



WELCOME TO OUR

Les Clefs d'Or Newsletter

IN THIS NEWSLETTER:

- Words from our president, James Ridenour on behalf of the executive committee
- Committee Updates
- Section Updates
- Media Watch Report



The International Newsletter was created to shine a light on the most meaningful and engaging moments taking place within our Sections around the world. Its purpose is to strengthen the connection across our global community, celebrate the achievements of our members, and share initiatives that reflect the values and spirit of Les Clefs d'Or.

Published quarterly, this newsletter offers every Section an opportunity to showcase its work, highlight its successes, and contribute to a shared sense of unity across our federation.

We extend our sincere appreciation to all who contributed their time, stories, and photos—your participation ensures this publication remains a vibrant reflection of our collective excellence.

SECOND QUARTER

Words from our President, James Ridenour

Dear Friends,

Since our congress in Sydney your Executive Committee have been very busy with the closure and finalisation of the Sydney Congress and looking towards our next congress in Bangkok, Thailand. We have been in constant communication with Dean and Title and their respective teams. We wish to thank Dean and Australian friends for an exceptional congress in Sydney and we are putting our full support behind Title and his team for what promises to be another spectacular congress in Bangkok.

I have recently travelled to Wellington where I was able to attend the New Zealand Annual General Meeting hosted by Wellington based members Jason Eade and Phil Shearer, with President Gustavo Concha presiding over the weekend's events. It was a great pleasure to be the 1st UICH President to attend a New Zealand AGM, to witness the Kiwi team's professionalism and innovation. Our friends in New Zealand do our society proud representing our global federation with pride and world class service. Thank you to Gustavo and the team for the invitation to join you. It was an honour and a great pleasure to spend time with everyone and I look forward to returning to Aotearoa, the land of the long white cloud, soon.

I also had the distinct pleasure of travelling to Udaipur India to participate in Les Clefs d'Or India's 15th Annual General Meeting. While India is one of our newer sections they have grown immensely in the past 15 years. Thank you to Edwin and Nilesh for your very kind invitation. India's membership is now closing in on 200 and their enthusiasm, professionalism and dedication to the profession is very impressive.

During the Education Day I was pleased to be able to deliver a seminar on 'Think Like an Owner' where we were able to expand on the great work started at our congress in Sydney. We discussed ways that the concierge is able to innovate and participate in all aspects of the hotel operation including Human Resources, training and education, Sales, Marketing, Guest Relations, Finance and Front Office to name a few. The seminar was well received and I have no doubt that our friends in India are now making an even greater impact in their respective hotels. I wish to thank all the members of Les Clefs d'Or India for the great honour to participate in the congress and for the wonderful honour of being including in the Indian family as an Honorary Member. I will cherish this and my time in India always.



Words from our President, James Ridenour

I am looking forward to joining our North American friends for the Pan American congress in Vancouver in September and hopefully the 100th Anniversary of Les Clefs d'Or Sweden in October as well.

In the coming months I will be hosting another Town Hall where all of our members are welcome to join me in a Team's Meeting to discuss all things Les Clefs d'Or. Stay tuned for the meeting invitation which I am hoping to schedule sometime in late October or early November.

Until then as always, I am free to all our members for a catch up so please be in touch by email or WhatsApp. You will find my contact details in the Book of Members.

Thank you for your support and Vive Les Clefs d'Or.

In service and friendship,

James Ridenour

James Ridenour
UICH President





Committee Updates

IN THIS SECTION:

- Message from 2nd Vice President- Robert Marks
- Education & Training Committee
- Award Committee
- Communications Committee



Message From UICH 2nd Vice President Robert Marks

Dear friends,

It has now been a few months since our remarkable Congress in Sydney, and the Executive Committee continues to reflect on what an outstanding event it was. Our friends in Australia did an extraordinary job planning and delivering such a memorable and successful Congress.

On a personal note, I would like to extend my sincere thanks to every individual who contributed to the planning, organization, and execution of the Congress. Your dedication, hard work, and attention to detail created an exceptional experience and countless lifelong memories for so many of our members. We are deeply grateful for all that you did.

