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Message From The President

Greetings Everyone:

As the end of the year fast approaches, I find myself reflecting on all the achievements and progress our organization has made this year. I am truly proud to be part of an organization with members as dedicated and accomplished as those within Les Clefs d'Or Canada.

Our year started off with a wonderful and productive congress in Copenhagen where we placed our organization at the forefront of the meeting with our bid to host the 2011 International Congress in Toronto. As we have held many congresses before, I have little doubt that our organization will make the congress a success. Should we find ourselves so fortunate as to hold the congress, I encourage all of you to reach out to our members from the Toronto and Niagara region to help them with all the organizational work that will need to be done.

April saw the tremendously successful 15th Pan American Congress in Vancouver where the excellent educational speakers, the spectacular scenery of Whistler, and the fun-filled Great Gatsby Gala all contributed to a fantastic meeting. As President, it was an event that made me immensely proud and I would like to extend a special thanks to our colleagues in British Columbia who made the event the success that it was.

Summer arrived and we enjoyed another year of record breaking figures as we all met the challenges that flow from high occupancy.

Early Fall saw us gearing up for charity work where we were able to raise over \$12 500 for cancer research through the Terry Fox Run. Congratulations to us all!

Now we find ourselves in the midst of a world wide economic recession that will challenge our profession in ways we have not seen since the events of September 11th and the SARS Outbreak. As our International President Roger Bastoni has stated, this is a time where we must make abundantly clear to our hotel executives how essential we are in maintaining the vitality of the hospitality industry.



Geoffrey Argue
President, Les Clefs d'Or Canada

I want to thank the Executive Board and the Board of Directors for all the time and hard work they have put into making our organization the success that it is. I would like to particularly thank our Director from Niagara Andre Plouffe who recently hosted a spectacular National Board meeting. Finally, I would like to thank Miguel Knudson and Carolina Avaria for all of their hard work and dedication to bringing us forward with the development of our new and improved website – a huge thank you to both of you for the incredible amount of time dedicated to this extremely successful project.

In conclusion, I wish all our members a Happy Holiday season and a successful and happy New Year.

In Service through Friendship,

Geoffrey Argue
President Les Clefs d'Or Canada
The Sutton Place Hotel Vancouver

Les Clefs d'Or Canad@ News



Message From The Editors



Carolina Avaria

Wow, creating a newsletter and being the National Secretary sure allows you to familiarize yourself with all the activities going on in our country, and let me tell you... WE ARE HAPPENING! From skiing in the Rockies, to kayaking on the Saint-Laurence River, our members can be found just about anywhere experiencing and enjoying the pleasure of soon returning to our desks and being able to share the wonderful new treats we have just discovered with our guests. We are SO lucky to do what we do!



Korey Rorison

In the following pages, thanks to our reporters, directors and all the members who contributed to this edition, you too will have a chance to enjoy the activities of our vast country from (let me be the first to say it) COAST TO COAST! As Korey and I promised in the Spring Newsletter, we have dedicated 3 pages of this edition to the members of "The Atlantic Concierge Association", who are about to form Canada's 7th region: The Halifax Region! Bravo to all of them for their perseverance and dedication. A special thank you goes to Penny Cameron who diligently compiled information for us – her east-coast charm and warm spirit comes across on every one of her emails.

Not only did we add a new page for the ACA, we also added a page for our respected International Secretary and Past President, Madame Virginia Casale. Thank you Virginia, for sharing with us what is going on in the international level. The photos in Dubai sure seem like a far away world and yet... there you are, proudly Canadian, representing all of us.

On the Editor's front, we too have grown... as you can see, for this edition there were 3 of us! As this will be my last Newsletter, I would like to formally introduce you to your new Co-Editor of Canad@ News, our respected friend and Senior Member of the Montreal Region, Alain Ethier!!! Alain came on board to help Korey and I with editing and will now take the reigns, along with Korey, to become a Co-Editor on the next Newsletter. He was an amazing contributor to this edition (note his informative article on the last page), and both Korey and I genuinely thank him for his time and enthusiasm during this past month. I am certain that with Korey and Alain, Canad@ News - one of Les Clefs d'Or Canada's most important communication tools - will continue to grow, educate, entertain and most importantly...unite us.

Speaking of communication tools...how about that new Website?! I think I am the only person (along with our ever supportive President) that truly knows just how much work went into re-doing our webpage.

Miguel Knudson should be personally thanked by every member of this country. He and I have laughed, cried, screamed, pulled our hair and finally just gave up on the rest of our lives to be sure and deliver the site that we needed. There are approximately 140 of us, and although I contributed by preparing all the documents and being a second set of eyes for him, it was Miguel's singular determination that took us to another level; he researched and developed a site that truly reflects our professionalism – a site that we can now all be proud of. Thank you a million times Miguel!



Alain Ethier
Hotel Le St-James, Montreal

That's it. I close off with the warmest thank you to my Co-Editor - Korey Rorison. Thank you for making us all look so good and for your relentless support and humour. It has been an absolute pleasure working with you and I look forward to enjoying your future "creations" with Alain.

All the best to all of you - always.

Carolina Avaria
Co-Editor Canad@ News
InterContinental Toronto Yorkville.



Les Clefs d'Or Canada National Board



Vice-President's Report



Toni Daoud

Dear Colleagues and Friends,

The National Board has been very active in ensuring our organization continues to grow and succeed. Some of our accomplishments include better time management at our National Board meetings, creating a standard for corporate membership in all regions and implementing basic standards for fundraising in all regions.

This year, for the first time we will be celebrating the Les Clefs d'Or Canada Length of Service Awards as certificates will be distributed to all regions for the deserving members. I am proud to say that across Canada we have 9 members

who have hit the milestone of 5 years of service, 8 members for 10 years, and 1 member for 20 years of service. Thank you all for your continued commitment to Les Clefs d'Or!

I also want to take this opportunity to thank the Director of the Niagara region, Andre Plouffe for hosting this year's very successful National Board meeting at the Sterling Inn and Spa in Niagara.

Finally, we have two exciting congresses coming up soon and I look forward to meeting both new and old members at the National Congress in Calgary, Alberta and at the 56th International Congress in Hang Zhou, China.

In Service Through Friendship,

Toni Daoud
Vice President, Les Clefs d'Or Canada
Sutton Place Hotel, Toronto

Secretary's Report



Carolina Avaria

Hello everyone.

Although it has been quite busy, I have been thoroughly enjoying my duties as National Secretary these past few months. I had the pleasure of spending copious hours working on the new website with Miguel and just a "few" more hours working with Corey and Alain on this newsletter. I am not sure if you know any of these fellows, but they are all fabulous people and so, once again I find myself lucky to be a Clefs d'Or and have the opportunity to have friends and collaborators like these gentlemen. Additionally, in November the National Board was hosted to a superb fall meeting by Andre in his home town of Niagara. The board had a very thick agenda, with a lot of possibly complicated topics such as national elections, the finalizing of our survey results, regional concerns, presentations of budgets both national

and for the upcoming Calgary congress, etc...but at the end of the two days of intense meetings everyone (except for a few who had departed early), sat around in our President's room sharing great stories and laughing at hilarious impersonations of tourists by none other than our dame Madame McKenna. It's times like these that clearly point out that the basis of our association is about **friendship**. Let us try to never forget that – we are who we are, to be here for each other.

