining the level of duty-free relief to extend to the industry. Working with the Ministry of Finance, BHA facilitated applications for duty exemptions for restoration from over 14 hotels.



### BHA Encourages Members to support Hurricane Relief: 280 Mattresses and Related Materials Donated to Families

Families in Cat Island and other hard pressed areas of The Bahamas which experienced significant damage from Hurricane Irene will be given an early Christmas present this year, thanks to donations of mattresses, frames and linens which Kerzner International provided to BHA in support of the relief effort. BHA coordinated the donation, working with the Ministry of Tourism, the Bahamas Red Cross and NEMA to identify households in need. Following BHA's appeal for support to storm victims, a number of members stepped up to the plate with cash and supply contributions channeled through the Red Cross.

**Third Annual Bahamas National Trust Environmental Youth Camp** – Over 20 students participated in a week-long environmental awareness camp at the Forfar grounds in Andros. BHA and the Bahamas National Trust founded the camp three years ago to heighten the awareness of young people about our environment, its treasures and the need to protect it. Students are also provided coursework on the connection between a sustainable environment and our tourism industry. BHA has secured annual support from the Kerzner Environmental Foundation, the Lyford Cay Club, the Lindroth Development Corporation along with other donors to help sponsor the students.

## RECOGNIZING EXCELLENCE

### Cacique Award Winners

The industry's stars were shining at the 14<sup>th</sup> Annual Cacique Awards ceremony in January at the Rainforest Theatre, with the Ministry of Tourism putting on another fine program which in part featured our finest in the BHA Cacique categories. This year's hotel-related Cacique recipients included:



- Employee of the Year Micklyn Lightbourne, Sandals Royal Bahamian Spa Resort & Offshore Island
- Supervisor of the Year Vivienne Haynes, Kerzner International
- Sales Executive of the Year Molly MacIntosh, Green Turtle Club, Abaco
- Human Resources Professional Marilyn Brennan, Lyford Cay Club
- Manager of the Year Kressville P. Ritchie, Sandals Royal Bahamian Spa Resort & Offshore Island
- Chef of the Year Michael Adderley, Kerzner International
- Hotelier of the Year George Markantonis, Kerzner International
- Lifetime Achievement Award William Saunders, Majestic Tours
- Minister's Award Ali Bain, Sandals Royal Bahamian Spa Resort & Offshore Island



### Tourism Champions Launched

As part of the Bahamas Hotel Association's efforts to broaden public awareness and interest in the range of career and business opportunities in the tourism industry, BHA launched a weekly feature with the Nassau Guardian called 'Tourism Champions'. The feature showcases our many and varied achievers and aims to stimulate greater pride and professionalism in our industry by their example.

- |                           |                                |                      |                                     |
|---------------------------|--------------------------------|----------------------|-------------------------------------|
| ▪ Stuart Bowe             | Kerzner International          | ▪ Charmaine Burrows  | Mandara Spa                         |
| ▪ Mark Rolle              | British Colonial Hilton        | ▪ Joy Smith          | Dolphin Encounters                  |
| ▪ Noel St. Claude         | Treasure Cay                   | ▪ Shawn Leadon       | Andros Island Bonefishing Club      |
| ▪ Micklyn Lightbourne     | Sandals Royal Bahamian         | ▪ George Brice       | Nassau Paradise Island Promotion Bd |
| ▪ Shavonne Darville       | Gems @ Paradise                | ▪ Jeff Birch         | Small Hope Bay                      |
| ▪ Jason McBride           | Wyndham Nassau Resort          | ▪ Conray Rolle       | Kerzner International               |
| ▪ Arthurita Butler        | Comfort Suites Paradise Island | ▪ Desiree Moxey      | Wyndham Nassau Resort               |
| ▪ Ta'Shar Cucurullo       | Sunrise Resort & Marina        | ▪ Gerrina Cunningham | Comfort Suites                      |
| ▪ Bill Saunders           | Majestic Tours                 | ▪ Michael Sampson    | Comfort Suites                      |
| ▪ Stephen Bellot          | Roots Landscaping              | ▪ Andrea Gray        | Kerzner International               |
| ▪ Damien Miller           | DMC Bahamas Ltd.               | ▪ Leslie Kennedy     | Pigeon Cay Beach Club               |
| ▪ Stephen Kappeler        | Cape Eleuthera Resort          | ▪ Lynne Johnson      | Sheraton Nassau Beach Resort        |
| ▪ Michelle Liu-Williamson | Kerzner International          | ▪ Ruth Gardiner      | College of The Bahamas              |
| ▪ Marilyn C. Brennen      | Lyford Cay Club                | ▪ Marcia Newball     | Sheraton Nassau Beach Resort        |
| ▪ Jermaine Wright         | British Colonial Hilton        | ▪ Genevieve Bullard  | Wyndham Nassau Resort               |
| ▪ Raylene Gardiner        | Old Bahama Bay                 | ▪ Vincent Saunders   | Sandals Royal Bahamian              |

### Young Bahamas Culinary Team Captures Regional Awards



The Bahamas Culinary Team fielded its youngest professional level team ever to compete in international competition and returned from the Taste of the Caribbean culinary competition held in Miami in June with a number of awards. The team received a silver medal for their overall performance, with the judges commending them on their high level of achievement as first-time competitors.