Since the Congress, the Executive Committee has had the opportunity to review feedback from many members who attended the event and completed the Congress survey. Your comments, suggestions, and ideas were incredibly valuable. They provide meaningful insight into your experiences and will help guide our planning as we continue to improve future Congresses.

One area of particular importance was our Congress Education Day. The thoughtful feedback and perspectives shared through the survey have been provided to our Education Committee Chair and the entire Education Committee. They are carefully considering your input as they evaluate and refine future educational programming. I wish to thank the Education Committee for all of their work and efforts on behalf of our members and the Education Day which they work so hard to create.

With the goal of developing Education Days that truly reflect the interests, needs, and priorities of our members, the Education Committee has prepared a new Educational Concepts Survey that will soon be distributed. Your participation will play a vital role in shaping future educational programs and ensuring they provide the topics, speakers, and learning experiences that our members value most. Thank you in advance for participating in and sharing your thoughts and communicating with us. Your feedback will help us continue to build educational opportunities that serve and inspire our federation.

Speaking of communication, I would like to express my sincere gratitude to our Communications Committee for their dedication to keeping our membership informed and connected. Through their hard work, they continue to share important news, updates, and stories that highlight the achievements of our members and the work of our federation. Publications such as our newsletter provide a valuable way to celebrate successes, exchange ideas, and strengthen the bonds within our global community.

I know the Communications Committee will continue to explore new and innovative ways to share the message of Les Clefs d'Or and to promote the exceptional value our members bring to the hospitality industry and the traveling public around the world.

As I close, I encourage you to stay connected with me. I always welcome your ideas, suggestions, questions, and concerns. Whether by email, WhatsApp, or any other means of communication, I would be delighted to hear from you. Open communication is one of the foundations of a strong federation, and together we can continue to build meaningful relationships and create new opportunities for our members.

I remain, as always, at your service and in friendship.

Robert



EDUCATION & TRAINING COMMITTEE

Dear Friends,

After a very exciting Congress in Sydney and an innovative and inspiring Education Day, the Education Committee now turns its attention to Bangkok and the planning of our 2027 Education Day.

Before we begin this next chapter, however, I would like to express our sincere gratitude and appreciation to all of the committee members, sponsors, presenters, speakers, and creators who made our Sydney Education Day possible. Their dedication, hard work, creativity, and commitment were instrumental in its success. Without the contributions of these remarkable individuals, our Education Day would not be possible. We are deeply grateful for their efforts and for the passion they bring to advancing education within our profession.

We hope you have all had the opportunity to review the Sydney Education Day takeaways posted on the VPO. The videos and documents provided will assist you in preparing a report, should you wish to share feedback with your hotel management team on the value and benefits of attending a congress.

As we begin planning for our Education Day in Bangkok, we will be seeking the guidance, input, and ideas of our members to help shape future educational experiences. In the coming weeks, we will distribute an Education Survey and invite you to share your feedback, suggestions, recommendations, and innovative ideas regarding the topics, formats, and experiences you would like to see included in our educational programs.

Your input is invaluable and will play a vital role in helping us create meaningful educational opportunities that reflect the interests, needs, and aspirations of our membership.

We look forward to collaborating with our fellow members as we develop educational experiences that inspire, educate, motivate, and uphold the high standards of our organization. We encourage all members to reach out to the Education Committee at education@lesclefsdor.org with their thoughts and suggestions so that, together, we can create exceptional learning opportunities for all.

Education & Training Committee



AWARDS COMMITTEE

Congratulations Unwana Van der Werk Winner of 2026 Les Clefs d'Or Young Leader Award

We proudly celebrate **Unwana van der Werk**, the distinguished winner of the 2026 Les Clefs d'Or Award. Known for her grace, intuition, and unwavering dedication to the craft, Unwana embodies the very essence of the concierge profession and the future of Concierge Leadership.

