



# Your Les Clefs d'Or Key Updates

Jan – Apr 2023, Issue 6

\*\* A periodic newsletter publication by Les Clefs d'Or International / [www.lesclefsdor.org](http://www.lesclefsdor.org) / 12 Rue Cambon, 75001 Paris \*\*

## From the President's Desk

Dear members, dear friends, Ladies & Gentlemen,

Happy New Year to all of you as I hope you all had a great celebration and start to 2023. Many of us were working and it was a pleasure to see all the different posts and messages during the holiday season from four corners of the world.

2023 is going to be a very interesting year for Les Clefs d'Or, shortly before our congress in Istanbul, I will be traveling to Las Vegas with our General Secretary Burak Ipekci to attend the Forbes Summit at the end of February. Only six days after our return, we will be on the road once again to attend our International Congress in Turkey. I would like to thank Burak for his hard work and dedication to Les Clefs d'Or. His work ethic and commitment are inarguable and the movement with our friends from Forbes is a direct outcome of his continuous efforts.

2023 will also be an election year. The year I will step down as your International President and leave the realm to my successor. The candidates for the upcoming elections and positions on the Executive Committee will be revealed very soon. I would like to take this opportunity to thank all the teams around me. From our Committees to the Zone Directors and of course my fellow members of the Executive Committee, not to forget our wise guardian angels, Committee des Sages, thank you all for your daily consistent contribution the benefit of our beautiful organization. The past two years has been quite a journey both personally and professionally, and I will forever keep this experience very close to my heart.

Although my term in office is coming to an end, I will not disappear completely. I am delighted to inform you that as of 1st of February I will be taking on the role as Chef Concierge at Skt. Petri Hotel in Copenhagen, part of SH Hotels & Resorts. This means I will continue in the role as Past President of our beloved Les Clefs d'Or and assist the newly elected ExCo in the coming mandate.

I would also like to take the opportunity to thank my friend and mentor Roderick Levejac as 2023 will mark the end of his journey on the Executive Committee which he has been working with more or less since the past 20+ years. Hopefully many of the sections will show him the support and respect he fully deserves in recommending him to our fellow Committee des Sage.

I would also like to personally thank Roderick for the great work that has been doing in amending, rewriting and restructuring our statutes, a project well overdue and a project we can see to voted upon in Istanbul. I am personally very happy with the results we have come up with.

Our 68th international congress in Istanbul, awaits us in March, 4 years after our last congress. Who would have imagined this when we left the great experience and hospitality we all enjoyed provided by our French colleagues? We still have some available rooms for Istanbul, but at this stage we only can offer double rooms as all singles have been sold out. So, we recommend you find a fellow member or bring along your spouse to enjoy the warm hospitality of President Adnan Öner and his team who await us with open arms. See you soon my dear friends, I cannot wait to see you all again soon.

In Service Through Friendship & Vive Les Clefs d'Or  
Your friend,  
Anders

### IN THIS ISSUE:

From the President's Desk	1
Les Clefs d'Or Awards	2
CSR Committee Updates	3
Communications Committee	4
Education & Training Committee	5
Strategic Partnership Committee	6
Section Updates	7-11



Anders Olsted Jensen  
President,  
Les Clefs d'Or International

# Your Les Clefs d'Or Key Updates



## Les Clefs d'Or Awards Committee

We are pleased to announce the candidates for the 14<sup>th</sup> Annual Les Clefs d'Or Award honoring Denis TC O'Brien. Sponsored by Mandarin Oriental Hotel Group.

Over the next few months, these Young Leaders will be participating in a friendly competition where they will meet in person at their first International Congress in March 2023 in Istanbul. The award process is comprised of multiple exams, interviews, and exciting new memories with gained friendships from around the world. They have received high remarks and endorsement from their Section Leaders and we are excited to see what they bring to the future of Les Clefs d'Or.

### Introducing our 16 candidates:

<b>Áron Bokros</b>	Matild Palace, a Luxury Collection Hotel – Budapest, Hungary
<b>Bomi Yoon</b>	JW Marriott Seoul – Seoul, Korea
<b>Evan Baker</b>	Rosewood Mansion on Turtle Creek – Dallas, Texas, USA
<b>Fabienne van den Bergh</b>	Sofitel Legend the Grand Amsterdam – Netherlands
<b>Giulia Romagnani</b>	Anantara Palazzo Naiadi – Roma, Italy
<b>Josephat Osiemo</b>	Mandarin Oriental Jumeira – Dubai, U.A.E.
<b>Julien Gentle</b>	Rocco Forte Hotel de Rome – Berlin, Germany
<b>Justyna Kaminska</b>	Mandarin Oriental Ritz Madrid – Madrid, Spain
<b>Magali Brandariz</b>	Palacio Duhau Park Hyatt Buenos Aires – Argentina
<b>Magnus Simonsen</b>	Nimb Hotel – Copenhagen, Denmark
<b>Marie-France Gregoire</b>	La Réserve Paris – Paris, France
<b>Michael Lombardi</b>	Nottawasaga Inn Resort – Alliston, Ontario, Canada
<b>Pierre-Felipe Valladares</b>	Mandarin Oriental Geneva – Geneva, Switzerland
<b>Sabuhi Yavuzer</b>	Four Seasons Hotel Istanbul – Istanbul, Turkey
<b>Sahil Suri</b>	The Berkeley – London, Great Britain
<b>Thanaphon Bundusit</b>	Bangkok Marriott Marquis Queen's Park – Bangkok, Thailand