Led by Team Manager Executive Chef Jason McBride from the Wyndham Cable Beach Resort and Team Coach Executive Chef Devin Johnson from the Sheraton Nassau Beach Resort, the team trained weekly at the College of The Bahamas Culinary and Hospitality Management Institute for three months.

The Bahamas received the award for the *Caribbean's Most Innovative Dish*, with Junior Chef Kevyn Pratt, from Kerzner International, receiving this honor traditionally awarded to senior level chefs. Individual honors went to Chef Mychal Harris, from Kerzner International, who received a silver medal in the Chef of the Year competition. Chef Shanique Bodie, from Old Fort Bay Club, also captured a silver medal in the Best Seafood Dish category.

Junior Chef Kevyn Pratt, a College of The Bahamas Culinary and Hospitality Management Institute intern with Kerzner International, also received a silver medal in the Junior Chefs category. A bronze medal was awarded to Hugh Jones from Kerzner International in the Bartender of the Year category. Team Captain Chef Jamal Small, from Albany, received a bronze medal in the pastry category. Chef Charon McKenzie, from the Lyford Cay Club, was also awarded a bronze medal in the beef category.

Joining the other team members in receiving a silver medal for their overall team performance and rounding out the team was Chef Charon McKenzie from the Lyford Cay Club, and Chef Charlicia Greene, from Sandals Royal Bahamian.

## ORGANIZATIONAL DEVELOPMENT

### Improving the Bottom Line

Following three years of annual shortfalls spawned primarily by the recession, BHA climbed out of the red in 2011, thanks to the introduction of: cost-savings measures; increased revenue from new members, a high renewal rate, successful fundraising initiatives; and support from its Promotion Board partners. The organization is well-positioned to experience a fiscally sound 2012 as new monitoring and reporting measures have also been put in place.

## Membership Growth

An organization is only as strong as its membership base and we're excited to report that BHA grew in 2011. We welcome the following members who have joined the organization this year and encourage members to support members.

▪ Fidelity Bank & Trust Int'l. Ltd.	Anwer Sunderji	Bank
▪ Lucianos of Chicago	Sue Lawrence	Restaurant
▪ American Public University	Jan Roy	University
▪ British Airways	Andrian Barton	Airline
▪ Graphite Engineering	Sonia Brown	Engineering Consultant
▪ RBC Finco	Tanya McCartney	Bank
▪ Senor Frogs	Gricelle Richmond	Restaurant
▪ Island Pearl Int'l	Charles Adderley	Destination Management Co.
▪ Jabez Hotel Consulting	Norma Holder	Hotel Financing Support Specialist
▪ Grand Isle Resort & Spa	Kevin Geneviva	Hotel
▪ Bank of The Bahamas	Paul McWeeney	Bank
▪ Dermological Spa	Sarah Beek	Spa
▪ Sky Bahamas	Kenneth Romer	Airline
▪ Royal Bank of Canada	Nathaniel Beneby	Bank
▪ Mechanical Supplies Corp.	Alan Ray	Export Wholesale HVAC, Pump Motors
▪ Serena Williams Media & PR	Serena Williams	Media & Public Relations Firm
▪ Creative Wealth Bahamas	Keshelle Kerr	Training (Financial Literacy/Office Technology)
▪ Elektra Technologies	Wesley Lambert	Alternative Energy Solutions

## BHA and Partner Organizations Relocate to New Bahamas Tourism Centre

After nearly three years in the making, BHA, along with its partner organizations the Bahamas Hotel Employers Association and the Nassau Paradise Island Promotion Board, relocated from its West Bay Street location to facilities in the new Bahamas Tourism Centre located on the John F. Kennedy Boulevard next to the Ministry of Public Works. The building is being leased by the Ministry of Tourism from the National Insurance Board which built the four-story structure. The Ministry is expected to move into the building during the first quarter of 2012 when the Bahamas Out Islands Promotion Board is expected to join them. The relocation by the public and private sector industry partners to one facility is intended to support even greater collaboration on marketing and product development efforts for the industry.

## Golf Tournament a Huge Success for Scholarships and Schools

Thirteen was a lucky number for twenty-five seasoned and budding golfers who walked away with awards at this October's Bahamas Hotel Association 13<sup>th</sup> Annual Golf Tournament at the Ocean Club on Paradise Island. Despite the threat of inclement weather, a record number of 104 golfers registered to claim bragging rights while helping to raise over \$20,000 for student scholarships and a range of programs which BHA is doing in the nation's schools.



BHA President Stuart Bowe and tournament organizers Fred Lunn, John Spinks, Ted Adderley, Nelson O'Kelley and Billy Lee commended the golfers for their support, in announcing the winners of this year's tournament at an awards ceremony following the tournament. The tournament was sanctioned by the Bahamas Golf Federation.

Capturing first place was the team of Peter Muscroft and Doug Cowper which was sponsored by Royal Star Assurance. They were followed by Cliff Pettiford and Jake Neudorf. Third place honors went to the Royal Bank of Canada team of Phil Andrews and G. Hill. Fred Lunn and Errol Brown took fourth place and were sponsored by the Nassau Paradise Island Promotion Board.