Unwana has been a guiding force within her property, the **Mandarin Oriental Conservatorium in Amsterdam**, elevating the guest experience through a blend of intuition, curiosity, and unwavering dedication, all delivered with her signature artistic and meticulously curated touch. As the first Dutch recipient of the Les Clefs d'Or Award, her achievement marks a proud milestone for Les Clefs d'Or The Netherlands. Their celebration of this historic moment was shared with the global community at the 70th International Congress in Sydney, Australia.

What distinguishes Unwana most is her commitment to mentorship and professional growth. Her leadership reflects the evolving identity of the profession—one that honors the timeless foundations of service while embracing modern tools, global connectivity, and new ways of storytelling. She is already working diligently on promoting something special highlighting several Young Leaders throughout the years.

As the 2026 award recipient, Unwana van der Werk joins an esteemed lineage of concierges whose work has continued to shaped the profession worldwide. Her achievement is a celebration not only of her personal journey, but of the collective strength of the Les Clefs d'Or family—an international network bound by service, friendship, and the pursuit of extraordinary guest experiences.

Her story reminds us that true hospitality is not defined by grand gestures alone, but by the consistent, thoughtful, and heartfelt actions that transform everyday moments into lasting memories. In honoring Unwana, we honor the very essence of our profession.



COMMUNICATIONS COMMITTEE

UICH Communications Town Hall Coming in August

UICH Town Hall: Communications Committee & Global Membership

The Communications Committee is excited to invite our global membership to an upcoming UICH Town Hall, designed to strengthen connection, clarity, and collaboration across our worldwide community.

As our federation continues to grow and evolve, effective communication remains one of our most powerful tools—uniting Sections, elevating our profession, and ensuring our shared identity is represented with excellence.

This Town Hall will offer members an opportunity to engage directly with the Communications Committee as we explore best practices in:

- Effective communication across Sections and platforms
- Proper use of UICH global branding and visual identity
- Social media etiquette and responsible digital representation
- Available communication resources and how to access them

In addition to these guided topics, we will open the floor for questions, dialogue, and shared experiences. This is a space for members to learn, contribute, and collaborate—strengthening the collective voice of Les Clefs d'Or worldwide.

Your stories, your insights, and your perspectives shape the future of our federation. We look forward to connecting with you, answering your questions, and continuing our mission of elevating the global narrative of the concierge profession.

An invitation will be distributed to global leadership with further information on how members can sign up to attend.

Please don't hesitate to contact us at communication@lesclefsdor.org for any questions.





Section Updates

IN THIS SECTION, WE SHARE
UPDATES FROM :

- Canada
- France
- Hellas
- Indonesia
- Israel
- Sweden
- UAE



CANADA

During the last monthly meeting of Les Clefs d'Or Niagara, that took place on Tuesday May 26th, the members of the region held a very special ceremony, the Keys for Trees, in memory of Michelle Andrus, a former member that passed away in 2023.

The Keys for Trees is an environmental initiative promoted by the global Corporate Social Responsibility (CSR), with which the association of concierges commits to sustainability by planting trees to balance their carbon footprint and leave a lasting, green tribute in their communities. The event involves planting a tree in memory of a beloved member, who contributed to the prestige of the association, to make their passing indelible and, at the same time, allowing environmental conservation.

Last Tuesday, Les Clefs d'Or Niagara members held the Keys for Trees ceremony at Riverbend Inn & Vineyard, an historic hotel and winery in Niagara-on-the-Lake, hosted by our corporate affiliate member, Jessica Miller and LEEANNE Spelier from Andrew Peller LTD. The ceremony was held in front of a beautiful magnolia tree, that stands proudly at the front of the property. The tree, as it grows, will bloom with soft pink flowers that truly reflect Michelle's personality: bright, bubbly and kind.

The event was marked by a heartfelt speech held by Leanne DeCarolus, Niagara Regional Director and Treasurer and National Secretary of Les Clefs d'Or, about the interconnection within our community to commemorate Michelle's life. Leanne expressed great admiration for her former colleague and dear friend, highlighting her contribution to Les Clefs d'Or Niagara and her kind and gentle spirit.

