**June’s Tourism Matters: Ambassador Milestones, Award Nominations and Have Your Say**

Dear Tourism Industry Colleague

Welcome to June’s Tourism Matters, and we hope you had a busy May half-term. It's great to see that summer has finally arrived

In this issue we bring you an update on our FREE online Visitor Ambassador programme reaching its 500th member, details of award nominations opening to local businesses, organisations and groups across the Isle plus information on consultations for you to have your say.

**Tourism and Visitor Services News**

**Visitor Ambassadors - 500 and 15th Anniversary**

The Visitor Ambassador Training, led by the Tourism and Visitor Services team, has reached an exciting milestone. The 500th Visitor Ambassador has completed the training programme, since it moved online in June 2022.

To mark this significant milestone, the 500th Visitor Ambassador will receive a special prize.

A series of dedicated activities is happening throughout 2025, to celebrate 15 years of the scheme including a new Ambassador pass offering free attraction visits for one year.

The Visitor Ambassador training gives people, who come into contact with visitors in their day to day role, a comprehensive understanding of the area, so they can advise visitors with confidence. Trained Visitor Ambassadors recommend places to explore, and enhance visitors’ overall experience. Delivered online for flexibility, the training includes interactive content, videos, quizzes, and informative modules that can be completed at the participant’s own pace. Each Ambassador receives a certificate, badge, and access to an exclusive newsletter with the latest visitor updates, when they complete the training.

Become a Visitor Ambassador and help enhance the welcome and experience for visitors to the district - sign up here <https://thanetvisitorambassador.co.uk/>

**Need help filling vacancies - Hospitality Skills Passport**

If you attended our recent hospitality event, you may recall hearing about a new initiative designed to support recruitment and offer opportunities to our local community.

We’re excited to share more details about the Hospitality Sector-Based Work Academy Programme (SWAP), a pre-employment training scheme developed in partnership with UK Hospitality, the Department for Work & Pensions, and Jobcentre Plus. A new initiative designed to support recruitment and offer opportunities to our local community.

The programme is launching in 26 regions across the UK, including right here in Thanet.

Locally delivered by the East Kent College Group, the programme runs for 15 days and includes:

* Including 10 days of classroom-based or on-site training led by an industry tutor
* 5 days of work experience with an employer who has entry-level or apprenticeship vacancies

**15 people signed up already** and in training, with more being onboarded.

The aim is to help jobseekers gain the skills and experience they need to start a career in hospitality while connecting employers with potential new recruits who are job-ready and motivated.

To find out more please contact Sandra Kelly at [skelly@ukhospitality.org.uk](mailto:skelly@ukhospitality.org.uk)

Visit the official programme page for more information [www.ukhospitality.org.uk/work/hospitality-swaps/](http://www.ukhospitality.org.uk/work/hospitality-swaps/)

**Isle Magazine 2025 Out Now**

Following the news at the end of last year that Kiki Case and Simon Abra had taken the decision to retire from Isle Magazine, an agreement was reached for Brightside Publishing (publishers of The Margate Mercury, The Ramsgate Recorder and The Broadstairs Beacon) to take on the publishing of this year’s issue under licence, with a view to acquiring the title thereafter.

The latest issue of Isle Magazine covering events, attractions, entertainment, galleries and local features about the area is now out and available to pick up from venues across the Isle.

We would like to congratulate [Brightside Publishing](http://brightsidepublishing.com/) whose seven titles including Margate Mercury, Ramsgate Recorder and Broadstairs Beacon have been collectively shortlisted for the Kent Press and Broadcast Awards Magazine of the Year Award 2025. The winners will be announced on Friday 20 June.

**Visitor Information Services Opening Hours**

The Thanet Visitor Information Centre at Droit House is open between 10am and 5pm, Tuesday to Sunday in June and daily in July.

