



Your Les Clefs d'Or **Key Updates**

May – Aug 2022, Issue 4

** A periodic newsletter publication by Les Clefs d'Or International / www.lesclefsdor.org / 12 Rue Cambon, 75001 Paris **

From the President's Desk

Dear members, ladies & gentlemen and above all friends,

It is my pleasure to address you all in this, our second newsletter for 2022. A newsletter where we are celebrating 70 years of service excellence, across borders, with international hotel operators and properties alike. Our association is based on friendship to the benefit of the individual traveler, our valued partners and not to forget our hotel properties.

Our anniversary on April 25 was marked across the world from our sections and I thank you all for your participation and engagement to celebrate this day with us even afar from each other, we could experience the warmth of your celebrations on social media and I want to thank you all for your participation.

Personally, I was fortunate enough to be with the GB Section on April 23 for a gala with more than 250 people attending along with our General Secretary Burak Ipekci and the Western Europe Zone Director Martin Mulholland. The event reassured me of our future, wonderful raffle prizes were donated by all and we all had the chance to reconnect with friends we have not seen for a very long time. It is incredible what the pandemic has done, but so wonderful to see familiar and new faces at these events like it was yesterday. It was truly fantastic and I would like to thank President Toru Machida and the entire GB Section for their generous hospitality and heartwarming friendship.

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Anders Olsted Jensen
President,
Les Clefs d'Or International

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From the President's Desk *(continued)*

Although we certainly had a milestone occasion to celebrate, there are those among us who are facing life and death situation daily at the moment. On behalf of the Executive Committee, I want to send my heartfelt thoughts to our members in Ukraine, where some of them have been forced to bear arms to defend their country and freedom.

Some sections are still suffering from travel ban and as a result we will be missing some of you during our upcoming meeting in Marrakech from May 11 to 14, where we will have our Board of Directors Meeting this year. Unfortunately we were unable to have a full congress in 2022, but I can tell you we have something very special planned for you with our friends in Turkey for Istanbul in 2023, it will truly be a memorable event.

Speaking of events this year, we have already our Pan-American Congress coming up end of August and I am sure it will be a magical one hosted by our friends in Brazil and in the beautiful city of Rio. We have experienced great support from our partners, and President Renata Cury Farha has arranged a very nice program for all attendees, which will also be represented by 3 members of the Executive Committee.

We are hoping for another surprise for you, but before it is confirmed we cannot make any official announcements as of yet. I hoping to be able to give you an update in the next newsletter, if not sooner.

Finally I would like to make a toast to a bright future for our beloved profession and industry, I am proud of the organization to which I belong and for you our members for making it so very special!

Vive Les Clefs d'Or!

Your friend,
Anders

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Les Clefs d'Or
AWARD
Tony Facciolo

Meet our talented Les Clefs d'Or Award 2020 Nominees!

The Award keeps growing every year since its first edition back in 2008. We have the pleasure to introduce our 14 candidates for this 13th edition in honor of Tony Facciolo.

The Award Committee would like to congratulate the 14 candidates for the journey they have started in January 2020. It is an immense pleasure to announce that it continues this year and will end in Marrakech next month!

Les Clefs d'Or
Award 2020
Tony Facciolo
Sponsor:

IHG
InterContinental
Hotels Group



Rachita BARGHAHA
Raffles Udaipur
INDIA



Sinan BENZONANA
Ciragan Palace Hotel
Kempinski, TURKEY



Matthew DU
Crowne Towers
Melbourne, AUSTRALIA



Fruszina FEKETE
Ritz-Carlton Budapest
HUNGARY



Rick KARSTEN
The Grand by Sky City
NEW ZEALAND



Sinjaporn LIMAPHAN
St Regis Bangkok
THAILAND



Edurne MAYOZ
Maria Cristina Sebastian
SPAIN



Angelica MIOZZA
Wynn Las Vegas
USA



Ksenia NIKITINA
Four Seasons Moscow
RUSSIA



Muhendra REDDY
The Ritz-Carlton Langkawi
MALAYSIA



Cosimo SOLETO
Jumeirah Frankfurt
GERMANY



Michael SORGATO
San Clemente Palace
Kempinski ITALY



Mael Talibart
Kimpton Saint Honore
Paris, FRANCE



Judith VAN DER HEIJDEN
Hotel Rosewood London
GREAT BRITAIN



The Award Committee:

Randy Santos, 1st Vice President UICH
Robert Watson, Honorary UICH President and Sage
Raphaëlle Grandgirard, 2019 Award Winner
Sammy Chan, President Les Clefs d'Or Macau
Borja Martin Guridi, President Les Clefs d'Or Spain

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The Corporate Social Responsibility Committee

The Corporate Social Responsibility (CSR) Committee is thrilled to announce its latest initiatives with all of you.

