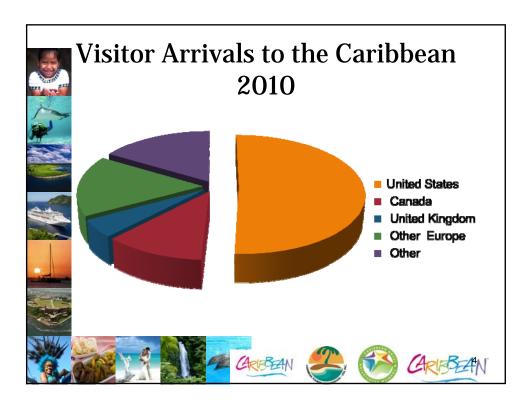
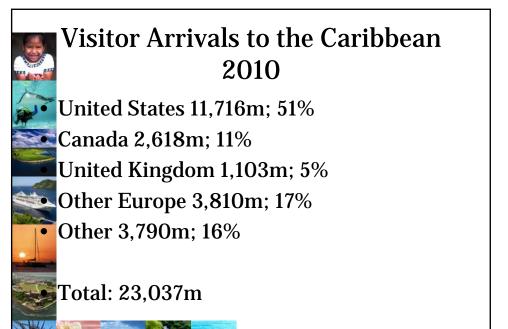




# Tourism's importance to the Caribbean The region's main export Employs 2.0m directly & indirectly Responsible for 1 in 9 jobs Contributes over 13% to GDP Injects \$40b annually in foreign exchange





### Visitor Arrivals to California 2009 **United Kingdom** 663,000 Japan 462,000 Australia 369,000 Germany 355,000 South Korea 277,000 France 275,000 China (excl. HK) 271,000 India 157,000 9) Taiwan (ROC) 143,000 10) Italy 129,000 Total: 3,101m Source the California Travel and Tourism Commission

### Caribbean Tourism Organization

The region's tourism development agency providing specialized support and technical assistance to 33 member countries and private sector members in the areas of:

- Financial & Resource Management
- •Marketing Communications
- Human Resource Development; Training & Education
- Research & Information Technology
- •Sustainable Tourism Development
- •Advocacy/Representation







### Caribbean Tourism Organization Mission Statement

To provide to and through its members the services and information necessary for the development of sustainable tourism, for the social and economic benefit of the People of the Caribbean.





- Governments
- Carrier members
- Allied members
- Chapter members
- Retail Travel Agency members
- Affiliate members



### **CTO Member Countries**

Anguilla St. Eustatius Curacao Antigua & Barbuda **Dominica** St. St. Kitts & Nevis Aruba Dom. Republic St. Lucia **Bahamas** Grenada St. Maarten **Barbados** Guadeloupe St. Martin Belize Guyana St. Vincent & Grenadines Bermuda Haiti Suriname **Bonaire** Jamaica

Trinidad & Tobago **British Virgin Islands** Martinique **Turks & Caicos Islands** Cayman Islands Montserrat **United States Virgin Islands** Cuba

Puerto Rico Venezuela



# Affiliate Members Include:

- Caribbean Hotel & Tourism Association
- UN World Tourism Organization
- Association of Caribbean States
- Caribbean Central American Action
- Inter-American Institute for Cooperation on Agriculture
- Organization of American States
- Organization of Eastern Caribbean States



### **Funding Formula**

Countries meet their annual financial obligations to the CTO in two ways:

They pay membership dues and contribute to a Regional Marketing Fund (RMF). The dues and the RMF payments are based on a tourism arrivals formula, thus ensuring an equitable distribution of the financial obligation across the 33 member-countries.



# Finance & Resource Management

- Sourcing and acquisition of funding from worldwide funding agencies to provide programs that benefit CTO's members.
- Contracting legal, auditing and other professional services to ensure CTO's compliance with applicable standards and regulations.
- Funding the projects related to various CTO entities.
- Providing office space & support services in New York and London.
- Funding CTO's business meetings regionally and internationally.
- Providing systems and technical support for CTO's members in a variety of areas.



## Sustainable Tourism Development

Facilitates the sustainability of tourism in the region through:

- Liaising with CTO's partners, members & key stakeholders & providing technical advice on standards and development
- Executing projects on climate change, disaster risk management and energy efficiency
- Organization of and participation in conferences, meetings & workshops
- Conducting research on and disseminating information through conferences, electronic & print media, manuals













### Sustainable Tourism Development

- CHENACT Caribbean Hotel Energy Efficiency Program
  - ✓ To encourage the implementation of energy efficiency practices & micro-generation with renewable energy in the Caribbean hotel sector, hence improving the competitiveness of small, medium & large hotels through improved use of energy.
- Regional **Disaster Risk Management (DRM)** for Sustainable Tourism in the Caribbean
  - ✓ To develop a regional DRM Strategy & Plan of Action for the Caribbean tourism sector
  - ✓ To build a culture of natural hazard disaster risk reduction within the Caribbean Tourism sector to minimize the loss of life, injuries and damage to property by strengthening capacity for mitigation, preparedness, response and recovery.

