

# *Les Clefs d'Or Japan*

# *Key News*



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Les Clefs d'Or Japan



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# Monthly Hybrid Meeting

By Aiko Imaizumi

Les Clefs d'Or Japan held its first hybrid monthly meeting in May 2022. As we have been holding our regular meetings online since March 2020 due to Covid-19, this meeting was quite a special moment. For this momentous meeting, our members Mr. Notake and Ms. Kamei of Conrad Tokyo generously provided us with a beautiful spacious banquet room which allowed us to keep our social distance throughout the meeting. Eleven members predominantly from Tokyo, and four affiliates gathered for the first time in two years and two months. Members who unfortunately could not assemble at the venue participated online.



Although this was the first hybrid gathering, the meeting was successfully held without any major problems throughout. Following the meeting, members gathered for lunch within the hotel, where they spent quality time catching up after a long absence. While online meetings have become the norm over the past two years, for us concierges, being able to communicate face to face in person made this day a very special one. The following meeting on June was held at Palace Hotel Tokyo.

I would like to take this opportunity to thank The Conrad Tokyo and Palace Hotel Tokyo for providing us the venue for our monthly meeting and a very delicious lunch.



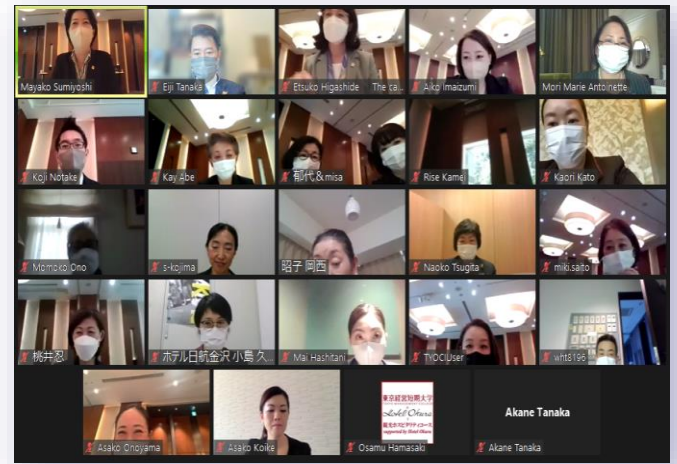
## May

Venue : The Conrad Tokyo

- ◆ An announcement was made that we would be holding Gala Dinner on November 15<sup>th</sup> this year to celebrate the Les Clefs d'Or Japan's 25<sup>th</sup> anniversary.
- ◆ Ms Sumiyoshi and Ms Imaizumi reported that they were able to join an Hybrid system online meeting of the UICH Board of Members Meeting which was held recently on May 13<sup>th</sup> in Marrakesh.
- ◆ Affiliate Member, Ms Wada from Gaen shared a story from her recent experience about the lockdown life in Shanghai, China.
- ◆ Affiliate Member, Ms Sato from Tokyo SkyTree shared details regarding their 10<sup>th</sup> Anniversary Special Memorial Festival at the Tokyo SkyTree on May 22<sup>nd</sup>.
- ◆ Our member Ms Kamei of Conrad Tokyo gave a presentation regarding their CSR programs at her hotel. She had shared some of their efforts such as their Biomass Water as room amenity, amenity containers transformed to the pump dispensers, participation for the Earth Hour, as well as working experience programs for local students. She also shared with us a little tip how the hotel celebrated the International Women's Day.

- ◆ The result from the last survey regarding online payment systems were shared and the results showed that not many hotels were using the system effectively. There was also a presentation shared regarding Travesens which is a system that can generate guest itineraries as well as being able to send credit card payment link to guests for authorization purpose.





## June

Venue: Palace Hotel Tokyo

◆ A discussion was held on how we could attract more Japan Concierge Association members and to be more interested in becoming a member of the Les Clefs d'Or Japan in order to increase the number of current active member. Les Clefs d'Or Japan lounge which has been scheduled bimonthly has been arranged to have more interaction between JCA members and Les Clefs d'Or members. Specific content are yet to be reviewed.

