



# Your Les Clefs d'Or Key Updates

Dec 2023 – Apr 2024, Issue 9

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

*\*the lobby of the Sofitel Strasbourg Grande Ile*

## From the President's Desk

Dear Friends,

I can observe that the realm of hotel concierge is bustling with activities as we eagerly anticipate the long-awaited festivities of December.

It brings me immense joy to present another splendid edition of the UICH newsletter for the year-end. As we countdown to our upcoming 68th International Congress in Bali 2024, the response has been remarkable, with an increasing number of attendees registering since the moment we opened registration.

The excitement is palpable among our UICH Award candidates, and you can see the announcement below! The Les Clefs d'Or Award holds special significance as we dedicate it to our founder, Ferdinand Gillet.

Our Education team is diligently curating a take-home learning experience with crucial topics and guest speakers who will offer valuable insights into the world of hotel hospitality.

Our ongoing CSR campaign involves planting trees, providing us with the opportunity to balance our lives and contribute to nature by fostering new forms of life that enhance the green environment.

Wishing you a wonderful day! Enjoy the read!

In Service Through Friendship,

Randy Santos

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**Randy Santos**  
President,  
Les Clefs d'Or International

# Your Les Clefs d'Or Key Updates



## Award Committee

It is our great pleasure to announce the final 21 candidates who will be proudly representing their respective sections, vying for the **2024 Les Clefs d'Or Award**, which will be honouring our founding father, **Ferdinand Gillet!**



- A. Anna Salgo, *Four Seasons Hotel Gresham Palace, Budapest.*
- B. Aqid Muhammad, *Voco Orchard, Singapore*
- C. Flora Santos Neves, *Ritz Four Seasons, Lisbon*
- D. Focus Tong, *St.Regis, Macao*
- E. Jack Davidson Walmsley, *Park Hyatt Milano, Milan*
- F. Jean David Wiessmann, *Falkensteiner Schlosshotel Velden, Velden Am Worthersee*
- G. Ji Hwan Brian Ham, *Intercontinental Seoul Parnas, Seoul*
- H. Julie Benhaim, *Four Seasons George V, Paris*
- I. Kirtan Parag Jardosh, *The Taj Mahal Palace, Mumbai*
- J. Lucy Williams, *Intercontinental Adelaide*
- K. Nathaniel Van Stein, *Waldorf Astoria Amsterdam*
- L. Nasos Stathogiannopoulos, *Four Seasons Astir Palace Hotel, Athens*
- M. Izaskun Miranda, *Hotel de Londres y de Inglaterra, San Sebastian*
- N. Penthai Whawatt, *Rosewood Hotel Bangkok*
- O. Rizky Nanda Pratama, *Raffles Jakarta*
- P. Rochelle Frances Balboa Hu, *Okada Manila Hotel, Manila*
- Q. Tom Wardley, *The Londoner, London*
- R. Shannon Gilbert, *Breidenbacher Hof, Dusseldorf*
- S. Alper Gunalp, *Four Seasons Istanbul Sultanahmet, Istanbul*
- T. Timothy Patrick Yu Ah Yong, *Atlantis The Royal, Dubai*
- U. Matt Beritich, *Sunset Marquis, Los Angeles*



# Your Les Clefs d'Or Key Updates

## The Corporate Social Responsibility Committee

We are thrilled to see the "Keys for Trees" project spreading worldwide. It recently happened in Malaysia during the Pan-Asian Congress last September; and recently in Jakarta, Indonesia, the host country of our next Congress in April 2024!



In addition to that, the committee, along with our dear friends from Indonesia, is currently working on the CSR program for our next Congress. Stay tuned.

In the meantime, the CSR Family would like to wish all the members a blessed holiday season, full of love, happiness, and health.

In caring through friendship,

CSR Committee

### **Keys for Trees in Langkawi, Malaysia**

EXCO Members of UICH Les Clefs d'Or and the Asian Zone Directors joined Les Clefs d'Or Malaysia's President, Ragu, to plant mangrove tree saplings during the 12<sup>th</sup> UICH Asian Congress in Langkawi

### **Keys for Trees in Jakarta, Indonesia**

Members of Les Clefs d'Or Indonesia join hands to plant 50 tree saplings during their most recent Annual General Meeting in Jakarta.



