

B'17

64TH UICH CONGRESS MAGAZINE

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64th UICH Congress
BERLIN, GERMANY
March 23-28 2017

Just boarded my comfort zone.

More than just a good flight

Nonstop you

We don't believe everything is about having great technology. We don't just rely on having the youngest fleet of aircraft in Europe, or the most comfortable departure lounges. Or even offering digital services that make travelling so much easier. We rely on our people. It is our people who make the time you spend flying between A and B so much more than that. Because we really want you to leave our aircraft the same way you got on: with a smile.



Lufthansa

Congress Program

23 MARCH 2017

- 8:00-18:30 **Airport Tegel, Airport Schönefeld, Central Station**
Arrival of Delegates
- 18:30-23:00 **Kraftwerk**
Opening Ceremony
Smart elegant
Just be sexy enough for Berlin

24 MARCH 2017

- 8:30-17:00 **The Ritz-Carlton, Berlin**
Board of Directors Meeting
Business attire
- 9:00-11:00 **Maritim Hotel**
About "Les Clefs d'Or"
Mandatory for all First Timers except Directors.
Optional for all others.
Presentation by Michael Romei
Business attire
- 9:40-17:00 **Berlin**
Exclusive City Circle Tour
- 19:30-21:00 **Berlin**
Dine Around

25 MARCH 2017

- Visit our Market Place all day long and get connected to our valued partners**
- 8:30-17:00 **Maritim Hotel**
Les Clefs d'Or Award 2017
Marjorie Silverman
Business attire
- 8:30-17:00 **Maritim Hotel**
Educational Day – Made in Germany
Business attire
- 9:00-16:00 **Tour to Potsdam**
Spouse program
- 19:00-0:00 **Arminius Markthalle**
Street Food Market
Casual

26 MARCH 2017

- Visit our Market Place all day long and get connected to our valued partners**
- 8:30-16:30 **Maritim Hotel**
General Assembly
Active Members only
Business attire
- 9:30-16:00 **Berlin**
Time to discover multifaceted Berlin
Spouse program
- 19:00-23:00 **Berlin**
Free Evening – Sections
Dinner

27 MARCH 2017

- 8:30-16:00 **Berlin**
Discovery Day
Wellness & Fun at Tropical Island
- 8:30-16:00 **Berlin**
History & Culture Tour
- 18:00-23:00 **Maritim Hotel**
Gala Night
Dinner Jacket, Evening Dress
"The Golden Twenties"
Best costume will be awarded

28 MARCH 2017

- 6:00-18:00 **Maritim Hotel & Marriott Hotel**
Departure of Delegates

Greetings



Thomas Munko / **Dear Friends
From Around The World,**

On behalf of Les Clefs d'Or Germany and the Planning Committee I would like to personally welcome you to the 64th UICH Les Clefs d'Or Congress in Berlin.

We truly hope that the outcome of the Berlin congress and the networking venues in this vibrating city will strengthen your professional and personal background and create many memorable experiences and face-to-face encounters for you to take back home.

Yours faithfully with respect, trust and friendship

Thomas Munko
President Les Clefs d'Or Germany



*If ever someone claims, impossible things are unbelievable,
does so out of lack of experience.* – RON SEGAL –



Colin Toomey / Dear Members and Friends,

It is with a great sense of excitement that we join together in the beautiful city of Berlin for this year's highly anticipated 64th International Congress. On behalf of the International Executive Committee of Les Clefs d'Or I welcome you to what will surely be a truly memorable occasion.

Germany has a very proud history in our Society, one that dates back to the earliest days of our association. Indeed it is this pioneering spirit that contributed so much to the formation of Les Clefs d'Or in Western Europe so many years ago. I am sure that our hosts will in some way incorporate elements of this rich tradition into parts of the program. Having waited over 30 years to welcome our members back to their country, our friends in Berlin will be eager to showcase the very best of German hospitality.

