

Public relations at its best

‘PUBLIC relations at its best,’ is how one American lady has described Ottaker’s Oban after staff came to her rescue. Fiona Cowan, who works at the University of Pennsylvania, lost her driving license while holidaying in Oban but believed it to be the fault of staff at the check-in desk at Philadelphia Airport who had not handed it back - that was until it arrived through her mailbox, courtesy of the Oban book store.

Fiona said: ‘It is quite sad that we should feel that someone’s thoughtfulness should be so extraordinary but I was really quite taken aback to receive my driving license all the way from Ottaker’s Oban.’

Fiona and her husband Allan, originally from Scotland, come back every year and always spend time in the north-west of the country.

On their recent trip to Oban the couple also visited Kerrera, Mull and Iona.

Fiona added: ‘Unlike the smaller towns we’ve been to in the north of Scotland, Oban offers the extra delights of some great wee shops and I made a beeline to Ottaker’s. You get a wonderful flavour of a place by going to the local bookstores. ‘Iona also has a lovely little bookstore once you get through the low doorway without banging your head!’



Fiona Cowan in Oban where she lost her driving license. t36fin1d