Les Clefs d'Or®

Union Internationale des Concierges d'Hôtels

About Les Clefs d'Or

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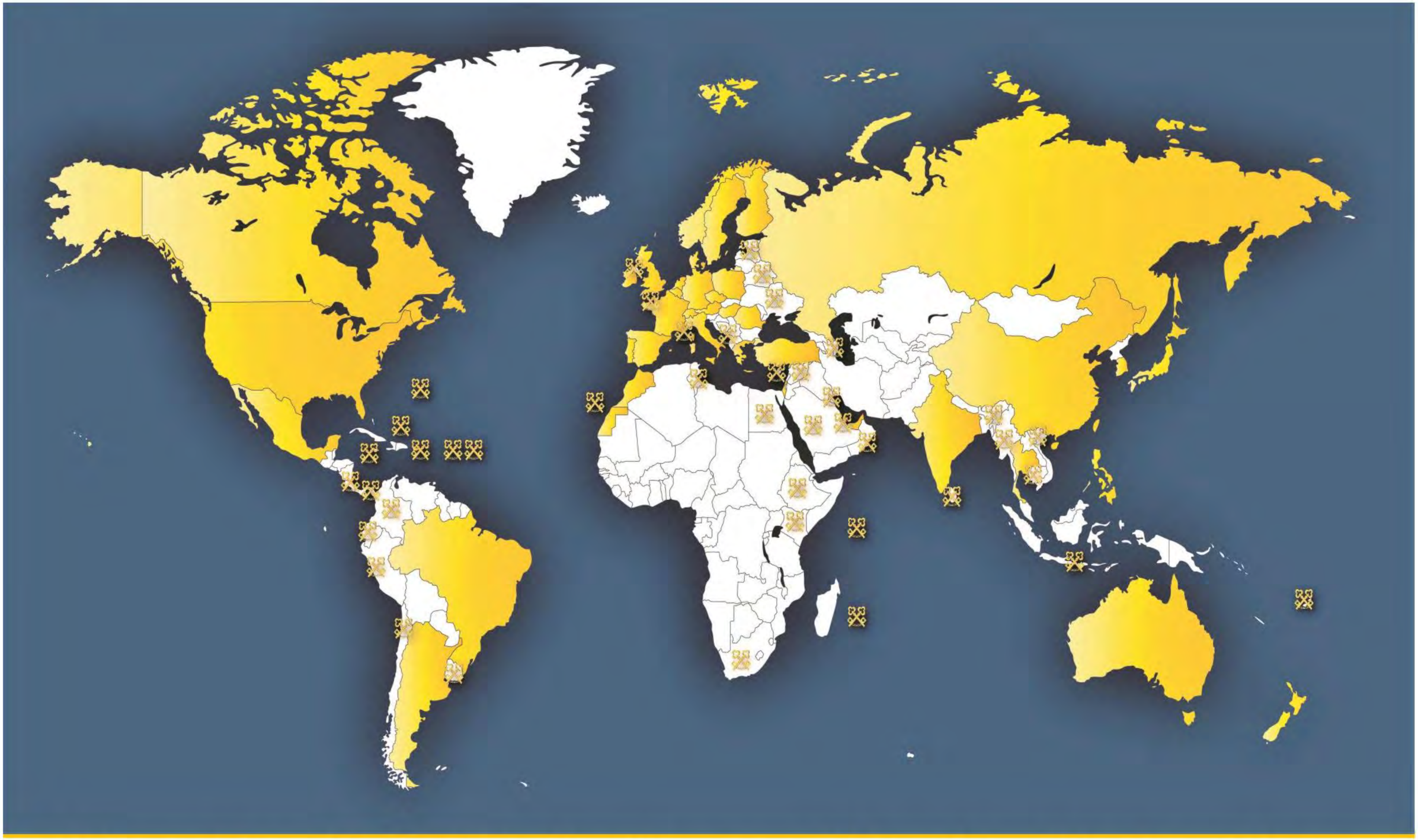


Map of Les Clefs d'Or Sections and Membership Locations

What is a Concierge?

Concierge \kon-syersh\n. doorkeeper. Keeper of the keys

Les Clefs d'Or\lay clay d'or\ n. The translation from French is literally: "The Golden Keys"

A Les Clefs d'Or Concierge is first and foremost a hotel concierge dedicated to serving the needs of his or her guests.

The concierge is a 'hospitality and tourism professional' with an intimate knowledge of their city who acts as an ambassador for all that their city offers.