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

## Les Clefs d'Or Sweden

## SECTION UPDATES

On behalf of Svenska HotellPortier Föreningen – Les Clefs d'Or Sweden, I am very pleased to share some updates about our section.

During 2023, we have stable and high occupancy at the hotels. Business travel has come back strongly, as well as more of the international guests. Many believe that climate change has a major impact on more tourists choosing to travel to Scandinavia, as well as that the Swedish currency is currently very attractive.

This has meant that all our members have had plenty of work to do. We notice that the guests who visit us have a demand for concierge service.

Our board has worked actively and wholeheartedly on two focus areas. Strengthening our membership, as well as supporting and helping re-establish the Norwegian section.

We have made multiple visits to Oslo and had our summer kick-off event there in June. We had the absolute pleasure of hosting the annual Les Clefs d'Or Scandinavian Zone Meeting in October. Both events were very successful, we shared precious moments together, networked, and had a good time together in the spirit of friendship.

Lastly, we wish each and every one of you the best for the year ahead. May it be filled with success and abundance.

Until we meet again, Vive Les Clefs d'Or!

In Friendship,  
Erik Montoya, President,  
Les Clefs d'Or Sweden





## Les Clefs d'Or Sweden (continued)

**Summer kick-off** - 12 to 13 June in Oslo, Norway.

We enjoyed a wonderful welcome reception at Hotel Bristol, followed by a Oslofjord sightseeing by boat. In the evening, we shared a delicious dinner at a newly opened restaurant. The following morning, we arranged three hotel tours. About 25 members were gathered throughout the event.

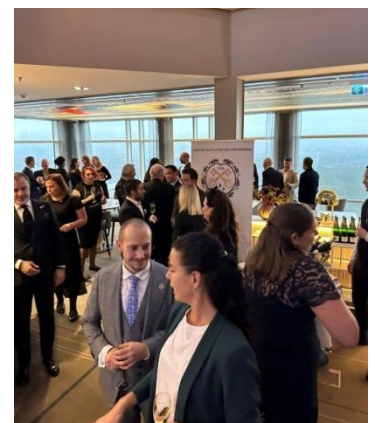


**Scandinavian Zone Meeting** - 13 to 15 October in Gothenburg, Sweden.

We enjoyed a wonderful welcome reception and dinner at Upper House, Gothia Towers. The following day, our Zone Director Adam von Mentzer led a team building workshop, where the main topic was to discuss how to strengthen the collaboration within our zone. This workshop was held after the pinning ceremony for our four newest members. On the last day, we arranged two hotel tours. About 40 members were gathered throughout the event, and we were honoured to count among us the presence of Past President Anders Ölsted Jensen and General Secretary Burak Ipekci.



Our four newest members from the left, **Martin Nordström**, Concierge at Grand Hôtel Stockholm. **Johanna Picano**, Head Concierge at Grand Hôtel Stockholm. **Kim Asplund**, Concierge at Ett Hem. **Linda Mackinovski**, Concierge at Upper House.



# Your Les Clefs d'Or Key Updates

## Les Clefs d'Or Thailand

## SECTION UPDATES

### Les Clefs d'Or Learning Day – National Museum

On July 5, 2023, a group of 30 members from Les Clefs d'Or Thailand had the privilege of participating in a guided tour of the National Museum Thailand.

The special tour included expert speakers who provided detailed explanations of the various exhibits, aiming to enrich the knowledge and benefit the concierge profession as representatives of information for international visitors.

The morning excursion began with a boat journey to the National Museum Thailand. The special speakers from the museum shared in-depth information about the valuable artifacts and the significance of preserving various items in the museum.

Additionally, the group had the opportunity to visit the Bangkok Folk Museum, providing valuable insights into the surrounding area for quality information available to all members.

### 12th UICH Pan Asian Congress – Langkawi, Malaysia

From September 9-13, 2023, representatives from the Les Clefs d'Or Thailand association attended the annual Asian regional meeting in Langkawi, Malaysia. The Thai delegation, led by the President, included a total of four representatives. The meeting covered various key topics such as the Industrial Revolution and Enhancing the Concierge Brand Outreach, among other beneficial subjects.