In her speech, Leanne reminded everyone that a tree is a very powerful symbol, as it keeps growing and living, as well as Michelle's presence will continue to live on through the property, she loved the most, close to the vineyards, through the magnolia tree, a symbol of beauty, strength, perseverance, dignity and purity.

Through this meaningful tribute, Michelle's memory will continue to live on, inspiring future generations with a legacy rich in meaning, compassion, and humanity, beautifully intertwined with nature. The magnolia tree, will not only stand for Michelle, but also for Les Clefs d'Or community and presence in the Niagara region, all interconnected just like the roots of this beautiful tree.



CANADA

Keys for Trees



FRANCE

Les Clefs d'Or France Welcomes 33 New Members and Becomes the World's Largest Section

Last February, the board of Les Clefs d'Or France welcomed around fifty candidates from across France and the French overseas territories who sat for the Les Clefs d'Or membership exam. After a long wait for the candidates, we are proud to welcome 33 new members from some of France's most prestigious properties, from Paris to Cannes and as far as Tahiti. These new members perfectly embody the elegance and refinement of French hospitality.

The official pinning ceremonies took place on April 25th at Château de Crémât in Nice, on April 27th aboard the Bateaux-Mouches in Paris, our national partner, followed by a ceremony on June 9th at the Four Seasons Resort Bora Bora, and finally on June 16th at the Grand Hôtel de Saint-Jean-de-Luz.

The arrival of these new members marks an important milestone, as our founding section now counts 400 members, making us the largest Les Clefs d'Or section in the world, ahead of the United States (369 members), the United Kingdom (340 members), and Italy (338 members). It is a tremendous achievement and brings us closer to our pre-pandemic membership level: in March 2019, Les Clefs d'Or France had 468 members, before many colleagues were forced to leave the profession following the closure of their properties during the pandemic.

This news reflects the growing appeal of Les Clefs d'Or and highlights the important role our profession continues to play within the hospitality industry.

Did You Know?

- Each year, approximately 15% of newly members are graduates of the Les Clefs d'Or France Training Program, which trains 12 students annually in our profession of excellence.
- Any newly inducted member under the age of 36 is required to compete in the "Trophée Pierre Quentin", with the opportunity to represent France at the Les Clefs d'Or Young Leader Award.



FRANCE



HELLAS

Following the Annual General Meeting on 12 January 2026 at the Athenaeum InterContinental Hotel, Dimitrios Liapis continues his service on the board, bringing his ongoing dedication to strengthening and advancing the concierge profession in Greece.

Hellas Section has seen the departure of several long-standing members from major hotel brands in recent years, efforts are underway to welcome new professionals into the association.

Egypt continues to work toward establishing an independent Section and remains hopeful for positive developments in the coming years.

In 2026, Hellas welcomed two new members, while Egypt added five.

Lebanon now counts two active members, though many hotels remain closed following the country's recent crises.

Cyprus reports steady growth with five active members.

From 12–17 April 2026, four representatives from Greece participated in the UICH International Congress in Sydney

Later in the year, Dimitrios Liapis will represent Hellas at the Mediterranean Zone Meeting in Rome on 20 November 2026. He also traveled to Egypt on 20 May, where he pinned new members and attended their monthly meeting.

Additionally, Dimitrios served on the Evaluation Committee for the Greek Hotel of the Year Awards, an event attended by the Minister of Tourism, Ms. Kefalogianni

A new board for Les Clefs d'Or Hellas has now been elected, marking the beginning of a fresh chapter for the Section.



HELLAS



INDONESIA



Les Clefs d'Or Indonesia
presents



8th Annual General Meeting

Bandung, 10 - 13 November 2026

featuring an exclusive education session led by

Forbes ★★★★★
TRAVEL GUIDE

save the date - registration detail coming soon

Les Clefs d'Or Indonesia

@lesclefsdor.indonesia



ISRAEL

In Touch with Nature, Community, and the True Spirit of Concierge Service

A Les Clefs D'Or Israel Volunteer Initiative

By Jeremy Weiss

CSR Ambassador – Les Clefs d'Or Israel

More Than Hospitality

A recent volunteer initiative brought together members of Les Clefs d'Or Israel from hotels across the country for a meaningful day dedicated to service, community, and social responsibility. In partnership with Leket Israel, one of Israel's leading food rescue organizations, participants stepped outside their daily hotel environment and experienced another important dimension of hospitality — helping others.

