

May's Tourism Matters - Must See May

This is your must-see May edition of Tourism Matters. Be sure to read it to find out opportunities for you and the latest news on Turner Prize 2019.

England's Coast Project

We have great pleasure in sharing with you that the Isle of Thanet is participating in England's Coast, www.englishcoast.com This is an exciting new marketing and booking tool designed to boost the number of international visitors to the English coast, specifically German, Dutch and French visitors.

Its stunning new interactive video showcases the very best of eight coastal regions – Northumberland, Durham & North East, Yorkshire Coast, East Coast, South East, South Coast, South West and North East.

Interactive video technology allows holidaymakers to create their own itineraries and book direct with coastal businesses via an itinerary builder, but the scope of the project also targets the travel trade through independent and group itineraries.

Over 1,400 coastal businesses – hotels, B&Bs, pubs, attraction providers and much more – are already listed on the itinerary builder giving holidaymakers and the travel trade enormous choice for creating imaginative coastal escapes.

England's Coast is delivered by the National Coastal Tourism Academy, www.coastaltourismacademy.co.uk and funded by VisitEngland's Discover England Fund.

Explore for yourself at www.englishcoast.com or to find out more about how to list a coastal business, visit <https://englishcoast.com/create-listing> or view the [sign up guide](#)

Watch out for dates of local workshops on how your business can work with the overseas market

In the Media

This month we will be hosting press visits for the Telegraph and the Evening Standard. We have also received the following coverage from previous visits.

'Escape to Ramsgate: Eat at the Empire Room and stay at the Royal Harbour Hotel' is featured on www.pebblesoup.co.uk. The stay and dinner was arranged by the Royal Harbour Hotel.

Margate was featured in ABTA magazine as a result of a press visit hosted by Visit Kent - [UK Holidays: Margate](#)

Volunteers needed - can you help?

Ramsgate Visitor Information Centre, has a number of vacancies for volunteers. They are seeking any volunteers who would be able to offer a commitment of three hours or more on a weekly basis, particularly Sunday afternoons 1-4pm for desk duty.

The Visitor Information Centre (VIC) is open daily between 10am-4 pm. If needed travel expenses can be covered and training given, as well as the opportunity to take a free Ambassador Course with Thanet Tourism.

If you are interested or would like further information please contact VIC coordinator, Maggie Smith on 01843 598750 or 580909

Seven Views of Thanet

Fancy a different view of Thanet? Read a new page on our website www.visitthanet.co.uk/views of seven ways to view Thanet some you may not have thought of, others you may have done. The page can be used in your newsletters, shared on your social media or given to guests staying with you

Have you seen our latest blog post for [May's Walking Month](#). Did you know the area was so popular with walks

Welcome Host Gold Training

Tourism South East still have a few spaces left on their [Welcome Host Gold](#) training course on Monday 20th May at The Historic Dockyard, Chatham. The course runs 9.30am-4.30pm and costs £90pp (Tourism South East members receive a 10% discount) includes lunch and refreshments

This one day course covers the latest thinking about delivering exceptional service and building a long term relationship with customers.

- Understanding customer needs and creating memorable experiences
- Delivering world-class service to every type of customer
- Building relationships and encourage repeat business and recommendations
- How to turn customers into ambassador for your business
- The power of social media and customer reviews – how to influence them through great service
- Resolving challenging situations and turning complaints into a positive experience

To book please contact Jane Curtis (02380 625440 or jcurtis@tourismse.com)

Thanet Sewers Open Day

On Wednesday 22nd May between 4pm-7.30pm at the Comfort Inn Hotel, Ramsgate, Southern Water are hosting a drop-in event focused on their £30 million project to upgrade Thanet's sewers and ensure they are fit for the future to protect homes from flooding and safeguard the environment.

If you would like to attend please RSVP to mark.walker@southernwater.co.uk or 0808 164 7770.

Turner Prize Update

The artists have been announced and the countdown is on until Turner Prize 2019 comes to Margate between 28th September 2019 and 12th January 2020

On the Thanet Tourism website www.visitthanet.co.uk/turnerprize you will find a section dedicated to the Turner Prize that will develop as details are announced

- Turner Prize Shortlisted Artists
- 10 Things to know about Turner Prize
- Turner and Margate
- How to plan your trip

The information can be used in your newsletters, shared on social media and used to inform your guests

[Your News](#)

Harry Potter Graphic Design Duo and The Bay Tree Hotel

Great news for fans of all things Harry Potter. The Bay Tree is hosting an 'In Conversation' with MinaLima event at 3pm this Saturday and there are still tickets available.

Miraphora Mina and Eduardo Lima created all of the artwork used in the Harry Potter films (and are creating all of the artwork for the Fantastic Beasts films).

The Bay Tree have a collection of all this artwork and on Saturday the artists themselves will be discussing their work at this event.

Tickets are £34.50 and include a MinaLima Goody Bag and an Afternoon Tea

Call 01843 862502 or email enquiries@baytreebroadstairs.co.uk to book your place.

[Events](#)

Here are just a few events taking place across the area in the next few weeks

- 11th & 12th May: [Electric Sinclair](#) at The Micro Museum
- 16th May: [St Peter's Village Tour](#)
- 25th May: [Opening of Seaside:Photographed](#) at Turner Contemporary
- 25th May: [Seaweed and their Secrets Walk & Talk](#)
- 27th May: [Margate Meltdown](#)
- 1st & 2nd June: [St Nicholas Open Gardens](#)
- 2nd June: [Ramsgate Tunnels Anniversary Celebrations](#)

For more events happening in the area go to www.visitthanet.co.uk/whats-on/find-events