



Your Les Clefs d'Or Key Updates

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**the lobby of the NHCollection – Barbizon Palace Amsterdam*

From the President's Desk

Dear Friends,

Exciting news is on the horizon! We are thrilled to announce the imminent arrival of the 68th UICH International Congress in the beautiful settings of Bali. This event promises to be a celebration of knowledge and camaraderie, offering a platform to learn from our distinguished guest speakers whose insights and expertise we eagerly anticipate. It is an opportunity not only to expand our intellectual horizons but also to cultivate new friendships and rekindle old ones. Strengthening our network of friendships is a primary goal of this gathering, enriching our professional and personal lives alike.

As we eagerly anticipate this event, I extend my warmest wishes to each of you. May you stay safe and well, and I look forward to the pleasure of seeing you in Bali very soon!

Warm regards,

Randy Santos

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Randy Santos
President,
Les Clefs d'Or International

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The Corporate Social Responsibility Committee

The countdown to the Bali Congress is on, and the Corporate Social Responsibility Committee is thrilled to unveil the activities we have planned!



“Keys for Trees”

In collaboration with the Sofitel Hotel, we will plant a tree in their grounds, jointly executed by the Young Concierge Award participants, the Executive Committee, and the CSR Committee members. This tree will be named "Ferdinand Gillet" as a special tribute, aligning with the 2024 Young Concierge Award theme. This act not only commemorates Ferdinand Gillet's legacy but also symbolizes our collective commitment to a greener and more sustainable future, particularly fitting as April 22nd also marks Earth Day.

Sea Turtle Release

We're excited to announce a sea turtle release on the Sofitel coast, with the full support of the Indonesian Ministry of Tourism and Creative Economy. This initiative aims to raise awareness about the importance of marine ecosystem conservation and contribute to the protection of these magnificent creatures. Participation includes all UICH Exco members, CSR Committee members, and Section Presidents.

A Surprise Awaits!

We have one more exciting project planned for the congress, specifically designed to recognize all sections. Stay tuned for the big reveal!

We eagerly anticipate seeing you all in Bali and engaging in these meaningful CSR activities together.

In caring through friendship,

The CSR Family

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See you in Bali!

#uichbali2024

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Les Clefs d'Or Chinese Taipei

We are thrilled to announce the successful conclusion of our first general meeting of 2024, hosted with elegance by The Okura Prestige Taipei. We extend our heartfelt congratulations to the newest member of Les Clefs d'Or Chinese Taipei, Ethan Lin from Kimpton Da An Hotel!

Our sincere appreciation goes to The Okura Prestige Taipei for providing us with such a splendid venue.

During the meeting, valuable insights were shared by IC Care, CÉ LA VI Taipei, Rakuken Taipei, and Ukai Taipei, for enriching the knowledge of every member and Concierge associates present.



SECTION UPDATES



Due to the severe earthquake and tsunami that struck the Noto Peninsula in January, Les Clefs d'Or Chinese Taipei has made a donation to Japan in the name of the association to contribute to the disaster relief efforts. Today, we took a photo with Wako-san, a Japanese working in Taiwan, hoping for lasting friendship between Taiwan and Japan.

#servicethroughfriendship

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SECTION UPDATES

Les Clefs d'Or Brazil



AGM IN SÃO PAULO ELECTS NEW BOARD OF DIRECTORS AND PRESIDENT

Rio de Janeiro, January 2024 – Anderson Azevedo, Chef de Concierge at Copacabana Palace, is the new president of Les Clefs d'Or Brasil.

Elected for the biennium, 2024–2026, he will be joined by Fasano Rio's Chef de Concierge, Igor Alvim, as vice-president of the association. Anderson Azevedo replaces Renata Fahra (Intercontinental São Paulo) who takes on a new role as Americas Zone director at Les Clefs d'Or Internacional based in France.

"I feel honored to assume the presidency of Les Clefs d'Or Brasil together with an incredible team of directors, the universe of work and mission of a hotel Concierge is challenging and enchanting, our focus as an association remains on the educational part of our members in addition to a bold goal of positioning our social media in an authentic destination guide (City Guide)", says Anderson Azevedo.

During the AGM we had a pleasure to have Mr. Robert Marks, our 3rd Vice President; and our Les Clefs d'Or President Randy Santos by video call.

KEYS FOR TREES

The Brazilian association planted their first tree in São Paulo. The location was the garden of the Pinacoteca, an important museum of modern art.



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Les Clefs d'Or India

In October 2023, the Delhi concierges had the privilege of exploring the rich cultural tapestry of our city with a visit to the Khatika Cultural Center and Museum. Immersed in the elegance of classical dance performances, our team experienced the vibrancy of India's artistic heritage. This cultural sojourn deepened our understanding of traditional dance forms, providing a unique perspective on the timeless beauty of our nation's artistic legacy.

In November 2023, the Delhi Concierge team embarked on a spiritual and enchanting journey to the serene hills. This transcendent trip allowed our team to immerse themselves in the tranquility of nature, fostering camaraderie and rejuvenation. Amidst the breathtaking landscapes, we found solace and inspiration, creating cherished memories that will resonate within our team for years to come.



