



## Networking Night with the Affiliates

By NAKO SHIBATA

"NORYOKAI", a summer evening party, was held at the Palace Hotel Tokyo on September 18th. 10 affiliates and 20 members of Les Clefs d'Or Japan participated. The affiliates support our daily concierge activity and also supports and cooperates Les Clefs d'Or Japan activities. Our common goal is to develop the tourism sector and make regional contributions. Concierges had the pleasure of exchanging information during monthly meetings. This night was an important chance to deepen interaction between the concierges and the affiliates.

The Palace Hotel Tokyo is located in the central Tokyo next to the Imperial Palace. The Grand Kitchen is a restaurant with a lively open kitchen. On the night, under the Australian theme, a menu with dynamic meat dishes, fresh seafood and seasonal vegetables was prepared for us. Fascinating cuisine, wine, original cocktails were served and for dessert, the hotel's specialty cake which has a touch of Japanese sake and plentiful aroma was served. The joyous atmosphere made comfortable feeling to the affiliates who participated in the event for the first time.



Besides exchanging information, frank opinions and proposals for expansion of each other's services were exchanged as well. Mr. Carlo Fournier, an ex-Les Clefs d'Or Philippines member currently working on the transfer to the Japanese section, was invited to the event. Further smooth cooperation among Les Clefs d'Or Japan members and the affiliates are desired in the future through such events to pursue the motto "In Service through Friendship".

## Celebrating 25 Years of Service

On July 17th during the monthly meeting, we had a moment to celebrate Ms. Etsuko Higashide for her quarter-century-service as a member of Les Clefs d'Or. Ms. Higashide is one of the first Japanese Les Clefs d'Or members working in Japan. She had contributed in founding Les Clefs d'Or Japan. Ms. Higashide was given a special Clefs d'Or pin only given to those who are member for over 25 years. Congratulations, Ms. Higashide!



## August Monthly Meeting

On August 20th, the monthly meeting was held at the ANA InterContinental Tokyo with attendance of 20 members. Mr. Toru Machida, the Vice President of the UK section, who was back in Japan as the guest speaker for the event by the JCA joined our meeting. After the reports by the committee, Mr. Machida kindly shared with us how the monthly meetings and concierge events are organized in London. It was extremely interesting to learn about the other section.



## CSR Activity Report (2)

By AKHIL TIWARI

I had a chance on July 11th to visit the Kids' Door (Non-Profit Organization) venue in Tokyo to provide the educational assistance to our little friends. The Kids' Door was established in 2007 to assist the children without any cost for after school educational assistance for junior and senior high school students. Most of the volunteers are college students and workers. This class was held to familiarize students to interact in English. Great interaction occurred among us and I had an opportunity to share the information about my country, our concierge job and extended a small assistance to complete their homework. There were twelve students and six volunteers on the day. I was able to see the curiosity and anxiety in the eyes of children in the beginning and soon the ice was broken after few jokes among us. About 2.5 hour educational entertainment was done through the slides engaging the children actively by cross questioning and hearing their views. My motive was to make the students comfortable to hear English, understand the concierge role and to further enhance their ability to better understand the foreign country which in my case was India. I further presented our basic concierge role and the miracles which we create each day for our guests. I Hope that my visit to the Kids' Door was meaningful for the kids and the Kids' Door's volunteer team and sincerely looking forward for much more in the near future. Thank you.



## The Concierge Forum

On August 20th, the Japan Concierge Association (JCA) held the "Concierge Forum" at the ANA InterContinental Tokyo. The event welcomed nearly 330 participants including non-JCA members and school students. Ms. Sumiyoshi, the President of Les Clefs d'Or Japan, gave a short speech explaining our society. Among the speakers were Mr. Shigenori Sakemi, the President and CEO of the Tobu Tower Skytree Co., Ltd., and Mr. Toru Machida, the Vice President of The Society of the Golden Keys of Great Britain and the Commonwealth. Both Mr. Sakemi and Mr. Machida presented a topic for discussion for the audience. The event was successful.



## September Monthly Meeting

On September 19th, the monthly meeting was held at the Aman Tokyo with attendance of 37 members and affiliates. After the reports by the committee, Mr. Tiwari, our member, gave a re-presentation he gave at the Kids' Door as part of our CSR activity. We then invited Mr. Fournier, who also attended the evening party on the previous night, and listened to his self-introductory speech conducted in Japanese.