I will be stepping down from the position of National Secretary this spring, as I have the great honour of becoming Director of the Ontario region. I would like to thank all of you for your support and trust during these past two years. It has been a great pleasure to work closely with so many of you.

Wishing you and yours the best for the holidays...I look forward to seeing you in Calgary.

In Service Through Friendship.

Carolina Avaria
National Secretary
InterContinental Toronto Yorkville

Treasurer's Report



Alain Larouche

Hello, Clefs d'Or family !

September is about to ring the doorbell. After a summer break, that we take to recharge our batteries, it's time to renew contact with the Clefs d'Or family.

Let's work together with fun, passion and energy in order to lead the new generation towards the next step and get this fabulous organization better with harmony.

Let the talents and vision of the youth influence the guidance of our past and create a recipe, we have never experienced before.

Let's open our mind if we want to find the treasures hidden behind an amazing group of people that represent a gold mine.

Let's extract and use for our success the strength and real value of our network which benefits visitors, suppliers and hotel managers.

Let's never forget that we are unique when we are all together hand in hand.

As a team, we can climb mountains.
As a team, we can reach the stars in the sky.
As a team, we can make a dream come true.
As a team, we can make a difference.

After all those years of commitment and development, I could not be more proud of all the accomplishments and the distance the Canadian Clefs d'Or family has done.

Vive Les Clefs d'Or !

Alain Larouche
National Treasurer
Hotel de la Montagne, Montreal



Les Clefs d'Or International News



Canadian Past President's Report

Dear colleagues,

As your Past President, I am just returning from a 3 days meeting in Niagara Falls, where I need to congratulate President Argue for a very productive meeting and great leadership. Besides being advisor on the Canadian board, I am also presently the General Secretary on the UICH board. As General Secretary my tasks consist of forwarding information, coordinating agendas, producing the Revue, collaborating with upcoming countries which want to become affiliated with Clefs d'Or, etc. The most recent example is Argentina which was accepted as the 40th member country in January 2008. This was the result of a few years of collaboration to prepare for such an acceptance. At this moment I am working with Dubai and I was just invited a few weeks ago to visit their country. I have concluded a four day visit and a very productive and meaningful meeting with the Department of Tourism and Commerce Marketing headed by Mr. Ibrahim Yaqoot and with the local Dubai Concierge Group headed by Mr. Randy Santos. My visit was not only to participate at the Concierge of the Year Award evening but also to evaluate the current situation of the local Concierge association in terms of how they go about their various activities, networking, membership and their adherence to their local statutes that is patterned to that of the UICH Les Clefs d'Or. I witnessed and experienced the synergy and dynamism of the group that is fully supported by their government and the local hotel industry. Since the Dubai Concierge Association representing the entire United Arab Emirates is still under the guidance of Les Clefs d'Or Philippines, they have expressed their will for independency to have their own national chapter. I will make a full report to the Executive Board coming up at the beginning of the year.

The Concierge of the Year Awards 2008 evening was the result of 6 months research by mystery shoppers, who visited all 38 properties a minimum of four times each and allocated points for various skills and attitudes. All of the awards were on the basis of the results from the mystery shopper reports, the results of a two day quiz and individual presentations by all participating hotels. The winner for the Concierge of the Year was from the Palace Old Town Hotel who received 15,000 dhs (\$5100 CAD), plus a full trip paid to the next UICH congress which will be held in China, as well as a certificate and trophy. There was also the Concierge Team of the Year which was given to the Intercontinental and they received 24,000 dhs plus a trophy for their hotel... among others.... that evening they gave out 70,000 dhs (\$23,800 CAD) in prizes.



Randy Santos, President of the Dubai Concierge Association and Sam Soriano, President of Les Clefs d'Or Philippines.



Virginia with Abdullah and Ibrahim, from the Tourism and Commerce Marketing Government of Dubai.

As I write this message, I am finalizing our International Revue and preparing the agenda for our next Executive Board meeting which will include our 7 Zone Directors at the beginning of January in Italy. This will set the path for our 56th International Congress coming up in March in China. Elections will be coming up this year and I will be attempting another position on the UICH board which should bring Canada still to another level... I am grateful for the constant unanimous support from all my Canadian Clefs d'Or...

I remain always yours,

Virginia Casale
UICH General Secretary
Past President Les Clefs d'Or Canada
Sofitel Montreal

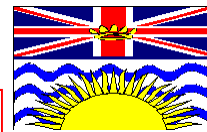


Virginia in an evening camp during an excursion in the desert with the Dubai Concierge Association.



B.C. Region

Director's Report



Sheron Empey

Establishing Brand Recognition

Dear Colleagues and Friends,

Development and education of our members remains a strong focus of Les Clefs d'Or on a regional, national and international level; this is key to our colleagues working towards membership in our association. The knowledge and guidance we are able to provide on a daily basis will better prepare them for their chosen career path and bring them one step closer to their goal – membership in Les Clefs d'Or Canada. This fall the BC Region is very proud to welcome five concierges as Apprentice members. Congratulations to Mr. Rosh Chandra, River Rock Casino Resort; Ms. Miriam Edwards, Pan Pacific Vancouver; Mr. Carlo Silverio, Delta Victoria Ocean Pointe Resort and Spa; Mr. Raymond Wong, L'Hermitage and Ms. Brieta Zambrano, Four Seasons Hotel Vancouver.

During my past two years as Director, I have enjoyed several opportunities to speak to students in the Hospitality Program at Vancouver Community College. The focus of my talks have ranged from congress planning for conference services students to Les Clefs d'Or and the Concierge profession for

eager first year students. These opportunities provide excellent exposure and promotion for Les Clefs d'Or as we are able to educate and more importantly generate interest in our profession.

It is important to consider how we are working to develop and educate the next generation of Concierges. What steps are we taking to ensure both the tourism industry and educational institutions recognize our profession and the value we offer to potential hotel employers? The advent of a new year provides us the opportunity to develop a strategic plan and answer these questions.

If we continue to use our natural passion to create, an energy and excitement about Les Clefs d'Or and the Concierge profession we can only expect to enhance our brand recognition within the industry and the education system.

Warm regards,

Sheron Empey
Director - BC Region
Four Seasons Hotel Vancouver

Chefs Table Society

Giving back to the community is a rewarding and meaningful way of showing our appreciation for what we have by sharing with those who are in need. This past year, among the notable charities that the BC Region supports, we chose to acknowledge and recognize the constant support we receive from our



Sheron and Shelly presenting the award

"Tourism Partners" – the Chefs Table Society stood out as one for taking our donation a step further and creating something special with our donation.

