

MAKING WAVES

Issue No. 3 June 2001

A Quarterly Tourism Bulletin for Caribbean Children

Top 5 Countries in the Caribbean with the most rooms are:

- * DOMINICAN REPUBLIC
49,623
- * CUBA
37,114
- * MEXICO
(Cancun and Cozumel only)
28,566
- * JAMAICA
23,067
- * BAHAMAS
14,153

There are many different types of accommodation. Here are some examples:

- Hotels
- Guest Houses
- Villas
- Bed & breakfast
- Camping Sites
- Yachts and Cruise Ships
- All inclusive hotels

There are approximately 242,151 rooms available to tourists in the Caribbean.

Here are some of the jobs available in the Accommodation Sector: Hotel Manager, Food & Beverage Supervisor, Waitress, Waiter, Bellman, Concierge, Sous Chef, Pastry Chef, Barman, Executive Housekeeper, Room Attendant, Secretarial Staff, Reservation Clerk, Entertainment Officer, Gardener, Financial Officer, Public Relations Manager, Activities Coordinator

There are approximately 300,000 persons employed in the Accommodation Sector

Hi Kids, its Ziggy Again Did you know that the tourism sector is made up of a variety of services that take care of the needs of the visitor? These include services such as:

- Accommodation
- Food and Beverage
- Attractions
- Tourism services
- Events and Conferences
- Transportation
- Travel Trade
- Adventure Tourism and Recreation

In this issue we will share some interesting information with you about **ACCOMMODATION**



Inside:

- Our Colouring Competition Winners
- Kid-Friendly Hotels
- Did you know?
- Environmental Corner
 - Country Profiles
 - Meet Tourism People



Congratulations!!

Here are OUR COLOURING COMPETITION WINNERS from Issue Two:

Barbados

Tara Headley, Roland Edwards Primary
Nikita Walcott, Vauxhall Primary
Kemar Sealy, Vauxhall Primary
Kendra Alleyne, St. Joseph Primary

Cayman Islands

Jack Widmer, Cayman Preparatory & High School

Montserrat

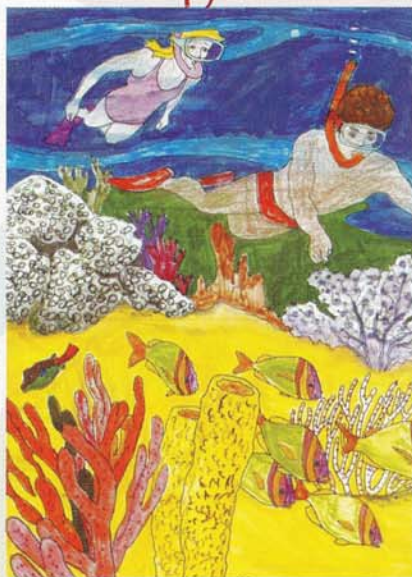
Chloe George, St. Augustine Primary School
Keiyan Bertrand, Brades Primary School

US Virgin Islands

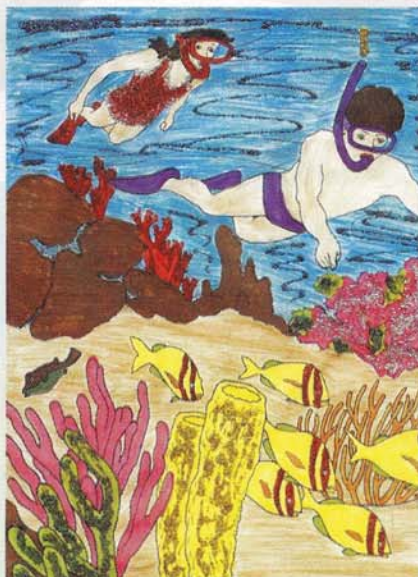
Abigail Hyndman, Joseph Sibilly Elementary
Stanley Dawson, Joseph Sibilly Elementary

St. Vincent & The Grenadines

Kevin Bidy,
Sandy Bay Anglican



Jack Widmer



Tara Headley

KID-FRIENDLY HOTELS

Hotels are becoming more children friendly. In all the Hyatt Resorts in the Caribbean, they have provided special activity programmes for kids called **Camp Hyatt**.

Under the Caribbean Chain of Sandals, Beaches Resorts also provide a Kids Kamp for younger guests, with a dedicated Sega Centre.

The International Hotel chain, Holiday Inn, has **KidSuites** which have designed rooms equipped with bunk beds, TVs and VCRs, video games and various activity tables. you know of any hotels that provide special programmes for children? If so, tell us about it and we will publish this information in our next issue.

Did you know?

The Pineapple is a symbol of hospitality. In the days of clipper ships, sea captains returning to port would spike a pineapple on their front gate to let visitors know they were home and accepting company.

Most types of accommodation have a star-rating system. Hotels are graded from one to five stars. One star being for a modest, simple hotel and up to five stars, for a hotel that has many different services and is usually very expensive.

The Dominican Republic has the oldest hotel building in the New World, Hotel Palacio Nicolas de Ovando, in the capital, Santo Domingo. It is on the oldest surviving street in the New World, Calle las Damas.

