



Canal &
River Trust

Business Boating

Mike Grimes
Head of boating
9 September 2015

Agenda

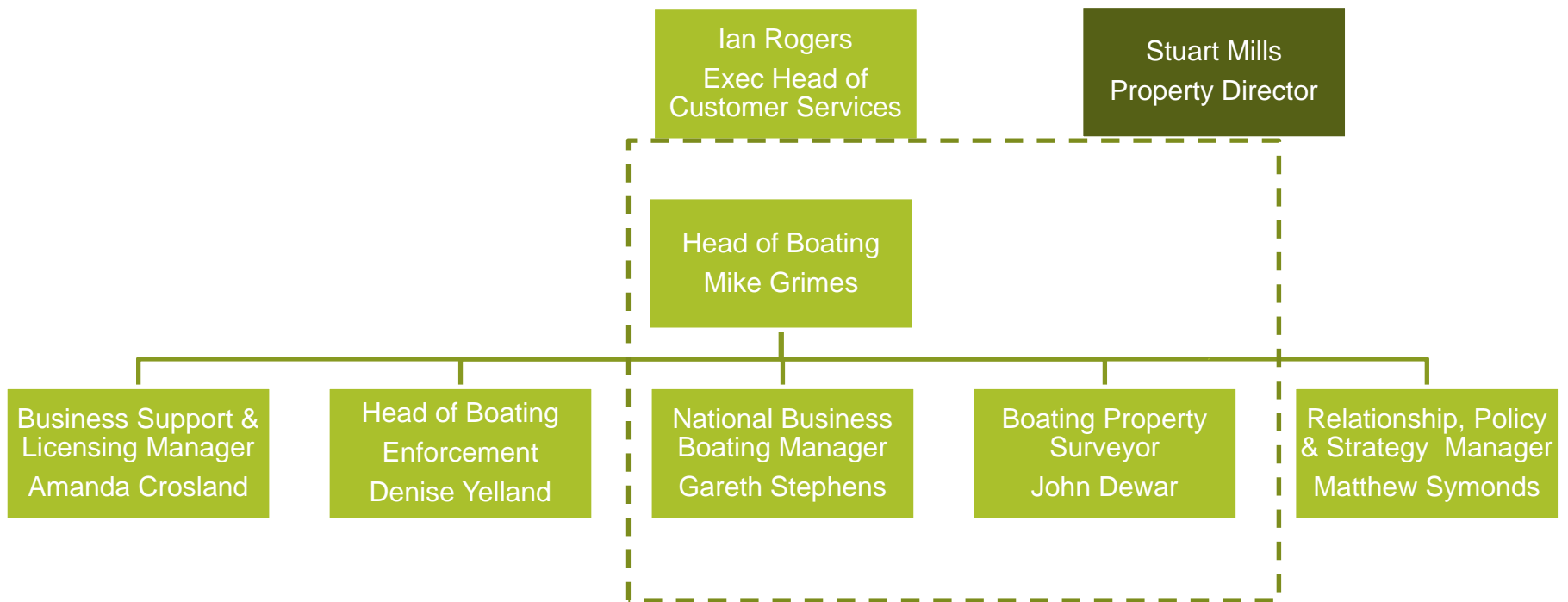
Introductions

Business Boating, a quick look back

Our business today

Meeting our customers' needs for tomorrow

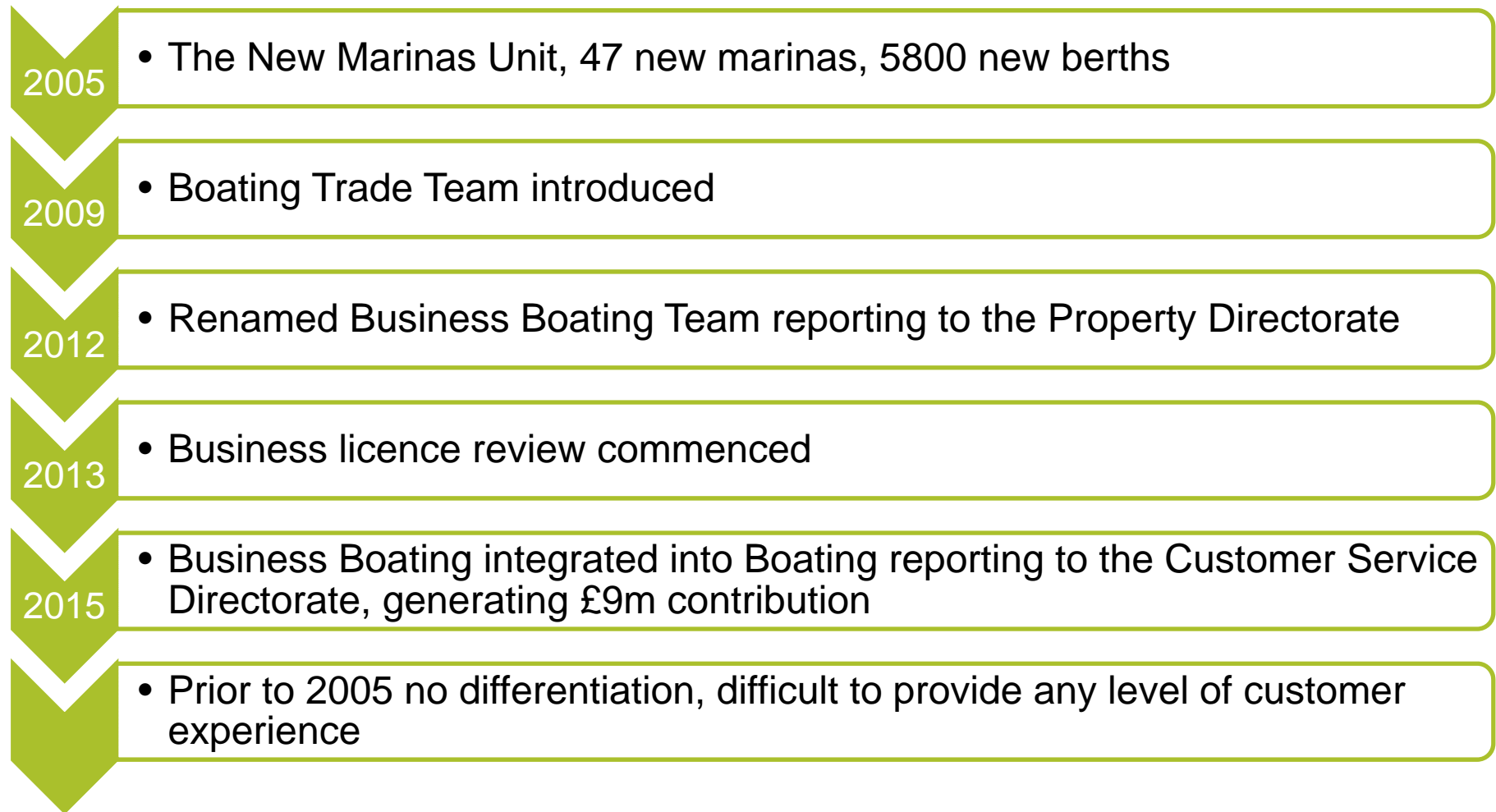
New Boating Team



Introductions

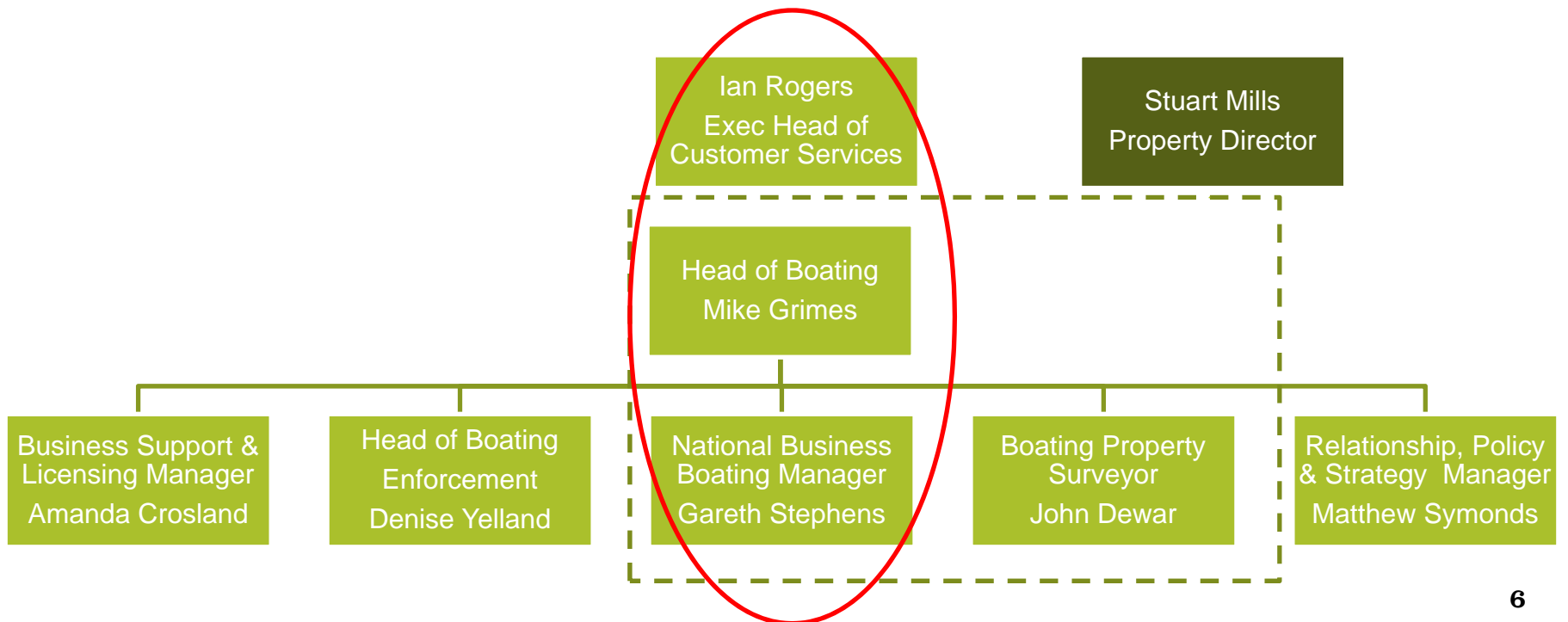
- A common language
 - 'Customer'
- Driving business forward
- Engaging and listening

Business Boating, a quick look back!



We are....

- Business boating managers, property surveyors, technical marine engineers, administration support
- Gareth Stephens, newly-appointed national business boating manager



Our business today

Sector- Licences	Percentage of total income
Holiday Hire Business Licence	70%
Roving Trader Licence	10%
Skippered Passenger Boat	8%
Grand Total 2837	

Over 30% of our property is based in London & South East

Meeting our customers' needs for tomorrow

Better positioned than ever before

Customer-focussed and one department serving all boating needs

Developing water-based strategies in key destinations (heads up approach) with waterways teams

Building stronger relationships with all boating segments

Listening and involved in our plans

Questions