We have completed the second round of questionnaires of the "Guardians of the Guest" project. We have compiled the results and will soon share that report with you.

In addition, we have prepared the "CSR 2021 Report" that highlights the actions contributed worldwide by all the sections.

Lastly, we would also like to share that the CSR Family is actively engaged in efforts of assistance regarding the recent news between Ukraine and Russia. We regret the difficult time that they are facing, and we hope this entire sad situation will come soon a close.

We look forward to finally meet face to face on our next gatherings.

In Caring Through Friendship,

Your CSR Family



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The Communications Committee

The Communications Team is happy to keep you updated with the on goings within our Society especially through our various social media channels. Thank you for showing your support by following us, and do share them further with your colleagues, friends and family!

Les Clefs d' D'Or Social Media Channels:

Facebook - @lesclefsdorintl – **8,300** Followers

Instagram - @lesclefsdor – **7,950** Followers

Linked In - @les clefs d'or® international – **16,400** Followers

Twitter - @LesClefsDorIntl – **2,200** Followers

We are also working very closely with the Education Committee by acting as liaison to channel out the various Educational programs that have been planned for all our members



Peter Buday

Four Season Hotel, Gresham
Palace Budapest HUNGARY



Kathrin Beulshausen

Hotel Grand Élysée,
Hamburg, GERMANY



Shelley Hayashi

Vancouver, BC
CANADA



Olga Kachalova

Four Seasons
Saint Petersburg, RUSSIA



Xavier Kok

Marina Bay Sands,
SINGAPORE

Your Les Clefs d'Or Key Updates is a periodical newsletter published independently by the Communications Committee of UICH Les Clefs d'Or, highlighting the activities carried by members across the globe. Should you wish to share your respective section news or activities or be featured in future publications, kindly forward them via email to: assistantsecretary@lesclefsdor.org

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Board of Directors Meeting – Marrakech 2022

From the 11th to the 14th of May 2022, the Board of Directors of Les Clefs d'Or will be meeting in Marrakech – our first face to face meeting, in place of an International Congress, to discuss, and plan out the future of our beloved association.

We would like to take this opportunity to extend our gratitude to Mr Youssef Mamouni, and the members of Les Clefs d'Or Morocco for taking up the initiative to organize and host this much awaited gathering at the historical and cosmopolitan Marrakech!

Pre Meeting: 10th May 2022

- Day trip to Essaouira (optional)

Day 1: 11th May 2022

- Arrival of Delegates
- Executive Committee Meeting
- Opening Reception at the Buddha Bar (All Delegates)

Day 2: 12th May 2022

- Educational Workshop with Mark Patterson (All Delegates) – *Salle Jean Bauchet*
- Les Clefs d'Or Award (Award Candidates and Committee) – *Salle Alexandre*
- Medina Sight Seeing Tour (for spouse and partners)
- Dinner in the Desert – *The White Camel Lodge*

Day 3: 13th May 2022

- Board of Directors Meeting (All Delegates) – *Salle Jean Bauchet*
- Cooking Class in a farm in the Countryside (for spouse and partners)
- Gala Dinner – *Palais Gharnata* (All Delegates)

Day 4: 14th May 2022

- Departure of Delegates
- Day Trip to Atlas Mountain (optional)

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Les Clefs d'Or Philippines

SECTION UPDATES

The Philippines welcome you!

Fully-vaccinated foreign nationals from visa-free countries, including their children, can now visit the Philippines starting February 10, 2022.

You are considered fully-vaccinated when you have received the 2nd dose in a two-dose series or a single dose vaccine more than 14 days prior to the date of departure from the country of origin.

The vaccine used must be one that is authorized by the Philippine Food and Drug Administration (FDA) or the World Health Organization (WHO). Children below 12 years old, regardless of vaccination status, can also travel to the country. They will follow the protocol for the accompanying fully-vaccinated foreign parent.