11

### **Human Resource Development**

Stimulates the environment for the development of a World Class tourism workforce in the Caribbean, which is able to deliver an exceptional tourism experience. Specifics include:

- The development of curricula for tour guide training that will be recognized as a Caribbean Vocational Qualification
- Planning and implementing Training of Trainers workshops conducted throughout the Caribbean.
- Collaborating with education partners across the region to develop a quality assurance framework and guidelines for national, regional and extra-regional Distance Education Programs



### **Human Resource Development**

- Development and implementation through PROINVEST of the "Hospitality Assured," service excellence program in 8 pilot countries
- Support for Caribbean Knowledge and Learning Network for the development of distance education programs in tourism/hospitality, with the support of the Open Campus of the UWI.
- Distance learning course being developed on Sustainable Tourism, with the support of the Commonwealth of Learning and Open Campus, UWI
- Providing direction on CTO's role in the coordination and development of food quality standards and certification
- Providing support for the Total Visitor Satisfaction project





- $\bullet\,$  Implementing an annual Tourism HR Conference in collaboration with host countries
- Ongoing development of a children's and youth programs such as the Conde Nast My Caribbean essay contest and the Travel+Leisure Youth Congress
- Management of the CTO Scholarship Foundation and assisting with special events related to the Foundation; over \$800k since inception
- Designing and implementing a region-wide public awareness campaign to highlight tourism's contribution to the Caribbean
- Leading the effort to make tourism a CXC subject



The Regional Marketing Fund (RMF) is the main budget for promoting the Caribbean as a region in all major markets, including intra-Caribbean.

It pays for the Public Relations, marketing agencies and professionals contracted in the US, Canada, the UK, France, Germany, Holland and Italy.

It provides a benefit to the entire list of member countries by raising the awareness of the Caribbean brand and providing opportunities for individual member countries to take advantage in their own specific ways.



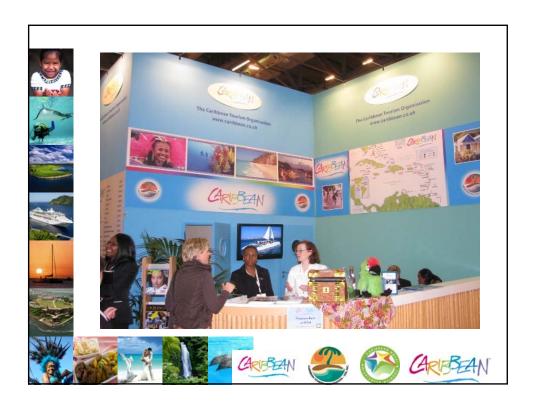
- The RMF pays for the technology and services behind the live-streaming of various events, allowing a member country's home audience to participate 'live' almost as if they were present at the event.
- The RMF provides the means to create online CTO TV, a channel that allows our Ministers and Directors of Tourism to present their own features and videos to a vast Internet audience, through CTO's membership website www.OneCaribbean.org

- The RMF pays for the monthly Tourism Executive Brief, as well as the market intelligence reports and surveys that keep our members current on the trends affecting their business.
- Monthly CTO Newsletter that keeps our members updated on projects and programs.
- The RMF is the funding source for managing newspaper campaigns, travel agent education programs and other activities that allow us to bring economies of scale to our countries, giving them group values and discounts which individual countries simply could not acquire.





- The RMF pays for OneCaribbean.org, the membership site that is replete with statistics, presentations, best practices, templates, proposals, work plans, historical data and a wealth of other useful information for our members, the press and potential investors in Caribbean tourism.
- Attendance and Caribbean branding at the major European Trade and Consumer Fairs, including ITB, Berlin; WTM, London; Fitur, Madrid; and consumer events in New York, Las Vegas, London, Manchester, Glasgow and Dublin.

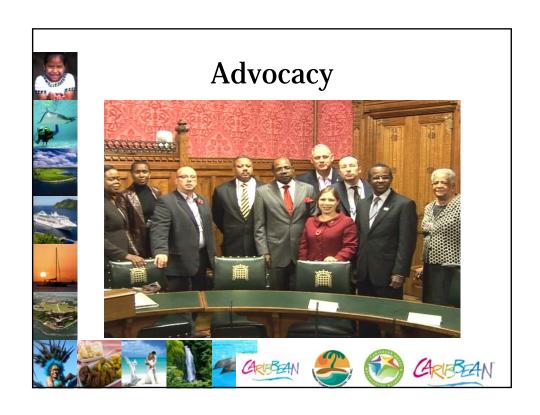


- Seed funding for the UK and Dutch chapters to enable them to produce a full calendar of promotional activities throughout the year.
- Networking sessions, major publications, travel agency training, marketing forums, European workshops and media recognition awards.
- Advocacy/Representation on major issues such as Aviation Taxation, Emissions Trading Schemes, regulator matters and more.









