

## Rocky Mountaineer's Terry Honored by Concierge Association

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Rocky Mountaineer's Executive Vice President and Chief Operations Officer James Terry was appointed by Les Clefs d'Or Canada as an honorary member in recognition of his work to encourage guest service excellence in the tourism industry, and for his support and promotion of Les Clefs d'Or over the past 20 years. Les Clefs d'Or Canada is an organization "dedicated to improving and maintaining an impeccable level of service in the hospitality industry." Terry was given the Clefs d'Or (crossed golden keys) badge, worn by concierges around the world. He is one of only 18 Canadians who have received the honor since 1976.

With over 25 years of leadership in the travel industry, Terry's passion and commitment to outstanding service is evident in his work with Rocky Mountaineer. Providing exceptional guest service is the foundation of Rocky Mountaineer's success, one of the very reasons the company continues to win prestigious awards across the globe. Les Clefs d'Or is an international professional concierge association with more than 3,500 members in more than 50 countries and plays an important role in the continued success of the international travel industry. The crossed golden keys, worn on the lapels of concierges, are a globally recognized symbol of guaranteed quality service. Les Clefs d'Or strives to establish and promote high professional and ethical standards and acts as a network for the hotel industry and tourism in general to maintain the highest possible standards of services for guests.

Rocky Mountaineer offers Canadian vacation packages and four scenery-intensive rail routes through British Columbia and Alberta, Canada. Best known for the internationally acclaimed Rocky Mountaineer train, a two-day, all daylight rail journey through Canada's West and the Canadian Rockies, the company also offers a three-hour experience between North Vancouver and Whistler, BC. Since its inception in 1990, the company has grown to become the largest privately owned passenger rail service in North America and welcomed its 1 millionth guest in 2008. For more information, [visit](#) [www.rockymountaineer.com](http://www.rockymountaineer.com).