



Les Clefs d'Or Japan Key News



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65th International Congress

By AI MAYANAGI

The 65th UICH International Congress was held in Seoul between 5th and 10th April with 435 participants from throughout the globe including 7 Japan team members.

The congress commenced with a big warm welcome from the Korean team. On the second day, some went to the board meeting, and the rest went to the sightseeing tour. On the third day was the Educational Symposium. Dr. Dong Seon Chang, a neuroscientist, Mr. Gerard J. Inzerillo, CEO of the Forbes



Travel Guide, Mr. Gareth Long, InterContinental Hotels Group, Mr. Andrew Pirret, Four Seasons Hotels, were invited as guest speakers. There were various learning topics. In particular, the story of the brain science was astonishing. I was convinced that

“AI” will not supersede concierges as people will always require human touch and relations. Through experience and knowledge, I thought that the “human touch” is what will make the difference and create possibilities. From every speaker, I was reminded of what it is to be a concierge. I was able to realize the pride in my profession again, and at the same time, I was able to reshape my mind into doing a job that does not betray my trust. The general assembly was held on the fourth day. Indonesia was approved and welcomed as the newest family. The new and upgraded website was introduced. The newest feature of the website is the introduction of each city by Les Clefs d’Or members and the visitors could click the web-link in the article to book the writer’s hotel. Les Clefs d’Or Award is an award to encourage the talented young concierges. There were 16 candidates this year and was won by Ms. Brody, The Peninsula Chicago, USA. Ms. Brody will be invited to the next year’s congress which will be held in Cannes, France. The section dinner was held in the evening and the 98 Asian/Arabic members from 12 sections gathered. It allowed us to communicate and strengthen our relationship among the Asian zones. On the fifth day, we experienced a hop-on-hop-off city tour and the congress concluded with the gala dinner at The Shilla Seoul where we spoke generously about how the congress passed away in a blink of an eye.

The congress allowed me to reunite with old friends and also to make new friends which will expand my network and will give me a tremendous. I strongly feel that meeting people directly and communicating face to face is truly important as a member of Les Clefs D’Or. I would like to make use of this wonderful encounter, network and passion for my daily performance and provide even better services to the guests.

Annual General Assembly

On April 18th, the annual general assembly was held in Tokyo with attendance of 37 members and affiliates. Reports from the past year were made and the coming year’s action plan and budgets were approved.



A Visit to Ducasse's Chocolate Boutique

By IKUYO TAKEUCHI

On April 12th, 5 members of Les Clefs d’Or Japan visited "Le Chocolat Alain Ducasse Manufacturé à Tokyo" that opened this March as its first outpost abroad. This special visit came true by the invitation from the sales manager of Ducasse Paris. Since Ducasse Paris is the affiliate of Les Clefs d’Or France, they were kind enough to invite Les Clefs d’Or Japan members to their factory. It is located near Tokyo Station in district of Nihombashi. The factory consists of an open ceiling factory space, a boutique for shopping and a salon where the guests could overlook the procedures of making products.

In the factory, what caught our eyes were the many *couverture* chocolate plates that covered one side of the wall. The cacao contents with its origin were stamped on each of them. They are the base of all products in the factory. Other things we were impressed were the strictly controlled temperature and humidity to offer exactly the same products as created in Paris. It was also impressing that all machines shined up as if they were still brand new.

Mr. Julien Kientzler, the former pastry chef at the "Beige Alain Ducasse Tokyo", is entrusted all the works here that needs the fineness and concentration. He often appears favorably in mass media as a *chocolatier* of the time. We were given a pleasant time for tasting chocolates and baked cakes. The baked cakes are only served in Tokyo. They were all simply designed, but had strong individuality. As for the boutique, it exemplified the craftsmanship with wood, bricks and cast iron.



Ms. Ichihashi, the sales manager based in Japan, mentioned that the Ducasse Paris is in preparation to cooperate with Les Clefs d’Or Japan in the future to better serve customers of the Ducasse Paris and the hotels.

The Ducasse Paris has opened its second chocolate factory in Roppongi, Tokyo, at the end of April.

New Member/Affiliate from Japan!

The crossed keys were given to Ms. Marie-Antoinette Mori, the Chief Concierge at The Tokyo Station Hotel and the certificate was given to the Tobu Tower Skytree Co., Ltd.

As of June 1st, 2018, Les Clefs d’Or Japan consists of 2 honorary members, 29 members and 18 affiliates.



May Monthly Meeting

On May 17th, the monthly meeting was held at the SHIROYAMA HOTEL Kagoshima with attendance of 14 members and affiliates. After the reports from the committee, we invited Mr. Shigetome, the general manager, and had a speech on the hotel. In the second part, we visited Sakurajima, the active volcanoes, guided by the staff of the Ministry of Environment.