Rounding out the top ten teams, in fifth place was Roger Chow-How and Eddie Carter. Sixth place went to

Andrew Burrows and John Kinger. Taking seventh was Jeffrey Walcott and Tyrone Cunningham representing BTC. Nicholas Knowles and Harrison Collins took eighth. Ninth place went to Jim Wilson and Patrick Knowles representing Scotiabank. Capturing tenth was Nelson O'Kelly and Paul Burke from Kerzner International.

## Online Auction Enters Year Two

In 2010 BHA went virtual with its annual silent auction, permitting online bidding for nearly 200 gifts and vacations. The response was tremendous. The online auction will be held again this December and complemented by a live silent auction at BHA's AGM luncheon on December 2<sup>nd</sup> to give members attending an edge in the bidding before it goes online two days later for two weeks. Proceeds benefit BHA's education and training activities.

## Member Communications and Public Relations

BHA increased its efforts in 2011 to provide members with data, useful information and communications on its activities and areas of interest to the industry. Throughout the year members received over 100 communications, two major Member Updates, five data updates and four energy-savings bulletins. The organization also received nearly weekly coverage in the print and electronic media covering BHA activities and industry performance. Since February, industry professionals were showcased weekly by the *Nassau Guardian* in "Tourism Champions", developed by BHA

to provide the public with greater insight on the range of professions in the industry and the success stories of outstanding performers in our industry.

## 2011 Key BHA Volunteers

### Industry Leaders Group

Stuart M. Bowe, Bahamas Hotel Association  
 J. Barrie Farrington, Bahamas Hotel Employers Association  
 George Myers, Nassau Paradise Island Promotion Board  
 Shavonne Darville, Bahamas Out Island Promotion Board  
 Ben Davis, Grand Bahama Island Tourism Board  
 Frank Comito, Bahamas Hotel Association  
 Fred Lounsberry, Nassau Paradise Island Promotion Board  
 Rembert Albury, Grand Bahama Island Tourism Board  
 Raymond Francis, Bahamas Out Islands Promotion Board

### Gaming Committee

Kevin McGowen, Chairperson, Crystal Palace  
 Richard Waters, Kerzner International  
 J. Barrie Farrington, Kerzner International  
 Robert Sands, Baha Mar  
 Frank Comito, BHA EVP

### Workforce Development Advisors

Beverly Saunders, Chairperson, Kerzner International  
 Marcia Newball, Sheraton Nassau Beach Resort  
 Juliet McPhee, Comfort Suites  
 Leslie Norville, Ministry of Tourism and Aviation  
 Bonnie Rolle, Ministry of Tourism and Aviation  
 Ian Ferguson, Bahamas Chamber of Commerce  
 Zoe Powell, Department of Education  
 Anne Smith, Department of Education  
 June Hutchenson, Catholic Diocese  
 Joan Norman, Anglican Diocese  
 Sharon Ferguson, Department of Education  
 Jeffrey Beckles, Consultant  
 Janelle Cambridge-Johnson, Ministry of Tourism & Aviation  
 Shona Moss-Knowles, Aquinas College  
 Derek Whyms, Queen's College  
 Ruth Gardiner COB, CHMI  
 Remelda Moxey, Acting Dean, COB, CHMI  
 Latasha Allen – Workforce Project Assistant  
 Bridget Murray – BHA Workforce Development Manager

### Marina Operators of the Bahamas

#### Executive Committee

Steve Kappeler, Cape Eleuthera Resort & Yacht Club  
 Peter Maury, Kerzner International Hurricane Hole Marina  
 Preben Olesen, Port Lucaya Marina and GB Yacht Club  
 Frank Comito, Bahamas Hotel Association  
 Mike Stafford, Bradford Marine  
 Nathan Moody, Old Bahama Bay  
 Joe Dargavage, Great Harbour Cay Marina  
 Steve Cone, Cave Cay Marina Exuma  
 Earl Miller, Ministry of Tourism & Aviation Representative  
 Shamine Johnson, Manager

#### Business Operations Training Support

Diana Bowe, Kerzner International  
 Beverly Saunders, Kerzner International  
 Nina Maynard, Corner Hotel  
 Charlotte Knowles-Thompson, BHA  
 Latasha Allen, BHA  
 Bridget Murray, BHA

### Industry Partners Scholarship Selection Panel

Leslie Norville, Ministry of Tourism  
 Ruth Gardiner, College of The Bahamas  
 Shanelle Adderley, Bahamas Hotel Employers Association  
 Bridget Murray, Bahamas Hotel Association

### Energy Efficiency Taskforce

Kevan Dean, Kerzner International  
 Sonia Brown, Graphite Engineering  
 Frank Comito, Bahamas Hotel Association  
 Winston Rolle, Bah. Chamber of Commerce & Employers Confederation  
 Yvette Sands, Sands & Associates  
 Romi Ferriera, Ferriera & Co.  
 Cyprian Gibson, Water & Sewerage Corporation