◆ The Initial preparation for the 2023 Annual Seminar has begun. Ideas and possible presenter candidates were names and discussed.

◆ Updates were reported from several Affiliate Members. The reports indicated that despite the recent positive business demand, some areas were showing Improvements but some were still struggling with the effects of the COVID19.

◆ Ms Helena Phua and Mr Jasper Chung from New York Times shared their presentation mainly regarding their digital platform and how we could attract our hotel guests. Currently New York Times has approximately 10 million people plus 3,000 hotel subscribers globally. Their digital platform has many interactive functions such as allowing the subscribers to choose the news from the preferable regions and can focus on the readers interests. Other contents include numerous entertainments such as games, cooking recipes, podcast etc., with a multilingual function in Chinese and Spanish as well.

◆ Our member Mr. Notake gave us a presentation about the recent FAM trip of SashimaTea field and the famous Kengo Kuma's architects from Ibaraki Prefecture. Koji talked about the experiences at the old tea field from 1859, tea tasting and workshop experience at Kengo Kuma's architecture, followed by visiting more architectures designed by Kengo Kuma.

# UICH Board of Directors Meeting

By Aiko Imaizumi

The Board of Directors Meeting of Les Clefs d'Or was held in Marrakech, Morocco from May 11 to 14, 2022. Due to the impact of the Coronavirus, the meeting has been held online since 2020, but this year the meeting was finally commenced on site. From Les Clefs d'Or Japan, Ms. Sumiyoshi and Ms. Imaizumi participated via online for the Educational Day on May 12th and the Board of Directors Meeting on the 13th which were held in a hybrid format.

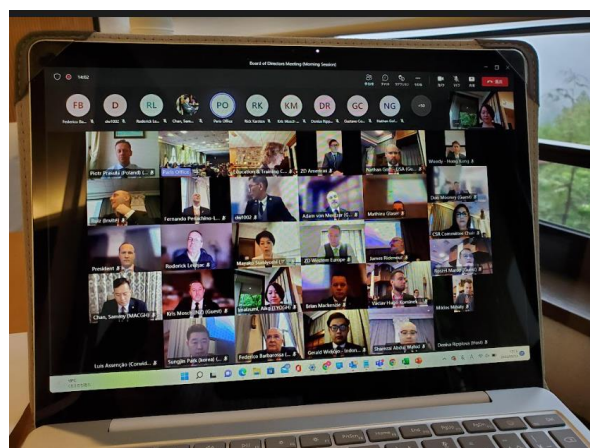
Mr. Mark Patterson, the main speaker of the Educational Day gave an active workshop. The attendee at the venue was divided into several groups and had discussions with the theme "Innovation". The members who attended online unfortunately were not able to join in the discussion, but there were feedbacks shared from the attendees on site that were quite interesting and was a stimulating workshop. Mr. Patterson will also be a main speaker of International Congress 2023 Educational day which will be held at Istanbul and we cannot wait to join the workshop on site.

The Board of Directors Meeting on the following day started with the report by Excom members and committees. There were 4,000 Les Clefs d'Or members prior to the pandemic and the numbers decreased to 2,300 during the pandemic and now we see a recovery up to 3,000. There will no longer be Educational Online sessions which the Educational committee had been organizing during the pandemic, as more guests return to the Concierge desk at each hotel/country, it will become difficult for the members to adjust time to join. The Educational committee will focus more on the Educational Day at the International Congress. From CSR committee it was reported that Ms. Mori from Les Clefs d'Or Japan completed the MicroMasters in International Hospitality Management program online by The Hong Kong Polytechnic University and been nominated for the MM Star Award.

It gave us the feeling that the situation has been moving forward worldwide as we see the members onsite gathering in the meeting room without masks and enjoying networking.