The association of Les Clefs d'Or is dedicated to the maintenance and continual creation of an unrivalled level of excellence in customer service despite the world moving faster and our ever-changing guest demands.

Les Clefs d'Or - Your Key to Everything

Les Clefs d'Or (translated as The Golden Keys) is a professional association of hotel concierges, with approximately 4000 members working in over 80 countries and 530 destinations, in literally every corner of the world. Easily identified by the golden crossed keys on their lapels, these members are an elite fraternity, globally connected, committed to professional development, and driven to setting new standards for guest service perfection.

The French section of Les Clefs d'Or was formed by Pierre Quentin in 1929 while our international association was officially founded in France in 1952 by Ferdinand Gillet along with the Europeans Presidents of Germany, Denmark, Great Britain (with Ireland), Italy, Switzerland and Belgium. Our association was founded as a not-for-profit organisation based on two pillars: Service and Friendship.

Les Clefs d'Or - Your Key to Everything

Before earning the right to wear the golden keys, those who aspire to become a member must have several years of experience as a hotel concierge, pass comprehensive testing and prove, beyond doubt, their ability to deliver the highest quality of service.

Serving more than 127 million guests every year, Les Clefs d'Or members fulfil an infinite variety of requests from the everyday to the extraordinary. As lifelong professional hotel concierges, their experience, knowledge and professional relationships make them the most reliable local experts and ambassadors of their chosen destinations.

With every member having access to Les Clefs d'Or's global network, often meeting face-to-face at one of their annual international congresses, there is nowhere they cannot reach or guest request they cannot deliver. No one knows the world like Les Clefs d'Or. From Berlin to New York City, Paris to Tokyo, and everywhere in between, Les Clefs d'Or concierges strive to provide nothing short of inspired service.

Les Clefs d'Or History

The Early Years

19th Century travel and tourism flourished in Europe; railroad expansion and steamship travel dramatically increased mobility throughout Europe. In response, a large number of hotels were built to accommodate this newly created demand for lodging.

The hotel porter or doorman became the focal point of guest relations and customer service at many luxury hotels. It was during this time that the role of the ***concierge*** was created in the Grande Dame hotels of Paris and Western Europe. This was the first time a role had been specifically created to assist guests with their requirements in unfamiliar cities. The concierge quickly became a popular and essential service in luxury hotels.

During the mid 1920s, there was a group of Concierges from various hotels in Paris (including one from Algeria) who were trying to organise themselves with the guidance of Mr Pierre Quentin from the Hotel Ambassador. The hotel opened in 1928 and played host to a ceremony in the honour of Charles Lindbergh's cross Atlantic journey in 1927. The following year, Paris welcomed landmark hotels like Hotel Lancaster, The Prince de Galles, and the George V.

Les Clefs d'Or History

On 26 October 1929 Mr Pierre Quentin sent an invitation to 20 prominent Concierges throughout Paris to dine at Restaurant Noël Peters in the hopes of strengthening the bond among them. The restaurant was located across the street from his hotel in the Passage des Princes. With 11 in attendance, this dinner marks the first instance of professional hotel Concierges meeting as a group.

November 27, 1929
The new association was ratified at the first ever General Assembly, with more than 75 delegates present. Mr. Pierre Quentin was elected the first President of Les Clefs d'Or, a post he held for three years.

In 1935 Mr. Ferdinand Gillet was elected Vice President. While in office, he organised a special meeting in La Touquet for French and British Concierges to gather together in a convenient location. He continued to organize this annually until 1940.

Les Clefs d'Or History

1936 The headquarters of Les Clefs d'Or moved to its present location at 12 rue Cambon in Paris.

Elliott's The Argus. LAWRENCE'S 3d

BRITAIN AND FRANCE AT WAR WITH GERMANY

CHAMBERLAIN'S DECLARATION

"OUR CONSCIENCE IS CLEAR"

AUSTRALIA PLEDGES FULL SUPPORT

LONDON, SUNDAY

BRITAIN AND FRANCE ARE AT WAR WITH GERMANY

On **August 27, 1940**, the president of Les Clefs d'Or, Mr. Francois Dechaume, was arrested by the Germans and sent to prison until 1941. In his absence, Vice President Ferdinand Gillet took over his duties and was eventually officially elected President.

During his presidency, Ferdinand Gillet travelled extensively throughout Europe to seek and find other hotel concierges. After much communication and several smaller meetings, he finally gathered the first six member sections on the historic date of April 25, 1952, at The Carlton Hotel in Cannes, which was, in theory, the birth of *Union Internationale des Concierges d'Hôtels «Les Clefs d'Or,»* the international network as we know it today, and the very first international congress. Present were France, Italy, Switzerland, Germany, Great Britain, and Ireland. Belgium and Denmark were observing countries, and Spain was an invited guest.