### 2023 Award Panel

#### Angelica Miozza

Wynn Las Vegas,  
Les Clefs d'Or Award Winner 2022

#### Randy Santos

Fairmont Doha  
UICH 1<sup>st</sup> Vice President

#### Colin Toomey

Shangri-La Hotels Sydney  
UICH Honorary President & Sage

#### Borja Martin Guridi

Mandarin Oriental, The Ritz  
Las Llaves de Oro President

#### Sammy Chan

Grand Hyatt Macau  
Les Clefs d'Or Macau President

*Congratulations to our candidates!*

We wish them the best of luck on this journey of a lifetime!

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

## Corporate Social Responsibility Committee

The Corporate Social Responsibility (CSR) Committee is thrilled to share its latest initiatives with you!

During the last Pan-American Congress in August that took place in Rio de Janeiro, we had organized a Beach Clean-Up in the iconic beach of Copacabana.

There were around thirty members from Brazil, Mexico, Argentina, Chile, Uruguay and two members of the ExCo, Randy Santos and James Ridenour, who participated this activity.

We are also delighted to inform you that our family has grown and we now have ten members in our committee. We are very happy to welcome our new members: Mildred Schneidman – Les Clefs d'Or USA , Julia Sieler – Les Clef d'Or Germany, Daryl Bismanos – Les Clefs d'or UAE , Daniel Kamaku – Les Clefs d'Or Qatar.

We will be sharing with you very soon the CSR activities that we are organizing for our International Congress in Istanbul.

In Caring Through Friendship,

*Your CSR Family*





# Your Les Clefs d'Or Key Updates

## Communications Committee

The Communications Committee welcomes a new member in our team, Josh Blake from Les Clefs d'Or Australia!

We are 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'Or Social Media Channels:

Facebook - @lesclefsdorintl – **8,936** Followers

Instagram - @lesclefsdor – **8,448** Followers

LinkedIn - @les clefs d'or® international – **18,707** Followers

Twitter - @LesClefsDorIntl – **2,221** 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.