Throughout the conference, collaborative activities were organized to strengthen the relationships among members from different countries. The discussions and activities aimed to foster unity and shared understanding among the delegates.

The participation of the Les Clefs d'Or Thailand delegation in this regional meeting served to deepen their engagement with pertinent industry issues and reinforce connections with fellow members from the Asian region.





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

### Dispatcher Training – Limousine Drivers

On October 23, 2023, Les Clefs d'Or Thailand entrusted international full members with the opportunity to serve as guest speakers for Dispatcher Training. This training program is designed for limousine service drivers, aiming to enhance the quality of their services.



### The Concierge Code – A Training by Les Clefs d'Or

On November 2, 2023, Les Clefs d'Or Thailand demonstrated its trust in the international full members by providing them with the opportunity to serve as guest speakers for a training session on the intricacies of being a Concierge. This training session took place at the Panyapiwat Institute of Management, a renowned institution specializing in trade and service in Thailand.

The content of the training delved into the responsibilities of the Concierge role, its significance to hotels, and the qualities required to excel in this position. The session, led by the President of Les Clefs d'Or Thailand and two additional international full members from prestigious five-star hotels in Thailand, spanned three hours.



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or New Zealand

**The George Christchurch** extended an invitation to South Island members and active members of Les Clefs d'Or New Zealand who participated in hosting our international colleagues in 2013 to a special dinner at the Residence Private Villa at The George Hotel Christchurch. The occasion was to commemorate the 10th anniversary of the 60th U.I.C.H. Congress, which had been hosted in the stunning city of Queenstown.

The evening proved to be enchanting, as it allowed us to reminisce about the unforgettable event when over 400 international Les Clefs d'Or colleagues graced our country's shores. We celebrated in the company of our members, savoring delightful cuisine and impeccable service, all masterfully orchestrated by Mr. Bryan James Wilkinson, Concierge, at this magnificent establishment. His passion for Les Clefs d'Or and his commitment to delivering the highest quality service are well-known and highly regarded.

We express our heartfelt gratitude to Mr. Bruce Garrett, Managing Director at The George, for his presence at this milestone celebration and his enduring support of Les Clefs d'Or New Zealand throughout the years.

Viva Les Clefs d'Or

In Service Through Friendship

Gustavo Concha  
Director of Public Relations,  
Les Clefs d'Or New Zealand





# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Qatar

**Doha, November 7, 2023** - Les Clefs d'Or of Qatar proudly participated in the Qatar Hospitality Exhibitions held at the Doha Exhibition and Convention Center (DECC). As 2023 promises to be a pivotal year for Qatar, the event showcased the nation's burgeoning hospitality sector, set to thrive on government initiatives and a rich tapestry of global and local events.

The Qatar Hospitality Exhibitions brought attention to the anticipated surge in demand within the hospitality industry. The catalysts for this growth include upcoming sports events, heightened staycation preferences, a burgeoning cruise business, increased travellers from GCC countries, engaging exhibitions, vibrant food festivals, and more.

Les Clefs d'Or of Qatar also affirmed its commitment to support Qatar's tourism and hospitality industries. As ambassadors of excellence, the

members of Les Clefs d'Or of Qatar play a crucial role in elevating the standards of service and promoting the nation as a premier destination for global travellers.

The participation of Les Clefs d'Or of Qatar in the Qatar Hospitality Exhibitions underscores their dedication to contributing to the growth of Qatar's hospitality sector. By actively engaging with Hospitality industry stakeholders and showcasing their commitment to excellence, Les Clefs d'Or of Qatar aims to play a pivotal role in the continued success of Qatar's tourism and hospitality landscape.



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Malaysia

#### 12<sup>th</sup> UICH Asian Congress , Langkawi, Malaysia – TERIMA KASIH!

Dear Friends,

We would like to take this opportunity to thank everyone who helped make the 12<sup>th</sup> UICH Asian Congress that was held in the beautiful islands of Langkawi, Malaysia from the 10<sup>th</sup> to 15<sup>th</sup> September 2023, a major success!

