



Les Clefs d'Or Japan Key News



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61st UICH 2014 International Congress

List of Les Clefs d'Or Japan attendees:

- Ms. Masumi TAJIMA (Mandarin Oriental, Tokyo)*
- Ms. Kay ABE (Grand Hyatt Tokyo)*
- Mr. Yasutoshi ABE (Conrad Tokyo)*
- Mr. Osamu HAMASAKI (Hotel Okura Tokyo)*
- Ms. Etsuko HIGASHIDE (Hotel New Grand)*
- Ms. Aiko IMAIZUMI (Grand Hyatt Tokyo)*
- Ms. Asako ONOYAMA (InterContinental Osaka)*
- Ms. Mayako SUMIYOSHI (Palace Hotel Tokyo)*
- Ms. Akane TANAKA (The Peninsula Tokyo)*

By OSAMU HAMASAKI

The International Congress was held from January 10th until 15th at Kuala Lumpur in Malaysia. Approximately 500 attendees from around the world assembled. 11 delegates including 2 Japan Concierge Association members attended from Japan. Although few members faced flight cancellations, everyone managed to arrive by the evening of the day 1.

The congress commenced with the opening ceremony by the Director General of the Tourism Malaysia. The attendees wore national costumes giving elegance to the welcome reception.

Day 2 was the city tour visiting the Batu Caves, the Sultan's Palace, Jadi Batik and enjoyed lunch with magnificent panoramic at the Atosphere 360 Revolving Restaurant.



Part of the group enjoyed a day with the residents at the orphanage at the water park. In the evening, all delegates enjoyed the mouth watering dishes of Malaysian-style street food at the Independence Square.

Day 3 was an educational day. Speakers from the AMEX and the Leading Hotels of the World gave speeches followed by panel discussion by the representatives from hotel chains such as Shangri-La, Sofitel, Starwood, InterContinental and Four Seasons. What was common among all of the above hotel chains was that they all recognize the importance of existence of Les Clefs d'Or concierges at luxury brands.



The highlight of the congress was the next speaker, Mr. Jean-Claude Biver, the chairman of the Hublot. He was a man with passion, a man with LOVE. Mr. Biver is a big fan of Les Clefs d'Or concierges. Whenever he travels, he only stays where Les Clefs d'Or concierges are present. If Les Clefs d'Or concierge moves, he moves as well. Why does he love Les Clefs

d'Or concierge so much? He said that Les Clefs d'Or concierge gives love to guests. The concierge stands in middle of the hotel lobby and gives love to everyone. Because it's done all the time, the concierge may not realize of doing so. Mr. Biver respects concierges and he even proposed of creating the annual Les Clefs d'Or concierge award.



After lunch, there was a workshop after being divided into the following groups: Shangri-La, Starwood, InterContinental, Sofitel, LHW and others. For dinner, we were divided into 12 groups and visited different restaurants. We all enjoyed dining in smaller groups with mixed nationalities.



Day 4 was another excursion to Melaka, the UNESCO World Heritage Site. The delegates enjoyed wandering the town with Dutch, Portuguese and Chinese influences. Another group went for the golf challenge.

In the evening, the Asian zone gathered at the Lebanese restaurant for the zone dinner. During the dinner, the Asian nationalities enjoyed networking with each other. In addition, the Japanese team handed out just-printed brochures of the upcoming Asian Congress in Tokyo. Many of the Asian concierges showed great interest in attending the congress.

Day 5 was the general assembly. Various reports from the year 2013 was made by the board members. One of the highlights



was the approval of the Qatar and Macau as the 44th and 45th chapters, respectively. Another highlight was the Andy Pongco Award. Out of 12 nominees, Mr. James Elliott from Great Britain became the winner. Argentina

made a fine presentation of the next International Congress to be held in Mendoza. UAE and Germany followed with future International Congresses. Japan also made a presentation on the next Asian Congress. Many non-Asian concierges showed interest in attending the congress. The congress concluded with the fabulous gala dinner. Everyone enjoyed taking pictures and networking among each other until the last minute.



Last but not least, thank you and congratulations to the Malaysian team for organizing a wonderful congress!

Asian Congress 2015 Meeting

On January 22, the meeting was held in Marunouchi, Tokyo.

The meeting began with the report on the PR activities done at the recent International Congress in Malaysia. In addition, the programs scheduled for the upcoming Asian Congress were discussed as well as having all members

to start moving to find new sponsors for the congress and the PR team announced publishing new releases to promote the congress.

New UICH Honorary Member

Ms. Kay Abe, the past president of Les Clefs d'Or Japan, became a new UICH Honorary Member at the International

Congress held recently in Malaysia. She is the second UICH Honorary Member from Japan following Ms. Momoko Ono. Congratulations Kay-san!



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