**UICH BOARD OF  
DIRECTORS MEETING**  
MARRAKECH - MOROCCO  
FROM 11 TO 14 MAY 2022





# National Parks of Japan

## Iriomote-Ishigaki National Park

### 西表石垣国立公園



### Primeval Subtropical Forest and Ocean with Coral Reefs

Date of Designation: May 15, 1972

Incorporation of Ishigaki-jima Island Region: August 1, 2007

Area: 21,958 ha (land area)

Related Prefecture: Okinawa

Photo by Asako Onoyama



Les Clefs d'Or Japan

5月23日 午後2:50 · ✨

Iriomote-Ishigaki National Park is the southernmost national park in Japan, and holds several islands and each area has its highlights. 🍌😊

Kabira Bay located in the north west of Ishigaki island does not allow people to swim for its rapid waves. Yet we can never take our eyes off the clear blue beauty! In the neighboring Taketomi island, water buffaloes guide us along the alleys filled with vivid bougainvillea and makes us to forget about the time. 🌺

<https://www.env.go.jp/en/nature/nps/park/iriomote/index.html>

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

日本の最南端にある西表石垣国立公園には、いくつもの島が点在し、それぞれに見どころがたくさんあります。石垣島の北西にある川平湾は水の流れが早く泳ぐことはできませんが、その青く透き通る美しさにはいつまでも眺めていたいと思わせる魅力があります。竹富島では、鮮やかなブーゲンビリアの咲き誇る道をゆったりと水牛が島を案内し、時の流れを忘れさせてくれます。八重山諸島の島々でのんびりと夏時間を過ごしてみたいかがででしょうか！ 🌴🐮

#iriomoteishigakinationalpark #nationalparksofjapan  
#lescledsord #yourkeytoeverything #ishigakiisland  
#taketomiisland #kabirabay #西表石垣国立公園 #石垣島  
#竹富島 #レクレドールジャパン #国立公園



Photo by Asako Onoyama



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



National Parks of Japan  
Official Partner



# Getting to know our members !

## Suiran, A luxury Collection Hotel, Kyoto Hiromi Maruyama

**Experience as a Concierge : 18 years**

**Member of Les Clefs d'Or : 12 years**

### Highlights of your hotel:

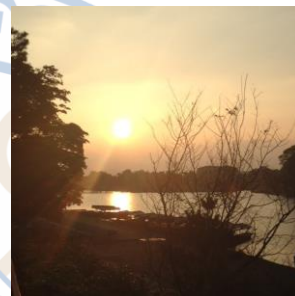
Located Arashiyama, Kyoto which is a world-class scenic spot loved for over a thousand years. Set along the peaceful Hozu River, an authentic Japanese-style experience awaits at Suiran, a Luxury Collection Hotel, Kyoto. A harmonious blend of a relaxing haven and the modern conveniences of a vibrant city, our hotel is perfectly poised to offer access to some of Japan's most important national treasures and stay with scenery of the four seasons in Japan. 17 rooms out of 39 offer "Onsen" hot spring bath in the room for relaxation and wellness.

### How I spend my time on my day off:

I have enjoyed exploring and walking around Kyoto on my holidays since I started living in here 7 years ago. I also enjoy riding my bicycle exploring Kyoto City from west side (Arashiyama) to the east area (Higashiyama). During my self-time, I sometime enjoy just staying home to enjoy my favorite drinks and call it the "Do Nothing Day". When the time allows, I enjoy taking the Shinkansen to Tokyo to spend quality time visiting my parents at home.

### Special place to visit:

Saryo Hassui, is our café in the hotel. The superb view from here allows one to enjoy the scenery of Arashiyama and Hozu River in each season. My favorite time is the Green season. Cherry blossoms and autumn leaves season are very popular in Arashiyama, but my most recommended time is green season which is full of natural fresh greenery. Also, in the morning the contrast between the sky and the surrounding landscape during the rising sun is most beautiful and a magical scene. I enjoy recommending our guests to wake up early and take a walk at sunrise.