### Annual Golf Tournament

Fred Lunn, Blackbeards Cay, Co-Chair  
 John Spinks, Nassau Airport Development Company, Co-Chair  
 Ted Adderley, Kerzner International  
 Nelson O'Kelley, Kerzner International  
 Jennifer Hadland, Nassau Palm

### Tourism Safety and Security Network

Douglas Hanna, Kerzner International  
 Brad Pratt, Wyndham Nassau Resort  
 Rodney Smith, Sheraton Nassau Beach Resort  
 Lavern Dean, Kerzner International  
 Aldwyn Hogg, Lyford Cay Club  
 Philip Johnson, Kerzner International  
 Don P. Moss, Kerzner International  
 Vincent Hall, Paradise Island Tourism Dvlpmt Association  
 Harold Kevin Brown, Kerzner International  
 Brian C. Albury, Kerzner International

### Caribbean Marketplace Host Committee

David Johnson, Co-Chair, Ministry of Tourism & Aviation  
 Frank Comito, Co-Chair Bahamas Hotel Association  
 Ingrid Bartlett, Ministry of Tourism & Aviation  
 Vernice Walkine, Nassau Airport Development Company  
 Shonalee Johnson, Nassau Airport Development Company  
 Warren Binder, Paradise Island Tourism Development Association  
 Earle Bethell, Cable Beach Resort Association  
 Fred Lounsberry, Nassau Paradise Island Promotion Board  
 Denise Adderley, Grand Bahama Island Tourism Board  
 Karen Seymour, Ministry of Tourism & Aviation, Grand Bahama  
 Raymond Francis, Bahamas Out Islands Promotion Board  
 Bill Coteron, Kerzner International  
 Jamal Hepburn, Kerzner International

### ESF 12 Disaster Readiness Committee

John Nixon, Ministry of Tourism & Aviation  
 Frank Comito, Bahamas Hotel Association  
 Geneva Cooper, Ministry of Tourism & Aviation  
 Kevan Dean, Kerzner International

## 2011 Key BHA Volunteers

### Taste of the Caribbean Planning Team

DeAnne Gibson, Ministry of Tourism & Aviation  
 Chef Michael Adderley, Atlantis, Bahamas Culinary Association  
 Chef Don Ingraham, Bahamas Culinary Association, RIU  
 Chef Edwin Johnson, Frankie Gone Bananas  
 Chef Devin Johnson, Sheraton Nassau Beach Resort  
 Chef Jason McBride, Wyndham Nassau Resort  
 Ian Ferguson, Bahamas Chamber of Commerce  
 Donna Williams, College of The Bahamas CHMI  
 Chef Charles Missick  
 Monique Butler, The College of The Bahamas  
 Julie Saunders, The College of The Bahamas  
 Joseph McPhee, The College of The Bahamas  
 Omark Hanna, The College of The Bahamas  
 Julia Saunders, The College of The Bahamas  
 Chef Jasmine Young (Deceased), Atlantis  
 Chef Anthony Butler, Atlantis  
 Chef John Knowles, Balmoral Club  
 Chef Sheldon Sweeting  
 Chef Alpheus Ramsey, Lyford Cay  
 Latasha Allen, BHA  
 Frank Comito, BHA

### BHA Human Resource Professionals

Deborah Ferguson, British Colonial Hilton  
 Marilyn Brennen, Lyford Cay Club  
 Karen Carey, Atlantis  
 Beverly Saunders, Atlantis  
 Tameka Forbes, Atlantis  
 Shevaughn Culmer, Atlantis  
 Christal Stubbs, British Colonial Hilton  
 Lavan McKenzie, Treasure Cay Resort  
 Ruth Gardiner, College of The Bahamas  
 Valderine Hamilton, College of The Bahamas  
 Tesma Moss, Atlantis  
 Juliet McPhee, Comfort Suites  
 Barbara Barnes, Consultant  
 Sharon Sands, Sheraton Nassau Beach Resort  
 Anatole Major, Wyndham Nassau Resort  
 Genevieve Bullard, Wyndham Nassau Resort  
 Karen Sutherland, Atlantis  
 Adrilla Horton-Wallace, Atlantis  
 Pamela Rahming, Wyndham Crystal Palace Casino  
 Evelyn Miller, Wyndham Beach Resort  
 Bridget Murray, BHA

### Industry Partners Scholarship Selection Panel

Leslie Norville, Ministry of Tourism & Aviation  
 Ruth Gardiner, College of The Bahamas – Culinary Hospitality  
 Management Institute  
 Shanelle Depass, BHEA  
 Bridget Murray, BHA

### College of The Bahamas Culinary Hospitality Management Institute

#### Curriculum Review & Short Courses

Chef Michael Adderley, Atlantis, Bahamas Culinary Association  
 Chef Rosemary Sinclair, Atlantis  
 Dr. Pandora Johnson, The College of The Bahamas

Remelda Moxey, The College of The Bahamas  
 Anatole Major, Wyndham Nassau Resort  
 Frank Comito, BHA  
 Beverly Saunders, BHA  
 Bridget Murray, BHA