Our thank you goes to Tourism Malaysia, Malaysian Conventions and Exhibitions Bureau ( MyCEB), the Langkawi Development Board (LADA), and the leadership of UICH Les Clefs d'Or for their support and advice; our various sponsors, the management of Park Royal Resort Langkawi, Aloft Langkawi and DASH Hotel Langkawi for the hostings of rooms and venues, our esteemed speakers for the education day; and lastly all of the members and friends, from near and far, who attended the memorable congress! Without you it would not have been as happening as it was! Terima Kasih! Thank you!

#### Concierge Introduction at Taylor's University, Lakeside Campus



On the 16<sup>th</sup> of November 2023, Les Clefs d'Or Malaysia was invited to share an introduction of the Concierge Profession and Les Clefs d'Or to the 1<sup>st</sup> Semester Students of Taylor's University's School of Hospitality, Tourism and Events Management. The 2-hours talk was mainly conducted by our Vice President and UICH Les Clefs d'Or Assistant General Secretary, *Mr Sharezal*;

together with members of our Executive Committee Members, namely *Mr Dino*, Honorary Secretary; *Mr Muhd Syukur (Koy)*, Honorary Treasurer; *Mr Sazlin*, Head of Public Relations and our Public Relations Officer, *Muhen*.

This session was also an introduction of a future collaboration between Les Clefs d'Or Malaysia and Taylor's University – where a Junior Concierge Training for the students is being planned, with a certification by the University, endorsed by Les Clefs d'Or Malaysia.



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Brazil



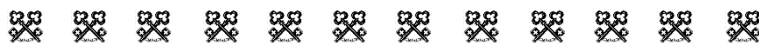
On behalf of Les Clefs d'Or Brésil, I am delighted to provide some updates about our section.

The members are constantly meeting in major cities, including special gatherings at internationally acclaimed restaurants such as Lasai in Rio de Janeiro and Dalva e Dito in São Paulo.

Now, we are preparing for our Annual General Meeting (AGM), which will take place in December in São Paulo. During the Annual General Meeting (AGM), we will conduct elections and introduce our newly elected board.

We would like to take this opportunity to wish all our members worldwide a blessed holiday season.

Vive Les Clefs d'Or!



**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

## Les Clefs d'Or Japan

**On November 9**, Forbes Travel Guide's "A Celebration of 2023 - Asia Pacific Star Award Winners" event was held at the Palace Hotel Tokyo, with Zone Director SEAO Mayako Sumiyoshi and Les Clefs d'Or Japan President Aiko Imaizumi attending the event.

The luncheon, held in the magnificent banquet room of the Palace Hotel Tokyo, began with remarks by Ms. Amanda Frasier, PRESIDENT - RATINGS, who shared current traveler trends and needs, and the direction Forbes Travel Guide is heading. This was followed by a cocktail reception in the evening where general managers and management of each hotel, travel agents, and invited guests involved in the industry, socialized.

This event was a great opportunity to meet key people from Forbes Travel Guide in Japan and to interact and exchange ideas with people in the industry.

## SECTION UPDATES



## Les Clefs d'Or Japan Welcomes New Member:

### Ms. Saito Maitani



We are delighted to announce that Les Clefs d'Or Japan has welcomed *Ms. Saori Maitani*, Concierge at *Hotel Granvia Kyoto* as a new member. She is the second Les Clefs d'Or member from the hotel, and one of the youngest members of Les Clefs d'Or Japan. Below is a message from her.

"Thank you for approving me as a Les Clefs d'Or member. I would also like to express my gratitude to all the concierges and team members who have been supporting me, as well as to the unforgettable guests I have met who have made me feel the excitement, passion and charm of this job."



## Les Clefs d'Or Japan (continued)



I was hired at Hotel Granvia Kyoto as a part-time employee and spent a year and a half as a concierge assistant around the desk and of guest service, experiencing “What is being a concierge”.

After that, I started working as a concierge and it has been about 8 years. About half of those years were spent under the influence of the new coronavirus that has raged around the world. It was a challenging time, but it was also a time when I looked back on the good times I had with guests and realized how much I enjoyed and loved my job, and I was strongly reminded of the strength and importance of the connections between concierges.

