

Sustainability Training Tour Operators - Mount Meru Hotel - Arusha

Day 1 - Tuesday 13 th December 2011		Day 2 - Wednesday 14 th December 2011	
08.30-09.00	Registration	08.45-09.00	Group Feedback
09.00-09.30	Opening, Introduction, programme and expectations <i>TATO</i>	09.00-10.30	Sustainable management system (Travelife) <i>Chris Thompson</i> <i>Introduction session on sustainable tourism training for tour operators: How tour operators can use the action planning and management system. Explaining the e-learning part of Travelife</i>
09.30-10.45	Introduction to Ecotourism, responsible and sustainable tourism <i>Chris Thompson</i> Questions and discussion with participants		
10.45-11.00	Coffee / tea break	10.30-10.45	Coffee / tea break
11.00-12.30	Responsible tourism practices in Tanzania <i>Damian Bell, Responsible Tourism Tanzania</i> Case story supplier: a Sustainable hotel <i>Simon Kisingi, Operations Manager at Asilia Lodges and Camps</i> <i>A presentation on their way to sustainability</i> Questions and discussion	10.45-12.00	Sustainable practices in daily business <i>Chris Thompson</i> <i>Integration of sustainability practices in daily business</i>
12.30-13.30	Lunch	12.00-13.00	Lunch
13.30-14:15	Sustainable tourism in the EU: trends and developments <i>Gerben Hardeman, ANVR</i>	13.00-14.30	Travelife sustainability tool <i>Chris Thompson</i> <i>How to use the sustainability programme (website tool) for tour operators and accommodations</i> <i>Benefits and usability of the system for hotels and tour operators, the audit process, how to prepare a supplier for an audit</i>
14.15- 15:00	The key operating areas of sustainable tourism of tour operators <i>Chris Thompson</i> <i>A session on product development, contracting with suppliers, customer relations</i> Questions and discussion		
15.00-15:15	Coffee/tea break	14.30-14.45	Coffee/tea break
15.15-16.00	EU Tour operators & sustainable tourism <i>Elise Allart, Manager Sustainable Tourism, TUI Netherlands</i> <i>Sustainable tourism practices from a European tour operators perspective</i>	14.45-16.15	Sustainability in tourism <i>Chris Thompson</i> <i>Practical issues and quick wins</i>
16.00 - 16.45	Review first day and interactive session with participants and trainers		
16.45 - 17.00	Preview day 2	16.15-16.45	Follow-up and Evaluation
17.00 - 18.00	Happy Hour drinks		