### High School Industry Certification Advisors

#### Safety & Security/Professional Protection Officer Certification

Harold Kevin Brown, Atlantis,  
 Laverne Dean, Atlantis  
 Philip Johnson, Atlantis  
 Don P. Moss, Atlantis  
 Vincent Hall, PITDA  
 Brian C. Albury, Atlantis

#### Coterie of Caribbean Butlers

Stephanie Lightbourne,  
 Micklyn Lightbourne

#### Horticulture - Bahamas Landscaping Association

Conray Rolle, Atlantis  
 Quincy Stuart, Atlantis  
 Randolph Coakley, Atlantis  
 Patrice Greene, Ministry of Education  
 Merry Mott, Florida Nursery Growers Landscapers Association  
 (Horticulture)

#### AHLEI Skills, (Tasks & Results Training) - S.T.A.R.T. Programme

Beverly Saunders, Atlantis  
 Contanza Adderley, Atlantis  
 Frances Chong, Atlantis  
 Marilyn Brennen, Lyford Cay Club  
 Natasha Francis, Lyford Cay Club  
 Juliet McPhee, Comfort Suites  
 Anatole Major, Wyndham Nassau Resort  
 Genevieve Bullard, Wyndham Nassau Resort  
 Evelyn Miller, Wyndham Nassau Resort  
 Janelle Cambridge-Johnson, Anatole Rodgers High School  
 Derek Smith, Breezes  
 Gerrina Cunningham, Comfort Suites, P.I.  
 Lorenzo Symonette, Comfort Suites, P.I.

#### Dermal Spa – Spa Certifications

Raymond Simpson, Jr.  
 Sarah Beek  
 Rachel Short  
Microsoft Specialist  
 Keshell Kerr  
 Stacy Thompson

#### CaribCert

Joan Norman, St. Anne's  
 Margaret Bennett, (Former) Aquinas College  
 June Hutchenson, Aquinas College  
 Janelle Cambridge Johnson, Anatole Rodgers  
 Latasha Allen, BHA  
 Bridget Murray, BHA

### National Career Awareness Month

(Company Supporters)  
 British Colonial Hilton  
 Tourism Safety & Security Network  
 Sandals Royal Bahamian Resort  
 Stuart Cove

**Jr. Hotelier Programme**

Stuart Bowe, BHA  
 Beverly Saunders, BHA  
 Andrea Thompson, College of The Bahamas CHMI  
 Ashley Armbrister, Atlantis  
 Carolyn Gaitor, Atlantis  
 Chef Rosemary Sinclair, Atlantis  
 Christal Stubbs, British Colonial Hilton  
 Cyprianna Major, Sheraton Nassau Beach Resort  
 David Strachan, Sandals Royal Bahamian Resort  
 Derham Smith, Atlantis  
 Derronique Young, College of The Bahamas CHMI  
 Devin Johnson, Sheraton Nassau Beach Resort  
 Errol Colle, British Colonial Hilton Hotel  
 Glenn Sampert, Sheraton Nassau Beach Resort  
 Jonathan Payne, Sandals  
 Kaymark Lightbourne, Atlantis  
 Latasha Allen, BHA  
 Latoya Davis, Atlantis  
 Levendra Major, Atlantis  
 Jaime Sturup, Atlantis  
 Lorraine Joseph, Atlantis  
 Marcia Newball, Sheraton Nassau Beach Resort  
 Miguel Christie, Atlantis  
 Natasha Noguez, Caribbean Professional  
 Porsha Poitier, Sandals  
 Samantha Frazier-McDonald, British Colonial Hilton  
 Shakell Curtis, College of The Bahamas, BHA Intern  
 Shantor Coakley, Atlantis  
 Sharon Sands, Sheraton Nassau Beach Resort  
 Sheena Newton, Ministry of Tourism & Aviation  
 Sherree Turnquest, Atlantis  
 Stephen Wilson, Atlantis  
 Torron Williams, Atlantis  
 Eureka McKinney, Ministry of Tourism & Aviation  
 Leslie Norville, Ministry of Tourism & Aviation  
 Corey Ferguson, Ministry of Tourism & Aviation  
 Tario Bowe, Ministry of Tourism & Aviation  
 Terrance Strachan, Ministry of Tourism & Aviation  
 Joy Johnson, Ministry of Tourism & Aviation  
 Dereka Moultrie, Ministry of Tourism & Aviation  
 Ian Ferguson, Bahamas Chamber of Commerce and Employers  
 Confederation  
 Danielle Woodside, Bahama Out Island Promotion Board  
 Raymond Francis, Bahama Out Island Promotion Board  
 Earle Bethel, Baha Mar  
 Craig Fox, SuperClub Breezes  
 Joanne Petty, Comfort Suites P.I.  
 Gia Malarkis, Atlantis  
 Tabatha Evans, Atlantis  
 Audrey Best, Sheraton Nassau Beach Resort  
 Keishla Goodman, College of The Bahamas, BHA Intern  
 Nina Maynard, The Corner Hotel  
 AnnaClara Stuart, Aquinas College (High School)  
 Derelle Newbold, Centerville Primary School  
 Maylene Bowe, St. Anne's Primary School  
 Rhonda Burrows, St. Anne's Primary School  
 Irene Ferguson, T. G. Glover Primary School  
 Ryan Barnett, Stephen Dillett Primary School  
 Janelle Cambridge-Johnson, Anatol Rodgers School  
 Joan Norman, St. Anne's High School  
 Joan-Knowles Turnquest, Oakes Field Primary School  
 Cassandra Smith, Kingsway Academy  
 Arlene Major, St. Anne's High School

