



# Les Clefs d'Or Japan Key News



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## 19th Anniversary Dinner

List of Les Clefs d'Or Japan attendees:

Ms. Masumi TAJIMA (Mandarin Oriental, Tokyo)  
 Ms. Akiko OKANISHI (Sapporo Grand Hotel)  
 Mr. Osamu HAMASAKI (Hotel Okura Tokyo)  
 Ms. Etsuko HIGASHIDE (The Capitol Hotel Tokyo)  
 Ms. Aiko IMAIZUMI (Grand Hyatt Tokyo)  
 Ms. Hisae KOJIMA (Hotel Nikko Kanazawa)  
 Ms. Hiromi MARUYAMA (Suiran, a Luxury Collection Hotel, Kyoto)  
 Ms. Miki SAITO (Shangri-La Hotel Tokyo)  
 Ms. Mayako SUMIYOSHI (Palace Hotel Tokyo)  
 Mr. Naohiko WAKO (The Westin Sendai)

By HISAE KOJIMA

10 members of Les Clefs d'Or Japan attended the 19th Anniversary Dinner on November 15th at La Grande Table de KITAMURA in Nagoya. The restaurant is located in the Shirakabe area, the area where many samurai houses existed in the Edo period. Today, this area is known for residential area for business leaders of Nagoya. The restaurant is a renovated beautiful traditional Japanese house of the chairman of a famous company. It was the ideal place to have our anniversary dinner.

We enjoyed the fantastic dinner with seasonal ingredients by Mr. Ryuji KITAMURA, the owner chef.

Onion quiche; Potage of chestnut with crab; Marinated flounder and tuna from Mie prefecture with potato mousse; Parmigiano risotto of cod milt from Iwate prefecture; Grilled sea bream caught at Chita Peninsula; Choice of fillet beef from Hokkaido or Roasted breast of duckling from Hungary.

Beautiful glass dishes were selected for each dish and it was a pleasure for us to choose the dessert from various kinds of sweets and fruits from the wagon.

Ms. Tajima, our President, gave the opening speech. The speech

reminded me of the memorable moment of November 17th, 1997 in Budapest, Hungary when Les Clefs d'Or Japan was approved on its independency. The Japanese concierge environment has changed drastically,

but our basic policy "We will offer our guests the highest quality service" remains unchanged. We all share the same passion for our guests.

We had extremely enjoyable and productive time talking about our daily duties and memories in a relaxed atmosphere. I am confident that this anniversary dinner was a wonderful chance for us to make sure how important and thankful it is to have time like this to build our motto "Service through Friendship". We appreciated our new start for the 20th anniversary year and will not forget to brush up ourselves for further growth of Les Clefs d'Or Japan.

Vive Les Clefs d'Or Japan!!



## Introducing Our Partners (3)

Les Clefs d'Or Japan has 16 Associative Companies who are supporting our activities. Let us proudly introduce them to the readers. The third of the series is the Tokyo Notice Board.

- Please tell us about your business. Tokyo Notice Board (TNB) provides free English publications and services utilizing foreign languages. The three main publications are English living information magazine "Tokyo Notice Board", tourism guide map "Tokyo City Map" and "Roppongi Map". Services utilizing foreign languages include multi language website construction, translation, promotional planning, brochure design and also SNS marketing such as Facebook and TripAdvisor in recent years.



- Please tell us about your characteristics.

With English as the base language and extensive staff-networks in Chinese, French, Korean, Thai, and Arabic, TNB is able to provide the know-how in foreign language editing, printing and web expansion. TNB provide an all-in-one speedy service at reasonable rates.

- Please tell us the reason for joining our society.

Tokyo Notice Board (TNB) became familiar with the concept of concierge, that not only provide tourism services to overseas travelers, but also provide business consulting, recommending restaurants, retailers as well as people locating, and was surprised how talented they are. In order to have the guide map installed in the hotels and to gain insight and trends of foreign travelers in Japan, TNB decided to support Les Clefs d'Or Japan members.



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

Based on the philosophy "Service through friendship", TNB wishes Les Clefs d'Or members every success in the future.

## New Full Member from Japan

Les Clefs d'Or Japan is proud to introduce Ms. Shinobu Kojima, the Chief Concierge at the Hotel New Otani Tokyo as our newest member. Please refer to below for her comments:

*It's a great honor to be a member of Les Clefs d'Or Japan.*

*I started my carrier in the hospitality industry in 1989. I worked as a bell person and a front desk clerk for the first years. Then, I was transferred to Guest Relations.*

*The Guest Relations also took a role as a concierge and in the course of time, "Guest Relations" changed to "Concierge". Since then, I've been working as a concierge.*

*I had longed to become a Les Clefs d'Or member for many years, and finally, I have the pleasure to be approved as a member and I am very thankful for that.*

*I enjoy taking lessons of tea ceremony as a hobby. I think the way of tea has an essence of hospitality - how to take care of guests. It treasures harmony, respects, calmness, and tranquility and these can be applied to the concierge service.*

*I will do my best to devote all my energy to serve hospitality to our guests. If there is anything I can be of your assistance, please do not hesitate to let me know.*