Now that the guests have returned and it has regained its liveliness, I will not forget what I felt at that time, and I will respond to every inquiry with the utmost sincerity, valuing each and every guest even more than before. I will continue to seek the best concierge service that I can provide and strive to be a concierge who continues to grow and develop in accordance with the changing times. In addition, I will continue to do my best not only as one concierge but also for my team, for future concierges, and for the tourism industry in Japan, through my daily work and as a member of Les Clefs d'Or.”

A big welcome to Saori! Les Clefs d'Or Japan is looking forward to work with you closely.

As of October 2023, Les Clefs d'Or Japan consist of 27 active members, 1 honorary member, 1 retired member and 18 affiliates.

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

## **SECTION UPDATES**

### Les Clefs d'Or India



We were honored to have UICH President, Mr. Randy Santos, join us in Bengaluru, India's Silicon Valley, and cultural hub. The 16th AGM's Highlights included prestigious venues like The Leela Bhartiya City, The Leela Palace Bengaluru, and The Ritz Carlton Bengaluru. The AGM brought together Les Clefs d'Or India's regional teams and international members from Kazakhstan and Maldives for the prestigious Golden Key pinning ceremony.

We are thrilled to announce that success of our recent Corporate Social Responsibility (CSR) initiative carried out at the 16th Annual General Meeting at JW Marriott Bengaluru Prestige Golfshire Resort & Spa, where the organization came together to pay tribute to our esteemed past members through a tree planting initiative.

We also elected a new Executive Committee, shaping the future of Les Clefs India. Additionally, we proudly crowned the Concierge of the Year 2023- DAVID AARON. Mr. Santos' presence and inspiring words energized our dynamic concierges, reinforcing their role as ambassadors of our vibrant cities.

Thanks to all attendees, sponsors, and partners for making this event unforgettable. Together, we're poised for continued growth and success!



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



### Les Clefs d'Or India Sets Course for a Dynamic Future

Les Clefs d'Or India recently marked a significant milestone in its journey towards excellence by hosting the inaugural Executive Committee meeting of the newly elected leadership. The meeting, held under the able guidance of President Mr. Nilesh Belapallu and the esteemed Hon. Asian Zone President, Mr. Edwin Saldanha, took place on the 26th of October 2023, at the luxurious venue of "The Westin Mumbai Garden City". The Executive Committee came together to chart a roadmap that will propel the Indian section to new heights and ensure that it continues to serve its mission of providing unparalleled concierge services to guests and our fraternity.

**Social Services** - Members from Les Clefs d'Or India's Western Region embarked on a meaningful journey to Pasaydan Ashram, an orphanage home nestled 62 kilometers away from Mumbai Airport.

This special shelter is a haven for many physically challenged children who have been left by their parents. The love and care they receive is immeasurable. The Biggest Pride is that this social service was done with members contribution, INR 11500/- was paid for Water Purifier.



### Training session at Sri Lanka Institute of Tourism Hotel Management



We are thrilled to inform you about the recently conducted Training Session at SLITHM (Sri Lanka Institute of Tourism Hotel Management) in Sri Lanka.

The session was led by our highly regarded Zone Director and President, Mr. Edwin Saldanha. Besides, we would like to express our gratitude to the Principal and Front Office facilities for providing us with the opportunity to engage with the students for two hours.

It was a delightful and inspiring experience to introduce Les Clefs d'Or to the students and interact with them.

## Les Clefs d'Or India (continued)

**D.Y. PATIL UNIVERSITY**  
SCHOOL OF HOSPITALITY & TOURISM STUDIES  
NAVI MUMBAI

# "Concierge Workshop"

**Mr. Satish Gaikwad**  
Concierge Manager  
Taj Mahal Palace, Mumbai

**Mr. Maxim Mascarenhas**  
Asst. Chief Concierge  
ITC Maratha, Mumbai

**Ms. Mansi Yelve**  
The Ritz Carlton Hotel and Residences

**Mr. Fagun Singh**  
Four Seasons, Mumbai

6th, November 2023 | 11:00 am onwards

### Training session at D.Y. Patil School of Hospitality & Tourism studies

Les Clefs d'Or India is on a mission to inspire the next generation of hospitality mavens!

