



Les Clefs d'Or Japan Key News



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Concierge Seminar by Mr. Romei

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On January 18th, the "Creating Service Magic" training seminar by Mr. Michael Romei was held with 179 attendees from Les Clefs d'Or Japan, Japan Concierge Association, guests and observers at the Conrad Tokyo. Mr. Romei is the Chef Concierge at The Waldorf Towers in New York. He is the former General Secretary of Les Clefs d'Or International and has been contributing as a trainer around the world. The event commenced with a welcome speech by Mr. Neil McInnes, the General Manager of the Conrad Tokyo, and opening speech by Ms. Masumi Tajima, the President of Les Clefs d'Or Japan. The seminar was extremely inspiring for every attendee to refresh their pride and provided higher motivation as concierges.



The part one of seminar was mainly about Mr. Romei's brief biography as well as the history, structure and dynamics of concierge and Les Clefs d'Or using detailed slides. The word "Concierge" as occupation has been expanded in many different fields nowadays. However, Mr. Romei emphasized that hotel concierges are the starters and we are observed even more as role models these days. What differentiates hotel concierge from others is the widely and strongly connected network. As an example to symbolize our network, Mr. Romei shared some photos of the amenities he received in the past. Wherever he goes, concierges make the full use of their network to create special amenities to please him according to his preference. This network is the important key for concierges to provide the personalized service and he highlighted the importance of this personal touch for concierges nowadays.

After a short break, Mr. Romei talked about concierge service in present time. Number of questions from the audiences came out more frequently and it seemed like everyone was deeply involved and influenced by the seminar.



Principal contents were as follows:

how useful and influential social media could be; what we should be careful about when uploading information; the most important element of being a concierge is "passion" to keep learning and share what you learned with others; how should we pay attention to detail to reach the service one step beyond; "detail" is not only to make a booking at a restaurant but to

inform which path to take to enhance the experience at the restaurant and advising what guests should eat; "detail" is not only to meet and greet but to call the guest by name and add anything you know about the guest in the conversation; how to handshake; the attitude and words you should choose to make the guest understand that you really care.

Most of the audiences work in the operation and those advices given in the seminar were something one can start practicing from today. The seminar gave so much energy and enthusiasm to the audiences and the finished with a big and long applause.

Joined by Ms. Helena Phua, the Executive Vice President of The International New York times which has profound relationship with Les Clefs d'Or, the social gathering followed the seminar in a global and friendly atmosphere.

Introducing Our Partners (4)

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 Fuji-Torii.

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- Please tell us the reason for joining our society.

Long before Les Clef d'Or Japan was established, the former president of FUJI-TORII, Mr. Naohiro Kurihara, had already had a close relationship with the hotel association. He had often been asked to give lectures and consulted them on Japanese antiques and craftsmanship.

When Les Clef d'Or Japan was founded, it was with great pleasure and honor that FUJI-TORII became a member.

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

FUJI-TORII is located on Omotesando Street which is considered the "Champs-Elysees" of Tokyo. Hundreds of people, from all over the world, pass by everyday. We hope to share the beauty of Japanese works of art, the beauty of Japan and the heart of Japanese people with them.



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