- The RMF pays for special events such as Caribbean Weeks in Toronto, Montreal and New York and the Annual Caribbean Tourism Summit.
- Trade and consumer shows across the United States and Canada as well the exploring new, potentially productive markets.
- Pays for CaribbeanTravel.com, Caribbean.co.uk and the companion sites in Canada, Germany, Holland, France, Italy and Spain. These sites are portals to every member country's site, generating traffic to our members that is sometimes in excess of what they themselves generate.



















### Caribbean Tourism Development Company

- CTDC: create the most favorable conditions for the profitable and sustainable growth of tourism for the benefit of the people of the Caribbean.
- Build the Caribbean brand... one phenomenal experience at a time.



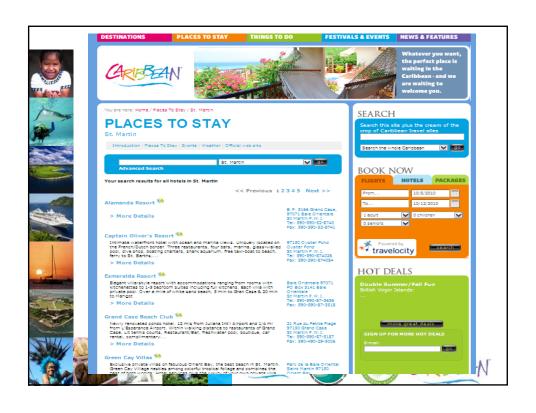
### The task

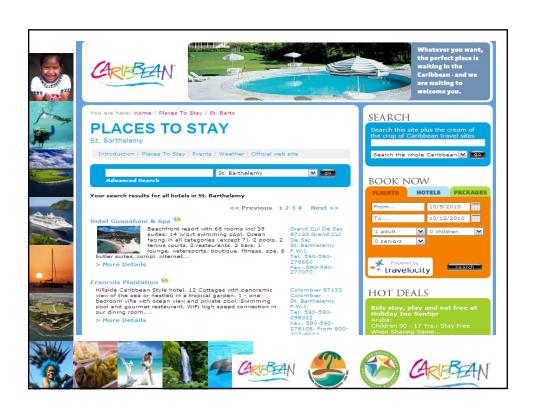
Using the theme "Life Needs the Caribbean", create a website that delivers the best of our tourism product.