Our seasoned concierges are not just key holders; they're gatekeepers to an encyclopedia of industry wisdom. And guess what? They've been sharing their insider secrets with the bright-eyed students at D.Y. PATIL SCHOOL OF HOSPITALITY & TOURISM Studies in Navi Mumbai! This isn't just an exchange of knowledge... it's a beacon of tradition lighting up the paths for young enthusiasts.

### Training session at Amity University

Excited to announce that Amity University, Noida, has extended a warm invitation to Les Clefs d'Or India for a special training session on **"Concierge as a Profession."**

We're thrilled to have the chance to impart our knowledge and reveal the enchantment of the Concierge profession to the future leaders of the industry. The training session was conducted on October 17th at 2 PM at Amity University, Noida.

A special shoutout to Mr. Anuj Tyagi, President of Concierge Association of India's Northern Region. Mr. Naveen Dahiya, General Secretary of Les Clefs d'Or India. Mr. Rajiv Jhurani, Vice President of Concierge Association of India's Northern Region for making this session even more special!

**AMITY UNIVERSITY**

**LES CLEFS D'OR INDIA**

TALK ABOUT  
**CONCIERGE AS A PROFESSION**  
at  
Amity University, Noida

WITH  
**ANUJ TYAGI**  
President  
Concierge Association of India  
(Northern Region)  
Chief Concierge - Le Meridien, Gurgaon

**RAJIV JHURANI**  
Vice President  
Concierge Association of India  
(Northern Region)  
Head Concierge - Pullman, Aerocity

**NAVEEN DAHIYA**  
General Secretary  
Les Clefs d'Or India  
Chief Concierge The Leela Palace, Delhi

Date: 17th October, 2023  
Time: 02:00 pm - 04:00 pm

More information  
Phone: +91 9911440715  
E-mail: secretarynr@cai.org.in



# *Your Les Clefs d'Or*

# **Key Updates**

## **SECTION UPDATES**

### **Les Clefs d'Or Philippines**

*\*Article as appeared in the Philippine Daily*

Les Clefs d'Or Philippines celebrated its 30th anniversary at the iconic white sands of Boracay. 30 years have passed since the establishment of the Philippine chapter of this prestigious international society of hotel concierges, identified by the golden crossed keys on their lapels. Since then, the organization grew in ranks and all the members across different generations continue to uphold the credo "In Service through friendship".

Orchestrated and lead by Les Clefs d'Or Philippines President and Solaire Resort Entertainment City Chief Concierge, Jerome Uy, the Annual General Meeting was successfully staged in Boracay after months of careful planning. The 3-day event was packed full of activities for all delegates coming to the island to celebrate this momentous occasion. A sumptuous welcome dinner was arranged at Belmont Hotel Boracay to officially start the event. This was attended by Chief of Malay Tourism – Mr. Felix delos Santos and the Department of Tourism Regional Director of NCR - Ms. Sharlene Batin.



A day of service in honor of the late Andy Pongco, the godfather of the Philippine concierge, was facilitated at the Ati community where the organization extended medical and dental services along with feeding and beach cleanup program. It has been a long-standing tradition to render services to the community and to pay forward. The indigenous community was the chosen beneficiary who often faces unique challenges and barriers to accessing healthcare and other resources. Afterwards, the members enjoyed a familiarization activity that showcased the highlights of Boracay courtesy of Our Stories Travel and Tour.

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

An Educational forum was held at Shangri-La Boracay where international speakers presented their topics to the local members. The forum was led by Les Clefs d'Or International President, Randy Santos, and 1st Vice President, James Ridenour. The session was insightful covering innovative developments such as Artificial intelligence in the industry and speaking about taking opportunities at the right moment. This was



followed by the Annual General Meeting proper at Crimson Resort & Spa Boracay where the organization discussed the achievements of the previous year and the exciting plans for the near future. For the first time, selected individuals who provided significant contributions to the organization were presented with a national honorary membership. A slew of travel & service partners presented as well showcasing their products and services such as Royal Destination World Travel & Tours, Southwest Tours and 2Kings Productions. The event was also attended by other international delegates: Mayako Sumiyoshi (Zone Director for Southeast Asia and Oceania), Muhendra Reddy (Public Relations Office of Les Clefs d'Or Malaysia), Jordan Ongtangco (Secretary General of Les Clefs d'Or Canada), Charles Ferrer (Les Clefs d'Or Philippines National Honorary Member), and Andrew Ferrer (Les Clefs d'Or Qatar President).



