

INFORMATION

The news source for BC Innkeepers



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B.C. Bed & Breakfast Innkeepers Guild

keeping you informed

Are You a Potential New Guild Member?

Have you considered joining the B.C. B & B Innkeepers Guild?
Join by June 1st and receive 18 months for the price of 12.

Names in the News !

Global T.V. - Small Town B.C. - Ladner B.C.



Two of our Guild Members from Ladner/Delta B.C. were mentioned in the segment on Global T.V.'s Morning News - [Small Town British Columbia](#)



If you missed this you can view photos sent in by Ladner Residents and get a feel for this wonderful area of Delta. Congratulations to Will & Barb of [River Run Cottages](#) and Clair & Cliff of [Clair's Bed & Breakfast In Ladner Village](#). (The Small Town B.C. link will take you to the Global TV site and please scroll down to Small Town B.C. category).

Guild Member - Two Eagles Lodge Receives Honors From BBB & HBBA And Celebrates Fourth Anniversary In Style

In addition to entertaining and caring for guests at Two





Now that the brochures have been hand distributed to you, we should remind members to give them to their guests, some examples of how easy this is to do are - with every guest you can hand them a brochure with their receipt, or if you learn they are traveling on to other areas, recommend using Guild B&Bs.

Look on the Guild [website](#) under the brochure page - we now have a link to a page featuring all the business that support the guild by advertising in our brochure, so we hope our members will support them in return.

Also - now that the busy season is close at hand, a reminder that it is a requirement to have comment cards available for your guests as an avenue to comment on their stay, plus they are a factor in determining the Moyra Turner Hospitality award.



Share with Clair!

Eagles, they also host various events at their home/business, including house concerts, parties for area businesses or groups, weddings, and retreats. The Touheys are active in the community as members of the Chamber of Commerce and the Home-Based Business Association; Carolyn is also a member of the Womens Business Network. Two Eagles Lodge also belongs to the Comox Valley Bed-And-Breakfast Association, BC Innkeepers, and BC Tourism.

Union Bay, BC-They did it again. Carolyn and Steve Touhey, owners of [Two Eagles Lodge](#), a B&B and vacation rental in Union Bay, were honored at the 2011 Vancouver Island Better Business Bureau Torch Awards gala as winners of the **2011 Torch Award** for the Hospitality/Tourism/Events industry.

The 2011 award now sits on the mantle at Two Eagles next to the 2010 Torch Award. The Touheys are honored to have been recognized for two consecutive years by the BBB for their superior customer service to their guests.

In addition to the Torch Award, the Touheys were recognized by their peers as the "Comox Valley Ambassadors of the Year" at the Comox Valley Home-Based Business Association's awards ceremony on May 5th.

Both award ceremonies coincided with the four-year anniversary of Two Eagles' official opening in 2007.

"Each year, BBB recognizes and celebrates regional businesses that demonstrate excellent marketplace ethics and business standards at the Torch Awards. Both BBB-accredited and non-accredited businesses are nominated by their customers for their commitment to honest and ethical business practices and consumer service excellence."

According to the BBB, the [BBB Torch Awards](#) is the largest consumer-driven awards program on Vancouver Island. Each year local businesses are nominated by their customers and honoured for being fair, reliable, trustworthy and honest in their day-to-day practices.

There were nearly 200 businesses nominated in the twelve award/industry categories this year. The gala was held at the Bear Mountain Victoria Golf Resort & Spa.

Ms. Touhey says, "What a week! While we knew we were finalists for the BBB award and very grateful just for that, we were blown away to get the award for a second year, given the incredible number of hospitality and tourism businesses on the island and the fine caliber of the other four finalists."

She added, "What shocked us even more, however, was the honor at the HBBA meeting. It's very touching when other business owners recognize how much effort goes into a business that is responsible for not only



Do You have an extra special touch that you take the time to do for your guests at your B&B or Inn.

Share your idea and/or photos with [Clair](#) and you too could be in the next Innformation or Tabletalk Newsletter.



How To Add Your Recipes on Guild Website



Log in to your [account](#)

In the "marketing" section on the left you will see a new button "recipes"

representing our beautiful Valley when people visit here from around the world, but for making incredible memories for them. We try to live our motto-where new friends and great memories are made in Paradise."