True hospitality is not only about welcoming guests; it is also about understanding people, supporting communities, and making a positive impact wherever we are.

Connecting with the Land

The day began in agricultural fields, where participants joined Leket Israel volunteers in harvesting potatoes. Working together under the open sky created a special connection — not only to the land but also to the people and values behind Israel's agricultural efforts.

The experience provided a deeper appreciation for the journey food takes before reaching our tables and highlighted the importance of cooperation, sustainability, and reducing waste.

Witnessing the Impact

The group continued to Leket Israel's logistics center, where rescued produce is inspected, sorted, and prepared for distribution to social organizations throughout the country.

Together, participants helped sort hundreds of kilograms of fresh produce that would support families in need. Seeing the professionalism and dedication behind Leket Israel's work demonstrated how organized efforts can transform surplus resources into meaningful

A Deeper Understanding of Israel

For concierge professionals, understanding a destination means more than knowing hotels, restaurants, and attractions. It means understanding the communities, traditions, and organizations that shape everyday life. Experiences like this allow us to represent Israel with a richer and more authentic perspective, sharing stories that go beyond tourism and connect visitors with the heart of the country.

The Spirit of Les Clefs d'Or

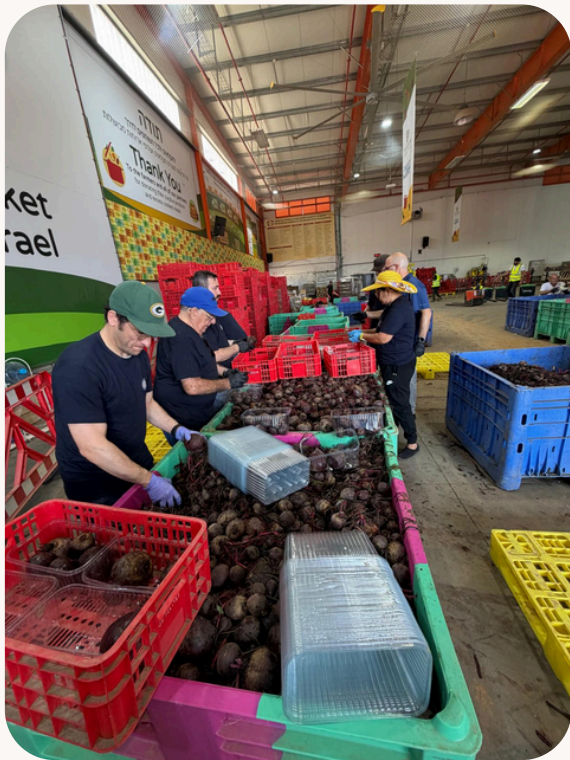
This initiative reflected the core values of Les Clefs d'Or: friendship, professionalism, service, and responsibility. Bringing colleagues together from different hotels showed the strength of our community and the difference we can make when we work together.

We thank Leket Israel for welcoming us and allowing us to contribute to their mission. We hope this will be the beginning of many future opportunities to volunteer, learn, and continue building meaningful connections.

"Hospitality is not only about welcoming guests — it is about understanding the community, respecting the land, and creating meaningful connections wherever we are."



ISRAEL



SWEDEN

The Olive Oil Mission When Les Clefs D'Or dedication travels 1400 km

Some stories remind us why the concierge profession is unlike any other, stories where creativity, trust and dedication come together to make the impossible happen. During the first week of June, the Svenska HotellPortierFöreningen (SHPF) & Les Clefs D'Or Suisse experienced one of those unforgettable moments.