The Chefs Table Society decided to match our \$375 contribution, dollar for dollar, and created a bursary in the name of "Les Clefs d'Or" to be awarded annually to a culinary student with financial need. The recipient is chosen by the Society's Board from a group of finalists that must have volunteered at various events sponsored by the Society throughout the year and completed an essay on a selected topic. On September 29, 2008, Sheron Empey and Shelley Hayashi attended the Annual General Meeting of the Chefs Table Society and presented the first Les Clefs d'Or Bursary to Jonathan Kinney who is a student of North West Culinary Academy of Vancouver and currently on a work/study program at Raincity Grill.

The Chefs Table Society was established in 2007 by prominent members of the local food industry including chefs, restaurateurs, food producers, food critics and wine writers with a common goal to promote culinary excellence of our region, inspiring and nurturing young chefs, as well as supporting sustainable and innovative projects relating to our food products. With the recent arrival of international celebrity chefs such as Daniel Boulud and Jean-George Vongerichten onto the local dining scene, it underscores the fact that Vancouver has finally made its mark on the map as a global culinary destination. Les Clefs d'Or BC Region is very proud to support this important tourism sector of our Province.

Shelley Hayashi
Concierge
Pan Pacific Vancouver Hotel

Behind The Keys: Dillon Carfoot



Dillon Carfoot
Fairmont Empress Hotel, Victoria

Dillon Carfoot became an Apprentice member in Calgary in 2004 while working as the Lobby Concierge at the Fairmont Jasper Park Lodge. He then moved to Vancouver and became a Full member in 2006. Currently he is a Fairmont Gold Concierge at the Fairmont Empress in Victoria, BC where he has been for four years.

Dillon is very proud to be a member of Les Clefs d'Or Canada. During his Alberta days he used to drive to Banff and Calgary to attend meetings which often involved up to a ten hours commute along treacherous mountain roads. Now he just hops on a seaplane and is in Vancouver in 35 minutes. "I try to be as active a member as I can" Dillon says, "I have attended two International Congresses in Vienna and Copenhagen and one Pan American last year in Vancouver. I am excited to be

returning to Alberta next year to attend the National Congress with all of my old friends over there". There is no question that Dillon is an active member in the BC Region; He graciously represented Les Clefs d'Or Canada in 2006 on a Dreams Take Flight and gives back to the community by raising money on behalf of Les Clefs d'Or whenever he can. He has organized a Les Clefs d'Or weekend meeting in Jasper including a golf tournament and co-organized three Victoria based meetings for the region; the most recent being at the beautiful Relais and Chateau Aerie Resort and Spa on Vancouver Island. He is also active in the Victoria Guest Services Network.

"I love my job as a Concierge, everyday is different. To meet so many interesting people from across the globe and to introduce them to the best of beautiful

BC and Canada is very rewarding"

Being a Concierge is a long way from Dillon's International Banking days where for ten years he worked in London's financial district as a Money Market Supervisor. "I was never very happy working in banks" he says, "Even though I spent most of my growing up in England I was fortunate to have a Canadian passport, by being born in Toronto, and couldn't wait to move back".

With the world economic problems right now, I think he may have made the right decision.

Sheron Empey
BC Region, LCD Reporter
Four Seasons Hotel Vancouver



Alberta Region

Director's Report



Don Mooney

Greetings from Alberta the "Heart of the New West",

It has been a fantastic 6 months since our last newsletter and we are proud to remind everyone that the Alberta Region is hosting the next National Congress, April 17th to 19th. Please check all of the details for the congress at our new Alberta Region website; www.goldenkeysalberta.com. It's time to dust off those cowboy boots and get ready for a great time and make sure to bring your spouses as we are planning a very exciting program just for them. By the way, just in case you are in need of a holiday shopping tip – drum roll please.... How about a Canadian National Congress Raffle ticket? Nothing says I love you more than saying "I hope you win one of the great vacation prizes". Raffle tickets will be in your regions shortly so make sure to get one before they are gone...

This past summer we hosted our most successful "Golden Keys Invitational" ever, with 147 golfers. We were able to donate \$5000 dollars to the Bow Valley Victim Services as well as raise funds for our Region. I would like to thank our title sponsor Maple Leaf Restaurant from Banff again for their generous support. I would also like to again thank all of our sponsors, particularly George Ritchot from the Globe & Mail who has been with us every year since we started - thank you for your generous support.

We look forward to hosting everybody in Calgary next April!

In service through friendship,

Don Mooney
Director - Alberta Region
Fairmont Banff Springs

A little story from Alberta

A mother and her daughter who were recently guests at the Delta Lodge at Kananaskis approached Carla Thebeau at the Guest Activities Desk with many questions regarding the area, sites, and attractions. The mother had been planning this trip for over ten years but had not had the opportunity to take it up to this point. Carla carefully helped the guests plan their entire six day stay in the Canadian Rockies, making sure that they saw as much as possible - including an overnight trip to Jasper. The ladies stopped by the desk on a daily basis raving about all of the wonderful sites they were seeing. Having developed a bond with these ladies from San Diego and knowing that this was their once in a lifetime opportunity to visit Canada, Carla purchased two hardcover photo books of the Rockies and wrote a special letter inside each. The books were delivered to their rooms before their departure. The following is a thank you letter that was received:

"Dear Carla,

Thank you so much for taking the time to make sure that our stay was the most fulfilling that it could possibly be. The books were unsuspected touches that were more meaningful than you could possibly have realized. Although my mother mentioned that she had been planning this trip for years, what you couldn't have known is that she was originally planning the trip with my Dad, who we lost 9 days before Christmas. My mother and I decided to take this trip in his memory, as we did not want to be home without him during his birthday. We were celebrating his birthday in our own way today, when we got the books; it brought tears to our eyes as we received an incredible present from a stranger on his birthday. It was as if, he was watching over us. We will never forget your kindness, and will cherish the books for a lifetime."

Thanks Sincerely, Beverly

Just goes to show how sometimes, little actions can have a larger impact than we even realize...

Carla Thebeau – Concierge
Working towards Apprenticeship with the Alberta Region

Behind The Keys: Jill Grundy



Jill Grundy
Hyatt Regency, Calgary

Jill Grundy has had the opportunity to work both in a booming city and also at a luxurious mountain resort, both of which have helped in her current job as Chef Concierge at the Hyatt Regency Calgary. With these 2 extreme experiences Jill is well versed in how to arrange wedding proposal at the peaks of mountains or accommodate elite clientele with the wonders of Calgary. With a keen sense of adventure, when she is not at work you can find her carving the slopes on the mountains or exploring Alberta to find unique places.

Jill started her hospitality career as a rooms attendant at The Fairmont Chateau Lake Louise and discovered that she really enjoyed assisting guests. She soon expanded her experience by working as a telephone operator and volunteering as the colleague activities coordinator with the same hotel.

Jill moved to Calgary in 2003 and is still finding areas to

explore in Alberta. She has been working at the "Hyatt Regency" since August 2008 and has been a Concierge for the past 5 years. She plans to peruse this path for the remainder of her hospitality career, stating "the guests make it interesting, whether it is a small interaction or a life altering one, I feel that they make it worthwhile".