Although it will be quite a challenge to surpass the previous year's efforts from our team in Dubai, President Thomas Munko and his hard working committee will do everything they can to realise this dream. They are a young and dynamic team who are thrilled to have been given this opportunity. I commend them for developing and producing such an interesting and diverse Congress program, I am sure that it will appeal to all attendees. A particular highlight each year is the all-important Educational Day and I know that our committee this year has invested a great deal of time and effort in producing an outstanding seminar.

For those of you who have made the effort to travel to Berlin I thank you for taking the time to join us. Whether this is an annual fixture on your calendar or the first of many Congresses to come, I trust that you will leave this wonderful city with great memories and a renewed sense of purpose.

I very much look forward to spending quality time with you in the week ahead.

Yours in friendship,

Colin Toomey
President Les Clefs d'Or International



Michael Müller / MESSAGE from the Governing Mayor of Berlin for the 64th International Congress of the Concierge Association UICH Les Clefs d'Or from 23 to 28 March 2017 in Berlin



A warm welcome to all of the participants in the 64th international congress of U.I.C.H. Les Clefs d'Or – welcome to Germany's capital city!

Today's Berlin is one of the most popular destinations for visitors from around the globe, thanks in part to its outstanding hotels and its remarkably diverse restaurants. The city is open-minded and rich in culture, and you'll find traces of an eventful history at every turn.

I am sure that you, as experienced concierges, will quickly discover our city's merits for yourselves. And so I'd like to wish you a very pleasant stay in Berlin with many engaging encounters at your congress with colleagues from all over the world. Hopefully, you'll also find the time to dip into the city's diverse cultural life and enjoy what Berlin has to offer. Let your visit to our city become an adventure you'll long remember!

Michael Müller
Governing Mayor of Berlin



Burkhard Kieker / Dear participants, I would like to welcome you all to the 64th International Congress of Les Clefs d'Or.

Everyday you have it in your hands: The Golden Key. The key to the rooms of many guests who have often had a long journey in order to come and discover your city. For a moment you, with your kindness and service, are the face of your city.

It is great to be able to welcome you all to Berlin this year. Be captivated by the charm that emanates from this exciting metropolis. Over the last few years, Berlin has developed a special kind of magnetism: its freedom, creativity and culture attract people from all over the world. There is always something going on, at any time of the day and on every day of the year: Berlin is 365/24. There are highlights, entertainment and cultural events every day.

Get out and stroll through the streets, sit in a café and admire your surroundings. Berlin is a fantastic, varied city. Welcome to Berlin!

Burkhard Kieker
Managing Director visitBerlin



Tamas Ungar / Dear Friends and Colleagues, On behalf of the Central European Zone, I send you my best wishes for a productive and fruitful International Congress of UICH in the beautiful city of Berlin.



Our Zone is very proud and honored that this important event will take place in our area. We all know the commitment and dedication of our dear friends and colleagues from Germany – ZeGermans.

Since they have known our Congress will be in Berlin, they have made a very tight and well-organized schedule for our professional association, and I am sure that we will enjoy this experience of german precision and the cosmopolitan life of this fascinating capital. I'm sure we all will be "Berliner" for these couple of days.

I wish for all the participants of the congress to feel the spirit of the Clefs d'Or and to enjoy the German hospitality at its highest level.

Willkommen in Berlin!
Yours in Friendship

Tamas Ungar
Zone Director, Central Europe



Educational Day

Made in Germany

The Education Committee is excited to introduce the speakers; all of who are industry leaders with global perspectives.

Their valuable insight and perspective will motivate and inspire concierges to accentuate their values, standards and personal well-being whilst incorporating attributes of the over-all congress theme Made in Germany: “integrity + ingenuity”; “quality + excellence”; “longevity + durability”.

The three morning workshops will run simultaneously throughout the morning, giving delegates the opportunity to attend each session.

