



Les Clefs d'Or Japan Key News



September 2013, Vol. 14

The 8th Asian Congress 2013

List of attendees:

Ms. Momoko Ohno (Honorary member of the UICH)
Ms. Masumi TAJIMA (Mandarin Oriental Tokyo)
Ms. Kay ABE (Grand Hyatt Tokyo)
Mr. Osamu HAMASAKI (Hotel Okura Tokyo)
Ms. Aiko IMAIZUMI (Grand Hyatt Tokyo)
Mr. Kazushi KAWAMURA (Palace Hotel Tokyo)
Ms. Hisae KOJIMA (Hotel Nikko Kanazawa)
Ms. Misa YAMAMOTO (Hotel Granvia Kyoto)



By KAZUSHI KAWAMURA

The 8th Asian Congress was held in the "Capital of Angels", known as Bangkok from August 21st until 24th at the Amari Watergate Hotel. 15 attendees including 8 Les Clefs d'Or Japan members participated.

On day 1, the welcome ceremony and reception were held at the *Horizons@Heaven* which was a just-opened rooftop restaurant with a magnificent view of the city.

On day 2, we headed for Ayutthaya, the ancient capital of Thailand from 1350 until 1767. Very similar to Kyoto, there are more than 500 temples and ruins. We had chances to visit two famous temples, *Wat Chaiwattanaram* and *Wat Maha That*. "Wat" means temple.



Though most of the temples were destroyed by the Burmese army in 1767, the ruin of the temples were well preserved and retains the ancient atmosphere of indigenous Thai culture influenced by the Buddhism.

In the evening, we headed for the Chao Phraya river cruise. The attendees enjoyed the variety of food served including Indian, vegetarian and Halal food and the music okayed by the band as well as the romantic night view of the pagodas and palaces alongside the river.



On day 3, educational programs and reports from country presidents took place. The program commenced with the welcome address by the president of Les Clefs d'Or Thailand, followed by speeches by the 1st Vice President UICH and also by the Asian Zone Director.

The notable speech was made by Mr. Michael Romei, the UICH



International General Secretary. He pointed out that Les Clefs d'Or Japan's Key News and concierge seminar by the past president Ms. Virginia Casale were remarkable activities which have been contributing in training the Japanese concierges.

In the afternoon, Mr. Romei gave a seminar on concierge service skill titled "the Art of Making Difference". Practical tips were presented.

Mr. Romei asked the audience, "What would you do, if the guest requested to call the guest by his/her first name?". The answer was "no, you should not". As a professional concierge, one must always be aware that the guest is a guest, not a friend of yours. One should always show respect to the guest.

Mr. Romei also emphasized on the writing communication skill that one should be keen on not making spelling or grammatical errors. A survey shows that just one error could lose one's trust drastically.



Les Clefs d'Or Japan president Ms. Tajima and the member Mr. Hamasaki made the presentation on the next Asian Congress in 2015 which will be held in Tokyo. Beginning with the introductory video of Tokyo, Mr. Hamasaki gave speeches on the outline of the congress. The audience seemed interested in listening to the speech.

The gala dinner concluded the congress. The venue reminded of the Oscars. Big Oscar statues welcomed attendees at the foyer. Many attendees were in their national costume creating the special and gorgeous atmosphere.

In overall, although it was a very much intensified programs in a short time, all of us acquired lots of first-hand experiences and memories.

In addition, we were able to get some ideas and tips for our congress in 2015.

Last but not least, I would like to express our sincere appreciation to friends in Thailand who devoted to make this congress successful and fruitful for all the attendees from across the Asia. Thank you very much and *Kob Koon Ka!*

Networking Trip to Myojinkan

By NAOKO TSUGITA

On September 2, the networking event between the Relais Châteaux Japan and Les Clefs d'Or Japan took place in the day trip to the *Myojinkan*, a Relais Châteaux member.

The group took a 4 hour bus ride from Tokyo to the city of Matsumoto. After enjoying lunch at the macrobiotic French restaurant, the group visited the *Myojinkan*. The place was surrounded by nature and is a place you would definitely want to come back to be away from hustle and bustle.

It is said that the god visited these hot springs to relax which relates to its name *Myojinkan* which may be translated as

the *House of Gracious Deity*.

The Relais Châteaux Japan gave presentation on its member properties and on its new projects on Spa and Villa, etc. We also enjoyed time networking with the representatives from each Relais Châteaux Japan member properties.

Asian Congress 2015 Meeting

On September 18, the Asian Congress organizing committee meeting was held in Hamamatsu.

In the meeting, the ideas for the seminar and workshop were discussed, the questionnaire carried out in Bangkok is being sorted for our reference, and the website is to be launched in Les Clefs d'Or Japan website in October.

Other Activities Listed

- Japan Concierge Association August Monthly Meeting was hosted by Les Clef d'Or Japan member, Ms. Naoko Shibata of the Prince Park Tower Tokyo.
- Les Clefs d'Or Japan cooperated in the latest issue of "88 Things to do in Tokyo" published by the Time Out Tokyo.
- Invitational site inspection of the Orbi Yokohama, a just-opened new-style entertainment facility.
- Invitational dinner by the Patina Tokyo, a just-opened American-French restaurant.

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