

# RIBBLE VALLEY

## STARS IN TOURISM AWARDS 2019

## Stars Shine in Ribble Valley



The Ribble Valley Tourism Association held its Annual General Meeting at Holmes Mill Clitheroe, during which the annual 'Stars in Tourism' Awards were presented.

The awards celebrate innovation and achievement in tourism and hospitality in Ribble Valley, and specifically aim to shine a light on some of the lesser known 'Stars of Tourism'.

Earlier this year, members of the public and local businesses were invited to submit nominations.

RVTA Chairman Amanda Dowson said 'The popularity of the Stars in Tourism awards grows each year. They do not necessarily celebrate 'the

best of' sector categories, as other schemes, like the Lancashire Tourism awards; our awards recognise a number of very specific areas for example, 'Rising Stars', being young people who show great promise and potential in the hospitality sector. Another important award is 'Unsung Heroes', whose contribution can be very important to the success of any business'.

Amanda added, 'Other areas targeted for awards are for new enterprises, innovation and voluntary contribution'.

The awards also recognise individuals who have overcome particular challenges, or who, over the past twelve months, have made

a significant contribution in their sectors.

Amanda Dowson concluded, 'Our awards are quite different in that they endeavour to shine a light on those events, individuals and businesses, not normally in the spotlight, and they are a true celebration of the success of our local tourism industry'.

**This year's awards were kindly sponsored by:**

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**If you would like to find out more about the Ribble Valley Tourism Association or be considered for an award in 2020 please go to [www.rvta.co.uk](http://www.rvta.co.uk)**

# Thematic excellence



## Experiential Tourism

### 'Inch Perfect'

Offering very specialist activities and attracting visitors from across the globe, this business is a world class leader in its field, with challenge Trials Bike activities, a superb new retail outlet, and training facilities.



## Heritage Experience

### Stonyhurst Museum

This winner has been the subject of recent investment and expansion, now displaying, for public interest and enjoyment, the most amazing selection of world class exhibits, covering history, religion, royalty and much much, more. Many of the artefacts are quirky or have incredible stories, and it is all here in Ribble Valley.



## Tourism in the Community

### The Lower Buck Inn, Waddington

The owners and staff at the Lower Buck firmly believe in supporting the community, and keenly promote village life by allowing local groups to use the facilities and actively promote local facilities services and attractions.



## Quality Tourism Award

### Meadow Cottage at Hill Top Farm near Longridge

Meadow Cottage has been skilfully and lovingly transformed from an old barn into luxury holiday accommodation. Beautiful design matches the beautiful location, enjoying one of the most dramatic views in the area.

## Creative Tourism

### Fromme Shoppe

Ribble Valley is a delight to photograph, but to capture it well you need to be a skilled photographer, and this year the Fromme Shoppe stood out as worthy of recognition, particularly for the way the Ribble Valley backdrop can be used for object photography, in this case weddings.



## Tourism in the Community

### Andrew Bowcock.

### Cafe Autisan

Employed by The National Autistic Society Andrew Bowcock manages Café Autisan which provides an innovative working environment for people on the autism spectrum to expand their skills and build self-esteem and confidence, and provide an excellent service for visitors.



## Rural Tourism Award

### Little Town Farm Shop and Café

Devoted to supporting the rural economy and local community, this business is well known for growing, making and buying locally, and it grows steadily each year. Recently a significant investment has been made in their café offer, providing a welcoming visitor experience.



## Food Tourism Award

### Greendale View Kitchen Downham

Greendale View Kitchen is a hidden gem, a family business which has been recently refurbished and now has good bed and breakfast accommodation. It offers an amazing food experience most of which is made on site, including fresh bread.



# Tourism Champions



## Events Champion

### Matt Evans

This winner is well known for his involvement in festivals and events, including the Jazz Festival and Cloudspotting where his contribution is significant. He has an excellent network of contacts and advanced skills in negotiating deals with musicians, achieved in part through his experience at the Grand.

## Heritage Champion

### Jan Graffius

Jan's knowledge and expertise in this field is nothing short of outstanding, and her role as curator at Stonyhurst Museum is truly international. She is an inspiration to those with whom she works with as well as anyone lucky enough to be guided around her very special work place.



# Celebrating People

## Rising Stars

Rising Stars are those individuals showing such great potential for the future of our industry.



### Kirsten Larter, Receptionist, Foxfields Country Hotel

After beginning her career in the hospitality industry as receptionist in 2017, Kirsten has gone from strength to strength in a short space of time. Her enthusiasm for learning and taking on more responsibilities is never ending. Her calm and willing personality makes her perfect for the front of house team; customers love her, as well as all her colleagues.

### Robert Bailey, Junior Sous Chef, Shireburn Arms

Working as a Sous Chef means Robert works away from the public eye, he is always in a positive mood and frequently lifts the atmosphere at his workplace. He steps up when the head chef isn't around and takes complete control of the kitchen. He is described as an extremely hard working individual.