All-inclusive hotels are the fastest growing type of accommodation in the world. All-inclusive means that you pay one price at the start of your holiday and it covers you for all your accommodation, food, sport facilities and general services.



Environmental

Corner



Here are some of the ways that hotels are playing their part in conserving the environment.

Saving our trees by recycling paper products, aluminum, cardboard and other items where possible



Installation of large shower heads and water saving devices such as waste water treatment tanks to avoid discharging it directly into the sea; using saline treatment plants to treat sea water for watering plants and golf courses; incorporating many energy-saving products and making operational changes to save resources.

Providing smoke-free guestrooms and dining rooms.

Changing linens every three days or upon request and towels only as needed when guests stay more than one night. This saves over 70,000 gallons of water and 500 gallons of detergent annually at each participating hotel.

Saving on electricity by using solar heating systems, which work by sensors that turn off lights when there is no one in the room



Looking for opportunities to buy more environmentally-friendly products and buying products without much packaging

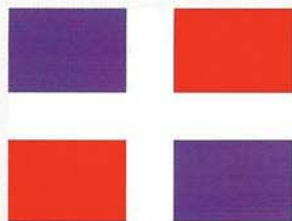
Using more environmentally-friendly cleansers and detergents

Casuarina Scores!
Casuarina Scores!
Casuarina Scores!



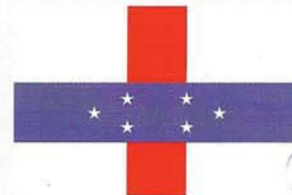
Casuarina Beach Hotel employees receiving their Green Globe 21 Standards Certificate

In March 2000, the Casuarina Beach Hotel in Barbados achieved the Green Globe 21 Standards. This is an internationally recognised Environmental Certification for the Travel and Tourism Industry. This standard specifies requirements for environmental improvements of which the Casuarina Hotel has played an active part.



SINT EUSTATIUS

The smallest number of hotel rooms in the region



DOMINICAN REPUBLIC

Most hotel rooms in the region

The second largest island in the Caribbean, which is shared with the country of Haiti. It lies about 800 miles southeast of Miami and is approximately 48,482 square miles. (Capital, Santo Domingo, population 9 million). Spanish is the official language.

It is a popular tourist destination in the Caribbean and it has the greatest number of rooms and the biggest all-inclusive resort industry in the world. With seven international airports. It can cater for its two million visitors each year, who mainly come from Europe and North America. It has beaches, mountain ranges, lush valleys, thick jungles and a rich Hispanic culture.

This island is a member of the Netherland Antilles and is very small. In fact, St Eustatius (Capital, Oranjestad) is only 11 square miles and has a population of approximately 3,400. It is located 150 miles east of Puerto Rico, 90 miles east of St Croix U.S. Virgin Islands. The sister islands include Saba, and Sint Maarten/St. Martin. Dutch is the official language. St Eustatius has black sandy beaches and 70 rooms, found in either small hotels or guesthouses, which accommodate approximately 27,000 visitors per year. With a strong pirate history one can explore the surrounding seas for coral reefs, canyons and old shipwrecks which are protected by the Marine Park. It also boasts an extinct volcano "the Quill" where you will find a rainforest in its belly.

Test yourself!

The Caribbean has its own chain of hotels. A Chain of Hotels is a name given to a hotel group with the same name that operates in different islands or countries. Can you think of any? Here are some clues. In the jumble, find the names of the current Caribbean Chains?

1. DANASIS
2. LEGORLA
3. PSUER BSCUL
4. DMAOLN



Jennifer Harding

MEET OUR PEOPLE IN TOURISM

MEET JENNIFER FROM ROYAL PAVILLION & GLITTER BAY, BARBADOS

Jennifer is Director of Operations and she is going to tell us a little about her job in the Accommodation sector.

Q. What does a Director of Operations do?

A. Ensures the smooth running of the hotel. One needs to communicate with all departments to provide satisfaction and service all the guests needs.

Q. What is your normal day at work like?

A. I have briefings with my management team and then take a walking tour of the property to check rooms, maintenance and the gardens. I often have conversations and meetings with our guests. There's lots of paperwork -- answering e-mails, writing reports etc.

Q. What special skills do you need to do your job well?

A. Good organisational & communications skills. Diplomacy in handling challenging guest situations. Sound financial skills, the ability to juggle room rates, food & beverage costs to give the best value to our guests. Overall I enjoy working with people day in and day out.

Q. Are there things you dislike about your job?

A. As with most jobs there are not enough hours in the day. This can sometimes be very stressful when you are struggling to provide good service. Dealing with angry or irrational guests is also a part of my job that is not very nice.

Q. What do you like most about your job?

A. Being my own boss, i.e. I'm able to lead and make decisions. Providing wonderful, memorable holidays; Making friendships with guests from around the world.

About the CTO

The Caribbean Tourism Organisation (CTO) was established in 1989 and is a regional tourism development agency, with its headquarters in Barbados and marketing offices in New York, London and Canada. The CTO has 33 government member countries comprising the English, French, Spanish and Dutch Caribbean.

**Special Thanks to our kind sponsor:
Mrs. Jacqueline Johnson**

Answers:
1: Sandals 2: Allegro 3: Super Clubs, 4: Almond