



Les Clefs d'Or Japan Key News



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Fam Trip to Mazda Motor Co. 2016

List of Les Clefs d'Or Japan attendees:

Mr. Yasutoshi ABE (Mandarin Oriental, Tokyo)
Mr. Adrian FAUTT (Park Hyatt Tokyo)
Ms. Hisae KOJIMA (Hotel Nikko Kanazawa)
Ms. Asako ONOYAMA (InterContinental Osaka)
Ms. Miyako WADA (Osaka Marriott Miyako Hotel)



By ASAKO ONOYAMA

Joined by the members of Japan Concierge Association, Les Clefs d'Or Japan's visit to Mazda in Hiroshima was held again after our first visit in 2015.

The itinerary of the day was as follows:

Visit to the Mazda Museum; Presentation by Mazda on Brand, Design, Activities in the production area, Vehicle Development; Factory Tour; Test driving; Feedback from the participants

First question everyone of us had was "why did Mazda, the car manufacturing company, invited hotel concierges and planned a company introduction taking such a lot of time for preparation with no expectation in return?" After having visited them, we understood that such question really didn't matter. The answer was the "passion" to think about people. Anybody who has that mutual sensor could instantly understand each other over the difference of occupation. That does not change even with auto engineers or designers.

Designing a car doesn't begin with engine or body in Mazda. Everything starts with the deep research of the human muscles and structure to know the best driving position to enjoy the ride and create the 100% comfortable space for the driver. The conclusion found there will never be bent to give life to the car, but at the same time no parts will be decided just in the brains of a few designers to be followed by others. There are artisans of the clay models to create the very fundamentals of everything, engineers who build the world class technologies, creating the ideal colors, completing the set up to manufacture a car and preparing car parts even considering the efficiency for those who manufacture in the factory. Every those artisans are the professionals who have the same level of pride. Clashing and supporting each other, they all become parents of the Mazda creation. Isn't it the same for us, the concierges trying to provide the best experience ever by playing our roles to welcome guests to the hotel every day?

Company meeting in Mazda always starts with the question "What do you want to be?" There are always challenges of budget, time, indifference, etc. When those challenges are found, Mazda always return to the same phrase, "100 minus 1 is zero".

There is no space for compromise. Such attitude truly touched us and we learned a lot as one business person and one concierge. We can also say this encounter was a success if we could be a bit of inspiration for Mazda by sympathizing and providing our honest feedback through this experience.

Introducing Our Partners (2)

Les Clefs d'Or Japan has 16 Associative Companies who are supporting our activities. Let us proudly introduce them to the readers. The second of the series is the Hitachi Jidosha Kotsu.

- Please tell us about your business.

The Hitachi Jidosha Kotsu provides "joy of transporting" to people by taxi, bus and welfare vehicles. We possess various vehicles from sedan and van taxis to mini and large buses. We support the city of Tokyo and its people's transportation 24 hours every day.



- Please tell us about your characteristics.

There are two notable characteristics.

The first is the welfare transportation. This is the field which the many taxi companies face difficulties in operating. All our drivers are well-trained in manipulating wheelchairs and taking care of the individuals with disabilities which will provide stress-free transportation.



The second is the sightseeing.

From 1 to 50 passengers and from inbound travelers to individuals with disabilities, the No. 1 sightseeing taxi company will take you around Tokyo. In fact, we could also take you to Yokohama, Kamakura, Mt. Fuji and Hakone as well. Furthermore, the "Oedo Sweets Taxi", our exclusive service on visiting many long-established sweets shops in Tokyo is available as well. You will fully enjoy Tokyo from the well-known spots to hidden spots.



- Please tell us the reason for joining our society.

When we discussed on expansion of our sightseeing service, we came up with thoughts that there may be demands from the customers of top hotels. We were confident in fulfilling such guests' demands. So we made a sales visit to the concierge at the Park Hyatt Tokyo and gave our presentation. That was our first encounter with Les Clefs d'Or. Since then, we have built profitable relationship with the hotel concierges.

- Please tell us your message for Les Clefs d'Or members.

Tokyo is becoming more and more attractive town towards the Tokyo 2020 Olympic and Paralympic Games!

Modern commercial complexes, historical architectures, the Japanese original "otaku" cultures and delicious Japanese cuisine will definitely satisfy the travelers!

Upon your visit to Tokyo, please enjoy the opportunity of experiencing our service!