Les Clefs d'Or India *(continued)*



On 19th December 2023, 35 Concierges from Mumbai spent a memorable evening on a private yacht. Our journey started from the iconic landmark Gateway of India leaving in batches on private speed boats to a private yacht for a lovely sundowner. It was hosted by our associate partners, Passport Lifestyle a company that arranges a variety of

tours and creates magical experiences for our hotel guests. They got the Concierge team members together to this perfect venue to explore the yacht experience and what a wonderful way to say a goodbye to the year 2023. Concierge Association of Western Region had their 194th Monthly Meeting followed by Christmas celebrations.



On 22nd December 2023, four members from Clefs d'Or team spent a memorable evening at the St. Anthony's old, aged home. This was a very self-satisfying experience, wherein the Church Sister mentioned they were overwhelmed with this effort and were extremely joyful with the stuff bought as they were actually waiting for someone to donate these

essentials to them. Mr. Luis Gomes - Chief Concierge from J.W. Marriott, Juhu took all the efforts of organizing this social service and taking the trouble for making a list of items and procuring.

Les Clefs d'Or India *(continued)*

On 10th January 2024, twenty-one Concierges from Mumbai had the privilege of experiencing an incredible evening at the Nksha Restaurant located opposite to Churchgate Station. This restaurant serves mouth-watering Traditional Indian Cuisine. The Executive Chef of the restaurant curated a five-course menu along with the crafted cocktails/mocktails setting a new standard for dining experience. A heartfelt thank you to Mr. Firoz Chougule and his team for organizing this unforgettable experience and amazing support to the Concierge Association.



On 12th January 2024, Hotel Concierge Trainers from Les Clefs d'Or India - Western Region, held a Learning & Development workshop for the first-year students at Institute of Hotel Management which is popularly known (IHM Dadar). 40 students attended the workshop thus sharing the knowledge and skills so that they too learn and use these skills to succeed in their Future.

Les Clefs d'Or India (continued)

Les Clefs d'Or India National Executive Committee Embarks on Goa Reconnaissance Mission for AGM 2024

On January 30, 2024, the esteemed Les Clefs d'Or India National Executive Committee joyfully announced their official visit to Goa in preparation for the highly anticipated 17th Annual General Meeting in 2024.



This reconnoitering mission underscores the committee's commitment to delivering an exceptional experience for its members. Comprised of distinguished members devoted to excellence in concierge services, the National Executive Committee conducted a thorough survey of potential venues, accommodations, and local attractions during their expedition in Goa.

They engaged with local stakeholders and collaborated closely with hospitality partners to seamlessly integrate Goan cultural richness into the AGM experience. Mr. Nilesh Belapallu, President of Les Clefs d'Or India, expressed enthusiasm, stating, "Our visit to Goa is a crucial step in curating a memorable and productive AGM for our esteemed members. We are dedicated to meticulously planning every aspect to elevate the Les Clefs d'Or experience." The AGM, set to be a pinnacle event in the concierge community, offers a valuable platform for members to connect, share insights, and foster collaboration. The Les Clefs d'Or India National Executive Committee is poised to showcase Goa's vibrant hospitality and culture, creating lasting memories for all attendees.

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SECTION UPDATES

Les Clefs d'Or UAE

We are delighted to provide an overview of recent developments within the Les Clefs d'Or UAE section, highlighting our activities in Bahrain, Kuwait, and Abu Dhabi. The UAE section is perhaps one of the most exciting areas of growth at the moment in the Les Clef's D'Or world, playing host to an eclectic mix of very talented Concierges, operating in the most prestigious hotels in the world.

Bahrain

Our journey commenced with a visit to Bahrain, followed by Kuwait in early February.

During our Bahrain visit, we warmly welcomed a new member, Amir, into our esteemed organization who was pinned in a very memorable ceremony.



Bahrain played host to a significant UICH EXCO meeting, showcasing their infrastructure and reaffirming their desire to become an independent chapter. The prospects of Bahrain becoming an independent chapter are promising and this will be decided in Madrid pending constitutional confirmation and various other assessments, and most importantly, whereby the President of each section will cast their votes.

Bahrain continues to showcase their huge ambitions, with a further 3 members who underwent their Examinations. Examinations in Bahrain resulted in three members progressing to the next stage, each tasked with completing projects within a three-month timeframe, and well on their way to achieving their highly elusive Golden Keys!

Kuwait



Our momentum continued in Kuwait with pinning ceremonies. Kishol, Assistant Chief Concierge of Waldorf Astoria, not only received his Golden Keys, but also graciously hosted our gathering.

Discussions emphasised unity, the need to work together and collaborate. Although a small section, Kuwait has one of the most bustling culinary scenes in the GCC region.

Despite pandemic challenges, our gatherings, attended by a passionate group including founding members Alwin and Mahesh, remained emotionally resonant, showcasing our unwavering commitment to growth and development.

With only two current members in Kuwait, efforts are underway to expand our presence and inspire others to join our ranks, facilitated by information exchange on platforms like WhatsApp.