Jill just received her Full Member status in the Alberta Region this December and is currently Co-Charring the National Congress with Don Mooney. Jill is an individual who can be counted on to help out when things need to get done no matter how big or small the task is – so if you ever require a hand in Cow Town... just give her a call!

Don Bowden
Alberta Region, LCD Reporter
Delta Lodge at Kananaskis



Ontario Region

Director's Report



Toni Daoud

Dear Friends and Colleagues,

As the Ontario Regional Director, it is with great pleasure to report to you the highlights of what we have accomplished over the past 6 months.

The educational components we concentrated on covered arts and culture, retail, health and wellness, travel and city attractions. One of our special educational projects this year was the restaurant blitz of the hot and new restaurants in Toronto. In a short period of time, we were able to educate our members by physically going to see the many restaurants and by meeting the key people.

On August 13th, the Ontario Region held its 10th Annual Charity Golf Classic. It was a huge success that generated well over \$10,000 that will assist the many charities we support. I would like to once

again thank our new Co-chair, Grant White and the many volunteers for all your hard work and a job well done.

Finally, I would like to take the opportunity to thank all the members for another great year and wish everyone a nice and warm winter. I look forward to seeing you all at National Congress in Calgary Alberta taking place April 16th to the 19th 2009!

Vive Les Clefs d'Or!

In Service Through Friendship,

Toni Daoud
Director - Ontario Region
Sutton Place Hotel Toronto

The Golf Tournament: 10th Annual Charity Golf Classic.

Ontario hosted its 10th annual LCD Golf Classic on Monday August 11th at Peninsula Lakes Golf Club in Niagara. The weather was the perfect backdrop for a round of golf Sunny and warm. This year a new chairman was appointed, Grant White, from the Metropolitan Hotel. He took on the tough task of organizing the tournament, replacing the region's golf buff, Dean Ferguson whose contributions have made this event a success year after year, and was a very tough act to follow. Dean who had dedicated much of his spare time to organizing the tournament had a chance to enjoy the day this time around. Shop Dine Tour sponsored a \$10,000.00 shoot-out this year, where whomever hit a hole in one would win \$10,000.00. No one won, however

this hole along with a grand prize donated by Air Canada as well as the many generous donations from our members and other sponsors helped to raise approximately \$10,000.00.



Some of the happy volunteers.

The Charity Golf Classic continues to be one of the top grossing fundraisers that help us donate to the various charities that we support, such as Habitat for Humanity (which builds affordable housing for low income families and aims to eliminate poverty) as well as Dreams Take Flight. Last but certainly not least we also continue to support our national charity - Les Clefs d'Or Foundation. Finally, due to the many generous donations from all of our sponsors and colleagues we raised enough money to send one lucky member to the International Congress in Hang Zhou China in March and one member to the National Congress in Calgary in April of 2009. Thank you to all the volunteers and congratulations Grant on a job well done!

Marie-Eve Balla
LCD Reporter
Hotel Le Germain Toronto

Behind The Keys: Angela Penman



Angela Penman
Four Seasons, Toronto

Angela began her career in the hospitality industry as a general cashier at The Four Seasons when it was the Inn on the Park on Leslie Street in Toronto. She soon worked in the accounting department and eventually transitioned into human resources via payroll and moved to The Four Seasons in Vancouver to become their Assistant Human Resources Director. After 4 years there, she transferred to the Four Seasons in Hawaii where she held the same title for the next 3 years. In 2004 she decided it was time to return to Toronto and almost simultaneously realized that it was also time for a career change. She wanted to continue working with people in a service oriented environment, however she now wanted to service the public rather than service her colleagues.

Angela began her new career as a Concierge by returning to Yorkville's Four Seasons Hotel to train under the watchful eyes of none other than Liloo Alim, the first woman to become a member of Les Clefs d'Or Canada. Angela was introduced to Les Clefs D'or by Liloo in 2005 and after volunteering and helping on many projects she became a full member in November of 2007. A few months later she was asked by Toni Daoud, the Regional Director, to fill in for Rhonda Chan Maloney the Ontario Secretary who was going on maternity leave. Angela quickly fell into her role as Regional Secretary, as it was her way of "giving back" to an association that she strongly believes in. As Regional Secretary she performs many tasks, such as making sure that all regional members are well informed of upcoming invitations, meetings and important dates; as well as being the liaison for Ontario with our other Canadian regions by providing punctual and descriptive monthly meeting minutes. Angela continues to thrive in the organization and hopes to run for Vice-Director in the upcoming elections. When Angela reflects on her decision to leave her HR career behind the only thing she truly misses is - the weather.

She is looking forward to welcoming all of you to Toronto in 2011.

Marie-Eve Balla
Ontario Region LCD Reporter
Hotel Le Germain, Toronto



Niagara Region

Director's Report



Andre Plouffe

My tenure as Niagara's Director is coming to a conclusion. As the nation's most recent regional addition, it has been a lot of hard work, patience and dogged determination. But without the presence and participation of the 10 professionals within our region, who shared this same vision, our survival and success would simply not have materialized.

I am proud to point out our accomplishments: From the creation of our Concierge map, the Niagara Prestige map (5 years running) to our 3rd annual "Les Clefs d'Or Charity Golf Tournament", the genesis of our annual Golden Table Clefs d'Or Concierge award to a restaurant – also now on its 3rd year, and numerous other activities. I pass on the torch to the next generation of superstars as "Board Members" dedicated and with great enthusiasm on continuing our growth, both in membership and our industry partners.

My career as Director, was capped off by being

privileged to host our Annual National Board meeting. When you're tasked with this honour, being in the presence of such luminaries can be quite intimidating - our motto certainly comes into focus at times like these. I look forward to our next time together, in Calgary, where Don and his team are in the process of creating the "next memorable Congress".

Until we meet again,

May God Bless you with happiness, prosperity and above all...great health, to you and yours. The remainder of our Niagara page is dedicated to our dear lost member Diane Harding – thank you Diane for your dedication to our profession and your friendship.

Andre Plouffe
Director – Niagara Region
Sterling Inn and Spa

Behind The Keys: In Memory

Forewords by Karen Jenkins and Corey Rorison

Diane Harding was born in St. John's Newfoundland and moved to Ontario at a young age with her family. Although she lived in England for a number of years, she eventually returned to Ontario and during the year of 2000 accepted the position of Concierge at the newly built Niagara Falls Hilton. It was in this profession that Diane truly found her niche due to her extremely outgoing personality and her hard work ethics. Her dedication was far beyond measure to her work with the guests of the Hilton. She was a dear friend and colleague who was very passionate about Les Clefs d'Or. The members of the Niagara Region were shocked to hear that they had lost Diane, one of their founding members, tragically in a car accident early last month. We would like to showcase Diane Harding for this edition of "Behind the Keys" as a fond farewell to one of our most dedicated Members and friend.

A few words from others...