**Raphaelle Grandgirard**  
Mandarin Oriental Geneva,  
SWITZERLAND



**Peter Buday**  
Four Season Hotel,  
Gresham Palace Budapest  
HUNGARY



**Kathrin Beulshausen**  
Hotel Grand Élysée,  
Hamburg, GERMANY



**Shelley Hayashi**  
Vancouver, BC  
CANADA



**Josh Blake**  
Four Seasons, Sydney  
AUSTRALIA



**Xavier Kok**  
Marina Bay Sands,  
SINGAPORE



**Mael Talibart**  
Lutetia  
Paris, FRANCE

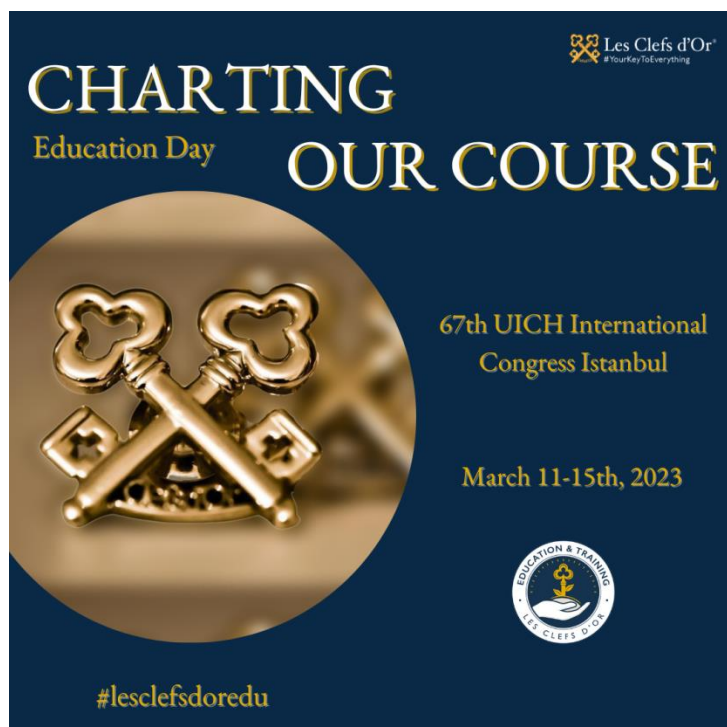


**Sharezal A Wahid**  
The Majestic Hotel  
Kuala Lumpur,  
MALAYSIA

# Your Les Clefs d'Or Key Updates

## Education and Training Committee

After two years of on-line seminars, we are excited to be back - live and in person! The Education & Training Committee has been busy developing the program for the Education Day in Istanbul.



Moderating the day will be [Mark Patterson](#), a long-time friend of Clefs d'Or, who began his career as a bellboy working for the late Arshad Khokhar at the Sheraton in Copenhagen.

Some might remember him as a keynote speaker and facilitator at the 2008 UICH Congress in Copenhagen, where he spoke about the importance of relations and networking.

Ever since, he has visited countless hotels, and always been very curious about the thoughts and ideas of the concierges. He is known for asking a lot of questions - especially "why" every time he finds something interesting.

Mark is Chairman of the CEO-organisation 360 <https://360.dk/> where his job description is strategy consultant, working with companies like Maersk, KPMG and SAAB.

Our guest speakers, industry leaders, will provide us with insight and inspiration that will lead us into a workshop directed by Mark.

Through collaboration we will be planning, developing and "Charting our Course" for Les Clefs d'Or and the concierge profession for the next three to five years.

The Education and Training Committee is looking forward to meeting you in Istanbul!

Sheron Empey, Canada Thomas Munko, Germany Renata Farha, Brazil Michael Romei, USA Albert John, India Magali Brandariz, Argentina Muhen Reddy, Malaysia	ExCo Liaison: James Ridenour, 2 <sup>nd</sup> VP, Australia  Advisors: Maurice Dancer, USA & Risa Miyake, Canada  Communications Liaison: Kathrin Beulshausen, Germany  Istanbul Congress Liaison: Kerem Katioğlu, Turkey
---	---

# Your Les Clefs d'Or Key Updates

## Strategic Partnership Committee

### HISTORY

The Strategic Partnerships Committee was first established in October 2017, with the understanding that each term will be for two years. After each term two members would step down and be replaced by two new members.

The current team is listed below:

- Shujaat Khan - Chair
- Christophe Hundehage
- Binoy Nair
- Adnan Oner
- Maria Wittorp

*Mathieu Glaser*, UICH Treasurer will serve as the manager of this committee in keeping track of Sponsors Funds.

The primary objectives of the committee remain the same.



### Future Activities

Follow up with all potential sponsors of Turkey Congress

Strengthen our current partners.

Continue to find new partners who embody our brand.

### Our goals for 2022

- Secure sponsorship commitments for RIO Congress and International Congress in 2023.
- Work closely with partners to help with registration if needed.
- Secure artwork for the programs.
- Work with Congress Committee members to ensure proper upgrades for sponsors.
- Assign one committee member to each sponsor look after sponsor in attendance during each congress.

### SPONSORS

1. **GSW - PLATINUM CONFIRMED**
2. **ALICE -**
3. **MS Shift -**
4. **SIXT -** Christoph has sent the document and both of us have communicated with Nicolette
5. **Cachet -**
6. **BOYNER-** Largest Dept Store in Turkey. Maria is in touch with the owners and will have something confirmed shortly
7. **INT NY Times-** Sponsorship Tier was to Helen last Month. I would ask you or Anders to do a follow-up.
8. **AMEX - CONFIRMED**
9. **Tourbo SILVER CONFIRMED**

**We continue to look for Sponsors for the Turkey Congress and plan to make it financially successful for our colleagues. We are confident that we will achieve our goals.**

**Looking forward to welcoming you to the Congress.**

# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Luxembourg

The year 2022 began quietly at first for all of us in Luxembourg, however thanks to the drop in Covid-19 cases, things began to open up again and we finally managed to have a physical meeting during our Annual General Meeting in June 2022, followed by a dinner hosted at Basta Cosi.



In Autumn we gathered again in friendship and celebrated Autumn with a dinner at **Les Copains d'Abord** (Friends First!) – together with our mascot, Max!

Here's looking to a new year 2023 with bigger challenges, a new President, and new Committee!

Best wishes to all and in friendship!

*Simon,*  
President Les Clefs d'Or Luxembourg



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Brazil

On behalf of Les Clefs d'Or Brésil, I am very pleased to share some updates about our section.

This year of 2022 is very special to us, because we celebrate 30 years of the foundation of Les Clefs d'Or Brésil.