Les Clefs d'Or History

The Carlton Hotel Cannes

April 25, 1952

Les Clefs d'Or History

Les Clefs d'Or: Chronology

In 1970 in St. Moritz, UEPGH Les Clefs d'Or (*Union Européenne des Portiers des Grands Hôtels "Les Clefs d'Or"*) changed its name to UIPGH Les Clefs d'Or (*Union Internationale des Portiers des Grands Hôtels "Les Clefs d'Or"*) to accommodate the organization as it began to grow outside of Europe.

In 1976, Canada was admitted as the 18th member section and the first country that took UIPGH Les Clefs d'Or to the next continent. In **1978**, the USA was accepted.

In 1981, Australia was accepted, and this paved the way for Asia to join the UIPGH Les Clefs d'Or family. Soon after, Hong Kong became a section (in **1983**).

In 1998, the organization officially became UICH (*Union Internationale des Concierges d'Hôtels "Les Clefs d'Or"*) to emphasize the word ***concierge*** and to further reinforce that the organization is an association of hotel concierges.

Les Clefs d'Or History

History of Sections

1952:	France
	Germany
	Great Britain
	Italy
1953:	Switzerland
1954:	Belgium
	Denmark
1955:	Austria
1956:	Sweden
1960:	Holland
	Ireland
1962:	Norway
	Spain
1964:	Morocco
1965:	Hellas
1970:	Israel
1972:	Portugal
1976:	Canada
1978:	USA
1980:	Finland
1981:	Australia
1983:	Hong Kong
1985:	Hungary
1986:	Singapore
1989:	Luxembourg
1991:	Romania
	Czech Republic
1992:	Brazil
1993:	Philippines
1994:	New Zealand
1997:	Mexico
	China
	Japan
	Malaysia
2001:	Russia
2003:	Chinese Taipei
	Turkey
2005:	Thailand
2006:	Korea
2008:	Argentina
2009:	UAE
2011:	India
2012:	Poland
2014:	Qatar
	Macau

History of Presidents

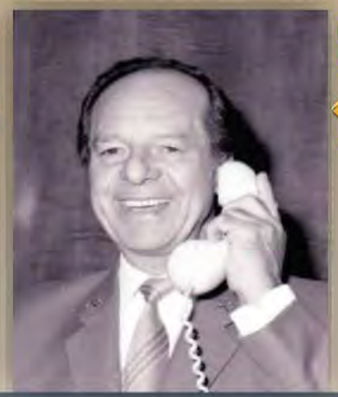
1952 - 1968:	F. Gillet (France)
1968 - 1969:	T. Godde (Germany)
1969 - 1972:	O. Wirth (Switzerland)
1972 - 1974:	R. Burdeyron (Great Britain)
1974 - 1976:	A. Molero (Spain)
1976 - 1978:	J. Gillet (France)
1978 - 1982:	S. Giarola (Italy)
1982 - 1985:	A. Schneider (Austria)
1985 - 1986:	J.M. Bautista (Spain)
1986 - 1988:	A. Ostertag (Switzerland)
1988 - 1991:	A. Damonte (Great Britain)
1991 - 1992:	W. Freytag (Germany)
1992 - 1995:	A. Lodigiani (Italy)
1995 - 1997:	T. Facciolo OAM (Australia)
1997 - 1999:	A. Gunst (Hungary)
1999 - 2001:	M. Silverman (USA)
2001 - 2003:	A. Giacomello (Switzerland)
2003 - 2005:	J.C. Elgaire (France)
2005 - 2007:	D. O'Brien (Ireland)
2007 - 2009:	R. Bastoni (France)
2009 - 2011:	R. Watson (USA)
2011 - 2013:	V. Casale (Canada)
2013 – 2015:	E. Vrettos (Hellas)
2015 – 2017:	C. Toomey (Australia)
2017 -	S. Thomas (Great Britain)

President d'Honneur & Comité des Sages

Jean GILLET (France)
Past President 1976 - 1978
Président d'Honneur
Grand Conseiller à Vie (deceased)

Cav Tony FACCIOLO OAM (Australia)
Past President 1995 - 1997
Président d'Honneur
Ambassadeur à Vie (deceased)

Andy PONGCO (Philippines)
Président d'Honneur (deceased)