EDUCATIONAL DAY PROGRAM TIMELINE

<p>08:30 Welcome by Education Committee</p> <p>08:45–12:15 Attracting and Retaining the Concierge in Today’s Marketplace: High-Touch or High-Tech? Heather Jacobs, Senior Vice President, International Human Resources, Four Seasons Hotels & Resorts</p> <p>Best in Class – A Conversation with Forbes Travel Guide. Chris Fradin, Vice President Europe, Forbes Travel Guide</p> <p>Recharge, Replenish and Reconnect: Create your Blueprint to a Healthy and Balanced Career. Stephanie M. Piimauna, Professional & Leadership Development Consultant and Inspirational Speaker</p> <p>10:45 Coffee Break</p> <p>12:15–13:15 Lunch</p>	<p>13:30 Voice of the Customer: The Evolution of Hospitality, Future Guest Needs & Service Expectations. Matthew Costin, Managing Director, On the Move, BDRC Continental</p> <p>14:15 Keynote Speaker: Ralph Anderl, Founder and CEO, ic! berlin</p> <p>15:15 Coffee Break</p> <p>15:45 Collaborative Sharing</p> <p>16:00 Acknowledgements</p> <p>16:15 Service Through Friendship. Claudia Hendriks & Jesse van den Broek</p> <p>17:00 Conclusion of the Education Day</p>
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64th UICH Les Clefs d’Or International Congress Education Day: Program Content

Attracting and Retaining the Concierge in Today’s Marketplace: High-Touch or High-Tech?

– Heather Jacobs, Senior Vice President, International Human Resources, Four Seasons Hotels & Resorts

Heather Jacobs leads the International Human Resources Operations for Four Seasons Hotels and Resorts, a global luxury leader in hospitality. Heather has more than 20 years’ experience with the brand and has worked in the US, Europe and now the Middle East. In her current capacity, she is based out of Dubai with a primary focus on all hotel and regional offices in EMEA and APAC which covers more than 50 properties and 20,000 employees.



Best in Class – A Conversation with Forbes Travel Guide – Chris Fradin, Vice President Europe, Forbes Travel Guide

Chris Fradin brings 19 years of hospitality and marketing experience to Forbes Travel Guide’s presence in Europe. Fradin joined Forbes Travel Guide in early 2015, opening the London office and leading the expansion efforts across the continent. Fradin travels regularly and widely, supporting the best-in-class properties around Europe. Previously to Forbes Travel Guide, Fradin was Director of Sales and Marketing for D&D London, a leading restaurant and hotel group based in London, with 34 restaurants across the capital. Prior to joining D&D London, Fradin headed up Preferred Hotel Group’s London office as regional director (covering the U.K., Ireland and the Nordics).



Recharge, Replenish and Reconnect: Create your Blueprint to a Healthy and Balanced Career
 – Stephanie M. Piimauna,
 Professional & Leadership Development Consultant and Inspirational Speaker

Stephanie has been in the customer service and learning and development industry for 23 years, she has traveled across the US and Europe facilitating leadership training and delivering motivational speeches for various organizations. Stephanie is a certified trainer for Franklin Covey, graduate of Rapport Leadership's Leader 1 & Power of Communication Program, graduate of Mastership for Transformation Leaders Program, certified in UCSD's The Strategic Leader Course, spoke at the 2016 ERG & Council conference, and is a faculty member for University of California at San Diego. Stephanie delivers with energy and enthusiasm that brings her sessions to life.



Voice of the Customer: The Evolution of Hospitality, Future Guest Needs & Service Expectations
 – Matthew Costin,
 Managing Director, On the Move, BDRC Continental

In 15 years at BDRC, Matt has worked with many of the world's leading hospitality companies, such as IHG, Hilton, Starwood and Marriott. He is an expert in the fields of consumer motivations, brand equity and customer experience and is also a recognized authority on the dynamics of the meetings and conference (MICE) sector. Alongside his management responsibilities, Matt retains a hands-on role with custom research and consultancy assignments, as well as BDRC's well established VenueVerdict programme – an enterprise feedback and customer relationship benchmarking scheme which he launched in 2006. He is a regular speaker at international hospitality conferences and holds an MA degree in International Relations from the University of Sussex and an MBA from Henley Business School.

