



Les Clefs d'Or Japan Key News



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Concierge Seminar

February 20th, 2013
Participants

- ABE, Ms. Kay
(Grand Hyatt Tokyo)
- ABE, Mr. Yasutosho
(Conrad Tokyo)
- FAUTT, Mr. Adrian
(Park Hyatt Tokyo)
- HAMASAKI, Mr. Osamu
(Hotel Okura Tokyo)
- HIGASHIDE, Ms. Etsuko
(Hotel New Grand)
- IMAIZUMI, Ms. Aiko
(Grand Hyatt Tokyo)
- KAWAMURA, Mr. Kazushi
(Palace Hotel Tokyo)
- KOJIMA, Ms. Hisae
(Hotel Nikko Kanazawa)
- KOYAMA, Ms. Akemi
(Kyoto Brighton Hotel)
- NISHIKAWA, Mr. Kazuyoshi
(The Westin Osaka)
- MARUYAMA, Ms. Hiromi
(The Ritz Carlton Tokyo)
- MOMOI, Ms. Shinobu
(ANA InterContinental Hotel Tokyo)
- Muller, Mr. Philippe
(Hotel Grand Pacific LE DAIBA)
- OKANISHI, Ms. Akiko
(Sapporo Grand Hotel)
- ONO, Ms. Momoko
(Honorary Member)
- OZAKI, Ryu Kullen
(The Peninsula Tokyo)
- SHIBATA, Ms. Naoko
(The Prince Park Tower Tokyo)
- SUMITA, Ms. Yoko
(Mandarin Oriental, Tokyo)
- SUMIYOSHI, Ms. Mayako
(Palace Hotel Tokyo)
- TAJIMA, Ms. Masumi
(Mandarin Oriental, Tokyo)
- TAKEUCHI, Ms. Ikuyo
(Hotel Grand Pacific LE DAIBA)
- TANAKA, Ms. Akane
(The Peninsula Tokyo)
- TSUGITA, Ms. Naoko
(Cerulean Tower Tokyo Hotel)
- WAKO, Mr. Naohiko
(The Westin Sendai)
- YAMAMOTO, Ms. Misa
(Hotel Granvia Kyoto)

“Concierge Seminar” by Ms. Virginia Casale

February 20th, Les Clefs d'Or Japan and Japan Concierge Association invited International UICH president Ms. Virginia Casale for the seminar at Mandarin Oriental Tokyo.

Mr. Anthony Costa, the General Manager of Mandarin Oriental Tokyo delivered a welcome speech for this special event.

“A Rendez-vous to Capture our Potential in Japan” was the program title and there were over 100 attendees at the beautiful venue. It was truly an educational seminar based on statistics.



Virginia explained and showed us the results of 60 questions about our work environment in comparison between international concierges and concierges in Japan.



There were not many big differences between international and domestic concierges; however some useful advice was given throughout the seminar. There was one advice that was very important which was about the management interaction in the hotel. Concierges should be well communicated with the management on a regular basis to gain the understanding of the importance of a concierge and support.

During her second chapter, she talked about “Networking” by sharing her actual experience which reminded us how important it is for our career and is the “Key” to our success. She had also reviewed the history of the Les Clefs d'Or network since 1929, which made us very proud to have been a part of this great network.



Before we concluded the evening, we had a chance to look back on UICH history and also share our thoughts and values. We all enjoyed her wonderful seminar which she shared her experience and knowledge. We would like to extend our heartfelt gratitude to Virginia for taking the time to come all the way to Japan!



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Writer: Naohiko WAKO

Editor: Adrian FAUTT
Misa YAMAMOTO

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