André DAMONTE (Great Britain)
Past President 1988 - 1991
Président d'Honneur (deceased)

Adolf SCHNEIDER (Austria)
Past President 1982-1984
Président d'Honneur

José-Maria BAUTISTA (Spain) *Past President 1984-1986*
Président d'Honneur

Albert Ostertag (Switzerland)
Past President 1986-1988
Président d'Honneur

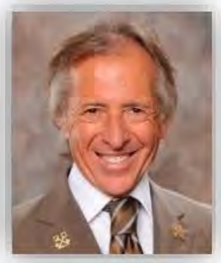
Walter FREYTAG (Germany) *Past President 1991-1992*
Président d'Honneur

Andras GUNST (Hungary)
Past President 1997-1999
Président d'Honneur (deceased)

Marjorie SILVERMAN (USA) *Past President 1999-2001 Président d'Honneur (Deceased)*

Aldo GIACOMELLO (Switzerland)
Past President 2001-2003
Président d'Honneur

Denis T. C. O'BRIEN (Ireland) *Past President 2005-2007*
Président d'Honneur



Roger BASTONI (France)
Past President 2007-2009
Président d'Honneur

Robert WATSON (USA)
Past President 2009 - 2011
Président d'Honneur

Emmanuel Vrettos (Hellas) *Past President 2013 - 2015*
Président d'Honneur

Les Clefs d'Or » Congresses

Chronology of Les Clefs d'Or International Congress Host Cities

1951: *Sierres**
1952: Cannes
1953: San Remo
1954: Munich
1955: Marrakesh/Paris
1956: Montreux
1957: Dublin
1958: Brussels/Berlin
1959: London/Lourdes
1960: Amsterdam
1961: Vienna
1962: Copenhagen
1963: Nice
1964: Tangier/Casablanca
1965: Madrid
1966: Geneva
1967: Athens
1968: Brussels
1970: St. Moritz
1971: Dublin
1972: Palma de Mallorca
1973: Munich
1974: Tel Aviv
1975: London
1976: Lisbon
1977: Copenhagen
1978: Vienna
1979: Rome
1980: Monte Carlo
1981: Dublin
1982: Barcelona
1983: Funchal/Madeira
1984: Munich
1985: Sorrento
1986: Herzlia
1987: Washington DC
1988: Budapest
1989: Paris
1991: Gothenburg
1991: Costa del Sol
1992: Marrakech
1993: Singapore
1995: Sydney
1995: Jerusalem
1997: Rome
1997: Budapest
1999: Prague
2000: Guangzhou
2001: Brussels
2002: Athens
2003: Biarritz
2004: Tangier/Fes
2005: Manila
2006: Washington DC
2007: Vienna
2008: Copenhagen
2009: Hangzhou
2010: Lisbon
2011: Toronto
2012: London
2013: Queenstown
2014: Kuala Lumpur
2015: Mendoza
2016: Dubai
2017: Berlin

Future Congresses:

2018: Seoul, Korea (April 5-10th)

2019: Cannes, France (March 22-27th)
Les Clefs d'Or France
90th Anniversary

Les Clefs d'Or Award (Young Concierge of the Year)

Candidate Qualifications/Contest Rules

Candidates must be:

- A Clefs d'Or member.
- Nominated by his/her member section.
- Fluent in English.
- Participating at his/her first international congress.
- Under 35 years of age at the start of the General Assembly.
- Have the title ***Concierge*** and a hotel-issued business card.

Candidates complete a written exam on the history of Les Clefs d'Or, geography and general knowledge. They submit an essay on their interest in the profession as well as their aspirations. At the congress, candidates undergo a personal interview. Presentation and personality count toward the final outcome of this friendly contest.

2017 Award in Honour of Marjorie Silverman

Point System Judging:
20=exam
30=essay
40=personal interview
10=personal appearance

The award was created in 2008 as a way to honour the memory of Andy Pongco (InterContinental Manila), whose passion was to mentor young concierges. Mr. Pongco was a founding member of the Philippine section and a member of Les Clefs d'Or since 1993. He was elected to the UICH Les Clefs d'Or Executive Committee as Third Vice President in 2001 (Brussels Congress) and served until his death. At the Vienna Congress in 2007, he received a posthumous international honorary diploma. Had illness not intervened, Mr. Pongco would have been elected International President in Vienna.