Words cannot adequately convey the sense of loss felt by those who knew Diane best. Its life's moments like these that force each one of us to re-evaluate what is important in life. For me, this is further proof of just how much God loves me, for it not for Him, I would not have been Blessed with knowing such a wonderful human being. Looking around the room, at the funeral, I couldn't help but appreciate what she has meant to all of us. I wasn't fortunate enough to grow up with Lady Di, but one thing is for sure: I will never forget her smile. You could always count on that Smile which immediately disarmed you and left you with a genuine feeling of being welcomed and accepted. Diane was a gracious, dignified, caring, loving and compassionate soul, who held Les Clefs d'Or with the outmost of reverence. Having been recently married to her "right in shining armor", Diane was getting ready to live the rest of her life with the man she adored. With tears in our eyes, Diane was sent away to serve God - her shiny new keys leading the way. How, you may ask, will she be recognized amongst his many flocks called home? Easy; He will simply look for that "smile". Diane, you were dearly loved and you will be missed. God Bless and keep you near.

Andre Plouffe
Director – Niagara Region



Diane Harding
August 21st 1947 - October 9th 2008

Her smile could change your mood. I would come into the hotel lobby feeling tired and annoyed after being stuck in the traffic on the QEW and she would make me laugh the second I walked in the door. She took a lot of pride in her work and it was evident in everything she did. She treated each quest like they were a close and personal friend. It was her pleasant attitude and dedication to her job that would shine through everything she did. Not only would guests notice and comment about how wonderful she is but other employees of the hotel as well. "You know that Diane, she really is something." was often heard around the lobby. It is hard to grasp the idea that she will never be returning.

Alyson Wills
Concierge, Niagara Falls Hilton

Diane and I received both of our keys together, and as we were the only two at the time from our region presenting (in Toronto) we shared the same nervous expectations. Our presentations were similar in that we both spoke from the heart. She was genuine. I always enjoyed sitting near her during our dinner portions of our meetings because

of the many laughs that she would invoke. She was from "Down East" as we say in Ontario; which means that she was a true entertainer of spirit and she never let me down. At our October Meeting it was hard to be happy for the new fellowships that were about to make their key presentations, as this was the first full gathering of us after this tragedy. We held our chins up, as she would have wanted and pushed through. After our meeting the Full Members got together and we shared a table. We ordered some champagne, and toasted to our dear friend one last time. She will be missed.

Korey Rorison
Vice Director – Niagara Region

I was deeply saddened to hear about Diane's passing. Diane was such a kind and gentle soul that would do anything to help someone in need. She has helped the Niagara Region become more recognized by neighboring communities by participating in different outreach programs and charitable work. She will be missed.

Wishing you God's peace,
Jamie Clarke,
Concierge, White Oaks Resort

I remember once, a few years ago, a couple were planning to have a small wedding in one of the rooms in the hotel; just a regular suite, not a room in the Mezzanine level. Diane basically put together the entire wedding for those guests. She arranged the flowers, the minister, the photographer and the champagne. She ran all over town to get it done. After the wedding the newlyweds came down to tell her how wonderful everything was. When they left she was beaming from ear to ear.

Frank
Colleague from the Hilton





Montreal Region



Director's Report



Hugo Legrand

Dear friends,

This very busy year is coming to a close. In the Montreal region, we now have 45 Les Clefs d'Or members which include our friends in Ottawa and the Atlantic coast. It gives us great pride to see the progression of our membership and the support for our association in the Atlantic region. The Calgary national congress will hopefully see the birth of our 7th section; the Halifax region! On a sad note, Patrick Huynh has left the association and on behalf of the regional board and all our members, I would like to thank him for his hard work and dedication to Les Clefs d'Or.

Since the month of May, a Clefs d'Or member has been featured monthly in Scope magazine, a free local tourist publication available at all info-tourist locations. It is great visibility for LCD in our region. For the 4th year in a row, we have donated our time to help greet the participants

at the annual Ste-Justine's Children's hospital foundation golf tournament, which was held in May. Fundraising was very successful again this year as our region proudly raised \$4500 for the Terry Fox run. We also held our annual charity golf tournament in September to profit Ste-Justine Children's hospital. One of our main goals this year is to continue to strengthen our relationship with local restaurateurs and suppliers by circulating our PR kit and members lists at all events attended.

My fellow board members, Jeanne Lefebvre and Julien Tanguy join me in wishing you all a happy holiday season and a very successful 2009. I hope to see many of you in Calgary to renew our bond of friendship!

Vive les Clefs d'Or!

Hugo Legrand
Director - Montreal Region
Sofitel Montreal

LCD Montreal's Golf tournament

This year's Charity Golf tournament was our biggest in history! A part of the profit was donated to the Ste-Justine Children Hospital's foundation, one of the causes dear to our region. It is my pleasure to report that the event was a great success, thanks to the hard work of the organizing committee: Marc-Olivier Chrétien, Étienne Bellemare, Eddy Carlo, Bruno Bernier, our Director Hugo Legrand, National treasurer Alain Larouche and Nicola Di Ciocco, vice-president of Conservus. Many Concierges also dedicated their time during the day to give a hand and make this event memorable by taking care of all the details of the day; loading the carts with lunch boxes, goodies and cigars and preparing the dinner room under a big tent.

The event was held on September 8th, at the Falcon Golf Club. There were 16 foursomes, all including one or more Concierge(s). Many of our sponsors were also playing as well as some hotel

managers. The tee-off was around midday, and contests were held all day long (putting contest, longest drive, etc.). Luckily, it was a beautiful day, so we had the chance to have a great barbeque for dinner, sponsored by Moishes Steakhouse and Ferreira Café who provided a fantastic surf and turf. For those who had not been able to attend due to work, it was still possible to join us for dinner and enjoy the party. Additionally, many raffle prizes were drawn during dinner thanks to the generosity of our many sponsors, especially Vasco Cigars, Discount Car Rentals and Birks Jewellers.

Over all, the experience allowed the Montreal region to collect more than \$3000 for Ste-Justine's Children's hospital. We are now planning on making this a yearly event, like the Terry Fox walk and our Christmas Charity party.

Marie Eve Larin
Montreal Region LCD Reporter
Hotel Place d'Armes Montreal



Organizing Committee for the Golf Tournament:

Nick Di Ciocco, Marc-Olivier Chretien, Etienne Bellemare, Alain Larouche, Bruno Bernier, Eddy Carlo, and Hugo Legrand

Behind The Keys: Chanel Mongeon



Chanel Mongeon
Marriott Château Champlain,
Montreal

Chanel has always worked in jobs which involved direct contact with the public and she loves to travel, so she naturally decided to study tourism. After graduating from ITHQ in 2003, she worked summers as a tour guide aboard the Amphi-bus and became their contact person with the hotels. When one of the hotels offered her a seasonal job as a Concierge, she jumped at the chance! Although not sure at first what she was getting into, she soon realized how lucky she was.