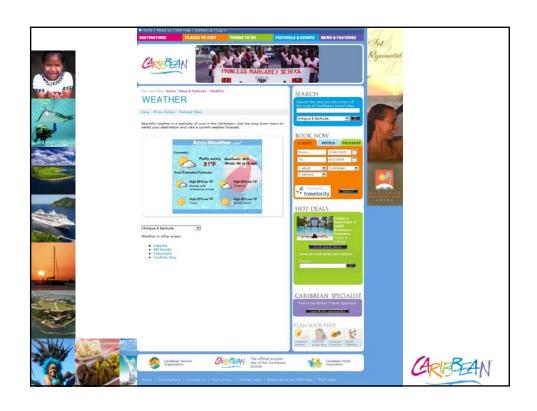


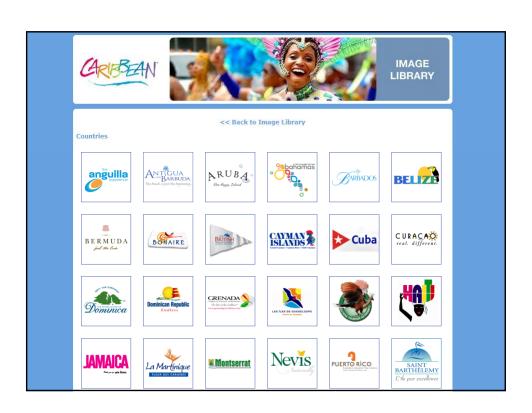








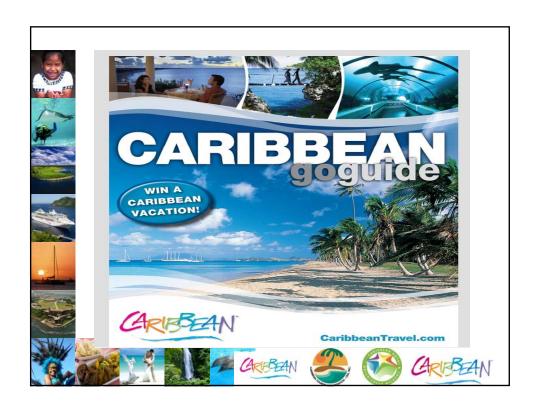


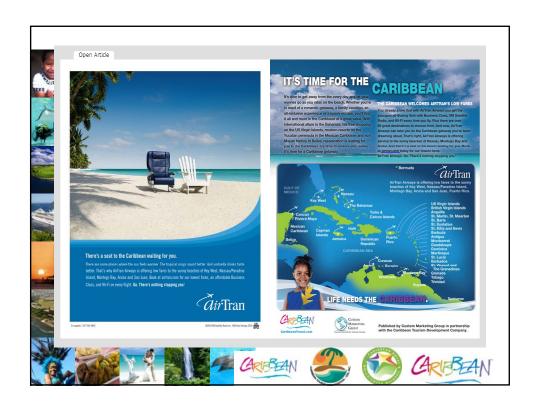
















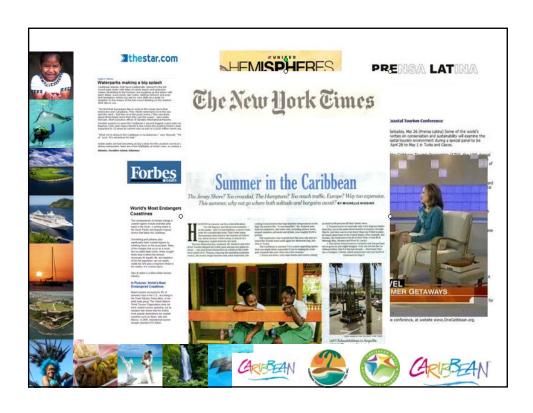


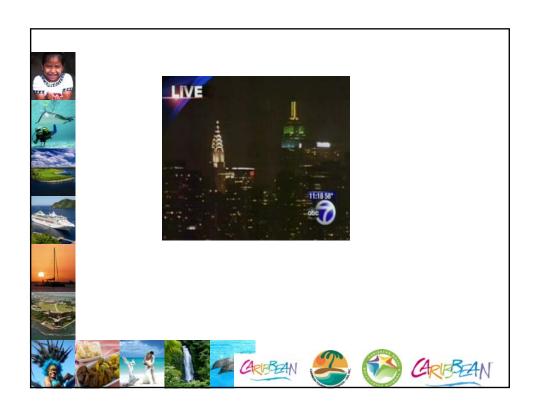






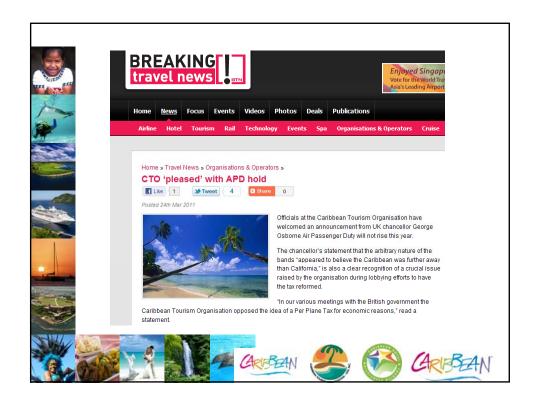








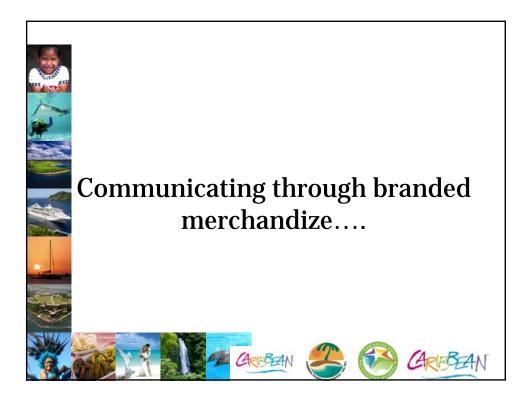


















































## Tourism Industry 2012 and Beyond

More widespread use of mobile technology will contribute to individualizing the visitor experience

Social media will evolve into greater use of customer generated content; a type of visitor i-report

Visitor satisfaction will be paramount



Caribbean regional tourism will be redefined by single space considerations and innovative transportation

Voluntourism will come home; more effective use of experienced travellers

Greater use of travel as a gift and recognition of it as a tool for increasing

understanding.









- Today's environment is different. Tourism practitioners must adapt.
  - · Focus on and measure consumer behavior
  - Focus on and measure the experience
  - Focus on and clone our best customers
  - Create an environment that delivers an experience that is beyond the visitor's expectations
  - Make full use of unique attributes
  - Be competitive in all areas, including transportation, infrastructure, accommodations, and human resources
  - Take full advantage of collaboration & economies of scale
  - Use all available tools to effectively and efficiently increase brand-awareness
  - · Focus on sustainability

