

Les Clefs d'Or Japan Key News

「今、未来に繋ぐ」
コンシェルジュ
の役割



February 2022
Vol.64

Publisher: Mayako Sumiyoshi

Editor : Eiji Tanaka, Aiko Imaizumi, Nozomi Sagasaki / Adrian Fautt

Website: lesclefsdorjapan.com

 Les Clefs d'Or Japan

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Les Clefs d'Or Japan & Japan Concierge Association Joint Seminar



By: Hiromi Yamada

On January 17th, 2022 an online annual co-hosted seminar with Japan Concierge Association and Les Clefs d'Or Japan was held with the participation of 116 members. The theme of the seminar was "Connect the role of Concierge, present to the future".

In the first part of the seminar, Ms. Helga Tabuchi; Counselor of Japan Tourism Agency in charge of International Relations and Tourism Human Resources Policy, spoke about the situation and prospects of tourism in Japan based on concrete data. She pointed out the shortage of human resources in Japan's tourism sector, but at the same time, we were encouraged by

her words: concierges play a very important role in connecting the potential of our country with its guests.

Next, Ms. Kay Abe; Honorary Member of Les Clefs d'Or and Honorary Member of Japan Concierge Association, explained the purpose of this seminar. In the speech, she emphasized that we should take advantage of this opportunity to think about "Connection" as a member of Japan Concierge Association.

In the second part, three speakers who are active in different fields spoke on the theme of "connecting".





Ms. Noriko Sawayama; Representative Director of Curation Hotel Association, has successfully preserved traditional architecture by restoring old minka (traditional Japanese house) into a beautiful curation hotel. By doing so, she is not only protecting traditional architecture, but at the same time she has helped to pass down traditional techniques and craftsmanship. Along with her curation and design, the hotel is a place which allows one to connect with the future. Simultaneously she has introduced an art and craft tourism which allowed her to connect with nearby facilities and she also wishes to increase the value of the regional area.

Mr. Yoshinori Tezuka known as "Yoshi" is the fourth generation Sushi chef of Matsunozushi. He shared the importance of communicating Japanese culture and hospitality to guests and at the same time understand the feelings of the producers and brokers of ingredients. By doing so the meal would be a "once-in-a-lifetime unique sushi experience" for the customers.

Mr. Ritsu Yamada; the General Manager of



Gyokusendo Co., Ltd. talked about "Tsubame-Sanjo Factory Festival" which was organized with the motto "Connecting people through KOUBA (factory)". He talked about how every year they try something new, which connects people together, and how the number of visitors had increased significantly, leading to the revitalization of the area.

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

At the end of the seminar, we offered a silent prayer for Mr. Arshad Khokhar from Denmark, who passed away. He had been dear friend and an active member for many years who was to celebrate his 50th anniversary with the Les Clefs d'Or this year.

It was a great opportunity and precious three hours seminar for us to reaffirm our role as concierge and to learn many hints for the future.



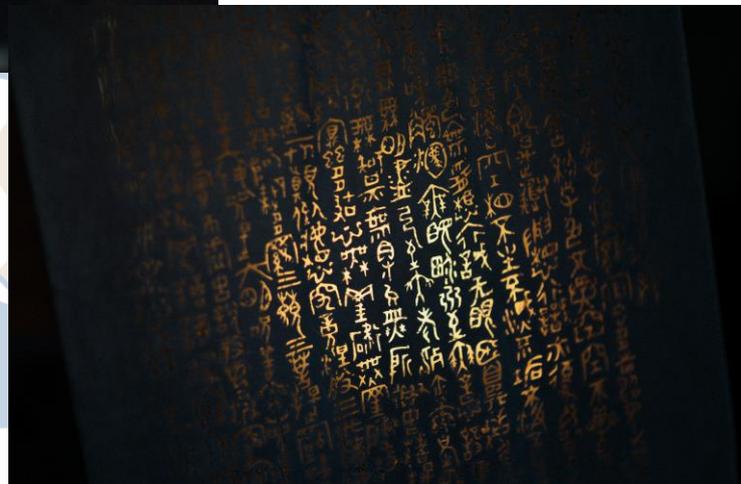
Watanuki Kosuke Tei Visit

By Asako Onoyama

3 members from West region visited Watanuki Kosuke Tei (The Kosuke Watanuki House), which will be open as a private museum utilizing the residence of an artist Kosuke Watanuki in Mikage area in Kobe city. Mr. Watanuki was extremely active and well known in Portugal for long time in the various fields from painting, pottery, glass, architecture and even over 40 of his works are stored in the local museum. Returning to Japan, he was taking charge of the total design for Goshobo, the oldest Japanese inn in Arima, a famous sweet shop Hontakasagoya, Nishiyama sake brewery and so on but as his works were mostly unique typography and he did not introduce himself or his works widely to the public, he remained as an unknown artist in comparison to his achievement.