It began with a message from our esteemed colleague Matthias Schilling (Les Clefs D'Or Suisse) from The Dolder Grand in Zürich. He had a VIP-guest with a very particular wish: to purchase a rare olive oil that can only be bought in Norway. The guest needed it in Zürich the very next day as he wished to bring it as a gift to a wedding. And of course, it was Sunday.

At Hotel Bristol Oslo, our concierges Tárík Nascimento and Peter Gaasholt handled the request. Shipping was impossible as no courier could deliver overnight. But concierges see solutions, so Tárík and Peter proposed something bold: to fly the olive oil to Zürich in person. The guest agreed immediately, so on Monday morning Tárík boarded a flight from Oslo to Zürich with the precious bottles carefully packed and ready for hand delivery. Upon arrival, the guests' driver met Tárík at the airport, and at The Dolder Grand, Tárík was warmly welcomed by Luc Frieseisen, Matthias Schilling, and the entire concierge team — all excited to see this unusual mission come to life.

The VIP - guest generously invited everyone involved in the mission for lunch. With a breathtaking view over Zürich, the group shared stories, enjoyed a wonderful meal and even opened one of the valuable olive oil bottles to taste together. The conversation flowed so well that Tárík nearly missed his flight back to Oslo. It was a moment that perfectly captured the essence of our profession — connection, hospitality and joy.

This mission was more than a delivery. It was a reminder of what makes the Les Clefs D'Or community extraordinary. We collaborate across borders, trust one another, and above all, we make dreams come true. The guest got his rare olive oil in time for the wedding and the whole adventure left SHPF even more connected to our friends of Les Clefs D'Or Suisse. And just like that, what started as an impossible request became one of those stories you find yourself telling at every dinner table.



FUN FACT: LES CLEFS D'OR SWEDEN WILL BE TURNING
100 YEARS OLD THIS YEAR AS THE
OLDEST SECTION IN THE WORLD!!



UAE

Excellence in Hospitality

Every Act of Kindness Creates a Ripple -

A Heartfelt Philanthropic Initiative by Les Clefs d'Or UAE.

On May 7th 2026, embarked on a remarkable philanthropic journey by generously donating to the Dubai Centre for Special Needs. The event radiated warmth and genuine appreciation as esteemed members gathered to share their kindness. This occasion was more than a mere charitable act; it represented a significant bond with the community—a true reflection of the enduring spirit of service that characterizes our association.

The day began with a heartfelt greeting from the center's director, who conveyed deep gratitude for the support. Members of Les Clefs d'Or UAE toured the facility, engaging with both the staff and students.

As the event concluded, the team handed over the donations marking the start of a promising partnership focused on improving the lives of individuals with special needs. The atmosphere was filled with collaboration and hope, establishing a foundation for future initiatives that aim to continue uplifting the community.

Celebrating Leadership and Legacy: Networking at Sea

On May 15, 2026, our esteemed members gathered for an enchanting Networking at Sea event aboard the Santorini Yacht at D' Marine Marsa Al Arab Marina. The evening was filled with camaraderie and support, set against the tranquil backdrop of the Arabian waters.

In a moment of significant recognition, Abey Sam, Past President of Les Clefs d'Or UAE, was bestowed with an esteemed Honorary Membership. Serving as National President from 2014 to 2023 and as Zone Director for Arabian and Western Asia at UICH, his visionary leadership fostered remarkable growth, promoted service excellence, and elevated UAE hospitality on the global stage.

His legacy includes establishing training programs that set benchmarks for regional concierge services, ensuring continued innovation and development.

Networking and Pinning Ceremony An Evening of Honor and Celebration

On 19th May 2026, the Les Clefs d'Or UAE community gathered for a networking and celebration at Zeta Seventy Seven, Address Beach Resort. National President Amado Silveti delivered inspiring opening remarks, reaffirming the values that fortify our distinguished community.

The evening's crowning moment was the Pinning Ceremony of Douglas Menezes, Chief Concierge at Address Beach Resort—a milestone honoring his unwavering dedication and passion within the Les Clefs d'Or family.

In the spirit of Les Clefs d'Or, the gathering was more than just a celebration; it was a reaffirmation of their collective mission—service beyond expectation, driven by passion and professionalism.