**Favorite Restaurant:** I have many favorite restaurants and it's difficult to decide the best. But "Boruta" is one of my most favorite restaurant. "Boruta" is located inconspicuous in a back alley and is a cozy hidden restaurant. <https://boruta.jp/>

Operated by a family, the cooking is done by the father and mother. The service is offered by a beautiful lady who is their daughter, who can speak English fluently. They are only open 4 days a week due to the father spends the other days searching for seasonal ingredients. I love their soup which uses seasonal ingredient and I am always excited to be surprised each time I visit. I also love their seasonal vegetable dish which is simply cooked and find myself eagerly awaiting find a new and rare vegetable to experience. Boruta is a warm venue that families can enjoy their conversation as they enjoy their meal. This venue is tucked away and can be difficult for foreigners to reach on their own but I am always happy to recommend dates and make reservations. When you visit Arashiyama, Boruta would be a must!

### The Capitol Hotel Tokyu

### Etsuko Higashide

**Experience as a Concierge :** 36 years

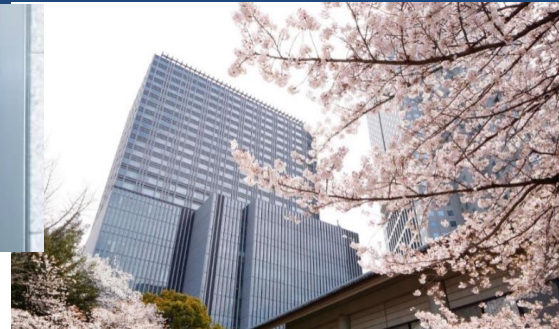
**Member of Les Clefs d'Or :** 30 years

**Highlights of your hotel:** Awarded as a 5 Star Hotel in Tokyo by Forbes Travel Guide, The Capitol Hotel Tokyu is one of the landmarks of Japan's hotel industry, with an illustrious heritage dating back to 1963. It is adored by VIPs – including many international music greats, film and pop stars – for its exceptional service and discretion. Reimagined by leading Japanese architect Kengo Kuma, The Capitol Hotel Tokyu was relaunched in 2010. A sophisticated modern-Japanese atmosphere inspired by light, water, greenery and art in The Capitol Hotel Tokyu will softly welcome you into a stylish and relaxing hotel. Enjoy your time of atmosphere perfect for relaxation whether travelling to Tokyo for business or leisure.



**How I spend my time on my day off:**

The holiday for me is a very important time that I free myself from life with many daily limits and strain. I spend my time in a various way as my own curiosity takes a turn. At the same time, I am always naturally thinking how to deliver guests a feeling of excitement through my own experiences on my holidays. I tend to spend my time free of schedules to recharge and refresh my mind with a thought of, anything goes!



**Special place**

**to visit:** Hotel Entrance Lobby. Hotel Entrance is located on the slope beside Hie Shrine modestly welcome every guest. The breeze on the trees from Hoshigaoka hill comes out through the garden surrounding the hotel. And overflowing and warm light falls on the Lobby, wooden frame motif called Tokan by leading Japanese architect Kengo Kuma spreads over head, the warmth of woods, the sound of flowing water, the smell of flowers on the big stand, light through the grass, long glassed corridor like inviting to another world. All elegant Japanese Modern spaces makes me comfortable and gets me exciting who I can meet and how I can enjoy sharing the time with guests. This is my special and favorite spot where I can enjoy starting every day.

**Favorite Hotel Movie which takes place in a**

**hotel:** When I had participated the Les Clefs d'Or International Congress in Morocco 1992 for the first time and as the only Japanese, I learned that that there was going to be the first Hollywood movie with a lead character being a young, but professional Concierge. At that time, we rarely found the Concierge being a model of documents or books in Japan. I had watched to movie for the first time the following year when it was released in Japan and this movie, "For Love or Money" with Michael J. Fox had become my most favorite movie. The hero with dreams, shows everyday performance and many quick-witted performance to guests, colleagues and vendors. I enjoyed watching the movie many times as I felt the special feel and touch of the image of a "Concierge". I had also felt the spirits of the profession and had gotten much advice about how to work from the hero of the Concierge on the movie. Years have passed but the movie still encourages me whenever I face difficulties. This movie will always have a special place near me in my house.