



# Les Clefs d'Or Japan Key News



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## 62nd International Congress



List of Les Clefs d'Or Japan attendees:

Mr. Osamu HAMASAKI (Hotel Okura Tokyo)  
Ms. Mayako SUMIYOSHI (Palace Hotel Tokyo)

By OSAMU HAMASAKI

The congress was held from April 10th until 15th in Mendoza, Argentina. At Frankfurt where I made the flight transit, I had the pleasure of meeting the International President at the time and delegates from Germany, Sweden and India. I was already excited of the Congress even before my arrival at Mendoza.



The congress commenced by the opening speech by the mayor of Mendoza and the welcome reception. At the venue, the Japanese delegates enjoyed the excitement in meeting with the Japanese nationality concierges from Australia, Great Britain, Chile and USA.

On Day 2, the delegates enjoyed the Gaucho day visiting the field and experiencing horse-riding. However, the Japanese delegates were to attend the Board Meeting which was held throughout the day. It was my first time attending the Board Meeting and it was a precious experience for myself to find out that many topics were seriously discussed.

We enjoyed the group dinner on the night. We were divided into some 25 groups. The Japanese delegates went to a contemporary restaurant about 10 minutes on foot from the hotel. We very much enjoyed the full-course dinner with delegates from 11 other sections such as Argentina, France, India, Italy, USA and more. There was a group which visited a family in Mendoza and heard that they also had a wonderful time.



On Day 3, we invited several guest speakers. Dr. Jones of the Future Agenda hosted discussions on the likely change in the next 10 years in the hospitality industry and the concierge role. Mr. Paull of the Starwood Hotels gave speech on the luxury travel market and the concierge behavior. Mr. Greenberg of the CBS News gave speech on the travel industry-related topics.

## LCDJ President Election

On March 19, the election was held in Tokyo and Ms. Masumi Tajima was re-elected as the president. During her next term of service, she promised to bring success for the upcoming Asian Congress, to put more effort in educational and promotional activities of the LCDJ, to brush-up the content of the



regular meetings and to strengthen the network not only among the current members, but also with the non-member companies/groups.

## Asian Congress 2015 Meeting

On April 13, the meeting was held at the Conrad Tokyo. 24 members and 5 Associative companies attended the meeting.

From the Secretariat:

-The registration has started and 43

The most impressive speaker was Mr. Wielgopalan of the Forbes Travel Guide. He spoke on the expected standard for concierges when dealing with guests. Some of the key points mentioned were: smile; eye contact; maintain focus; anticipate; be articulate, confident and polite. He also introduced to avoid using the term "no problem" for they are two negative words and don't match the luxury service.



Dinner was held at the palace-style banquet facility which was very elegant. Due to nice climate, we enjoyed the cocktail time for



nearly 90 minutes at their terrace.

On Day 4, the annual general assembly took place. Reports for the past year and the budget for the coming year were approved. Presentations on the upcoming congresses were done and the Japanese delegates made the presentation on the Asian Congress which will be held in several months. There were 16 nominees for the Andy Pongco Award was won by Ms. Sarah Dandashy from USA. The new president election was carried out and Mr. Colin Toomey, the previous 1st Vice President, became the new International President.



The Asian sections visited the winery in the suburb for dinner. We spent time enjoying the winery tour, meal and strengthening the network among the Asian attendees.

On Day 5, we went on the half-day Mendoza bus tour and enjoyed the magnificent mountain view from the General San Martin Park.



The gala dinner was held at the winery. The attendees were dressed-up and some wore national costumes. We enjoyed watching the Argentinean tango dancers. Everyone enjoyed networking and the fun time until past midnight.

It was my first visit to the South Americas. Although the flight time was over 35 hours from Japan, as usual for the other congresses, I'm so grateful that I could attend and had the pleasure to meet and make new friends across the world.

members have currently registered.

From the Operations:

-Venue for the Presidents' lunch on Day 1 is fixed.

-New speaker for Day3 is fixed.

From the PR:

-New brochure is printed and already handed out in Mendoza.

-Will start publishing news releases.

From the Sponsor Finding:

-5 new sponsors reported.

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