UAE

Excellence in Hospitality



CONCIERGE IN MEDIA



Lough Erne Resort concierge becomes Les Clefs d'Or member

In order to secure the membership, Neal Graham has completed a series of assessments on local expertise and hospitality standards

People Corina Duma Monday, 11 May 2026, 11:40 1 min read



Ivanildo Sousa, l'art de faire sentir chaque client « royal »

Au cœur de l'Hôtel Le Royal, le conciergerie incarne bien plus qu'un simple service, elle représente une véritable lien entre l'établissement, la ville et ses visiteurs. Ivanildo Sousa, concierge Clefs d'Or, en est une figure emblématique. Fort de près de vingt ans d'expertise au sein de l'hôtel, il incarne une vision profondément humaine du métier, où chaque interaction devient une opportunité de créer une expérience unique.



d'Or, imagine qu'il porte avec une conscience claire des responsabilités.

Un rôle central dans l'expérience client

Le conciergerie occupe une position stratégique dans l'hôtel, souvent perçu comme le premier point de contact personnalisé. « Nous avons la première impression », souligne Ivanildo. Contrairement à d'autres services, le conciergerie prend le temps d'écouter, de comprendre et d'accompagner.

Au quotidien, les missions sont multiples. Organisation de transferts privés, réservations de restaurants, conseils personnalisés, gestion des demandes spéciales, chaque journée est différente. « On ne sait jamais ce qu'on va arriver », confie-t-il. Cette imprévisibilité exige une grande capacité d'adaptation, mais aussi une organisation rigoureuse, notamment lors des transmissions entre équipes.

Au-delà des tâches opérationnelles, la dimension humaine reste centrale. Ivanildo se fait un objectif simple mais exigeant : « faire sentir au moins un client royal chaque jour ». Une philosophie qui guide chacune de ses interactions, qu'il s'agisse d'un simple bonjour ou de la gestion de demandes plus complexes.

L'excellence Clefs d'Or : répondre à l'impensable

Devenir concierge Clefs d'Or marque une étape majeure dans la carrière. Cette distinction internationale, attribuée par l'Association internationale des Clefs d'Or, fondée à Paris, repose sur l'expérience, mais aussi sur une capacité à résoudre des situations complexes. « Dans notre dictionnaire, le mot impossible n'existe pas », affirme Ivanildo. « Si'il n'y a pas de solution, on propose une alternative ».

Appartenir à ce réseau mondial permet également d'élargir les possibilités offertes aux clients. Les concierges échangent entre eux, partagent leurs contacts et s'entraident pour répondre aux demandes les plus exigeantes, même à l'étranger. Cette solidarité professionnelle renforce la qualité de service et l'efficacité au quotidien.

32 LE MAGAZINE L'HERODIA 2026



Grand Central concierge earns prestigious Les Clefs d'Or membership honour

Rose Moncur

Tue, 30 June 2026 at 7:52 am GMT-7 · 2 min read

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Voco Grand Central exterior (Image: voco)

A concierge at Glasgow's voco Grand Central Hotel has joined one of the world's most prestigious hospitality organisations after being inducted into Les Clefs d'Or.

Mark Williams has become a member of the Society of the Golden



Shorts



The Ritz Madrid Secret to Smarter Guest Messaging...

Forbes Travel Guide

142,719 followers

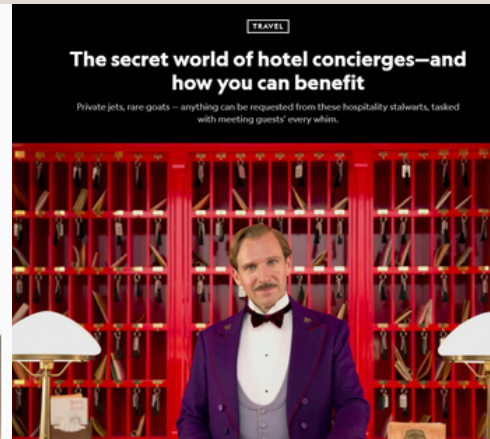
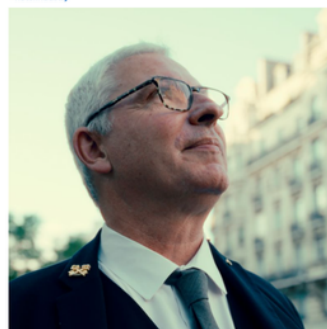
1mo · 6