The 2017 UICH Education Committee wishes you an enriching and productive day.

Anders Ruggiero, 3rd International Vice President
 Maurice Dancer, Chair; Sheron Empey, Co-Chair
 Jeanne Mills, Secretary; Rebecca Hawkins, Advisor
 Thomas Munko, Congress Chair; Philipp Stopp,
 Congress Representative; Anna Endrihovskaia; Yasar Ozan
 Guner; Mayumi Hayakawa



Keynote Speaker
 – Ralph Anderl,
 Founder and CEO,
 ic! berlin

Ralph is the founder of ic! berlin, an independent eyewear label producing frames exclusively in its own workshops in Berlin. In the nearly two decades since its creation, ic! berlin has picked up over 20 design awards from all over the world and is sold in over 60 countries. Ralph has been described as inspiring, refreshing, a visionary, an intellectual and artistic; from this list one can easily discern that this is a unique individual and company. One of Ralph's personal passions is singing and it has overflowed into his company as a come-as-you-are choir held the first hour of the workweek. Perpetually on the move Ralph doesn't have an office, or even a desk he can call his own. The longest he sits in one place is usually the giant red armchair in the foyer when he checks his emails.

PORSCHE DESIGN
 COMPUTING

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intel Windows

www.porsche-design-computing.de

Porsche Design Berlin | Kurfürstendamm 48

Les Clefs d'Or® Award Candidates 2017

in
honor to
Marjorie
Silverman



Christian Fons
SPAIN
Fairmont Rey Juan Carlos I



Ciaran O'Hanlon
NEW ZEALAND
Grand Millennium Auckland



Jaimy de Graaf
HOLLAND
Waldorf Astoria Amsterdam



Mark Finn
CANADA
Fairmont Pacific Rim



Suha Yesilyurt
FINLAND
Arctic Light Hotel



Vaclav Jancarik
CZECH REPUBLIC
Mandarin Oriental Prague



William Thomson
GREAT BRITAIN
Macdonald Randolph Hotel



Vitaliy Antropov
RUSSIA
The Ritz-Carlton, Moscow



Mark Anderson
AUSTRALIA
Park Hyatt Sydney



Malte Masuth
GERMANY
Hotel Breidenbacher Hof



Lukas Fürst
AUSTRIA
Park Hyatt Vienna



Jessica Gorman
USA
The Ritz Carlton, Atlanta



Alexandre Guevel
FRANCE
The Peninsula Paris

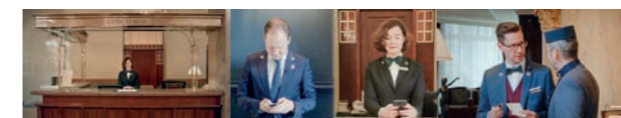


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Claudia Hendriks / My dearest friends whom I haven't met yet ...

You probably don't know me, but that's gonna change soon! This year will be my first congress and I'm honored to be invited by the amazing organizing committee from Berlin – as a documentary director. My name is Claudia Hendriks. Last year I made a documentary about Les Clefs d'Or and graduated with it from Film University in the Netherlands. It has been a year full of such immense joyful moments and I had the privilege to work together with a talented team to establish the documentary. You are now going to watch it for the first time, at the 64th International UICH Congress.

The documentary 'Service Through Friendship' is a 38 minute long film about the mysterious and wonderful worldwide society of Les Clefs d'Or. It portrays three Concierges based in three different cities: **Thomas Munko** from Berlin, **Maurits den Dulk** from The



Netherlands and **Anna Endrihovskaia** from Moscow. We follow the Concierges in the build- up to the 63th International Congress, which will take place in Dubai 2016 ... and get answers to questions such as: How does Thomas view the Society? What drives Anna to be the best Concierge possible? And will Maurits win the Andy Pongco award?