Chanel entered the Marriott family four years ago and became my Assistant Chef Concierge precisely one year ago. Having one of the biggest Concierge teams in Montréal, it is very important to have leadership, dynamism and always give the right example, just to mention a few of Chanel's qualities. What she loves most about her job is making our guests stay memorable, while learning something new every day! Not to mention the daily self development by managing the challenges of her great team. On her days off, Chanel likes to look for new activities to

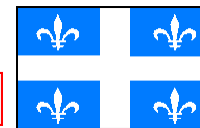
suggest to her guests. She's also very artistic and creative. Painting, drawing and scrap-booking are her favorite hobbies and she's always working on a goal or project; Right now, it's her next vacation destination!

Her passion to learn about different things has lead her (since the day I introduced her to the Association), to be actively involved. She highly supports The Terry Fox Run for Cancer Research and the Children's Christmas Day. Chanel has attended congresses and constantly looks for more ways to give back to the Association. As she wears her keys proudly, maybe some day, you will see her on the regional board!

Pierrette Pagé
Chef Concierge
Marriott Château Champlain



Quebec & Charlevoix



Director's Report



Anne McKenna

are so good at) was requested by all. Additionally, the *XII Sommet de la Francophonie* also challenged us with high security and interesting questions.

Dear Clefs d'Or colleagues,

I hardly have words to describe what a crazy challenge this summer has been! To give you an idea in figures, all of our hotels ran at 95% occupancy in August and September and just a little less in June and July. Our Concierges are drained but we survived! In all honesty, we would love to celebrate a 400th anniversary every year; it really kept everyone on our toes!

As Quebec City hosted Paul McCartney, Celine Dion, Jean Leloup and many more major stars, maximum security and maximum discretion (something Concierges

Through all of it, we were still able to hold some fabulous monthly meetings such as the speed discovery meeting hosted by Fairmont Le Chateau Frontenac and the meeting at the Martello Tower and Hotel Clarendon where we were invited to a wonderful evening full of surprises. Another memorable event was the 24 hours on Isle aux Coudres, where Groupe Dufour hosted us at Hotel Cap aux Pierres; we kayaked on the Saint-Laurence river during the afternoon and dined with wonderful wines at local venues such as Cidrerie Pednault. It was truly enjoyable and with this first hand experience, we will be able to invite our guest to drive or cycle around Isle aux Coudres and enjoy all their venues.

Let me conclude with a very big thank you to Geoff Argue our dear President and his incredible team for hosting a wonderfully organized Pan American Congress in Vancouver last April. The venues were very nice, the food exquisite (too much as usual) and the guest speakers at our educational meetings were very interesting. I am proud to report that the Quebec City and Charlevoix region was represented by 6 members, 50% of our full members!

Anne McKenna
Director - Quebec and Charlevoix Region.
Fairmont Le Chateau Frontenac

Speed Discovery 2008

This informative June meeting features the new coming activities for the summer season in Quebec City. 25 guest speakers are invited and have 8 minutes each to address us. This past June, the meeting was hosted by Mr. Robert Mercure, General Manager of Fairmont Le Chateau Frontenac. He welcomed 35 Concierges and spoke about the importance of the knowledge and efficiency of Concierges in hotels and the talent that we have of "turning moments into memories" for our guests.

We then presented checks to the two charities which we supported with funds raised at our 2007 auction: Eric Vilain from Fondation Serge Bruyère received \$1000 and La Fondation de Lauberivière received \$2000.

The meeting got on its way with the **RTC** (the public city transportation) explaining their preparations for the thousand visitors expected at the 400th anniversary celebrations of Quebec City. Manon Boissinot invited us to her major **Loto Québec Fireworks** event in July, a yearly event not to be missed: **Old Quebec tours** talked about many new tours including a new interesting golf tour: **Cyclo Service** bicycle rentals introduced their guided city tours on bicycles: **Québec Beaux Arts museum** introduced us to their major exhibit: *Le Louvre à Québec*, featuring 200 artifacts from Le Louvre in Paris. We also listened to promoters of the different festivals celebrating the 400th anniversary of Quebec and much more... Thanks to Mr. Gamal (F & B manager at Fairmont Le Chateau Frontenac), the evening was con-

cluded with an invitation to the Saint-Laurent bar followed by dinner in Café de la Terrasse and dessert in Le Champlain room.

All our **THANKS** go to our Papy Claude Lavoie and his team. Papy was a major player in **Speed Discovery 2008**, he contacted all the guest speakers and made sure everyone was on time - because of him, the evening was a great success.

Why not use this idea as a best practice?!

Anne McKenna
LCD Reporter
Fairmont Le Chateau Frontenac



Papy Claude Lavoie

Behind The Keys: Lise Lapointe



Lise Lapointe
Hotel Le Dominion 1912,
Quebec City

A Quebec City native, Lise studied in Old Quebec and was naturally drawn towards a profession in tourism as she daily watched numerous tourists visit her beautiful city.

She began her career as a travel agent and followed that by becoming a director of groups, which gave her ample opportunity to travel regularly to Europe. That's when she really discovered and grew to appreciate the wonderful world of Concierges, as they undeniably helped her and supported her on every step of the way.

Being curious by nature and "loving her city of Quebec so much", in 2003 she decided to sign-up for the Merici International Concierge Institute, from where she graduated. After her course, she started working at the Hotel Le Dominion 1912, a charming hotel-boutique in Old-Quebec, and has worked there ever since.

Serving guests and helping them discover our beautiful city is an every day passion for Lise and in this 400th anniversary of Quebec City, where it's been a real challenge just finding tickets for main events, activities or even booking a table for two in a popular restaurant, she has risen to the occasion and offered a stellar performance.

Louise Morin
Quebec and Charlevoix Region LCD Reporter
Hotel Chateau Laurier Quebec



Update from The Atlantic Concierge Association

The Concierge Association in Atlantic Canada was established approximately 4 years ago by a small group in Halifax made up of The Westin Hotel, Radisson Suites, Bishop's Landing, The Martello and the Delta Barrington, along with the Delta Beausejour in Moncton, New Brunswick. This group of professional Concierges began to network and recruit and make themselves known in Halifax, meeting once a month in a variety of locations. Roger Poirier of Moncton was the first to become a Member of Les Clefs d'Or followed by Ivan Boyd (Professional Affiliate) at The Martello, Harry Cooper of The Westin (no longer with the ACA) and Frank Opdebeck of the Delta Barrington (in November 2007).

Following the Montreal Congress in the spring of 2007, our members returned to Halifax filled with excitement and enthusiasm, ready to grow and promote themselves, with the aim of eventually becoming the first Clefs d'Or region in the Atlantic Provinces. The Association began to develop and in November, 2007, Halifax was proud to host the National Board Meeting where four hopefuls achieved Apprenticeship status – Penny Cameron and Andy McIntosh from the Prince George Hotel, Scott Dean, the Westin Hotel and James Robar from the Radisson Suites.

Registered in the past year as The Atlantic Concierge Association, the membership has grown to include Nancy Kiley, Trade Centre Limited, Robert Fader, The Prince George, Ron Ring, The Lord Nelson Hotel & Suites and Steve Girard and Andy Lee of Fox Harb'r Resort.