After nearly four decades at Hôtel Lutetia in Paris, Patrick Bequet retired as the evening concierge. In his career, he has fielded all sorts of requests, like securing a monk's habit on short notice or being handed the keys to a guest's brand-new Bugatti Chiron.

"Technical skills can be learned, but a sense of service and attention to others make all the difference," the Les Clefs d'Or International concierge shares.

In our interview, Bequet reflects on famous guests, changing times and his plans for a well-deserved retirement on the Left Bank: <https://lnkd.in/d/NY2eA>

#ForbesTravelGuide #hospitality #hospitalityindustry #hotels #hotelandresorts #hotelindustry



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Glasgow hotel concierge who tracked down guest's passport in Edinburgh joins global hospitality elite

By Ryan Nixon June 30, 2026 3:03 pm

Written by Ryan Nixon

A GLASGOW hotel concierge who once travelled to Edinburgh to hand-deliver a lost passport has joined an elite international society of [hospitality](#) professionals.

Mark Williams, concierge at Voco Grand Central Hotel, secured membership to the Society of the Golden Keys, [Les Clefs d'Or](#), following a rigorous assessment of his career achievements.

The prestigious accolade places Mark among an elite global network of approximately 3,000 top-tier concierges across 80 countries.

During his eight years at the historic [Glasgow hotel](#), Mark has built a reputation for executing complex guest requests. His career highlights include arranging a horse-drawn carriage with two white horses for a couple's 50th wedding anniversary, queuing at the Gallery of Modern Art to secure tickets for Stanley's first UK exhibition, and managing logistics for high-profile international delegates during COP26.



Le Bristol Paris

52,904 followers

1w · 6

New Clef d'Or shines at the Bristol Paris!

Loé Lagriffoul, concierge at our house, has just joined the

how original · Translation settings



CONCIERGE IN MEDIA



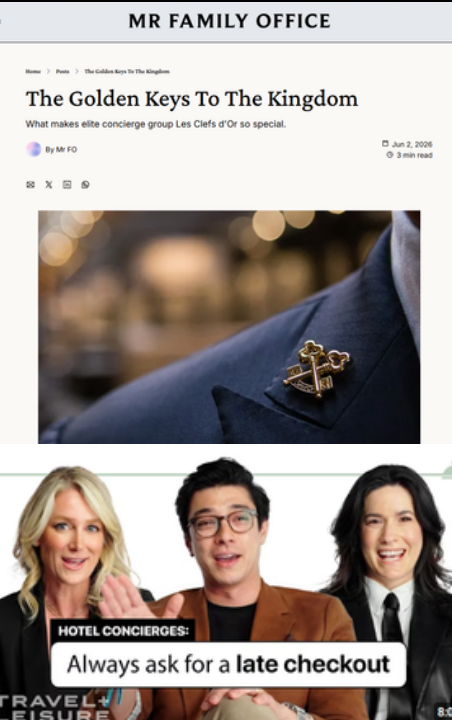
Exclusive Science Lesson for Concierges & Guests

More than 50 people - including city Concierges, their families and Golden Keys business affiliates, attended a special visit to the Science Museum.



Enjoying exclusive access to Wonderlab at the Science Museum

Organised by **Simone Caretti**, the International Golden Keys representative on the Corporate Social Responsibility Committee (CSR), the group had exclusive special access to the interactive gallery, **Wonderlab**.





With gratitude for your
continued support and
engagement.

Please continue to share your stories with us.
Your experiences and achievements are what keep
our global community alive and inspiring.
For future submissions, we invite you to send
your contributions to
communication@lesclefsdor.org