### Annabel Sanderson, Food and Beverage Supervisor, Mitton Hall

Having joined her team in 2017 with no hospitality experience, Annabel has rapidly progressed to a supervisory position. She is described as not only a huge asset at her hotel, but the heart and rock of the Food and Beverage team.



## Excellence in Customer service

People form the heart of the customer experience in Ribble Valley, and we are blessed with many individuals who provide great customer service. Each year we celebrate the best.



### Morgan Kibler of the Emporium Clitheroe.

Described as one of the 'star' employees, Morgan is very customer focussed and totally dedicated to the success of the business. She has been required to act up to cover the role of General Manager which she did with determination, focus, and always with a smile on her face.

### Rebecca Frogson, the Bonny Inn

Rebecca is described as the life and soul where she works. She goes the extra mile and is everyone's best friend, often taking time beyond work to help people. In 20 years of running restaurants she shines as a perfect example of what it takes to work in our industry.



### Rhianna Feeney, Senior receptionist, Stanley House Hotel and Spa.

Rhianna joined as a receptionist aged 20 with no direct hotel experience. A strong desire to learn has meant, in just three years, she has grown into an exceptional tourism professional, rising to senior receptionist, before stepping up to manage both the reception area and its team.

### Nick Bristol, Holmes Mill unsung hero

This award is made to someone working out of the spotlight but who is nonetheless vital to the success of the organisation. Nick is the man to call morning, evening, weekend and, whatever the task, he does it without complaint and with a cheerful smile.



### Browsholme Hall Volunteer Guides, Tourism Team

The Browsholme Team has received numerous plaudits for their enthusiasm, warm welcome, historical knowledge and interesting stories. They rise to the challenge of entertaining in different languages, and give of their own time, without remuneration, to make a huge contribution to the experience of visitors.

# Celebrating Innovation



## New Enterprise Award

Wigwam Holidays  
Ribble Valley

The award recognises a brand-new business which has been successfully established by a local family. Whilst it has a national brand, the owners have been particularly keen to put a local Ribble Valley stamp on the business, and, in particular, to encourage their guests to discover all that is good about this area.



## Transformational Tourism Award

Bashall Barn

This award recognises the achievement of a business which has altered direction to create an outstanding new experience for visitors. Targeting the important wedding market, this venue has radically changed its physical structure, resulting in a breath-taking venue in which to get married, with a design that maximises the stunning outlook.

## Transformational Tourism Award

Coach and Horses  
Bolton by Bowland

The Coach and Horses had been redundant for several years, and the new owners embarked upon an ambitious project to transform it into an outstanding new venue. The resulting Inn has a stylish interior, a unique dining experience and simply stunning new bedrooms.



## New Event of the Year

Ribble Valley Live  
Music Festival

This festival has brought a new musical experience into a new location in Ribble Valley. Organised by Ribble Valley Craft Gins, the event has been praised by attendees, musicians, stall holders and other local businesses, for creating an event with fantastic atmosphere.



## Creative Event

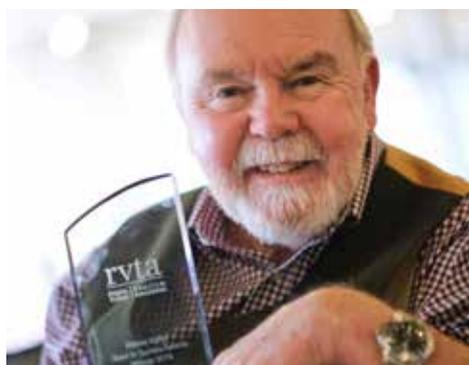
Artwalk Clitheroe

This award recognises the value of businesses working in partnership to create a new cultural experience. Artwalk Clitheroe has not only added another regular event for visitors to discover, but has provided important off-peak tourism interest with a Sunday town centre activity.



# Special Recognition Awards

The Special Recognition Awards provide the opportunity to shine a light on those individuals who quietly do a fantastic job, doing things which create tourism, support communities, and provide pleasure to thousands of people.



David McNamee -  
Slaidburn Steam Fair

David is not simply the organiser of the event, he is the event. Slaidburn Steam Fair has grown and grown over the years, raising thousands for local charities and bringing pleasure to thousands of visitors to the area.



Roger Borrell Editor of  
Lancashire Life

Roger Borrell is someone who has been an enthusiast of Ribble Valley for many years and who is a firm friend of, and held in high esteem by, many business people in the area. His passion for the area is evident in the publication which he has edited for many years. Roger is about to retire and the association marks that occasion with an award.



Christine Nelson Manager  
Whalley Abbey

Christine has managed one of Ribble Valley's most cherished places for many years, developing it for visitors, with 4 star accommodation, conferencing and dining. Christine's determination for the Abbey to remain open after the severe floods, illustrated her leadership skills without which, Whalley Abbey may have closed. Whalley Abbey has a very special team working there, and every successful team needs a very special leader..