



Les Clefs d'Or Japan Key News



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Introducing our New President

On March 16th, 2017, the election for the next Les Clefs d'Or Japan president was held and Ms. Mayako Sumiyoshi, the Chief Concierge at the Palace Hotel Tokyo, was elected as the 7th president of Les Clefs d'Or Japan. Below is the message from our new president:

I was elected as the president of Les Clefs d'Or Japan effective from the annual general assembly on April 19th, 2017.



Let me briefly introduce myself. I have started my career at the Palace Hotel in 1996 and after working in a different industry, came back to the hotel industry at the InterContinental Tokyo Bay. In 2003, I moved to the Grand Hyatt Tokyo as an opening concierge member. In 2007, I opened the concierge desk at The Ritz-Carlton, Tokyo as Chief Concierge. In 2011, I came back to the Palace Hotel Tokyo as a re-opening member and Chief Concierge.

I became an adherent member of Les Clefs d'Or in 2001 and became a full member of Les Clefs d'Or in November 2004.

UICH has set a brand scheme with the message "Your Key to Everything" for the public in addition to the current internal motto "In Service Through Friendship" to assist in promoting Les Clefs d'Or brand. They will also reform and integrate the website, set up guidelines for Facebook and Instagram and try to navigate guests to choose the hotels where Les Clefs d'Or hotel concierges exist.

Over 20 million overseas travelers visit Japan in a year and many of the visitors expect global standard level of service to fulfill high expectations. To appeal and prove the high standards and quality of service by Les Clefs d'Or concierge, Les Clefs d'Or Japan needs to step-up to the next phase.

We will need to start from the following:

- a) Strengthen Les Clefs d'Or Japan's team bond and mind;
- b) Strengthen the network with associates, venders, individuals who work with us every day;
- c) Reorganize our organization so that the members could become more active;
- d) Strengthen the communication between UICH and also between Japan Concierge Association;
- e) Strengthen public relations.

This year is our 20th anniversary year since our independency. Two decades ago, no one understood what "Concierge" was. But now, everyone knows and what concierges do.

I now hope that "Les Clefs d'Or" will be highly recognized by customers both inside and outside Japan and at the same time, I hope our organization could contribute to the hotel industry and tourism in Japan. Furthermore, we aim to gain trust from our guests from all over the world as the 2020 Tokyo Olympic and Paralympic Games are approaching.

With best regards,
Mayako Sumiyoshi
President, Les Clefs d'Or Japan
Chief Concierge, Palace Hotel Tokyo

New Full Members from Japan

Les Clefs d'Or Japan is proud to introduce 3 new full members. As of April 1st, 2017, Les Clefs d'Or Japan consists of 2 honorary members, 28 full members and 16 associative companies:



Ms. Ai Mayanagi
Assistant Chief Concierge
ANA InterContinental Tokyo



Ms. Kaori Kato
Chief Concierge
The Westin Miyako Kyoto



Ms. Hiromi Yamada
Chief Concierge
Hotel Nikko Princess Kyoto

64th International Congress

Eight members from Japan including the Section President traveled to Berlin to attend the 64th UICH Congress which was held from March 23rd until 28th.

Details will be reported on the next issue of the Key News.