Kendra Samuels, C.V. Bethell High School  
 D'Anyia Mortimer, Uriah McPhee Primary School  
 Dellarese Dorsett, Palmdale Primary  
 Tamara Bethel, Mable Walker Primary  
 Gailey Williams, North Andros High School  
 Renaldo Smith, Dolphin Encounters  
 Linzy Knowles-Bolton, Dolphin Encounters  
 Joy Smith, Dolphin Encounters  
 Phillipa Moss, Adastra Gardens (former)  
 Shelly Cant, Bahamas National Trust  
 Jennifer Hadland, Nassau Palm Resort & Conference Ctr.  
 Hiltrud Augustin, Bay View Village  
 Clinton Davis, Paradise Island Harbour Resort  
 Frances Chong, Atlantis  
 Micklyn Lightbourne, Coterie of Caribbean Butlers  
 Ruth Gardiner, The College of The Bahamas  
 Frank Comito, BHA  
 Bridget Murray, BHA

**Ministry of Education Curriculum Review**

Renee McKinney, Consultant  
 Stephanie Lightbourne, Coterie of Caribbean Butlers  
 Beverly Saunders, Atlantis  
 Marilyn Brennen, Lyford Cay Club  
 Sharon Sands, Sheraton Nassau Beach Resort  
 Ruth Gardiner, College of The Bahamas  
 Chef Rosemary Sinclair, Atlantis  
 Frank Comito, BHA  
 Bridget Murray, BHA

**Knife Skills for High School Culinary Students**

Chef Sterling Thompson, The College of the Bahamas, CHMI  
 Chef Mario Adderley, The College of The Bahamas, CHMI  
 Anthony Richardson, The College of The Bahamas, CHMI  
 Chef Rosemary Sinclair, Atlantis  
 Ruth Gardiner, College of The Bahamas, CHMI  
 Remelda Moxey, College of The Bahamas, CHMI  
 Sharon Ferguson, MOE  
 Gailey Williams, MOE  
 Hyacinth Barwise, MOE  
 Latasha Allen, BHA  
 Bridget Murray, BHA

**Food & Beverage Trends Workshop for Industry Professionals**

Chef Bobby Briggs, Bahamas Food Services  
 Glenn Pritchard, Tropical Seafood  
 Brian Major, Bristol Wines & Spirits  
 Chef Sterling Thompson, The College of The Bahamas  
 Anthony Richardson, The College of The Bahamas  
 Omar Armbrister, The College of The Bahamas  
 Joseph McPhee, The College of The Bahamas  
 Remelda Moxey, The College of The Bahamas  
 Ruth Gardiner, The College of The Bahamas  
 Sandra Dean-Smith, The College of The Bahamas  
 Jamilah Thompson, The College of The Bahamas  
 Julia Saunders, The College of The Bahamas  
 Renny Rolle, The College of The Bahamas  
 Omark Hanna, The College The Bahamas  
 DeAnne Gibson, The Ministry of Tourism & Aviation  
 Chef Michael Adderley, The Bahamas Culinary Association  
 Stuart Bowe, BHA  
 Frank Comito, BHA  
 Latasha Allen, BHA  
 Bridget Murray, BHA



**Spanish for the Tourism Workforce**

Sheena Newton, Ministry of Tourism & Aviation (MOTA)  
 Joy Johnson, MOTA  
 Eureka McKinney, MOTA  
 Gary Young, MOTA  
 Vernice Walkine, Nassau Airport Development Company  
 Pablo Torres, British Colonial Hilton  
 Gerardo Barrios, Consultant  
 Maxine Williamson, MOTA  
 Glenda Johnson, MOTA  
 Stuart Bowe, BHA  
 Frank Comito, BHA  
 Bridget Murray, BHA

**Guidance Counselors Workshop**

Ruth Gardiner, CHMI  
 Kirstin Wells, Baha Mar  
 Makia Gibson, Yes To Education  
 Stuart Bowe, BHA  
 Frank Comito, BHA  
 Latasha Allen, BHA  
 Bridget Murray, BHA

**Educators Industry Internship**

Arthurita Butler, Comfort Suites P.I.  
 Juliet McPhee, Comfort Suites, P.I.  
 Karell Cephas, Stuarts Cove  
 Sarah Roberts, Delta Airlines  
 Kayla Hilton, Sandals Royal Bahamian Resort  
 Anatol Major, Wyndham Nassau Resort  
 Evelyn Miller, Wyndham Nassau Resort  
 Joan Albury, The Counselors Ltd.  
 Dorothy Bartlette, Dolphin Encounters  
 Elizabeth Rodgers, Atlantis  
 Contanza Adderley, Atlantis  
 Carolyn Miller, Bahamasair  
 Deborah Ferguson, British Colonial Hilton  
 Krystal Brown, British Colonial Hilton  
 Tyrone Watkins, Blackbeard's Cay  
 Marilyn Brennen, Lyford Cay Club  
 Liz Parez, Majestic Tours  
 Karen Smith, Majestic Tours  
 Youlanda Deveaux, Mandara Spa  
 Charmaine Burrows, Mandara Spa  
 Rachel Rolle, Nassau Airport Development  
 Sandals Royal Bahamian Resort  
 Jackson Weech, SuperClubs Breezes  
 April Penn, SuperClubs Breezes  
 Sherry Deal, Zamar Productions