Our monthly meetings have been fun and informative; we have visited a variety of venues and have welcomed some great guest speakers this past year. Of particular note was our meeting and tour of Pier 21 Immigration Museum where we were honoured to have met founder Ruth Goldbloom, O.C. - recipient of the Order of Canada and the Heritage Canada Foundation Achievement Award for her work on the museum. At another recent meeting we found ourselves having High Tea in the prestigious Halifax Club where their summer theatre actors entertained us with the history of the beautiful historic building. All of our properties have hosted meetings throughout the year including a recent one at the World Trade & Convention Centre with President Fred MacGillivray as our host and guest speaker. Fred is a wonderful support for us and we greatly appreciate his interest in our development. Mary Dempster, General Manager of the Delta Barrington and Delta Halifax and also a great supporter, hosted a meeting and expressed her interest in our partnering with the Hotel Association of Nova Scotia and linking our websites.

Thanks to the work of member Andy McIntosh of The Prince George, the ACA has a wonderful website. It is on this site, where we acknowledge all of the businesses and venues that have hosted us. Additionally, with the help of Robert Fader's fiancée, a graphic designer, we proudly developed a logo for the ACA.

The highlight of our year was undoubtedly the PanAmerican Congress in Vancouver attended by Ivan, Frank, Penny, Andy, James and Roger (Scott was unable to join us because he had just welcomed a new baby to his family). The Congress was incredibly interesting and we had loads of fun. We met so many people and felt so welcome. It was a wonderful networking opportunity for all of us and we truly realized what it means to be a member of Les Clefs d'Or. The opportunities are endless. We were proud to be recognized at the Canada National Meeting on the final day as we strive to become our own Region.

During the summer, we welcome Mary Lamarche of Seattle, Washington, the winner of the Nova Scotia Prize Package in the Raffle in Vancouver. Mary visited with her husband and son and was treated to a whirlwind tour of Nova Scotia. She had a wonderful time and left with many happy memories. Mary did not know what to expect as she knew nothing about Nova Scotia – she certainly realized it was not “just a fishing village!”

Most recently, in October 2008, Andy, Penny, James and Scott, together with Ron Ring and Steve Girard, travelled to Montreal to present in front of the Montreal region and happily succeeded in achieving their Full and Apprentice Membership status. We were, again, made to feel most welcomed by our colleagues and friends in Montreal, and enjoyed a fabulous dinner at the Irish Embassy Pub following the presentations.

It has been a year of growth, development and fellowship and we now have a strong core team with possible new recruits “waiting in the wings”. We purchased a new laptop with our own funds which has proven invaluable at our monthly meetings and beautifully showcases our website (www.atlanticconciergeassociation.com). By the time you read this, we will have accomplished our first major fundraising event on November 23rd – with proceeds going to Christmas Daddies, a local charity and telethon which raises money for less fortunate children (www.christmasdaddies.org). We are also hoping to deliver our cheque donation personally during the Christmas Daddies event which is televised during the first week of December. Members are busy collecting donations to be used as prizes and are promoting our Bowlathon to all of our hotels and affiliates.

Penny Cameron
ACA Secretary
The Prince George Hotel, Halifax



HALIFAX
AIRCAPS © R GARNETT



Atlantic Concierge Association



Who are these amazing Canucks who are determined to create Les Clefs d'Or Canada's 7th Region?! Presenting the Atlantic Concierge Association...



Ivan Boyd
The Martello on Dresden Row,
Halifax

IVAN BOYD is the Head Concierge of The Martello on Dresden Row in Halifax and President of the Atlantic Concierge Association. He is responsible for leading an efficient team in the highest level of personalized service for the Martello Condominium owners and brings 20 years of experience in the hospitality industry to the Martello residents. Ivan was born and raised in Halifax, married his high school sweetheart and is very proud of his teenage son, Spencer.

PENNY CAMERON, Concierge for The Prince George, has been with the hotel for 23 years – 10 of those in the Guest Service Department. Born in London, England, Penny and her husband, Nick, arrived in Halifax in 1978, having met while working in Bermuda. Penny worked for General Manager, Nicholas Carson, as his secretary at the Delta Barrington, and followed him to Centennial Hotels when The Prince George was built in 1985. Penny has twin boys, who are now 20, and a daughter, 23. Currently an “empty nester” Penny is finding more time to enjoy some hobbies - scouring second hand clothing stores for bargains, gardening and cooking.



Penny Cameron
The Prince George Hotel,
Halifax



Scott Dean
Westin Nova Scotia,
Halifax

SCOTT DEAN has worked as a Concierge for the Westin Nova Scotia Hotel for 7 years. Prior to this he worked in the laundry department for that hotel for 1 1/2 years and also for the Lingan Golf & Country Club in Cape Breton. Scott was born and raised in Cape Breton and is a family man, recently welcoming the arrival of his second child. He loves sports and music.

ROBERT FADER has worked for The Prince George as Concierge for the past two years. Prior to joining the hotel, he worked at the Delta Halifax for two years as Concierge and Bellman. Robert was born in Sydney, Cape Breton. Outside of his work, Robert's greatest passion is researching ghostly apparitions and in 2002 founded a company called Grim Undertakings.



Robert Fader
The Prince George Hotel,
Halifax



Steve Girard
Fox Harb'r Hotel,
Wallace Nova Scotia

STEVE GIRARD is the Concierge at Fox Harb'r in Wallace, Nova Scotia. He has worked at this fabulous resort for two seasons. Prior to that, he worked for Fairmont Hotels both in Canada and the US. Steve enjoys the “great outdoors”, hiking, kayaking, good food and great friends!

NANCY KILEY grew up on a small farm in rural Nova Scotia, post high school; she moved to Halifax to attend Saint Mary's University and earned her BA in Sociology and a certificate in Criminology. While attending University she began working casually at the World Trade and Convention Centre as a Concierge and when she graduated, she accepted a full-time position. Nancy actively fundraises for the Juvenile Diabetes Research Foundation and participates in the Prostate Cancer Society's Father's Day Walk. In her free time, Nancy enjoys spending time with her husband Colin and shares his hobbies; travel, local history, genealogy, cats and the Army. As an Army spouse, the Canadian Armed Forces has been an important part of her life.



Nancy Kiley
World Trade and Convention
Centre, Halifax



Atlantic Concierge Association



More members of the Atlantic Concierge Association...



Andy Lee
Fox Harb'r Hotel,
Wallace, Nova Scotia

ANDY LEE has worked at Fox Harb'r for two seasons and is the resort General Manager and Concierge. Originally from Liverpool, England Andy is a Sommelier and accomplished Chef and has been around the Globe working at many Five Diamond and Five Star properties during his career.

ANDY MCINTOSH, Head Concierge for The Prince George, has been employed by the hotel for 19 years. Prior to joining the Concierge team, Andy worked in the Security Department and Night Audit. He has held his current position for 9 years. Born and raised in Halifax, Andy has a son, Kyle, who is now 22. Known for his brilliant wit and humour, Andy has a natural affinity with the many guests and visitors to The Prince George. When he is not in the Lobby, Andy can be found on one of Nova Scotia's many beautiful golf courses – or taking photographs, another hobby he enjoys. Andy developed and maintains the website for the Atlantic Concierge Association.



