



# Les Clefs d'Or Japan Key News



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## 64th International Congress

By KOJI NOTAKE

List of Les Clefs d'Or Japan attendees:

- Ms. Mayako SUMIYOSHI (Palace Hotel Tokyo)
- Ms. Kay ABE (Grand Hyatt Tokyo)
- Mr. Osamu HAMASAKI (Hotel Okura Tokyo)
- Ms. Aiko IMAIZUMI (Grand Hyatt Tokyo)
- Mr. Koji NOTAKE (Conrad Tokyo)
- Ms. Asako ONOYAMA (InterContinental Osaka)
- Ms. Miki SAITO (Shangri-La Hotel, Tokyo)
- Ms. Masumi TAJIMA (Mandarin Oriental, Tokyo)



Eight members from Japan visited Berlin, Germany to attend the 64th UICH International Congress which was held from March 23rd until 28th. Luckily, the weather was beautiful during the congress.

The official program commenced by the welcome reception held at the *Kraftwerk* which used to be a power generating plant. We enjoyed dishes from five different luxury hotels in the city of Berlin as well as meeting old and new friends from around the globe.



On Day 2, Ms. Mayako Sumiyoshi, the President of Les Clefs d'Or Japan, and Ms. Masumi Tajima, the Past President of Les Clefs d'Or Japan, attended the Board of Directors Meeting which was held at The Ritz-Carlton, Berlin and discussed with representatives around the globe on our organization's operation spending the entire day. For the first-timers attending the congress, Mr. Michael Romei, the Chef Concierge at the Waldorf Astoria New York, gave a presentation based on his legendary educational program "Creating Service Magic". Mr. Romei shared his experiences as the former International General Secretary of UICH and as well as the expected behavior and manners in attending the congress.



Other delegates explored the city and took the "hop on hop off bus" and enjoyed the historical sites of the city of Berlin as such as *Brandenburger Tor* and *Berliner Stadtschloss*. For lunch, we enjoyed the German buffet at the Hotel Adlon Kempinski, one of the luxurious hotels in Berlin.

For dinner, we enjoyed the round group dinner. We were divided into some 10 groups. My group went to a German restaurant about 20 minutes by bus from the hotel. We very much enjoyed the full-course dinner with delegates from other sections such as Canada, Mexico, Hong Kong, India, Italy, USA and more.

On Day 3, the educational seminar was held throughout the day. Five guest speakers who are industry leaders with global perspectives were invited:



Ms. Heather Jacobs, Senior Vice President, International Human Resources, Four Seasons Hotels & Resorts; Mr. Chris Fradin, Vice President Europe, Forbes Travel Guide; Ms. Stephanie M. Piimauna, Professional & Leadership Development Consultant and Inspirational Speaker; Mr. Matthew Costin, Managing Director, On the Move, BDRC Continental

Mr. Ralph Anderl, Founder and CEO, Berlin

The most impressive speaker was Ms. Piimauna. She shared with us how to recharge, replenish and reconnect, creating our blueprint to a healthy and balanced career.

For dinner, we dined at the *Arminius Markthalle*, a local market, and enjoyed the Berliner street foods. The place originally opened in 1891. It was heavily damaged during the Second World War and was rebuilt. We enjoyed the cuisine, atmosphere, the music as well as the dance time.



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 carried out and that the congress in 2019 will be held in Cannes, where the first international congress was held back in 1952, was announced.

Les Clefs d'Or Award-Marjorie Silverman, the young concierge award, was won by Ms. Jessica Gorman from USA.



The new president election was carried out and Mr. Simon Thomas, the previous 1st Vice President, became the new International President.

In the evening, the Japanese team joined the Asian Section dinner which was held at the German restaurant. 60 members from 10 sections participated in the event and enjoyed networking.



In the evening of Day 5, the gala dinner was held at the grand ballroom at the Maritim Hotel. The attendees were dressed-up and some wore national costumes. Everyone enjoyed networking and the fun time lasted until past midnight saying good-bye and promising each other to meet again at the next congress in Seoul, South Korea.



This experience allowed us to be educated about the hosting country, city and confirm our network with our colleagues from around the globe. We shall use this experience to our advantage to better our services.