In addition to these awards, Two Eagles Lodge received a Vancouver Island Business Excellence Award, naming it the "2011 Tourism/Hospitality Business of the Year" earlier this year.

Two Eagles Lodge, situated on 12 pastoral acres complete with horses and chickens overlooking Baynes Sound and Denman Island, offers a guest wing including two B&B rooms and a 900-square foot vacation rental. It was built in 2007 after the Touheys moved to the island from Maryland in 2006.

NEW Recipe section on Guild website

A new feature has been activated on the Guild's [website](#) to give each member additional exposure. While you will not see it in the navigation on the home page yet, because there is not yet any content, the new RECIPE area of the website is now ready for your input.

We have set up basic categories to get you started. If we get a lot of recipes, we'll refine the categories but for now, please use those categories shown and do not delete any of them.

Once we have had a number of recipes entered, we will activate the section and have it added to the navigation so visitors to the website can find it. With all the great breakfast information everyone sent me for the blog ([see Quick Links](#)) this seemed the perfect time to activate this new area of the website!



Steelhead at [Thistledown House](#)

Enter the recipe name and select your B&B from the drop down list

Enter the recipe instructions, the recipe category, and the sort order, (i.e. if you enter more than one recipe, which one do you want to have show up first, and an optional image)

Click "add" to add the recipe

...Your Guests Will Never Forget



[Tins of gourmet chocolate](#) customized with your B&B logo. Private labelling is now available in quantities as low as 288 tins. Guest keep the empty tins as souvenirs of their stay, so your branding will continue long after the delicious chocolate inside has been devoured!

Mark Your Calenders



[Ian MacPhee](#)

...and a few words from Ian about Booking.Com

You know I shoulda listened to the voice in my ear (it sounded like Don) when I was considering booking.com. The sales pitch sounded good

- We are servicing the European markets - Great
- just selloff rooms that you want to when you want to - OK
- pay a 15% commision - uhh well OK its just empty rooms anyway

so what have I got to lose.....

Well let's see

For one thing they are propogating our rooms through their availability calendar on their 4000 partner websites which sounds great unless you aren't showing any avail on their site. If that's the case someone will think you are sold out when we aren't - we just weren't willing to sell off inventory through a reseller on certain dates - which is our right.

So - 4,000 partner sites - wow that's a lot of sites so what are these 4,000 sites? Well here's a kick in the yarbles - one of them is TRIPADVISOR! So when a guest looks at our Inn on TA the very top of our listing is a "book now/availability box".

At no time ever did anyone from Booking.com suggest that they would be trying to gain bookings at our Inn from folks going to TA. The vast majority of guests look at Tripadvisor so just imagine what having to pay 15% commision on 75% of our bookings would do to us - frankly it would bankrupt us. Of course that's not gonna happen as we aren't giving them any inventory but then the guests think we are full.



So what to do - well firstly we are demanding to be removed from Booking.com. There is a 14 day exit clause so I am excercising that right now

Next we will contact TripAdvisor and to understand why they allowed



**Innkeeping
Conference &
Tradeshow**

**Little Rock,
Arkansas**

**January
23rd to 26th 2012**



ALMOST !

booking.com to access our listing - the one we just paid \$600 to buy a link from?

Live and learn.....



**Thank-You, Thank-
You, Thank-you
to our retiring
Blogger Walter
Jordan!**

They will be big shoes to fill
but the [B.C. Bed & Breakfast](#)

[Innkeepers Guild](#) is looking for one or possibly two persons who love writing and comfortable with the internet. We need them to help make our Guild Website even more wonderful than it already is. Blogging* helps our site become higher in the world wide web. We need You or someone like you who loves communicating what we have to offer as a guild, what is happening at the B&B's in the different cities, towns and villages that make up our membership. It will take all of us to make this really work (sending in their local current events) , but we need that amazingly talented writer to get it out there so our guests find us and visit our B&B's.

Anyone who is interested in helping out a few hours a week. Please contact our President [Evan Penner](#).

Sincerely, Clair Oates

Director of Communications & Media

May 24, 2011



**British Columbia Bed & Breakfast Innkeepers Guild
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