



# Les Clefs d'Or Japan Key News



May 2013, Vol. 12

## International Congress 2013

List of attendees:

- Ms. Masumi TAJIMA (Mandarin Oriental Tokyo)
- Ms. Kay ABE (Grand Hyatt Tokyo)
- Ms. Etsuko HIGASHIDE (Hotel New Grand)
- Ms. Shinobu MOMOI (ANA Intercontinental Hotel Tokyo)
- Ms. Mayako SUMIYOSHI (Palace Hotel Tokyo)
- Ms. Akane TANAKA (The Peninsula Tokyo)



By SHINOBU MOMOI

New Zealand is a beautiful country.

On the way to Queenstown, what was seen from the airplane was the blue skies and unendingly stretching mountains.

Fiona, the Chief Concierge of the Crowne Plaza Queenstown, was standing in the hotel lobby and concentrating to catch the attendees upon check-in.

The first night's cocktail party was held up in the mountains. Ms. Vanessa van Uden, the mayor of the Queenstown addressed the opening speech. In the speech, the mayor noted that although the congress is a general assembly for all Les Clefs d'Or members, at the same time, it is a big event for host country and city. In other words, the host country and city would like the attendees to learn, feel and experience the location and promote the area once they go back to their hometowns.



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Concierges spend the longest time with guests among the hotel staff. The commitment for being concierge is very important.

Mr. Robert Gaymer-Jones, the CEO of Sofitel World Wide, was the key-note speaker. His speech on "abuse in the hotel" was something memorable. It is very easy to be emotional and people could easily say aggressive words and to pick on someone's mistakes. Our guests could occasionally become aggressive to us and could sometimes try to give us a hard time to relieve their stresses.



Even in such situation, we could be nifty and we could talk nifty. We are mature enough to handle such situation.

In the general assembly, Mr. Emmanuel Vrettos from Hellas was elected for a new international president and Mr. Roderick Levejac from France for the third vice president.

Mr. Edwin Saldanha from India was elected for the new Asian zone director.

The Andy Pongo Award, the prize for young concierge was given to Ms. Anna Endrihovskaia from Russia. She will be attending the next International Congress with the support from the GoConcierge. Attending the congress is meeting friends every second.



Imagine meeting the legendary concierges and making friends from around the globe for the whole week!

Face-to-face communication creates network and trust. It truly was and wonderful time and a great experience.

## General Assembly

On April 17, Les Clefs d'Or Japan's General Assembly was held at the Hotel Chinzanso Tokyo. 20 honorary/full/adherent members and 7 associative companies attended the assembly.

In the assembly, previous year's activity, accounting and public relations were



reported as well as this year's activity and accounting plans were presented.

In addition, actions that will be taken for hosting the 9th Asian Congress were also presented by Ms. Masumi Tajima, the president of Les Clefs d'Or Japan.

The assembly was followed by lunch session among honorary/full/adherent and associative companies. All enjoyed

and communicated to strengthen the friendship among each other.

## May 2015 Meeting

On May 15, Les Clefs d'Or Japan's May meeting was held at the Nagoya Marriott Associa Hotel. 10 honorary/full/adherent members attended the meeting.

This meeting was also an extraordinary general assembly to approve the adjusted accounting plan for this year also to approve the establishment of the Asian Congress Organizing Committee. Both were approved by the members.

## 2015 Asian Congress in Tokyo

As you may already know, Les Clefs d'Or Japan is hosting the 9th Asian Congress in 2015 in Tokyo.

Beginning on June 1st, 2013, as noted in the previous article, the Asian Congress Organizing Committee will be launched for the preparation for the congress.

## A New Full Member from Japan!

Mr. Naohiko Wako, the chief concierge at the Westin Sendai, became a full member on March 1st. Mr. Wako is the first-ever Tohoku region full member. The image below is the press release from the hotel.



As of May 31, 2013, Les Clefs d'Or Japan is consisted of 2 honorary members, 14 full members, 11 adherent members and 8 associative companies.

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