**Industry Internship for Tertiary Educators**

Marilyn Brennen, Lyford Cay Club  
 Chef Sterling Thompson, COB

**Ministry of Education Young Chefs' Competition**

Chef Edwin Johnson, Bahamas Culinary Association  
 Chef Don Ingraham, Bahamas Culinary Association  
 Chef Rosemary Sinclair, Bahamas Culinary Association  
 Stuart Bowe, BHA  
 Frank Comito, BHA  
 Bridget Murray, BHA

**Ministry of Education**

Elma Garraway  
 Ross Smith  
 Forster Dorsett  
 Sharon R. Ferguson  
 Dr. Karen St. Cyr (IDB/INSPIRE)  
 Portia Sands (IDB/INSPIRE)  
 Keyshan Bastian-Cartwright  
 Debbie Good (IDB/INSPIRE)  
 Faye Bascom (IDB/INSPIRE)  
 Carlisa Miller  
 Tyranda Strachan  
 Colin Johnson, The Government High School  
 Eloise Whymns, The Government High School  
 Myrtle McPhee, Anatol Rodgers School  
 Janelle Cambridge-Johnson, Anatol Rodgers School  
 Mr. Gibson, Anatol Rodgers School  
 Roxy Williams, Anatol Rodgers (Former)  
 Asha Bess, The Government High School  
 Clyde Miller, The Government High School  
 Charles Moss, The Government High School

**Catholic Board of Education**

Claudette Rolle, Director  
 Shone Moss-Knowles, Aquinas College (High School)  
 June Hutchenson, Aquinas College (High School)

**Anglican Central Education Authority**

Cynthia Wells, Principal – St. Anne's  
 Nicolette Fountain-Archer, Vice Principal - St. Anne's  
 Arlene Major, St. Anne's  
 Joan Norman, St. Anne's  
 Makia Gibson (Former)

**Ministry of Education Boot Camp for High School****Students**

Anatole Major, Wyndham Cable Beach Resort  
 Micklyn Lightbourne, Coterie of Caribbean Butlers  
 Wasipha Khan-Francis, Atlantis  
 Elizabeth Rodgers, Atlantis  
 Remelda Moxey, College of The Bahamas  
 Beverly Saunders, Atlantis  
 Keyshan Bastian-Cartwright, MOE  
 Sharon Ferguson, MOE  
 Foster Dillet, MOE  
 Leslie Norville, MOTA  
 Ruth Gardiner, COB  
 Latasha Allen, BHA  
 Stuart Bowe, BHA  
 Frank Comito, BHA  
 Bridget Murray, BHA

**Student Database Development Task Force**

Kristin Wells, Baha Mar  
 Sherry Collie, Ministry of Tourism & Aviation  
 Clarence Rolle, Ministry of Tourism & Aviation  
 Angelica Cartwright, Ministry of Tourism & Aviation  
 Dean Sullivan, Atlantis  
 Beverly Saunders, Atlantis  
 Stuart Bowe, BHA  
 Frank Comito, BHA  
 Bridget Murray, BHA

## 2011 Operator Members

- Abaco Inn
- Bakers Bay Golf & Ocean Club
- Best Western Bay View Village
- Blue Water Resort
- British Colonial Hilton
- Cape Eleuthera Resort & Yacht Club
- Cape Santa Maria Beach Resort
- Castaways Resort & Suites
- Casuarinas Of Cable Beach
- Club Peace & Plenty
- Comfort Suites, Paradise Island
- Coral Sands Hotel
- Fernandez Bay Village
- Gems Of Paradise
- Grand Isle Resort & Spa
- Grand Lucayan
- Graycliff Hotel & Restaurant
- Green Turtle Cay Club
- Hawk's Nest Resort & Marina
- Kerzner International - Atlantis
- Landshark Dive Resort
- Lighthouse Yacht Club
- Lyford Cay Club
- Nassau Palm Resort
- Ocean Reef Yacht Club
- Old Bahama Bay
- One & Only Ocean Club
- Orange Hill Beach Inn
- 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
- Sammy T's Beach Resort
- Sandals Emerald Bay
- Sandals Royal Bahamian
- Sheraton Nassau Beach Resort
- Small Hope Bay Lodge
- Stella Maris Resort
- Sunrise Beach Club & Villas
- Sunrise Resort & Marina
- Sunshine Paradise Suites
- Swains Cay Bonefish Resort
- Treasure Cay Hotel Resort & Marina
- Viva Wyndham Fortuna Beach
- Wyndham Nassau Resort