**Broadstairs Information Kiosk** on the promenade is open daily, between 10am and 4pm until Sunday 5 October.

**Ramsgate Visitor Information** at The Custom House, Harbour Parade, is open until the end of September, between Monday and Saturday, 10am to 4pm and Sunday, 10am to 2pm.

**Visit Kent**

Share your views: Help shape the support we provide to Kent’s visitor economy

Visit Kent is inviting businesses across Kent’s visitor economy to take part in a survey about the services and support that Visit Kent provides.

Your feedback is incredibly important and this is your opportunity to share your thoughts on its activity. By completing a short survey, you’ll help us understand what we’re doing well, where we can improve, and how we can better support you and others working in Kent’s visitor economy.

The [survey](https://online1.snapsurveys.com/Interview/8acdb7ea-ba84-4b5c-bd68-4c60f07874e5) will only take a few minutes to complete, and there is an option to submit a response anonymously. All responses will be treated confidentially. **The survey deadline is Friday 4 July 2025.**

**Thanet District Council**

**Botany Bay toilet improvements**

Work to refurbish the public toilets at Botany Bay in Broadstairs started on Monday 2 June. The project is funded by Southern Water, and is expected to take six weeks. Access to public footpaths and toilets may be affected, but we are working with the contractor to keep disruption to a minimum.

**The Teenage Market is back**

Thanet’s young entrepreneurs are invited to apply for a free stall at the next Teenage Market. Happening on Saturday 5 July in Ramsgate, the market will host up to 30 stalls with performances from talented young musicians.

Budding business-owners and entertainers aged 8 to 24 can register for a free stall at the Teenage Market to sell products, or apply to showcase their talents. Visit the [Teenage Market website](http://theteenagemarket.co.uk/events/ramsgate) to apply. This is funded by the UK Shared Prosperity Fund

**Consultation on antisocial behaviour powers in key areas in Thanet**

Thanet District Council has launched a consultation on proposals for rules to help reduce antisocial behaviour in Thanet’s main towns; Broadstairs, Margate, Ramsgate and Westgate-on-Sea.

The seven proposed orders apply to behaviour in public spaces and are all similar to orders that were in force previously.

People can share their feedback on the proposed orders on [Your Voice Thanet](https://yourvoice.thanet.gov.uk/en-GB/projects/antisocialbehaviour), the council’s public engagement platform, until 5pm on Friday 20 June.

**Other News**

**The Baton of Hope Tour**

The Baton of Hope is coming to Kent on Monday 22 September 2025.

The day is focussed on suicide prevention, starting the conversation and bringing hope to communities. The day will have two main focuses:

* An opportunity for Baton Bearers to walk in memory of someone they have lost, or in reflection of their own mental health journey.
* Mini events and opportunities to engage with the public

The Baton of Hope is inviting local businesses to get in touch regarding sponsorship opportunities, [via their website](https://www.batonofhopekentandmedway.co.uk/route)

The baton will arrive at Margate station, and progress along the seafront to the Harbour Arm, before ending the day at Dreamland. People are welcome to join the walk and attend the finale 'An Evening of Hope' (a variety performance, with tickets to go on sale soon.

If you would like to find out more or get involved please contact [Megan.Abbott-Weston@kent.gov.uk](mailto:Megan.Abbott-Weston@kent.gov.uk) or [alice@batonofhopeuk.org](mailto:alice@batonofhopeuk.org)

**Fantastic for Families Awards 2025**

Applications are now open for Family Arts Campaign’s ‘Fantastic for Families Awards’. These awards recognise and champion the achievements of arts and cultural providers and the ways their work enriches the lives of families and older people.

Applications are invited from any cultural organisation or cultural event/activity organiser that created and delivered cultural activities for families in the UK, between Monday 1 April 2024 and Monday 31 March 2025.