From the beginning of this production, being able to view the documentary at your beloved Congress, has been a big wish for me. I will be present in Berlin with my producer Jesse van den Broek to present the movie which our goal is for you to be proud of as a Concierge – because we want to show the true magic of your profession.

The film will also be available for sale as the Congress and if you like, you can watch the trailer and news on our facebook page:
www.facebook.com/servicethroughfriendship.

See you all in Berlin! Love and friendship,

Claudia Hendriks – Documentary Director

Thomas Munko from Berlin,
Maurits den Dulk from
The Netherlands and Anna
Endrihovskaia from Moscow
in "Service Through Friendship"

Participants



ARGENTINA

Alonso, Daniel
InterContinental Mendoza
Brauer, Valeria
Park Hyatt Buenos Aires
Diaz, Lelia
Swissôtel Lima
Espinos, Maria
Sofitel Buenos Aires
Falco, Anahi
Four Seasons Hotel
Buenos Aires
Fernandez, Sebastian
Hotel Madero Buenos Aires
Penachino, Fernando
Alvear Palace Hotel
Rey, Martin
The Brick Hotel
Urroz, Carla
Ike Assistência
Vergara, Andres
W Hotel Santiago



AUSTRALIA

Aberin, Jason
Hilton Sydney
Adams, Nikolas
Stamford Plaza Melbourne
Anderson, Mark
Park Hyatt Sydney
Bocock, Nick
Sofitel Sydney
Brown, Nathan
The Star
Chang, Eugene
Pier One Sydney Harbour
Constantine, Rhett
Pullman Melbourne Albert Park
Detering, Jacob
InterContinental Melbourne
The Rialto
Espino, Christian
InterContinental Sanctuary Cove
Resort
Forth, Adam
Stamford Plaza Hotel Adelaide
Kaul, Siddhartha
InterContinental Adelaide
Lee, Gary
Swissotel Sydney
Lier, Toby
Hilton Melbourne South Wharf
McBrearty, Peter
The Langham Melbourne
McLean, Paul
Emporium Hotel
Nobleza, James
Parkroyal Sydney
Ridenour, James
InterContinental Melbourne
The Rialto
Tanaka, Hidetaka
Hilton Sydney
Toomey, Colin
Shangri-La Hotel Sydney
Zarzour, Magdi
Amora Hotel Jamison Sydney



AUSTRIA

Dickhut, Florian
Kempinski Hotel Das Tirol
Fuerst, Lukas
Park Hyatt Vienna
Gombocz, Julia
Park Hyatt Vienna
Hausberger, Johannes
Hotel Bristol Vienna
Kékesi, Domonkos
Kempinski Hotel Das Tirol
Klingsbigl, Thomas
Hotel Goldener Hirsch
Ludewig, Dieter
Hotel Bristol Vienna
Muigg, Florian
Hotel Bristol Salzburg
Nemeth, Klara
Grand Tirolia Kitzbühel
Neubauer, Christian
Hotel Am Parkring
Paral, Christian
Pecher, Andreas
Sheraton Grand Salzburg
Pfleger, Beate
Parkhotel Brunauer
Seite, Friedhelm
Hotel Bristol Salzburg
Strambach, Norbert
Hotel Schloss Fuschl
Trathnigg, Marion
Park Hyatt Vienna
Voigt, Philipp
The Ritz-Carlton, Vienna
Voros, Peter
Grand Hotel River Park



BELGIUM

Haluk, Sahin
Hotel Amigo
Moreno, Nieto
Sofitel Brussels
Van Cleve, Mariano
Sofitel Brussels



BRAZIL

Cury Farha, Renata
InterContinental Sao Paulo
Borges, Guilherme
JW Marriott Rio de Janeiro



CANADA

Asselin, Francine
Hotel Le 71
Avaria, Carolina
InterContinental Toronto
Yorkville