Andy McIntosh
The Prince George Hotel,
Halifax



Frank Opdebeck
Delta Barrington,
Halifax

FRANK OPDEBECK has been employed by the Delta Barrington for the past 4 years as a Concierge and became a Full Member of Les Clefs d'Or in November of 2008. Prior to this, he worked at the Banff Springs for 4 years and was also Head Bellman at the Sheraton. Frank was born and raised in Halifax and is currently Vice President of the Atlantic Concierge Association, being one of the original members. Frank's passion is traveling the Globe!!

ROGER POIRIER is a founding member of the Atlantic Concierge Association and has been involved with Les Clefs d'Or Canada since the summer of 2004. He is very honoured to be the first Clefs d'Or member from Atlantic Canada and has been a huge support in the development of the Association. He attended the National Congress in Montreal, the Pan American Congress in Vancouver and also hosted the National Board in Halifax last November (2007). Roger is the Chef Concierge at the Delta Beausejour in Moncton, New Brunswick. His other passions include traveling, photography and music. He says that he tries to combine all of them together whenever he can by traveling to see concerts, most recently, in Las Vegas, Los Angeles, Boston, Toronto and Montreal. As a member of Les Clefs d'Or, Roger takes advantage of the opportunity to seek out other members in those cities and create new networking possibilities and friendships.



Roger Poirier
Delta Beauséjour
Moncton, New Brunswick



Ron Ring
Lord Nelson Hotel and Suites,
Halifax

RON RING Concierge for The Lord Nelson Hotel & Suites has worked at his hotel for 4 years. Ron feels that he has truly found his rightful career in the lobby of this beautiful hotel. Prior to joining the hotel business, Ron was self employed as a carpenter for five years and still enjoys model-making (boats) as a hobby. He is also a historian and a hiker. His main passion, outside of the hotel, however, is antique cars and he attends many shows with his '64 Chev Belair.

JAMES ROBAR Concierge for the Radisson Suites was born and raised on Nova Scotia's South Shore. He has been in the hotel industry for 15 years and in his current position for 12 years. James received his certification from TIANS (Tourism Industry Association of Nova Scotia) in Guest Services and was nominated for Radisson Employee of the Year for the America's (2007). He has also won many service awards – the Radisson Star (9 times) and the Radisson Torch (twice). James is married to his high school sweetheart – no kids, one bulldog! When he has the time, James enjoys traveling the Globe!



James Robar
Radisson Suites,
Halifax



Upcoming Congresses: Shouldn't you be attending?



International Congress
Hangzhou China, March 23-28, 2009
www.lesclefsdorchina.com

Canadian National Congress
Calgary, April 16-20, 2009
www.goldenkeysalberta.com

International Congress Agenda:

Day 1: Receive and check-in delegates
12:30-18:30 Executive Committee Meeting
19:00-23:00 Welcome Cocktail Party

Day 2: 07:00-08:30 Breakfast
09:00-17:00 U.I.C.H. Board of Directors Meeting
(Delegates & Spouses are treated to a tour in Hangzhou)
12:30-13:30 Lunch
14:00-17:00 Leisure Boat Trip on West Lake
18:30-21:00 Dinner

Day 3: 07:00-08:30 Breakfast
08:30-12:00 Visit to the Oriental Hotel Culture Park
12:00-13:00 Lunch
14:00-18:00 Discovery of Hangzhou Song City
20:00-21:30 Dinner at New Century Grand Hotel

Day 4: 07:00-08:30 Breakfast
08:30-13:00 General Assembly
08:00-18:00 (Spouses City Tour)
13:00-14:30 Lunch
14:30-18:00 Educational Seminars
19:30-22:00 "Welcome to China" Dinner

Day 5: 06:30-08:15 Breakfast
08:30-09:00 Group Photo at entrance of the Xiaoshan Theatre
09:00-12:00 Ceremony in the Xiaoshan Theatre
09:00-12:00 (Spouses shopping around Xinhua Road)
12:00-13:30 Lunch
13:30-18:00 Leisure around Hangzhou Riverside Street
19:30-22:00 Special Gala Dinner (black tie)

Day 6: 06:30-10:00 Breakfast
(Departure and Farewell to Friends)

National Congress Agenda:

Thursday, April 16th:
Board of Directors Dinner

Friday, April 17th:
08:00-17:00 Board of Directors Meeting
12:00-18:00 Registration of Delegates
19:00-21:30 Opening Congress Reception

Saturday, April 18th:
09:00-17:00 Educational Symposium
09:00-17:00 Spousal Program - Day in Banff
17:00-19:00 Dine Around Dinner

Sunday, April 19th:
09:00-16:00 Annual General Assembly
18:00-19:00 Reception
19:00-22:00 Gala in the Hyatt Regency Imperial Ballroom

Monday, April 20th:
Delegates depart at Leisure

New tools of communication: Facebook

Those who like Facebook really like it a lot and those who hate it, don't want to go anywhere near it! A lot of people who dislike it have never been on it though!

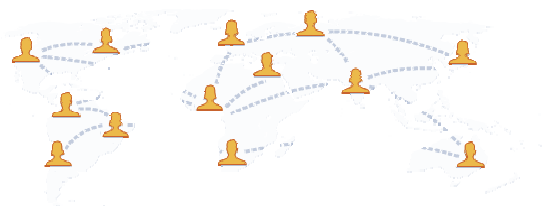
Although it can be addictive and sometimes an intrusion into one's privacy, Facebook, if used wisely, is a powerful communications tool and can help a Clefs d'Or concierge improve or maintain his/her network of contacts around the world and stay informed about the association and its members.

When I first signed on to Facebook, I was hoping to find a group that included concierges from different countries who shared their experiences and knowledge about their work. Since that group didn't quite exist, I had to create one; It's called "Les Clefs d'Or – Hotel Concierges".

I realized that for that group to be efficient and interesting, it had to be closed and exclusive, meaning that only concierges could go on it, read the Wall Posts and the Discussion Boards and see the pictures. In order for concierges to be comfortable discussing their work ethics, best practices and experiences, they need to know that only concierges are allowed in the group. That's why everyone who requests to join the group must first confirm that they are a concierge or a Clefs d'Or member.

Today, we are 245 qualified members, from 35 countries on all 5 continents. 6 National Presidents and even a Zone Director are members. When I needed help to get show tickets in Vegas for a friend, I found John and Karen in the group and their advices were very helpful... When Harald from New York wanted to know if many hotels were paying the congress fees, he posted a Discussion

facebook



Topic... I learned from this group that the Clefs d'Or members in some European countries are front desk managers because the concierge position doesn't exist in many hotels!... If your hotel is looking for examples of concierge uniforms or desks, dozens of pictures of concierges in uniform at their desk are posted!

I hope this article motivates you to increase your worldwide network of concierges and to find out how concierges conduct business in other cultures, other countries or even in the province next to you. I'll be waiting for your request!

Alain Ethier
Co-Editor, Canad@ News
Hotel Le St-James, Montreal