We recently hosted the PanAmerican Congress in Rio de Janeiro, where we had the opportunity to host 160 members from Americas and some international guests. We had 12 members out of our 26 members joining the Congress. We had an amazing time together after a long time and could feel that the flame of our association is more alive than ever.



In 2022 we kept doing online meetings specially when we aim to connect members all over the country. Many face-to-face events happened in Rio de Janeiro and São Paulo, visiting new venues in both cities and expanding our networking.

Warmest Regards,  
Les Clefs d'Or Brésil Section.



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

## **SECTION UPDATES**

### **Les Clefs d'Or Indonesia**



Les Clefs d'Or Indonesia held its 4<sup>th</sup> Annual General Meeting in 2022, in Bandung, West Java. The General Meeting was the first after a 2-year hiatus during pandemic. The event was held in Holiday Inn Bandung Pasteur, inviting hotel concierges from all around Indonesia, from Bali, Jakarta, Surabaya, and Bandung and more.

The event held on 4 – 7 December 2022, invited Mr. Sharezal Wahid, Asst. General Secretary of UICH Les Clefs d'Or International and Mr. Cahyadi Pakeh, Public Speaking Coach as the speakers during the educational session. During this event we also invited our Past President, Mr. Hasan Ashari as our advisor for the association.

The event, which was started with welcome dinner at Kampung Daun on the 4<sup>th</sup>, welcomed more than 90 participants, including students from local Tourism Academy as well as supporting vendors. The event continues on the 5<sup>th</sup> with Day Activity, Offroad and Rafting which was a fresh change for participants to enjoy the nature in Kampung Gajah and Sari Ater.

## Les Clefs d'Or Indonesia *(continued)*

On the 6<sup>th</sup> of December, the General Meeting was opened by several invited figures, such as **Ibu Ririen Wiyanto**, General Manager of Holiday Inn Bandung Pasteur; **Mr. Sharezal Abd Wahid**, Asst. General Secretary of UICH Les Clefs d'Or; and **Bapak Arief Syaifudin**, Head of Tourism Department Bandung City. We were also graced by the speech from **Mr. Randy Santos**, 1<sup>st</sup> Vice President UICH Les Clefs d'Or International, who joined us live via Zoom.

The General Meeting itself, was conducted in closed manner, only attended by Full Members of Indonesian Section. The topic of discussion is to update the members in regards to the Statutes Revision Committee as well as preparation for International Congress Bidding for 2024 in Bali.



During this AGM, we also welcomed 3 new members, **Mr. Firman Kristianto** of *Hilton Bandung*; **Mr. I Wayan Artana** of *Sofitel Nusa Dua Bali Resort*; and **Ms. I Gusti Nyoman Dewi Aryani** of *The Legian Seminyak*. We would like to thank our members and friends who have attended the event, as well as our gracious sponsors, also Holiday Inn Bandung Pasteur for hosting the event, who have made this event successful. See you all next year!

**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](mailto:assistantsecretary@lesclefsdor.org)

# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or USA

Les Clefs d'Or USA welcomed members to the first post-Pandemic Pan-American congress in Rio de Janeiro, Brazil, in August 2022. It was a joyous occasion to reunite and renew our friendships. Our thanks go out to the planning and host committees for providing an amazing congress under very challenging circumstances.

During the Rio congress, a new board of directors was elected and later, we appointed some vacancies. We are pleased to present the new board of directors of 2022-2023:



President  
**Leigh Anne Dolecki**  
Meadowood Napa Valley, St. Helena, CA



Vice President & Secretary  
**Claudia Abma**  
Fontainebleau Miami Beach, FL



Treasurer  
**Marci Fermin**  
Mandarin Oriental, Boca Raton FL



Congress Liaison  
**Jeanne Mills**  
Aria Resort & Casino, Las Vegas, NV



Director of Concierge Relations  
**Kelly Richie**  
Ritz Carlton, San Francisco, CA



Director of Development  
**Maria Wittorp**  
The Mark Hotel, New York, NY



Director of Education  
**Robert Marks**  
Omni Hotel, San Diego, CA



Director of Membership  
**Daniel Rey**  
St Regis San Francisco, CA

The new board will meet in mid-January in San Francisco, California, to plan the future of our section. As the world economy slowly recovers and the concierge profession struggles to recover, we have much work to do to support our members.

The United States is currently organizing a North American congress in Las Vegas at the end of May, which will include our friends in Canada.

We look forward to renewing friendships when we gather in Istanbul.

In Friendship,  
Leigh Anne Dolecki, President



Past President  
**Nathan Goff**  
Boston Harbor Hotel, Boston, MA



Board Advisor  
**Shujaat Khan**  
Capital Hilton, Washington DC