



Les Clefs d'Or Japan Newsletter Key News



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Congress Participants

- TAJIMA, Ms Masumi
(Mandarin Oriental, Tokyo)
- HIGASHIDE, Ms Etsuko
(Hotel New Grand)
- KOJIMA, Ms Hisae
(Hotel Nikko Kanazawa)
- SHIBATA, Ms Naoko
(The Prince Park Tower Tokyo)
- SUMIYOSHI, Ms Mayako
(Palace Hotel Tokyo)
- TAKEUCHI, Ms Ikuyo
(Hotel Grand Pacific
LE DAIBA)
- TANAKA, Ms Akane
(The Peninsula Tokyo)
- WADA, Ms Miyako
(Imperial Hotel, Osaka)
- IMAIZUMI, Ms Aiko
(Grand Hyatt Tokyo)
- KOJIMA, Ms Shinobu
(Hotel New Otani Tokyo)
- MAYANAGI, Ms Ai
(ANA InterContinental Tokyo)
- NAKAMURA, Mr Yusuke
(Hilton Tokyo Hotel)



『Key News』

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Our activities with International and Domestic members

59th UICH International Congress Held in London

Over 500 concierges from more than 40 countries gathered in London from January 27th to February 1st for several days of discussions, workshops and visits. It was the first congress held in London since 1975. This year's keynote speaker, Mr. David Webster, CEO, IHG Group, presented the educational seminar which was entitled "Maximizing Your Potential." Afterwards, key hospitality industry leaders participated in a panel discussion that focused on topics including the importance of concierge service, strategy, operation systems, marketing, and marketing potential in the Far East. After this, other topics like outsourcing concierge positions, training systems, networking, professionalism, and future technologies were discussed in separate groups. The seminar was both stimulating and well-facilitated.



At the General Assembly Meeting, topics reported included the announcement that Poland had become the 43rd member of the Golden Keys organization. I felt very proud to see our new president, Ms. Masumi Tajima, in attendance on the board of directors, and our former president, Ms. Etsuko Higashide, presenting a report on women concierges. The congress finale was a magnificent gala dinner with a royal marching band. It was attended by more than 1,100 people including Guest of Honor HRH Prince Richard, the Duke of Gloucester.

The entire congress was well organized, offering educational events as well as opportunities to experience both historic and modern London.

We wish to thank all of the staff for their warm hospitality and hard work.

It was a memorable, exciting, and well-structured congress.

(by Naoko SHIBATA)

Japan Concierge Association

Monthly Meeting – Nishi Honganji -

The word austere is often used to describe Kyoto in the winter, but perhaps serene more aptly describes it when we see tree branches slightly decorated with snow. The winter is also the perfect season to appreciate the Japanese concept of 'wabi-sabi,' or transience.

On the day of the meeting, we enjoyed a tour of Nishi Honganji (West Honganji), the head temple of the Honganji faction of Jodo Shinshu, a school of Pure Land Buddhism. The tour was organized by Ms. Naoko Shimizu, Concierge at Kyoto Tokyu Hotel. At Nishi Honganji, we marveled at the surviving masterpieces displayed there, and the architecture, one of the finest examples of the Azuchi-Momoyama and early Edo Periods. Our tour guide was Mr. Ryujo Murakami, Division Manager of the temple.

We started with the building named Shoin, which is a national treasure. Shoin is gorgeous and the inside is richly decorated with uncountable screen paintings and gold foil.

The tour included the Tiger Chambers, the South Noh Stage, Taimensho – the main Audience Hall, Shiro Shoin – the white study hall, the North Noh Stage – one of the oldest in existence, Kokei no Niwagardens, and a large tea pavilion called Hiunkaku.

We appreciate Mr. Murakami for his courteous and enthusiastic lecture and we would also like to thank the staff of the Kyoto Tokyu Hotel that coordinated this wonderful event. (by Akemi KOYAMA)

Regeneration from the East Japan Earthquake

It has been one year since the devastation of the Great East Japan Earthquake on March 11th, 2011. Thanks to your support, the devastated areas are on their way to recovery, and most of the statistics are showing that things are getting back to normal. This includes the once decreased number of tourists from abroad.

Once again, we would like to extend our heartfelt gratitude to you all for your support and contributions.