



## Monthly News Update – January 2008

Welcome to KIT-OUT the Parks' first Newsletter of 2008. To kick off the new year we have an interview with Ken Neil of City Sightseeing (Stirling) who is currently working with Glasgow Caledonian University's Computing & Engineering department to enhance his company's IT capabilities and as a result improve his customer service.

### An interview with Ken Neil of City Sightseeing (Stirling)

City Sightseeing (Stirling) was amongst the first projects undertaken by Kit-Out the Park. After reading an article in the Stirling Observer, Ken Morin has quickly seen the advantages of taking up the opportunity of developing his idea of using GPS technology to activate audio commentary aboard his bus tour services.

#### *How do you feel about the relationship you are forging with the university?*

"From my first initial enquiry I have been impressed with the enthusiasm and support from the team, particularly since my project was little more than a concept. The team very quickly got to grips with my idea and with their expertise were able to put a lot of meat on the bones very quickly while at the same time not losing sight of my key requirements."

#### *How have you found the actual process?*

"One very positive aspect of accessing the service has been very little form filling. Like most

businesses, I am constantly bombarded with forms from an assortment of bodies, asking the same questions and bearing little relevance to my operation. Kit-Out the Park was different, a few straightforward questions and a basic outline of the proposed project took care of the administration."

#### *How do you feel your project idea has developed by the experts at the university?*

"From the outset I have had absolute confidence in the experts working on the project. Meetings have been very much two way communication, and even when discussing technical details I have never felt out of my depth as the team always take time to explain details in lay terms.

The pace of progress has been good with just enough time to reflect and ensure that no aspect of the project is being overlooked while at the same time there is a clear focus from all to keep moving forward. A great deal of care has gone into adding value to the proposal by ensuring that future developments and variations can be accommodated easily and that reliability is not compromised in the name of progress."

### Forthcoming Events

As a service to our readers, KIT-OUT the Park regularly provides updates on conferences, seminars and events which may be of interest to companies in the tourism sector. Some of the main events coming up in the early part of 2008 are:

#### SE Tourism Masterclass on "Legendary Customer Service"

##### Gleneagles Hotel

Monday 21<sup>st</sup> January 2008

#### SE Business Insight Session for food sector companies

##### Perth

Tuesday 29<sup>th</sup> January 2008

#### Tourism Innovation Day

##### Hampden Park, Glasgow

Thursday 28<sup>th</sup> February 2008

#### Scottish Tourism Week 2008

##### Various events

Tuesday 4<sup>th</sup> – 11<sup>th</sup> March 08.

### Project Funders



Visit our new look website at

[www.kit-out.org](http://www.kit-out.org)

for the latest case studies and project news.

### Environmental Alert!

KIT-OUT the Park and Scottish Environmental Technology Network are ORGANISING a joint environmental event on **12 March** to be held at Gartmore House near Aberfoyle. Topics will range from types of renewable energy available to small/medium sized businesses, how water can be minimised within the workplace, to solutions for waste. Representatives from industry bodies will explain what current legislation means for your business.

Advisory bodies will be on hand to explain what grants may be available. There will also be representation from experts and suppliers in the various fields. So if you have a project in mind, have an environmental issue affecting your business or simply want to know more about water, waste, energy or planning; then this event is for you. To find out more or book your place for this event, contact Audrey Meikle.