



# “Warmest of Welcomes” greets German Cruise Ships at Portland

RLN SW and Portland Port have been jointly developing the “warmest of welcomes” for cruise ship passengers visiting Portland.

A call for fluent German speaking volunteers by RLN SW has led to a network being set up to cater for visits by cruise ships and overseas visitors attending international events in Weymouth and Portland. Hosted by Portland Port and organised by RLN SW, a half day briefing was recently held for ten German speakers on providing a warm welcome for visitors. The event included a tour of the port facilities and a cruise ship in berth, and tips on language and cultural issues associated with cruise tour excursions.



*Philada Rogers of RLN SW (2nd R) with representatives from Portland Port; German speaking volunteers and the Mayor of Weymouth and Portland.*



*Cruise passengers disembark from the MS Deutschland.*

At the beginning of August, German cruise ship, the MS Deutschland, made its first call to the port, boosting local tourism. The “warmest of welcomes” was extended to passengers by Town Crier, Alistair Chisholm and Weymouth and Portland Mayor, Cllr. Tim Munro, who heartily greeted all passengers. Many then chose to explore locally, taking a courtesy shuttle bus into the town escorted by German speaking guides.

Philada Rogers, RLN SW business advisor said: “The visit by MS Deutschland has been a great opportunity to put our ideas into action. By working with Portland Port in this way, we ensure that cruise ship visitors to the area experience a really warm welcome and can easily find out in their own language what there is to see and do locally.”

The visit by the cruise ship is the first of two calls

this month bringing over 1,000 passengers to Dorset. Anne Alcock, vessel services manager, is involved with 6 cruise ship visits to Portland Port in 2008.

“Working with the Regional Language Network South West is helping us to offer the very best possible customer ground handling service for our cruise ship passengers and also ensures local tourism benefits from the visit,” she said.

RLN SW is working with a variety of organisations to raise awareness of language and cultural issues in welcoming visitors to the region. In 2007, it helped organise a LSC funded event in conjunction with students from Wey Valley school, followed by a two day tour guide training course earlier this year at Weymouth College, which was supported by the Dorset and New Forest Tourism “Welcoming our World” scheme.



*RLN SW's Philada Rogers (2nd L) and German speaking volunteers, Jo Atwell & Rixa Meyer, pass on useful information to one of the German coach drivers.*

# European Day of Languages

- Friday 26th September 08



The European Day of Languages (EDL) is a Council of Europe initiative, held annually on 26 September to celebrate language and cultural diversity. EDL is celebrated throughout the UK and in 45 countries across Europe.

EDL aims to:

- alert the public to the importance of language learning
- increase awareness and appreciation of all languages
- encourage lifelong language learning

Most events and activities are held on the day itself, but some people extend the celebrations over two or three days or even a whole week.

### Organise a celebration!

It's hoped that as many people and organisations as possible will either arrange or attend an event. This can be a single activity or a series of events, and there are a range of resources available from CILT to support events.

View the Council of Europe **Events Calendar** for details of planned activities in the UK and across Europe: [www.ecml.at/edl](http://www.ecml.at/edl)

To find out more, and access free resources, visit: [www.cilt.org.uk/edl/index.htm](http://www.cilt.org.uk/edl/index.htm)

## Contacting RLN SW

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## London presentation for Hayle



*The head and deputy from Hayle Community School, pictured with Gwyneth Leonard and staff from Euro London Appointments.*

Hayle Community School, one of RLN SW's Business Language Champions, recently won a coveted European Award for Languages. Teachers from the school were presented with their award, together with a cheque for £1000 by Sir Trevor McDonald at a ceremony in London.

In recognition of the innovative partnership approach, the School were also awarded the Euro London Business Language prize of £1000. Congratulations to all involved!

## Forthcoming Events

**Weds 17 Sept, 10.00am - 3.30pm**

### Regional training day for community languages teachers

University of the West of England, Bristol.  
Free one day event hosted by the Our Languages Project and Comenius South West

### China Clinics

Covering all aspects of UK companies' activities in China, organised by the China-Britain Business Council.

- Weds 24 September - Taunton, Somerset
- Thurs 25 September - Swindon
- Thurs 23 October - Poole, Dorset
- Thurs 27 November - Bath
- Thurs 15 January 2009 - Taunton, Somerset

**Tues 30 Sept 2008, 1.00pm - 5.00pm**

### How to do business in the Middle East

Bury House, London.  
Practical seminar hosted by the Middle East Association's Support Division.

**Sat 11 - Sat 18 Oct 2008**

### Market visit to Singapore and Malaysia

Organised by UK Trade & Investment South West.

**For full details of these and other events, visit the Events page on our RLN SW website: [www.rlnsw.com/Events/](http://www.rlnsw.com/Events/)**