After the earthquake in 1995, he designed and rebuilt this house where his family was living before then. The exterior which looks like a villa in European resort stands out in Japanese residences area. However, its garden adapts the beauty of the Japanese style and even has a tea house in the unique atmosphere.

Opening the door, you find the house is filled with his works and housewares he made himself and loved much. Surprisingly these were not displayed for the visitors but it is how it looked when he was



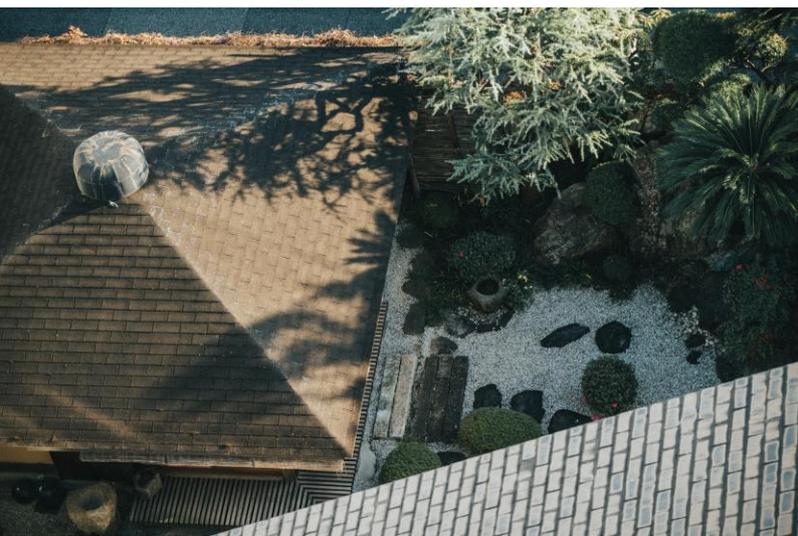
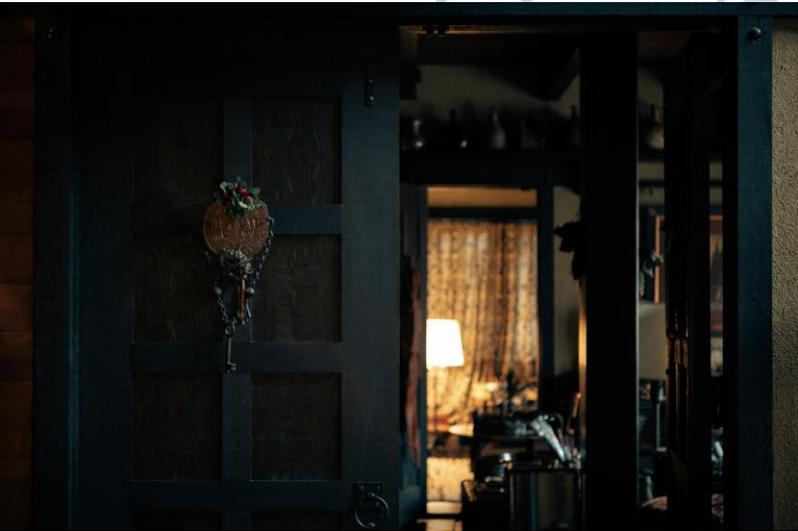
actually living in this house. He believed in the word Oubutsumuho(應物無妨) , it means to go with the flow like water and wind, do not mind others' evaluation, free from convention, paint what you like to paint, eat what you like to eat, live surrounded by people you like. He thinks good work is good even if it is created by an unknown artist and values art in life, this attitude can be seen in every detail of the house.

The house was introduced by Mr.Kazushige Watanuki and his Moroccan wife Ms.Lamyaa Watanuki.

Mr.Kazushige was born and grew up in the above mentioned Inn Tosen Goshobo, where Artist Watanuki was a repeater guest. As he was deeply impressed by the artist's way of life, he even became his adopted son to

inherit his world view. Ms.Lamyaa met the artist in the bar at Goshobo when she was still dating with Mr.Kazushige as a student. She was also fascinated by his world view, established the strong bond and even became the storyteller of the house.

It is still in search how the house can disseminate Mr.Watanuki's way of life and the value of his works to the people who can truly appreciate it or how they can collaborate with Les Clefs d'Or but the visit itself gave us the opportunity to look forward to the future of this amazing establishment.