Past Winners:

- **2008 Tony Chang (Chinese Taipei)**
  Sponsored by American Express
- **2009 Christophe Caron (France)**
  Sponsored by Elite Rent-a-Car
- **2010 Benjamin Malpass (Great Britain)**
  Sponsored by Gold Key Solutions
- **2011 Anabella Peling (Argentina)**
  Sponsored by Lucien Barrière
- **2012 Matthew Wu (Canada)**
  Sponsored by Concierge Organizer
- **2013 Anna Endrihovskaia (Russia)**
  Sponsored by GoConcierge
- **2014 James Elliott (United Kingdom)**
  Sponsored by Sofitel
- **2015 Sarah Dandashy (USA)**
  Sponsored by Hublot / Bucherer
- **2016 Harald Exbrayat (France)**
  Sponsored by Four Seasons Hotels
- **2017 Jessica Gorman (USA)**
  Sponsored by Shangri-la Hotels

Historic Vissoie, Switzerland

In 2011, by mayoral proclamation, Vissoie became the *"City of Friendship"*

Ferdinand Gillet
Founder President, UEPGH
Les Clefs d'Or (*1952 to 1968*)

In Service Through Friendship

Our Values

In Service Through Friendship

Foster friendship to promote professionalism and mentor young members.

The Guest Comes First

Create memorable experiences for guests and they will return and bring others.

The Network

Share information and communicate with members from around the world. This collaboration is our most powerful tool.

Integrity and Respect

Your word is your bond. Be honest and fair in all circumstances.

Strive for Excellence

Exceed expectations and embrace the highest standards of service.

Discretion

Always respect and protect the identity and confidentiality of all guests.

Lead by Example

Take charge. Accept responsibility.

Charte des Membres de l'Union Internationale des Concierges d'Hôtels « Les Clefs d'Or »

Nos Valeurs

Servir à travers notre Amitié

Exalter l'amitié afin de promouvoir notre professionnalisme et guider nos jeunes membres.

Placer le Client avant Tout

Créer pour nos clients des mémorables expériences afin de leur donner le désir de revenir et nous adresser leurs amis.

Entretenir notre Réseau

Partager l'information et communiquer auprès des membres du monde entier. Cette collaboration est notre outil le plus précieux.

Montrer Intégrité et Respect

Notre parole nous oblige. Être honnête et loyal en toutes circonstances.

Aspirer à l'Excellence

Dépasser les attentes et offrir les standards de service les plus élevés.

Cultiver la Discrétion

Toujours respecter et protéger l'identité et la confidentialité de nos hôtes.

Inspirer par l'Exemple

Prendre en charge. Assumer ses responsabilités.

Charte des Membres de l'Union Internationale des Concierges d'Hôtels « Les Clefs d'Or »