The celebration was capped with a thanksgiving party by the beach where attendees enjoyed the sand, the breeze combined with the sounds of the waves, and the endearing company under the moonlight. It was indeed a week to remember and definitely one for the books. This event was made possible through the support of White Horse International Entertainment, Ms. Candy Tang – Chief Executive officer and Mr. Justin Lin – Associate Director. A Special appreciation thanks to Mr. Ganzon Gan and Nustar Resort & Casino for the unwavering support in making this milestone event a complete success.

30 years of service through friendship, Les Clefs d'Or is Your Key to the Philippines.

Happy anniversary and Mabuhay!



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Italy

The Italian Golden Keys Concierges reunited last November 23-26 for the annual National Congress that was held in Croatia and organized by our Croatian colleagues affiliated to the Italian section. The location of the 43rd Les Clefs d'Or Italy Congress was a beautiful historical city: Opatija - a pearl of the Northern Adriatic. The congress reunited over 120 participants from Italy, Croatia, Switzerland and the Presidents of the Spanish, Portuguese, Greek and Turkish sections that attended the Med Zone meeting.

Among the attendees and speakers at the General Assembly of the Congress: Mr. Davide Bradanini, Consul General of the Republic of Italy in Rijeka, top managers of local hospitality companies, students from tourism academy as well as supporting vendors. The Croatian National Tourist Board together with various local authorities supported the Congress.



Les Clefs d'Or Italy has always been sensitive to charity projects dedicated to children and every year arranges a charity raffle to support an organization of the city or area where the congress is held. This year's Gala Night charity raffle was dedicated to the orphanage and children care organization Dom "Ivana Brlić Mažuranić" in Lovran that will receive necessary support for children's needs.



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Canada

The past 6 months have been busy for the Canadian Section. We welcomed our new National Executives during the North American Congress in Las Vegas. Our new officers are led by new President Dillon Carfoot of Oak Bay Beach Hotel in Victoria, BC, returning National Treasurer Ronaldo Breton of The Hazelton Hotel in Toronto, ON, Newly elected National Secretary Jordan Ongtangco of Executive Hotel Le Soleil in Vancouver, BC, and PR Director Maleni Rendon Chavez of Fairmont Le Château Frontenac in Quebec City, QC.

In November, our National Executives together with the rest of the National Board consisting of 7 Regional Directors representing Canada from Coast to Coast gathered in the beautiful city of Halifax, Nova Scotia for the Fall National Board Meeting. The Fall National Board Meeting is always an exciting event as it marks the culmination of years of testings, evaluations, interviews, volunteering, and hard work of our Aspiring Candidates who wants to be part of our prestigious association. This year, our Section has approved and welcomed 10 new members from all over Canada enabling us to surpass the 100 member mark! These new members will be the future of the Canadian Section and we are all proud to welcome them to the Les Clefs d'Or Family.

In 3 years, we will be celebrating our milestone 50th Anniversary and we look forward to celebrating with you all. Please watch our website for updates. [www.lesclefsdorcanada.org](http://www.lesclefsdorcanada.org)



Canadian National Board :

**Standing from L to R :** Catherine Leblanc of Fairmont Le Château Frontenac (Quebec City and Charlevoix Region), Anne Marie Gauthier of Ritz-Carlton Montreal (Montreal Region), James Robar of Sutton Place Halifax (Atlantic Region), Jamie Clarke of White Oaks Conference Resort and Spa (Niagara Region), Michael Lombardi of Nottawasag Resort (Ontario Region), Salima Jiwan of Fairmont Waterfront Hotel Vancouver (British Columbia Region), and Nella Mirante of Fairmont Hotel MacDonald.