Stories to experience - National Parks of Japan -

National
Parks
of Japan



By Rise Kamei

Japan is home to 34 national parks and a wide range of natural beauty, from rich ecosystems linked by ice drifts to blue ocean with coral reefs. The total land area is 2.18 million hectares and accounts for 5.8% of the land of Japan. The history goes back to 88 years ago, Setonaikai, Unzen and Kirishima were designated as the first three national parks in 1934.

A unique characteristic of Japan's national park is that many people actually live in the areas belonging to the parks. Japan has adopted a "Regional Natural Park System" as it is quite difficult in Japan to exclusively designate land for national park use like the United States where holds vast nation land. Therefore, visitors will discover not only pristine nature, but also each region's history, culture and traditional lifestyle that have been born and inspired by the mother nature. The Japanese government has set a goal of 60 million inbounds tourists by 2030. National parks are positioned as one of the pillars of the "Tourism Vision to Support the Future of Japan".

The Les Clefs d'Or Japan was approved as an official partner in 2019. This partnership had allowed us to attend a Fam trip and join in on a lecture of the famous Unzen Amakusa National Park which was presented by the ranger and through SNS. With the knowledge acquired, we as a Concierge have also been able to share to others the charm of national parks, and traditional culture as well as local information.

Photos by Ministry of the Environment



National Parks of Japan Fuji-Hakone-Izu National Park 富士箱根伊豆国立公園



Photo by Ministry of the Environment

Volcanoes Stretching from the Pacific Ocean to Sacred Mt. Fuji: Diverse Landscapes Created by Volcano Topography and Culture

Date of Designation: February 1, 1936, as Fuji-Hakone National Park

Area: 121,695 ha (land area)

Related Prefectures: Tokyo, Kanagawa, Yamanashi, Shizuoka



"Fujisan, sacred place and source of artistic inspiration"
Mt. Fuji and related cultural heritage sites around the mountain were registered as the world heritage site by UNESCO in 2013.

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lesclefsdorjapan · フォロー中

lesclefsdorjapan Happy New Year 2022 🎉
May this be a happy and fruitful year!

If you are lucky enough with the weather, you can say Hello to the Mt. Fuji that has been attracting so many people with its magnificent beauty.
Visiting the Fuji-Hakone-Izu National park allows you to enjoy the culture and beautiful panoramic view of Mt. Fuji.
<https://www.env.go.jp/en/nature/nps/park/fujihakone/index.html>

Les Clefs d'Or Japan is an official partner of Japan National Parks.

🏠あけましておめでとうございます🏠
明るく希望に溢れる1年になりますように...

日本には素晴らしい自然がたくさん。皆さんは今年どこへ訪れたいですか。
空気が澄んだこの季節、天気良ければ富士山の美しい姿を色々な場所から楽しめます。
もっと近くで富士山を満喫したいなら、富士箱根伊豆国立公園へ訪れてみてはいかがでしょうか。

2022年もレ・クレドール ジャパンをどうぞよろしくお願ひ申し上げます。
#yourkeytoeverything #lesclefsdor #nationalpark #国立公園満喫ブ

1月1日

miko.selcuk396、その他が「いいね！」しました

コメントを追加...



国立公園
オフィシャルパートナー



Les Clefs d'Or Japan is
an official partner of
the National Parks of Japan

Getting to know our members !

Palace Hotel Tokyo Kazushi Kawamura

Experience as a Concierge : 18 years

Member of Les Clefs d'Or : 12 years

Highlights of your hotel: With an incomparable perspective on the city and a singular, moat-side setting just opposite the Imperial Palace gardens, the Forbes Travel Guide Five-Star Palace Hotel Tokyo is a haven of hospitality – serene and refined, and imbued with understated luxury throughout. Paying homage to a legacy that dates back more than half a century, the multi-award-winning modern masterpiece is a sophisticated celebration of its country's culture and a tribute to omotenashi – Japanese hospitality.

How I spend my time on my day off: I am very found of taking a walk in the park as well as small mountain such as Shinjuku Gyoen Park and Mt. Takao.

If you ask me, I would like to recommend "[Maeda Koshaku house](#)" in Meguro ward which is used to be the house of Prince Maeda before WW2. There is a Sukiya style house, Japanese architectural method in making tea house. If you sit on the porch and looking down the land scape garden, you will travel to the Meiji area and feels like you were as Prince Maeda.

Special place to visit: Few years ago, [Starbucks](#) Coffee opened inside the Shinjuku Gyoen Park.

There is always a long queue in front of the shop.

Just skip the line and go under the shop with your personnel tumbler. It is always sunny and cozy open space area and enjoy your lovely time over looking the wide view of the land scape garden.

Favorite Hotel Movie: Two girls met at the beach side luxury resort area. They have been fostered their friendship through their life.

