



## Proud of Over 100 Years of Classic Luxury

**Please tell us a little about yourself, and why you became a concierge.**

I was born in Manila, The Philippines. As a university student, I got interested in Japanese culture and came to Japan to study International Tourism, then gained experience as a hotelier at global chain hotels in Japan and overseas. In 2012, I joined the team preparing to reopen The Tokyo Station Hotel, a Nippon Hotel Group. Nippon Hotel's first Concierge section was launched the next year in 2013 and I became a member of Les Clefs d'Or, the international network of hotel concierges, in 2018.

**The Tokyo Station Hotel boasts its "Classic Luxury", but what's the key point of that?**

We aspire to become a hotel that people will love through the ages. We give our best efforts every day to create a comfortable, pleasing space that lives up to the dignity and story of the Tokyo Station and The Tokyo Station Hotel. Designated as an Important Cultural Property of Japan, we aim to combine its rich history with a character of a friendly hotel where guests can feel at home.



**Marie Antoinette Mori**  
Chief Concierge  
Member of Les Clefs d'Or  
The Tokyo Station Hotel

**I gather you've entered a partnership with one of the world's leading companies in hygiene management. What Covid-19 countermeasures do you use?**

Following the strict hygiene protocols of Ecolab, we acquired Sharecare Health Security VERIFIED (Forbes Travel Guide) and GBAC Star Facility Accreditation, proving that we are a facility that satisfies international hygiene standards committed to safeguard the health and safety of our guests and employees.

**What are a few fun ways to spend time at The Tokyo Station Hotel?**

I have to say that there is no "one size fits all" answer to this. We like to get to know our guests, gather information through conversation and offer them customized services. Our guests will definitely enjoy our 10 restaurants & bars, the spa, and huge spread of breakfast at The Atrium. We also encourage guests to have a closer look at the reliefs at the cupola domes' Archive and the historic photos at the hallways.

**What are the most important things for you as a concierge?**

To always provide guests with that extra care to make their experience better than they have imagined. To anticipate guests' needs before they even have to ask. To keep researching and expand network of partners. To protect the hotel's reputation with trust and integrity. Be knowledgeable and sensitive to trends and deliver innovative services which suit the times.

**What differences are there in the ways you interact with Japanese and foreign guests?**

As we are all travelers, it is important to ensure service with equality wherein all guests get the same attention and service they deserve. That also requires an understanding of protocols.

Our mission is to provide our guests with a most pleasant stay worth cherishing for a lifetime.

**What kinds of questions, requests, and consultations do you often get from guests?**

We are often asked about gourmet suggestions, art and cultural experiences, train travel recommendations, particularly because we are inside Tokyo Station. We also offer Meet & Greet Service to and from Tokyo Station. Travel suggestions are made with the concept of "travel in style, the Japanese omotenashi way" in mind.

**What has moved you most in your work as a concierge?**

The thing that moved me the most and which I am most grateful for is that Nippon Hotel Group established its first concierge section and assigned me to be the Chief Concierge of The Tokyo Station Hotel.

**What does "concierge" mean to you?**

A concierge should have a balanced combination of technical skills, communication skills and emotional intelligence. As a member of Les Clefs d'Or, we strive to showcase Japan's tradition, culture and beauty, and contribute even small steps to the tourism industry. I wish to inspire younger hoteliers though accumulation of efforts and eventually pass the baton to the next generation.

**And what is true hospitality?**

I am still searching for the true meaning of hospitality and truly believe that it should always come from the heart with sincerity and empathy. When I feel somewhat lost, I go back to the spirit I began with and reread "Our Promise", the credo of The Tokyo Station Hotel and it gets me back to the right track. We aim to begin our omotenashi service from a point of empathy that we share with our guests.