Bajouk, Simon
Hotel Ritz Carlton, Montreal
Bellemare, Etienne
Sofitel Golden Mile Montréal
Bourgeault, Véronique
Marriott Chateau Champlain
Bovoli, Simon
Fairmont Le Chateau
Frontenac
Carfoot, Dillon
The Oak Bay Beach
Chandra, Rosh
River Rock Casino Resort
Doman, Verinda
Vancouver Marriott Pinnacle
Hotel
Elliott, Robin
Shangri-La Hotel Toronto
Empey, Sheron
Four Seasons Hotel Vancouver
Ethier, Alain
Le St-Sulpice Hotel Montreal
Finn, Mark
Fairmont Pacific Rim
Gualandi, Lanfranco
SoHo Metropolitan Hotel
Hage, Bertine
Four Seasons Hotel Vancouver
Hayashi, Shelley
Pan Pacific Hotel Vancouver
Joseph, Melanie
Hotel Nelligan
Knudson, Miguel
The Sutton Place Hotel
Vancouver
Kronwitter, Stephanie
InterContinental Toronto Centre
Lavoie, Luc
Hotel Bonaparte
Lynn, Hana
Four Seasons Resort Whistler
MacDougall-McLean, Jarren
Shangri-La Hotel Vancouver
McKenna, Anne
Fairmont Le Chateau Frontenac
Melendez, Andrea
Thompson Hotel Toronto
Mooney, Don
Fairmont Banff Springs
Parent, Gerald
American Express Travel &
Lifestyle Services
Reid, David
Fairmont Hotel Vancouver
Roma, Anna
Phi Centre
Scott, Matthew
Fairmont Pacific Rim
Slade, Curtis
Wedgewood Hotel & Spa
Thuan-Kerwin, Vanessa
Omni King Edward Hotel



CHINESE TAIPEH

Chao, Chun
Mandarin Oriental, Taipei
Lai, Alex Chien Hung
Regent Taipei
Lee, Rex
W Taipei
Lee, Kuo-Wie
Millennium Hotel Taichung

Wang, Grase
Bel Panorama
Wang, PoChe
Regent Taipei



CZECH REPUBLIC

Hakenová, Šárka
Prague Marriott Hotel
Holcova, Gabriela
Hilton Prague
Iwazawa, Diana
Hilton Prague
Jančařík, Václav
Mandarin Oriental Prague
Klapetkova, Barbora
Hilton Prague Old Town
Kudrnova, Marketa
Four Seasons Hotel Prague
Mazuchova, Daniela
Radisson Blu Alcron Hotel
Ripplova, Denisa
Prague Marriott hotel
Spurek, Milan
Four Seasons Hotel Prague
Zezula, Petr
Four Seasons Hotel Prague



DENMARK

Adelhardt, Pernille
Hotel Bella Sky
Børgesen, Sean
Khokhar, Arshad
Best Western Hotel City
Ruggiero, Anders
Hotel d'Angleterre
Soliman, Mona
Tivoli Hotel & Congress
Center
Sørensen, Uffe
Radisson BLU Royal Hotel
Villaume, Nete
Hotel Copenhagen Crown



FINLAND

Frank, Olof
Grand Hôtel Stockholm
Hirsch, Carl Wilhelm
Grand Hôtel Stockholm
Joutsenvuo, Sami
Prime Hotel Katajanokka
Kovanen, Lauri
Helsinki Limo
Lundin, Yngve
Naughton, Sean
Hotel Rival
Sihlberg, Dennis
Grand Hôtel Stockholm
Vidal-Stockley, Virpi
BW Plus Hotel Haaga
von Mentzer, Adam
Hotel Kungsträdgården

Watson, Steve
Sheraton Stockholm
Yesilyurt, Suha
Arctic Light Hotel
Yip, James
Nobis Hotel