Abu Dhabi

Monthly meetings in Abu Dhabi have become integral to our activities, providing opportunities for knowledge exchange and camaraderie.

Recent meetings welcomed two new members, including the Chief Concierge of Warner Brothers, who also serves as National Secretary, and Sharjil from Rixos Premium Dhabi.

Our engagements extend beyond Dubai, reflecting our commitment to inclusivity and representation across the Emirates.



In conclusion, the Les Clefs d'Or UAE section remains steadfast in its mission to uphold the highest standards of Concierge service, foster camaraderie among members, and positively contribute to the hospitality industry in the region. We eagerly anticipate further expansion, collaboration, and excellence in the months ahead.

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SECTION UPDATES

Les Clefs d'Or Hellas

In February 2023, David Kokai from Cyprus received the Les Clefs d'Or Hellas' Diplome d'Honneur from the President of Les Clefs d'Or Hellas, Mr Dimitros Liapis at the Amalia City Hotel in Athens



In November 2023, Les Clefs d'Or Hellas was represented during the Mediterranean Zone Meeting held in Croatia. There was an opportunity to meet with the Croatia Les Clefs d'Or members and the students from the local tourists school.



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Les Clefs d'Or France

Hello from Bora Bora!

Our Les Clefs d'Or Member in Bora-Bora, **Elena Safonova** from the Four Seasons Bora-Bora shares with us the beauty of the Polynesian Islands known as Pearl of the Pacific !

Bora Bora is a paradisiacal island located in the middle of the South Pacific Ocean. This famous French Polynesian destination is well-known as “**The Pearl of the Pacific**”. The island captures your heart as soon as you see the magical turquoise lagoon, the azure Pacific Ocean, and the stunning Mount Otemanu overlooking you.

Bora Bora combines tropical beauty with luxury and a romantic touch while immersing you in Polynesian culture. The authentic Tahitian hospitality is characterized by always-smiling and happy locals—warm, friendly, and genuine. Bora Bora is a place of discovery and wonder, where guests connect with nature, beauty, and luxury through once-in-a-lifetime experiences.

Experience the Five Elements of Bora Bora: air, earth, water, fire, and love.

Air The scenic panoramic flight tour offers the opportunity to admire the stunning beauty of the island's '50 Shades of Blue' from a bird's-eye view. For those celebrating a romantic occasion, 'Escapade Tupai' is a great way to discover the heart-shaped island, its untouched nature, and pristine white sand—an unforgettable romantic moment.

Earth Explore the main island on a 4WD Safari tour, making stops at different sites, enjoying panoramic views and intimate hidden corners. A guide will share the local heritage, tell stories about the volcanic birth of the Polynesian Islands, and discuss their traditions.

Water Observe marine life through diving and snorkeling. Bora Bora's lagoon and the Pacific Ocean are home to colorful tropical fish, coral gardens, manta



rays, eagle rays, reef sharks, stingrays, as well as dolphins, and whales. Our Concierge will tailor your experience, whether it's a lagoon tour with a sunny water lunch, a visit to a private islet, or a sunset dinner on a yacht. Adventurous guests can catch their own meal, which could be Mahi-Mahi, Tuna, or Blue Marlin, during a fishing tour. Combine it with a 'getaway' boat ride to neighboring islands Taha'a and Raiatea to experience more of what French Polynesia has to offer.

Fire Bora Bora is a half-sunken volcano, born from fire and lava. Today, Mount Otemanu is Bora Bora's iconic symbol, known worldwide. Experience Polynesian traditions such as fire dancing, take a master class in creating tropical flower crowns, crafting shell necklaces, formulating monoi, and painting pareos. Participate in the coconut show, or listen to mysterious local legends while stargazing at the Polynesian sky. You can also learn to play the traditional ukulele, take a Tahitian cooking class, and more.

Love... Bora Bora is one of the world's most romantic destinations, renowned for celebrating weddings, honeymoons, and anniversaries. Our professionals take care of every detail of our guests' Polynesian celebrations. Our paradise offers multiple options to celebrate any special occasion.

Elena, who hails from St Petersburg, and a Les Clefs d'Or Member since 2017, believes that the key goal of a concierge is to make each guest's stay epic, filled with lifelong memories and experiences. "We love creating personalized itineraries to meet all guests' requests and ensure they have an amazing stay in paradise."



Four Seasons Resort Bora Bora combines the beauty and tranquility of the South Pacific with an array of cultural and recreational activities, combining the highest standards of service and the gracious hospitality of Polynesian culture. Set upon Bora Bora's surrounding coral atoll, the Resort is a vast tropical grove, with meandering channels of turquoise leading the way to wonder and discovery. Every vista is breathtaking, and all have been incorporated into the design of the guest experience. Newly-enhanced, the



Resort offers 108 one and two-bedroom Overwater Bungalow Suites (27 with plunge pools) and seven (7) two and three-bedroom Beachfront Villa Estates. Four open-air restaurants offer a selection of creative culinary experiences, while the award-winning spa offers an unmatched combination of relaxation and exhilaration. Additional resort amenities include the white sand beach and pool, Lagoon Sanctuary, tree stores, tennis and watersports.