To find out more about the categories and how to apply [visit the website](https://www.familyarts.co.uk/fantastic-for-families-awards-2025-open). **Applications close at 5pm on Wednesday 16 July**

**Kent Invicta Chamber of Commerce Business Awards**

The Kent Invicta Chamber of Commerce Business Awards are now open for applications. The awards bring together the business community showcasing the amazing achievements of a range of businesses and talented individuals.

To find out about the awards [visit the website](https://info.kentinvictachamber.co.uk/awards-2025) **Applications close on Wednesday 1 October**

**Your News**

**Kent Life Food & Drink Awards Shortlisting**

Congratulations to all the Thanet businesses that have been shortlisted in the Kent Life Food & Drink Awards, with some nominated in multiple categories.

**Restaurant of the Year** - number nine at Chapel House Estate, Bottega Caruso Margate, Kebbells Broadstairs, Magnolia's Ramsgate, Pomus Margate, Seaview Restaurant at Sir Stanley Gray Ramsgate, Snake Oil Barbecue Margate, The Jetty Broadstairs,

**Outstanding Service of the Year** - number nine team at Chapel House Estate, Sarah Kebbell at Kebbells Broadstairs, Jasmine Contaldo at Posillipo Broadstairs, Magnolia's Team Ramsgate, Ryan Jacovides at Pomus Margate

**Chef of the Yea**r - Aaron Costen and Kieran Price at Pomus Margate, Craig Maither and Jamie Lathwell at Kebbells Seafood Bar and Restaurant Broadstairs, Luca Tammaro at Posillipo Broadstairs, Mark O'Brien at Snake Oil Barbecue Margate, Paolo Magnolia at Magnolia Ramsgate

**Pub of the Yea**r - The Bull's Head Margate, The Horse and Groom Ramsgate, The Magnet Broadstairs, Neptune's Hall Broadstairs, Pomus Margate, Sonder Broadstairs, The Shakespeare Margate

**Café, Coffee Shop or Tearoom of the Year -** Big Shot Diner Margate,Curve Coffee Margate, Forts Margate and Broadstairs, Little Fish Cafe Margate,

**Best Seafood Restaurant of the Year**- Buoy and Oyster Margate, Dory's Margate, Kebbells Broadstairs, Magnolia's Ramsgate, Pomus Margate,

**Best Fine Dining Restaurant of the Year -** Kebbells Broadstairs and Pomus Margate

**Best Newcomer -** Pomus Margate and Fifteen Square Meters Broadstairs

**Best Family Restaurant of the Year -** Good Egg Margate, The Hodden Horse Margate, Kebbells Broadstairs, Magnolia' Ramsgate, Morellis Gelato Broadstairs, Pomus Margate, The Seaview Restaurant at The Sir Stanley Gray Ramsgate

**Best Use of Local Produce** - number nine at Chapel House Estate, Kebbells Broadstairs, Pomus Margate, Quex Barn Birchington and Snake Oil Barbecue Margate,

**Best for Dogs** - Bull's Head Margate, Kebbells Broadstairs, The Magnet Broadstairs, Morellis Gelato Broadstairs and Pomus Margate,

**Best Bar of the Year** - Kebbells Broadstairs, Pomus Margate and Bull's Head Margate,

**Best Local Beverage Brand of the Year** - Gadds Broadstairs and Northdown Brewery Margate,

Voting is open until Saturday 19 July and can be [made here](https://forms.office.com/pages/responsepage.aspx?id=0w9msPA-c0q0Tvk8KX-vFbyuHyQB6ApDtBtsAzI73sNUREZPMDA5UzlUQ1hVTkZHMVhGTzdLUVlKSi4u&origin=QRCode&route=shorturl&fbclid=IwY2xjawKrlhpleHRuA2FlbQIxMABicmlkETBYZUJEaGxyTHpEWW45OW0zAR549mD_Nhi5WJBiXTqr_zVt4EvDulSyyhauWMF0lXlwLrIM9pIJ5X4y3wqYYA_aem_uF88Qykh-5mQU_wISk9xbw)