[Bette Midler](#) is as a musical star who had been pushed her position to the top ladder. It depicts bare human being drama. You can not listen to its theme song, "Wind beneath my wings" without tears rolling down your face....



Park Hyatt Tokyo

Adrian Fautt



Self Highlight: I am originally from Los Angeles California. I grew up just 15 minutes away from Disneyland and consider myself a very easy going Californian. I graduated from a university with a double major in Japanese and Marketing. I had come to Japan as I was offered a position with a Japanese electronics firm but after a year, I through myself in to the hotel industry where I felt more comfortable. My first step began at the Hotel Seiyo Ginza where I was blessed with the best possible mentor to learn the definition of customer service and what a concierge is. Several years later I was offered a position at the Park Hyatt Tokyo for the opening as a “Concierge”. I love my hotel and love what I do and I am also very happy to have been working for 28 years this year!

Self Past time: My favorite past time would be driving and listening to the music of my mood. I like heading out without a destination and enjoying music ranging from classic, jazz, hip hop to techno. When I am not able to head out, I enjoy my personal time as home relaxing on my sofa with a music of my choice and with a Suntory Whiskey Hight Ball in my hand. This would be my stress reliever as well as quality self-time to reset my self emotionally. When the season allows, you can find me in my back yard enjoying the weather along with a Suntory in my hand as well.

Favorite place: My favorite place to be would have to be Huntington Beach California where I had spent many hours surfing during my young years. The sound of the waves sooths me and washes away worries and stress. But as I am not in LA, my favorite place locally would have to be away from the city camping. My favorite scene is in Kita-Karuizawa “Sweet Grass Camp Ground where I can forget time and become part of nature even if it is a short and scheduled stay.



Favorite rest/movie: My personal favorite movie, you may expect me to say “Lost in Translation” at it was filmed at the Park Hyatt Tokyo while I was actually on shift but in fact would be “For Love or Money” (Japanese title: Barairono Sentaku) Michael J. Fox plays a very busy concierge in the most comical and loving way possible. This movie depicts the concierge’s real life but exaggerates the scenes to leave an impression as well as it being simply funny and entertaining. This was the first Hollywood movie which the star of the movie being a “Concierge” and made be quite proud of my profession and for this reason, I find my self watching the movie every once in a while.

Greetings from New Committee

Since January 2022, we have welcomed Mr. Kazuyoshi Nishikawa, the Chief Concierge of Westin Hotel Osaka as our new committee member in charge of PR at Les Clefs d'Or Japan. He will like to say a few words.



“My name is Kazuyoshi Nishikawa. I am proud of 18 years career as a concierge of The Westin Osaka. I was elected to director of Public Relations. The important role is making connection between worldwide traveler and highly cultural and most beautiful county JAPAN and making an opportunity for them to choose the hotel that employs a les clefs d’Or concierge. For this role I regularly post attractive information and our activities on our official website and social media. I hope hotel and travel industry are developing with professionalism of les clefs d’Or.”

Online Monthly Meeting



January

It was the first time to see each other online in 2022, so each member announced updates of their current situation.

Ms. Marie Antoinette Mori did a presentation about SDGs at her hotel at Tokyo Station hotel. They have reduced the use of plastics, water saving, reduce of trash, saving use of electricity, reduction of CO2, food recycling, and reduce food loss. They are also selling charity Christmas ornaments, and donate all of the profit to an organization who are working on forest preservation. It helps us to bring back to our hotel and see what we can do by sharing on how each hotel is working on SDGs.



There was a presentation by Ms. Rie Namura of Ishikawa Prefectural Government Inbound Tourism Office on the tourism contents offered in Ishikawa prefecture. There are so many charming sides to Ishikawa, and we are looking forward to discover more about the place so that we can share to our guests in the near future.

A presentation was given from Ms. Ai Mayanagi on Sustainable Development Goals at Mandarin Oriental Tokyo. The hotel group has pledged to eliminate all single-use plastic across all areas of the hotel. They have replaced water bottles to reusable bottles, bath amenity in guestrooms have been changed to a eco friendly brand, stopped ordering wraps, manage paper usage, donating used soap to poor countries, selecting ingredients with the SDGs in mind, and they have joined local cleaning event. Also they are offering English lessons to local elementary school. We were impressed to hear all the SDGs that the hotel is working on.



February

We shared the outcomes of the survey we took after the joint seminar held in January with Japan Concierge Association. There were many positive feedbacks from members and many of them understood the importance of connecting with others. All the feedbacks will be reviewed for planning next year’s seminar.

It was announced that UICH Board Director Meeting will be held in May 11 to 14 at Marrakech in Morocco. Japan will join if the situation is allowed by then.