

Appendix F: Manager interview

Manager Interview

Good day. My name is Kevin Mearns. I am conducting research on the sustainability of community-based ecotourism in southern Africa. Your tourist venture forms part of this research project. I would appreciate your participation in this research. It will take approximately 20 minutes of your time.

VENTURE NAME:	
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A: Pledged documents/other

B: Interviews and questionnaires

Visitor questionnaires		/10
Staff member interviews		/10
Community members interviews		/5

C: Accommodation and activities

<i>How many beds in various categories, e.g. beds, camping, home stays, tents etc.? (What are the different tariffs?)</i>	
<i>Day visitors</i>	
<i>When are the peaks (Monday to Sunday, Jan – December, 2005-2007?)</i>	
<i>What activities are offered?</i>	
<i>Activities: how many per day?</i>	
<i>Is the facility open all year?</i>	
<i>What alternative activities/offerings (e.g. festivals, conferences) do you have in your shoulder and low seasons?</i>	

D: Employment

<i>Number of jobs (total)</i>	
<i>Full-time local and outside area</i>	
<i>Part-time local and outside area</i>	
<i>Seasonal local and outside area</i>	
<i>Men and women</i>	
<i>How far do employees live from the tourism venture?</i>	

<i>How do employees get to work?</i>	
<i>What are job functions, levels? How much is each paid?</i>	
<i>How many employees have tourism-related qualifications?</i>	
<i>Other employment opportunities in area?</i>	
<i>How is revenue from tourism spent?</i>	

E: Tourist arrivals

<i>Tourist arrivals per month</i>	
<i>Number of tourists per day/month/year</i>	

F: Local impact

<i>Local population</i>	
<i>What local services are available (health care, education, emergency services, fire, police, ambulance)</i>	
<i>What local infrastructure is available: roads (4x4, dirt, tarmac), public transport (bus, taxi, train), telephone (fixed line, mobile, fax services), energy (grid electricity, solar, generator, diesel, fuel wood, etc.), water (piped, purified, boreholes, wells), sanitation (toilets).</i>	
<i>Are products bought locally? What? Where?</i>	
<i>Percentage of tourism venture owned locally (foreign)?</i>	
<i>How many visitors?</i>	
<i>How much does each tourist spend?</i>	
<i>What does tourist venture spend per month on water, sewage, fuel, food, crafts, transport, energy, employees, conservation etc.? Where is this spent?</i>	
<i>What percentage of food is produced in the area?</i>	
<i>What other small businesses are supported by the tourism venture?</i>	
<i>How many people are employed through these SMMEs as a result of the tourism venture?</i>	
<i>How are profits after expenses used?</i>	
<i>Does the community receive direct profits?</i>	
<i>Number of complaints received from local residents?</i>	

<i>Tourist complaints received?</i>	

G: Energy

<i>How much energy is used, weekly, monthly, annually? Total?</i>	
<i>What are the energy sources, electricity, diesel, solar, fire wood? How much per week/month/year?</i>	
<i>General energy use?</i>	
<i>Cooking?</i>	
<i>Transportation?</i>	
<i>Heating/cooling?</i>	
<i>Does CBE venture have any energy-saving strategies/technologies (including behaviour changes)?</i>	

H: Water

<i>How much water is consumed, weekly, monthly, annually?</i>	
<i>Is water recycled? How, how much?</i>	
<i>Does CBE venture have any water-saving strategies/technologies (including behaviour changes)?</i>	
<i>Is rainwater harvested?</i>	

I: Waste

<i>How is sewage disposed of or treated?</i>	
<i>Percentage of treated sewage recycled?</i>	
<i>Where is solid waste disposed of?</i>	
<i>How much waste is produced?(Weekly, monthly, annually)</i>	
<i>Is waste recycled (e.g. composting)? How, how much?</i>	
<i>How are chemicals (hazardous) used and stored?</i>	
<i>Does CBE venture have any waste-reduction strategies/technologies (including behaviour changes)?</i>	

J: Site

<i>Are there any sites that the researcher should be aware of besides the accommodation, kitchens and staff quarters?</i>	

K: Education and training

<i>How are tourists educated (i.t.o. environment and culture) during their visit.</i>	

<i>How are local community members educated (i.t.o. environment and culture) through the tourism venture?</i>	
<i>Do staff members receive training or skills development?</i>	
<i>Do local community members receive training or skills development?</i>	

L: Conservation

<i>Are there any conservation areas in the immediate vicinity to the CBE venture? What is their area?</i>	
<i>What is the category of site protection according to the IUCN classification of the area?</i>	
<i>In which conservation projects are tourists involved during their visits?</i>	
<i>In which conservation projects are community members involved as a result of the tourism venture?</i>	
<i>Are any levies or monies paid to the conservation area?</i>	

M: Decision-making structures

<i>Decision-making structures</i>	

N: Community benefits

<i>What benefits has the staff/local community had as a result of tourism activities in the area?</i>	
<i>Which development programmes are taking place in the community? (As a result of the tourism initiative or otherwise?)</i>	

O: Cultural activities

<i>What cultural attractions are offered?</i>	
<i>How is culture conserved as a result of tourism?</i>	
<i>What do these cultural activities cost the tourist?</i>	
<i>Who offers these activities and how are they paid for offering the activities?</i>	
<i>Were the building materials and styles sourced locally?</i>	

P: Support organizations

<i>Organizations that support the tourism venture in any way?</i>	
<i>How does each of these organizations support the tourism venture and the associated community?</i>	

Q: Tourism organization and development

<i>Are there any tourism plans for the area?</i>	
<i>Does the tourism venture have an environmental or sustainable development strategy?</i>	
<i>Does a local tourism organization exist?</i>	
<i>Is this venture part of such an organization?</i>	