Les Clefs d'Or Brand Principles

Strive for Excellence

Lead by Example

Discretion

In Service Through Friendship

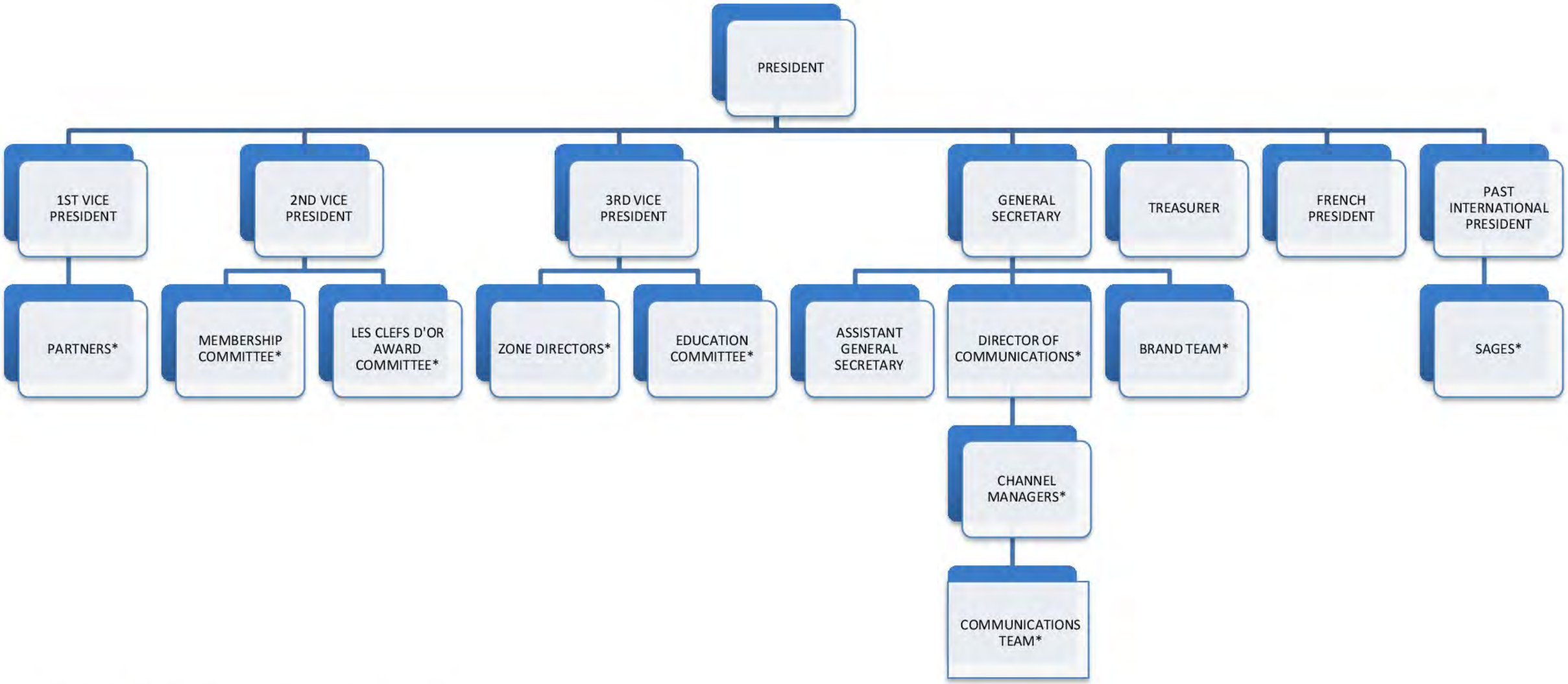
Integrity and Respect

The Guest Comes First

The Network

Les Clefs d'Or Organisational Chart

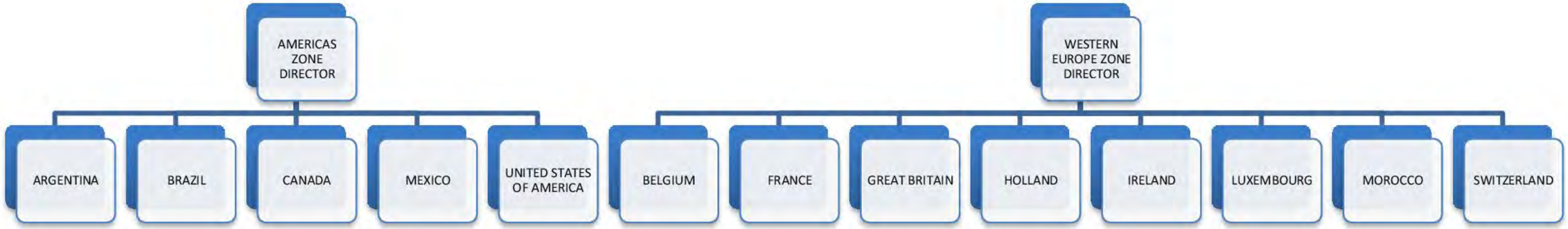
Les Clefs d'Or Executive Committee Organisational Chart



