



# Les Clefs d'Or Japan News letter Key News



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## Schedule

November 16<sup>th</sup>, 2011

## Participants

### - Concierges -

- Momoko OHNO
- Masumi TAJIMA  
(Mandarin Oriental, Tokyo)
- Kay ABE  
(Grand Hyatt Tokyo)
- Akiko OKANISHI  
(Sapporo Grand Hotel)
- Kazushi KAWAMURA  
(Four Seasons Hotel Tokyo  
at Chinzan-so)
- Akemi KOYAMA  
(Kyoto Brighton Kyoto)
- Naoko SHIBATA  
(The Prince Park Tower Tokyo)
- Yoko SUMIDA  
(Mandarin Oriental, Tokyo)
- Mayako SUMIYOSHI  
(Palace Hotel Tokyo)
- Ikuyo TAKEUCHI  
(Hotel Grand Pacific  
LE DAIBA)
- Akane TANAKA  
(The Peninsula Tokyo)
- Naoko TSUGITA  
(Cerulean tower Tokyu Hotel)
- Kazuyoshi NISHIKAWA  
(The Westin Osaka)
- Etsuko HIGASHIDE  
(Hotel New Grand)
- Adrian FAUTT  
(Park Hyatt Tokyo)
- Shinobu MOMOI  
(ANA Intercontinental Hotel  
Tokyo)
- Misa YAMAMOTO  
(Hotel Granvia Kyoto)

### - Associative companies -

- Hitachi Jidosha Kogyo
- Roppongi Robotaya
- Tokyo Notice Board
- SERINA
- GODAK
- YOSHIDA METAL INDUSTRY

### - Former members -

- Taeko KAMATA
- Emiko KIRKWOOD
- Kumi AMANO

## 『Key News』

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## Les Clefs d'Or Japan 14<sup>th</sup> Anniversary Dinner

It's that time of year again!!

The 14<sup>th</sup> Anniversary Dinner was celebrated at the Park Hyatt Tokyo's Delicatessen on the evening of Nov 16<sup>th</sup>, along with the members of the Japan Concierge Association. Mr. Thomas Harlander, the Executive Assistant Manager - Food and Beverage raised a toast for this special event along with Mr. Mattheos Aki Georgiou, Executive Assistant Manager-Rooms.

The evening at Park promised to be filled with many fine, delicious delectable dishes.



Following the commencement, Ms. Yoko Sumida from the Mandarin Oriental, Tokyo introduced our 14 invited guests including former Les Clefs d'Or Members as well as Associative Companies.

We were pleasantly surprised when we learned that the coolest hotel in town created a special cake decorated with the UICH logo and was showcased on the stage. We must not forget that Mr. Adrian Fautt, Chief Concierge and all his staff at the Park Hyatt Tokyo had been working very hard to create a truly special anniversary evening for us.



Associative companies  
& Former members



Many thanks to the Associative Companies and the members of the Japan Concierge Association for their continued support for the Les Clefs d'Or Japan throughout the years.



## Topic from Japan Concierge Association Monthly Meeting

Mr. Kazushi Kawamura, Chief Concierge at Four Seasons Hotel Tokyo at Chinzan-so was the guest speaker for November meeting. He not only welcomes guests with his charming smile, but he also has a license as an English Guide. He shared his experience about how he became a concierge and his career as an English Guide as well as a flight attendant for a major airline in the past.

## Regeneration from the East Japan Earthquake

Eight months have passed since the massive earthquake struck the northern part of Japan on March 11th. According to Tokyo Electric Power Company, the reactors are currently stable and any critical and urgent matter that needed to be resolved is headed in a positive direction. Step by step, Japanese citizens are starting to move toward the normal life they had. We must not forget that Japan's recovery could not have and cannot be achieved without constant support from countries from around the globe.