



# Les Clefs d'Or Japan Key News



November 2013, Vol. 15

## Fam Trip to Sendai

List of attendees:

Ms. Masumi TAJIMA (Mandarin Oriental, Tokyo)  
Ms. Kay ABE (Grand Hyatt Tokyo)  
Ms. Etsuko HIGASHIDE (Hotel New Grand)  
Ms. Hisae KOJIMA (Hotel Nikko Kanazawa)  
Ms. Hiromi MARUYAMA (The Ritz-Carlton, Tokyo)  
Ms. Naoko SHIBATA (The Prince Park Tower Tokyo)  
Ms. Mayako SUMIYOSHI (Palace Hotel Tokyo)  
Ms. Naoko TSUGITA (Cerulean Tower Tokyu Hotel)  
Mr. Naohiko WAKO (The Westin Sendai)

By NAOHIKO WAKO

On October 14, the participants gathered at the Westin Sendai. Most of the participants took early morning Shinkansen (bullet train) from Tokyo to Sendai, a 350km ride to the north to meet at 12 noon. This is the second Les Clefs d'Or Japan trip to the Tohoku Region after the Great East Japan Earthquake which occurred on March 11, 2011.

Time flew by, two and half years have gone since the tragic day. Les Clefs d'Or Japan and our colleagues from all over the globe have been engaged in assisting the recovery and reconstruction of the Tohoku region.

We visited *Roku Farm Atalata* near Sendai Airport. This food complex facility has restaurants serving local harvests and soba noodles. It also has the kitchen studio and bakery. Mr. Fumihiko Oe and Mr. Hiroshi Ikeno explained the concept of the facility with a passion of creating jobs for the people who suffered from the disaster and to remember that food is the lifeline in the case

of emergency and we must be ready at all times.

We drove by the Yuriage area by the Pacific Coast where they were devastated from the tsunami. All rubble was removed, however, it still looks like a desolate ground and needs more time for recovery.



At the end, we visited the *Entsuin Temple* at a beautiful Matsushima Bay. The temple is famous for well designed traditional garden with over 350 years of its history. Ms. Haruka Amano, the Vice Chief Priest, escorted us around the temple followed by a lecture on the local history.

To our surprise, she was married to a Japanese ex-hotel worker who spent years in the Imperial Hotel Vienna who had attended the International Congress in Vienna.

We spent very meaningful time together in Sendai.

## 16th Anniversary Dinner

By MIYAKO WADA

On November 19, 20 members including the international members and associative companies celebrated the 16<sup>th</sup>



Anniversary of Les Clefs d'Or Japan. It was held at the *Appia Alta Nishi-Azabu*, a well-known fine Italian dining located in high-class residential area in Tokyo.

Their uniqueness is that they don't have menu. Instead, they present all fresh ingredients and discuss how to cook them with guests.

However, they had prepared a special course menu for us with four choices for the main dish. All their dishes were excellent and we really enjoyed them as well as their *omotenashi*, hospitality.

The gathering commenced with a speech by our president Ms. Tajima and a toast by Ms. Onoyama, a new member from Intercontinental Hotel Osaka. We spent wonderful and enjoyable time along with eating, drinking and talking among friends about the routine work, current issues among the hotel industry and

private matters.

Near the end, Ms. Higashide, the original member of Les Clefs d'Or Japan who had started the activity in 1990, thanked members and associative companies for the support in growing recognition of "conciierge" in Japan.

The gathering was closed by Ms. Abe, a chairman of The 9<sup>th</sup> Asian Congress Organizing Committee. She reconfirmed our passion to come together as one towards the successful congress in 2015. Thank you all for your support for the past 16 years and we hope to hold the 17<sup>th</sup>, 50<sup>th</sup> and even 100<sup>th</sup> ceremony!



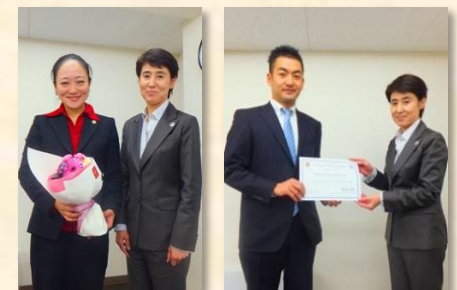
## Asian Congress 2015 Meeting

On November 20, the meeting was held in Shibuya, Tokyo.

In the meeting, the ideas for the Japanese cultural experiences were discussed and additional sponsors were reported. Also,

preparation for the flyer to be handed out at the upcoming International Congress was decided and launch of the special page for the Asian Congress in the Les Clefs d'Or Japan website was reported.

## New Members from Japan!!



Ms. Asako Onoyama, the chief conciierge at the Intercontinental Hotel Osaka, became a new adherent member and was pinned in the November meeting.

The Suntory Beer & Spirits Limited became a new associative company and Mr. Nakai represented the company and received the certificate in the November meeting.

Les Clefs d'Or Japan consists of 2 honorary members, 15 full members, 10 adherent members and 10 associative companies.

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