FRANCE

Barrault, Benoit
Buddha Bar Hotel Paris
Bastoni, Roger
Majestic
Boisjoly, Bernard
Braud, Johann
Busetto, Toni
Hotel Hermitage Monte Carlo
Cambournac, Olivier
Hotel de Crillon
Carnus, Geraldine
Hotel Hermitage Monte Carlo
Chauvin, Jean Francois
Hotel San Regis
Connan, Guillaume
Chabé Limousines
Delemarle, Charlotte
Alain Ducasse
Donel, Pierre
Renaissance Paris
Arc de Triomphe
Exbrayat, Harold
The Peninsula Paris
Fresneau, Nicolas
Hotel Westminster Paris
Garot, Christian
Saint James Paris
Garrido, Marc
Radisson Blu Nice
Glaser, Mathieu
Sofitel Strasbourg
Guevel, Alexandre
The Peninsula Paris
Guidetti, Dominique
Park Hyatt Paris Vendome
Guy, Jerome
Sofitel Paris le Faubourg
Kaiser, Pierre
The Peninsula Paris
Kaloya, Sanjay
Artus Hotel and Hotel de Buci Paris
Lesigne, Philippe
Intercontinental Paris
Levejac, Roderick
Four Seasons Hotel George V
Lorans, Lionel
Raphael Paris
Markovic, Michel
Meridien Etoile Paris
Meillot, Guillaume
Le Bristol Paris
Mendy, Hélène
UICH Paris Office Secretary
Milz, Teiva
InterContinental Tahiti
Monti, Patrice
International New York Times
Poirier, Gerard
Le Meurice
Ravet, Gérard
Cour des Loges
Revel, Thierry
Hôtel de Paris Monte Carlo

Rollero, Stéphane
Hôtel de Paris Monte Carlo
Ruiz, Dimitri
Auberge du Jeu de Paume
Rumenjak, Ivan
Spagnolo, Bruno
Steffens, Sven
Lancaster
Teixeira, Mario
Trama, Agostio
Meridien Etoile Paris
Viano, Raymond
Meridien Beach Plaza
Wijesuriya, Kumara
Pullman Chateau de Versailles



GERMANY

Baeslack, Stefanie
Hotel Zoo Berlin
Benkwitz, Hans-Joachim
Sofitel Munich Bayerpost
Bertram, Simon
Park Hyatt Hamburg
Beulshausen, Kathrin
Hamburg Marriott Hotel
Beutler, Elisabeth
Sofitel Munich Bayerpost
Boesemuller, Sandra
Regent Berlin
Busato, Andrea
Kempinski Hotel Vierjahreszeiten München
Darenberg, Julian
Regent Berlin
Domn, Sascha
Brenners Park-Hotel & Spa
Dreissigacker, Timo
Rocco Forte Villa Kennedy
Ehmann, Jochen
Rocco Forte The Charles Hotel Munich
Francucci, Massimo
Kempinski Hotel Vierjahreszeiten München
Fustaino, Cosimo
Hotel Mercure Residenz Frankfurt
Gerber, Carina
The Ritz-Carlton, Berlin
Grimal, Hervé
Le Meridien München
Günther, Jana
Grand Elysée Hamburg
Helfrich, Robert
Hoefmann, Andre
Hotel Adlon Kempinski Berlin
Hoffmann, Katja
Hotel de Rome
Hundehege, Christoph
Waldorf Astoria Berlin
Huth, Paul
Grand Elysée Hamburg
Kaesler, Georg
Le Meridien München
Kanbak, Aykut
Grand Hyatt Berlin
Klein, Dieter
Krüger, Sascha
Hyatt Regency Düsseldorf
Laaser, Nicolai
Sofitel Gendarmenmarkt
Lenk, Joachim
Hotel Adlon Kempinski Berlin

