

as well the report based on a questionnaire survey and mystery shopping.

The standard of the CSQS also covers requirements for selected sectors of tourism. On the basis of the agreement with professional associations, it was determined that hotel sector, camps, cable cars and lifts service, and tourist information centres must fulfil the technical requirements of quality. These requirements go hand in hand with guild standards of professional associations, e.g. Official standard classification of accommodation facilities and other classification systems. In this connection the development of the technical requirements of quality is supported from this project.

Last year the system was secured in terms of organization. Thus, the Certification body (specialized unit within the Ministry for regional development, the Evaluation Centre and Certification Board) and the Centre for training and regional coordination were established. The activities of all units of the system will start step by step in order to launch the certification of various organizations within this year.

The aim of the Ministry for regional development is to include the Czech service quality system (CSQS) into the program Czech quality as one of the quality mark focused on service quality. The European Commission initiated a project which endeavours to establish uniform quality mark in the EU based on the national systems of quality services. And therefore the ministry effort is to develop the Czech service quality system so that it can automatically acquire the European quality mark.

Radek Chaloupka
*Ministry for Regional Development
 of the Czech Republic*

Forthcoming conference

4th International Colloquium on Tourism

The Department of Regional Economics and Administration Faculty of Economics and Administration at Masaryk University in Brno organises in collaboration with the Association of scientific experts in tourism the **fourth annual international colloquium on tourism**. The aim of the conference is to bring together experts from the academic and professional spheres and discuss the current issues in tourism and thus share experience.

The colloquium takes place from 12th to 13th September 2013 at Hotel IRIS in the small wine village of Pavlov (near Mikulov) in South Moravia.

The invitation to the colloquium has accepted guests from the Ministry for Regional Development, CzechTourism and academics from different Czech and Slovak universities who were asked to contribute to the open discussion about issues: new tourism policy in period 2014-2020, marketing strategy of tourism, and research in tourism.

Further information is available at <http://www.econ.muni.cz/udalosti/vedeckovyzkumne/4-mezinarodni-kolokvium-o-cestovnim-ruchu/>.

Editorial office