*Reports to Executive Committee

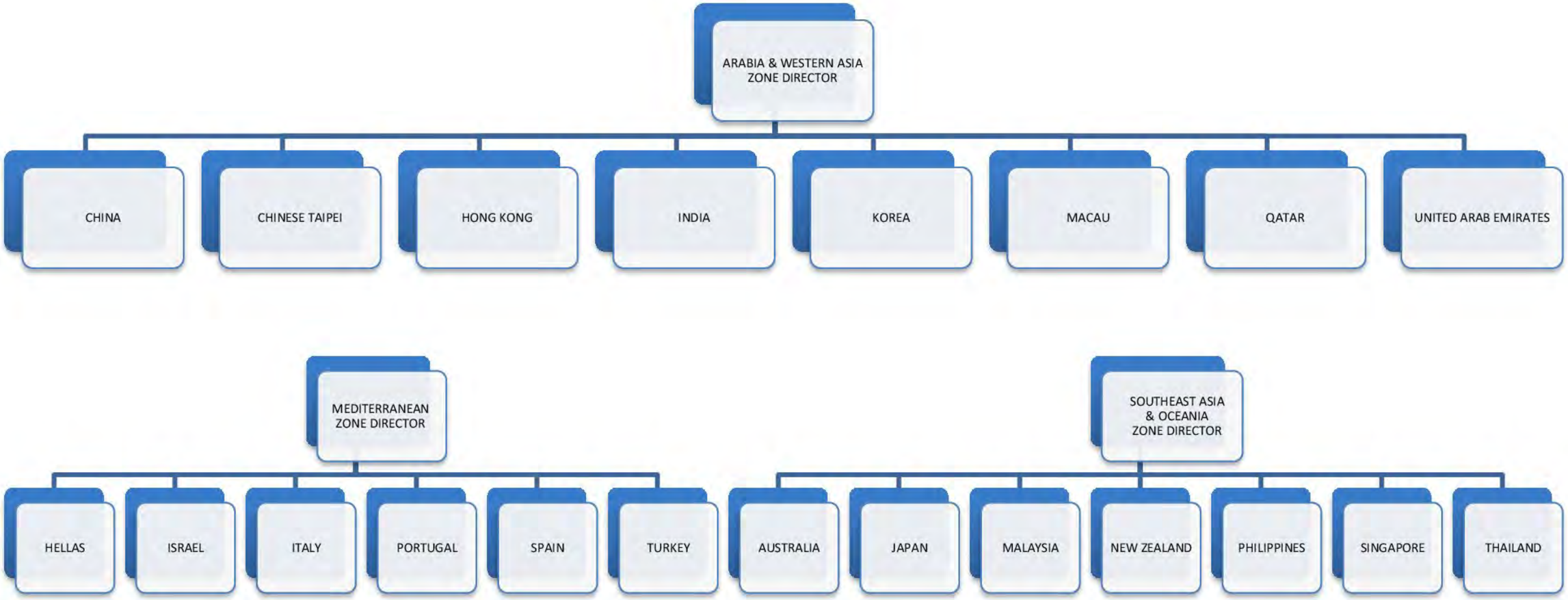
Les Clefs d'Or Organisational Chart

Les Clefs d'Or Zones



Les Clefs d'Or Organisational Chart

Les Clefs d'Or Zones, continued



How Les Clefs d'Or Works

- Les Clefs d'Or is structured so that the members have the final authority. Members ratify all recommendations at the Annual General Assembly.
- The Board of Directors (Presidents of each section) is elected to represent the membership. Each of the 45 sections get's one vote at the Board of Directors meeting. Votes are taken on all recommendations made by the Executive Committee.
- Zone Directors advise the Executive Committee on the operations of the sections within their Zones.
- The Executive Committee is elected to manage and run the association in accordance with our constitution.
- The Sages (Ex-Presidents of the Association) act as trusted advisors to all levels of the association. They advise all levels of the association.

Les Clefs d'Or Leadership Team

Les Clefs d'Or 2017-2018 Executive Committee

Colin Toomey
Past President
Chief Concierge
Shangri-La Hotel
Sydney

Simon Thomas
President
Head Concierge
The Lanesborough
London

Thierry REVEL
President's Representative in Paris
Chef Concierge Hôtel de Paris
Principality of Monaco

Les Clefs d'Or Leadership Team

Les Clefs d'Or 2017-2018 Executive Committee

Roderick Levéjac
1st Vice President
Chef Concierge
Four Seasons George V
Paris

Anders Ruggiero
2nd Vice President
Chef Concierge
Hotel d'Angleterre
Copenhagen

Randy SANTOS
3rd Vice President
Chief Concierge
Hotel InterContinental
Doha

Les Clefs d'Or Leadership Team

Les Clefs d'Or 2017-2018 Executive Committee

James Ridenour
General Secretary
Chief Concierge
InterContinental The Rialto
Melbourne

Burak Ipekci
Assistant General Secretary
Head Concierge
The Westbury
London

Jean-Roland Boutillé
Treasurer
Chef Concierge
La Réserve Hotel and Spa
Geneva

Les Clefs d'Or Zone Directors

The Americas Zone: Shujaat Khan

- Argentina
- Brazil
- Canada
- Mexico
- USA

The Scandinavian Zone: Sami Joutsenvuo

- Denmark
- Finland
- Norway
- Sweden

The South East Asia & Oceania Zone: Shaun Ryan

- Australia
- Japan
- Malaysia
- New Zealand

The Western European Zone: Paul Still

- Belgium
- France
- Great Britain
- Holland
- Ireland
- Luxembourg
- Morocco
- Switzerland

The Central European Zone: Catalin Malureanu

- Austria
- Czech Republic
- Germany
- Hungary
- Poland
- Romania
- Russia

The Mediterranean Zone: Frederico Barbarossa

- Hellas
- Israel
- Italy
- Portugal
- Spain
- Turkey

The Arabian & Western Asia Zone: Abey Sam

- China
- Chinese Taipei
- Hong Kong
- India
- Korea
- Macau
- Qatar
- UAE

How to Become a Les Clefs d'Or Member

Anyone wishing to become a member of Les Clefs d'Or must apply for membership in the section in which they work. If there is no section in the country in which they work, they should contact the section geographically closest to their location.