Introducing our Executive Committee Members



Robert Andrew Porter
PRESIDENT



Mayumi Hayakawa-Marcelo
IMMEDIATE PAST PRESIDENT



Kevin Raphael Santos
SECRETARY GENERAL



Ginno Zialcita
ASSISTANT SECRETARY GENERAL



Ricky Carandang
TREASURER



Bryan Philip Beley
ASSISTANT TREASURER



Jovie Pacia
PUBLIC RELATIONS OFFICER



Frances Balboa
ASST PUBLIC RELATIONS OFFICER

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SECTION UPDATES

Les Clefs d'Or Brazil



On behalf of the *Les Clefs d'Or Brésil* section, we are very pleased to share what's been going on in our section with you.

Luckily, the COVID numbers are decreasing every day in our country and the vaccination is at full throttle. We were able to have our first Face to Face meeting with our partners and sponsors in São Paulo. It was held on the 5th of April, at the Blue Tree Towers Paulista and was attended by 10 of our members. During the meeting, we were given a presentation from 3 vendors, Helimarte – a helicopter services company; Safety Transfer car services; and a restaurant called Miro.

Our focus now is to get everything ready to host the Pan-American Congress that will happen in Rio de Janeiro in the end of August. We will do our outmost to make a brilliant event, full of joy, happiness and above all Friendship.

Warmest Regards,
Les Clefs d'Or Brésil Section.

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SECTION UPDATES

Les Clefs d'Or Japan

On 17th January 2022, the Japan Concierge Association and Les Clefs d'Or Japan co-hosted an online seminar that carried the theme "Connect the Role of Concierge, Present to the Future". It was attended by 116 members. In the first part of the seminar, **Ms Helga Tabuchi**, Counsellor of Japan Tourism Agency, in charge of International Relations and Tourism Human Resources Policy, spoke about the current situation and prospects of tourism in Japan. She highlighted that there was a shortage in human resources within Japan's Tourism sector, but reassured us by saying that "Concierges play an important role in connecting the potential of our country with our guests"



Next **Ms Kay Abe**, Honorary Member of both Les Clefs d'Or Japan and Japan Concierge Association shared the main purpose of the seminar and emphasized to all members present to take advantage and benefit from it.

In the second part of the Seminar, 3 invited guests, namely **Ms Noriko Sawayama** of the Curation Hotel Association; **Mr Yoshinori Tezuka a.k.a "Yoshi"**, a fourth generation Sushi chef of Matsunozushi; and **Mr Ritsu Yamada**, General Manager of Gyokusendo Co. Ltd; - all talked about the importance of connecting with the Japanese culture, architecture, craftsmanship, innovation and most importantly hospitality with the customers.

In the third part of the seminar, **Mr Anders Olsted Jensen**, President of Les Clefs d'Or International, gave an update of the current situation, future plans and activities of the committees. He also spoke about the theme of "Connecting" and the importance of connecting not only among members and guests but also with our partners.



At the end of the seminar, a silent tribute and prayers were offered for **Mr Arshad Khokhar** from Denmark who recently passed away. He was a dear friend and active Les Clefs d'Or member who was to celebrate his 50th anniversary with the association this year.

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FUN PAGE

PUZZLE TIME!

Bryan Wilkinson, an active member from Les Clefs d'Or New Zealand, Concierge of The George, Christchurch, wishes to share the following puzzle he created for some entertainment to all, and also to challenge your brains!

If you do solve it, do look him up in our Book of Members and drop him a line!

FIND TEN WORDS

F	O	C	Y	B	V	M	X	T	E	L	H	M
R	M	E	N	C	O	U	R	A	G	E	O	F
B	B	E	F	R	I	E	N	D	C	N	K	R
N	F	R	N	O	C	S	W	E	I	A	P	I
C	H	W	G	T	B	A	C	T	G	H	S	E
A	F	L	S	R	O	J	O	E	K	U	C	N
S	R	P	I	I	D	R	S	O	S	G	K	D
E	A	D	M	A	L	M	E	T	L	T	U	S
R	M	U	I	L	H	G	Y	W	P	S	I	H
V	X	M	O	T	D	C	N	T	A	L	H	I
I	L	R	C	Y	M	E	M	B	E	R	V	P
C	N	G	N	S	H	T	S	E	C	R	D	N
E	V	I	T	C	A	V	O	W	R	T	P	S

The KEY to unlock your recipe

1. _ _ _ _ _
2. _ _ _ _ _
3. M _ _ _ _
4. E _ _ _ _ _ _
5. M _ _ _ _ _
6. B _ _ _ _ _
7. E _ _ _ _
8. R _ _ _ _
9. S _ _ _ _ _
10. _ _ _ _ _ _ _