**Seated from L to R :** Toni Daoud of The Hazelton Hotel Toronto (Comite de Sages), Maleni Rendon Chavez of Fairmont Le Château Frontenac (PR Director), Jordan Ongtangco of Executive Hotel Le Soleil Vancouver (National Secretary), Dillon Carfoot of Oak Bay Beach Hotel (National President), Ronaldo Breton of The Hazelton Hotel Toronto (National Treasurer), and Gerry Parent (Comite de Sages). (Not in photo : Geoff Argue of the Sutton Place Hotel Vancouver (Comite de Sages))



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or USA

Greetings from Les Clefs d'Or USA!

This year passed so quickly as we continued the hospitality and economic recovery throughout the USA. We're happy to report that our membership numbers are slowly increasing and interest in joining the association is increasing once again. We look forward to processing more applications in 2024.

In May, the USA invited Canadian members to join a North American Congress, in Las Vegas, Nevada. The educational component of the congress focused on emotional well-being. Three experts on the brain, body and stress explained, in laymen's terms, how the brain perceives and processes stress. In this post-pandemic world, members are working harder than ever with smaller teams, longer hours and more challenges with guests, not to mention building relationships with new managers and staff within their properties, as well as throughout their community. Techniques and strategies were presented on how to recognize the onset of stress and reduce its impact.

Since the congress, our Director of Education, Mr. Robert Marks, has continued to work with the experts to create online follow-up sessions. Two sessions were offered to members and were greatly appreciated by those in attendance. The board plans to continue online educational forums in 2024.



Recently the board of directors met in Boston for a face-to-face meeting. Discussions included plans for the USA's 50<sup>th</sup> anniversary in 2028, future congresses, various business topics and the UICH tree planting project. During a reception with local members at the historic Fairmont Copley Plaza, Mr. Matt Beritich, from the Sunset Marquis, in West Hollywood, was presented with the 2024 USA Young Leader Award. Everyone enjoyed the evening. We look forward to having Matt represent the USA in Bali.

We wish everyone happiness and prosperity in 2024 and look forward to seeing you in Bali!



# Your Les Clefs d'Or Key Updates

## SECTION UPDATES

### Les Clefs d'Or Australia



Join us for Les Clefs d'Or  
International Congress in  
2026 in Sydney



Come say G'day!

#### G'day Les Clefs d'Or mates!

Buckle up because Les Clefs d'Or Australia is throwing its hat in the ring to host the UICH International Congress in Sydney in 2026, and we're ready to show you a ripper of a time! Picture this: a Congress that's not just about fancy suits and ties but a fair dinkum Aussie experience in the heart of Sydney.

**Hyatt Regency Sydney:** Where the Action Is! First things first – we've locked in the Hyatt Regency Sydney as our venue, and trust us, it's going to be the party central of the Congress. With its sleek design, top-notch facilities, and a location that's smack bang in the middle of all the action, the Hyatt Regency is ready to be the perfect backdrop for Les Clefs d'Or to shine.

**Global Reunion Down Under:** We're not just about talking shop; we're about mateship and good vibes. Sydney, with its sunny beaches, iconic landmarks, and multicultural flair, is the perfect place for Les Clefs d'Or to come together for a global reunion. We're planning events that will make you forget you're "working" and think you're on a holiday – because why not?

**Culture, Aussie Style:** Who said conferences can't be fun? Our plan is to infuse the Congress with a fair dinkum dose of Aussie culture. From indigenous performances that'll blow your mind to culinary delights that'll make your taste buds do a happy dance, we're bringing the best of Australia to you. And yes, there might be some kangaroo-themed surprises – you'll have to wait and see!

**Innovation and Sustainability, Aussie Style:** Mate, we're not just here to party – we're also serious about innovation and sustainability. We're incorporating the latest tech to make your Congress experience a breeze, and we're doing it all while keeping our environmental footprint in check. We reckon it's time to set some new standards, don't you?

#### Get Ready to Say 'G'Day' in 2026!

So, what do you say, Les Clefs d'Or crew? Let's make 2026 the year we all say 'G'day' down under! Pack your bags, dust off your best party shoes, and get ready for a Congress that's going to be talked about for yonks. Les Clefs d'Or in Sydney – **it's gonna be bonza!**