## 2011 Allied Members

- American Eagle/Executive Airlines
- American Hotel Register
- American Public University System
- Ardastra Gardens Zoo & Conservation Center
- Avis Rent-A-Car
- Bahama Divers (1976) Co. Ltd.
- Bahamas Experience Tours
- Bahamas Ferries
- Bahamas Food Packaging Services
- Bahamas Food Services
- Bahamas Hotel Employers' Association (BHEA)
- Bahamas Waste Ltd.
- Bahamas Wholesale Agencies
- Bahamasair
- Bahamia Rentals
- Bahamian Brewery & Beverage Co
- Bahamian Paint
- Bank Of The Bahamas
- Basden Elevator Co. Ltd.
- Benelda.Com
- Bahamas Out Island Promotion Board
- British Airways
- Burns House Group
- Cable Beach Resort Development Association
- Cacique International Co. Ltd.
- Cambridge Group Of Companies
- Caribbean Beverage Systems
- Caribbean Bottling Co. (Bahamas) Ltd
- Caribbean Gas Storage & Terminal Ltd
- Caribbean Professionals (Bahamas) Ltd.
- COB School Of Hospitality And Tourism Studies
- Cole Insurance Agents & Brokers
- Commonwealth Building Supplies
- Coterie Of Caribbean Butlers
- D'albenas Agency Ltd
- Dan Knowles Tour Co. Ltd
- Deloitte & Touche
- Dermalogica Spa - The Dermal Clinic
- DMC (Bahamas) Ltd.
- Dolphin Encounters
- Downtown Nassau Partnership
- Dupuch Publications
- D-Zee Textiles, Llc.
- Eagle Electric
- Fidelity Bank & Trust
- Fun Food Wholesales Ltd
- Glinton Sweeting O'Brien Attorney At Law
- Graphite Engineering Ltd.
- Guest Tek
- Gunitite Pools Of Nassau Ltd
- H. Forbes Charter Co. Ltd.
- Henry F. Storr Electric
- HVS Caribbean
- IBM Bahamas Ltd
- Interchem
- Island Destination Services
- Island Pearls International

## 2011 Allied Members

- Island Sun Tours Ltd.
- Island Wholesale Ltd
- Islandeaze Realty Ltd.
- J. S. Johnson & Co. Ltd.
- Jabez Hotel Consulting & Finance
- Kaplan University
- KPMG
- Leisure Travel & Tours
- Luciano's Of Chicago Restaurant Ltd.
- Luxury Outdoor Furnishings Team
- Majestic Tours Ltd.
- Mandara Spa (Bahamas) Ltd.
- Milo B. Butler & Sons
- Nassau Airport Development Company
- Nassau Dairy Products Ltd.
- Nassau Paradise Island Promotion Board
- Old Fort Bay
- Palm Cay
- Paradise Fisheries
- Paradise Island Development Tourism Association
- Passion Tea & Coffee Company
- Poop Deck Restaurant, The
- Providence Technology Group
- Purity Bakery Ltd
- RBC Finco
- Royal Bank Of Canada
- Royal Fidelity Merchant Bank & Trust
- RCI. Llc
- Ridge Enterprises Ltd.
- Scotiabank (Bahamas) Ltd.
- Senor Frogs
- Sky Bahamas Airlines Limited
- Smith Orloff & Associates
- Stuart Cove's Aqua Adventures
- Turning Point Consultants
- Underwater Explorers Society
- USA Today
- UWI Centre For Hotel & Tourism Management
- Wong's Rubber Stamp
- Zamar Productions

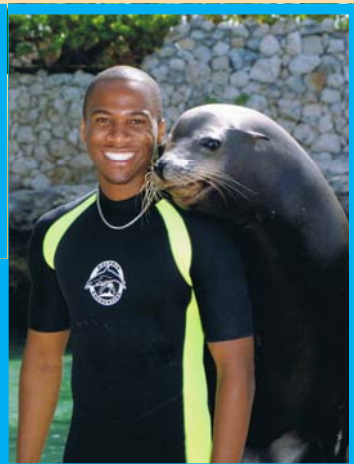
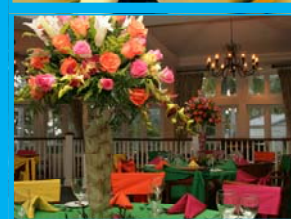
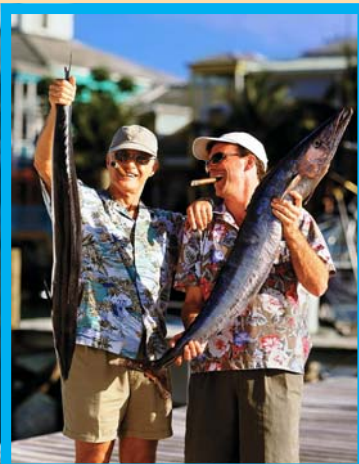


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United In Our Mission To Foster The Sustained Development  
Of Our Nation's Tourism Industry

Bahamas Hotel Association  
Bahamas Hotel Employers Association  
Bahamas Hotel Industry Management Pension Fund  
Bahamas Out Islands Promotion Board  
Grand Bahama Island Tourism Board  
Marina Operators of The Bahamas  
Nassau Paradise Island Promotion Board



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