Applicants must be employed by a hotel, have a minimum of five years service in the lobby, two* of which must be in the position of concierge and he or she must be sponsored by two active Members of UICH Les Clefs d'Or.

*Please note that any section wishing to require longer service times to qualify for membership may do so.

How to Become a Les Clefs d'Or Member

To apply for Les Clefs d'Or membership you need to:

- Have a desk in the lobby of the hotel, either separate from or shared with Reception.
- Manage assistants at the desk. You may also manage all other uniform staff such as pages, door attendants, luggage porters, and chauffeurs, etc.
- Report to senior hotel management.

Your main task as a concierge must be to look after hotel guests, fulfilling their requests and answering their inquiries, giving them information about the city and country, making hotel bookings, car rentals, restaurant and airline reservations, etc.

How to Become a Les Clefs d’Or Section

Any section wanting to become independent must be an adherent country of an existing national section of Les Clefs d'Or before applying for independent membership.

Each application for section status in Les Clefs d’Or must be submitted in writing to the General Secretary (for a list of the requirements for the submission, please contact the General Secretary).

The individual make-up of the national section requesting application into UICH must adhere to Article IV, Section 1 of our statutes.

How to Become a Les Clefs d'Or Section

Applicant sections must be proposed by two existing national sections.

Upon receipt of an application, the General Secretary will circulate it to the Presidents of each existing section. It will be discussed and voted on for approval.

After approval, one member of the Executive Committee is chosen for an inspection visit in order to check that the application is in accordance with the statutes.

Please note: a local concierge association may not use the name Les Clefs d'Or or its logo in any way to represent their local association prior to being admitted as a section of Les Clefs d'Or.

Member Countries & Affiliated Countries*

Argentina	France	Japan	Portugal
Australia	Germany	Korea	Qatar
Austria	Great Britain	Luxembourg	Romania
Belgium	Greece	Macau	Russia
Brazil	Holland	Malaysia	Singapore
Canada	Hong Kong	Mexico	Spain
China	Hungary	Morocco	Sweden
Chinese Taipei	India	New Zealand	Switzerland
Czech Republic	Ireland	Norway	Thailand
Denmark	Israel	Philippines	Turkey
Finland	Italy	Poland	UAE
			USA

*Country:	Affiliated to:
Algiers	France
Bermuda	Great Britain
Cambodia	Singapore
Chile	Argentina
Colombia	Mexico
Cyprus	Hellas
Estonia	Finland
Ethiopia	France
Indonesia	Singapore
Jersey	France
Jordan	Hellas
Mauritius u	France
Peru	Argentina
Polynesia	France
South Africa	France / Great Britain
St. Barthelemy	France
Senegal	France
Seychelles	France
Sri Lanka	India
Uruguay	Argentina
Vietnam	Singapore

**please note the* list is a sample only

The Paris Office

UICH Les Clefs d'Or
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Monday-Friday 9 am to 1 pm

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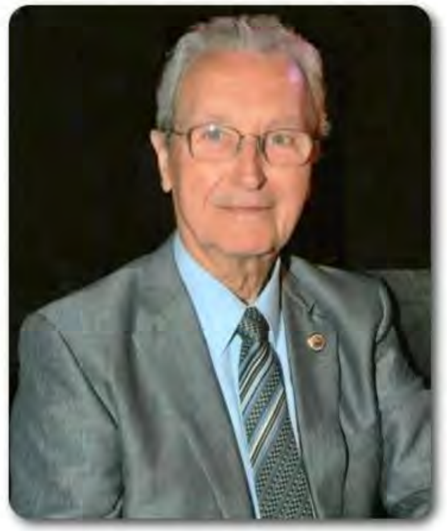
Fax: +33 1 42 60 17 44
Email: uichlesclefsdor@gmail.com
Blog: lesclefsdor.wordpress.com
Web: www.lesclefsdor.org

Les Clefs d'Or has had its head office at 12 rue Cambon in the 1st District of Paris since 1936.

The office maintains important archival material and documents for the association which date back to its founding. Many of these documents are available to our members online in the Virtual Paris office.

Paris Office Archivist Pierre Pinchemel



Hélène Mendy
Executive Secretary
The Paris Office

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