Lindner, Tobias
Hotel Bayerischer Hof München
Masuth, Malte
Breidenbacher Hof
Mehlhorn, Stephan
Regent Berlin
Mittelbach, Lukas
Regent Berlin
Moenkemoeller, Benjamin
Hotel de Rome
Müller, Jörg
International New York Times
Munko, Thomas
The Ritz-Carlton, Berlin
Musto D'Amore, Amedeo
Fairmont Hotel Vier Jahreszeiten
Neumann, Janette
Swissôtel Dresden Am Schloss
Secretary
Raasch, Karsten
Medical Assitance
Raber, Anne
Hotel de Rome
Raether, Ralf
Raml, Markus
Hotel München Palace
Rossi, Steve
Köln Marriott Hotel
Sachse, Tim
Hilton Berlin
Schembri, Patrick
Excelsior Hotel Ernst
Schindler, Marcus
Roomers Hotel Baden-Baden
Schinella, Michele
Kempinski Hotel Frankfurt
Gravenbruch
Schlegel, Caroline
Les Clefs d'Or Germany Office
Secretary
Schnabel, Marc
Kempinski Hotel Bristol Berlin
Schoenfish, Sebastian
Grand Hyatt Berlin
Seumel, Anke
Rocco Forte Hotel de Rome
Sommerfeld, Sophie
Le Meridien Hamburg
Sonnemann, Sebastian
Titanic Gendarmenmarkt
Stopp, Philipp
Waldorf Astoria Berlin
Urban, Linda
Waldorf Astoria Berlin
van Meerwijk, Lars
Hotel Der Kleine Prinz
Velz, Heidi
Weidenbach, Florian
Hotel Bayerischer Hof München
Wolf-Esch, Bernadette
Wright, Martin
Le Méridien München



GREAT BRITAIN

Barclay, Alister
Dakota Deluxe Glasgow
Bernichi, Karim
Hotel Cafe Royal
Bewick, Keith
The Landmark Hotel
Bianco, Nicola
Bulgari Hotel London
Billa, Romain
Hilton London Bankside
Bowen, Nigel
Mandarin Oriental London
Calon, Madeleine
St James's Hotel and Club
Caron, Christophe
Hotel de Rome
Cowen, Neil
The Rembrandt Hotel
Dellar, Gary
Lupus Travel
Fernandez, Oscar
Intercontinental London
Park Lane
Fitzpatrick, Martin
Royal Automobile Club
Froio, Paolo
Grosvenor House,
a JW Marriott Hotel
Fry, Natalie
The Original London
Sightseeing Tour Ltd.
Garai, Nicholas
The Cumberland Hotel, London
Glogg, Cedric
Global Showcases Ltd.
Grimes, Alan
Cameron House Hotel
Hagan, Michael
Four Seasons Hotel London
at Park Lane
Harman, Ashley
Rosewood London
Hawkins, Rebecca
Ipekci, Burak
Andaz Liverpool Street
Jupiter, Michael
Hilton Kensington
Kelly, John
Global Showcases Ltd.
Kimura, Yuki Michelle
Hotel Cafe Royal
Lynch, Antony
Kensington Hilton
Machida, Toru
The Savoy
Massie, Stuart
Waldorf Astoria –
The Caledonian
Mellor, Alexandra
Charlotte Street Hotel
Mistretta, Luca
Bulgari Hotel London
Nair, Binoy
St James Court Hotel
Pauco, Jose
Milestone Hotel
Petruccenia, Andrius
Park Plaza Sherlock Holmes
Rodrigues, Joe
Sofitel London St James
Rzepka, Lukasz
Sheraton Grand Hotel & Spa
Edinburgh

Selcuk, Miko
The Franklin
Serra, Miguel
The Park Tower Knightsbridge
Steadman, Mary
Insignia Group of Companies
Still, Paul
London Hilton on Park Lane
Sturge, Andrew
Flemings Mayfair Hotel
Thomas, Simon
The Lanesborough
Thomson, William
Macdonald Randolph Hotel,
Oxford
Whittle, Paul
Le Meridien Piccadilly London
Willecke, Claudia
Four Seasons Hotel London
at Park Lane
Williams, Bryan
Maritim
Wood, Geoff
Royal Automobile Club
Woodford, Nicky
Air Courier International Ltd.
Wright, Andrew
Park Plaza County Hall
Young, David
Brown's Hotel, Rocco Forte



GREECE

Khabbaz, Nadine
Fairmont Amman
Liapis, Dimitrios
Athenaeum InterContinental
Athens
Vrettos, Emmanuel
Past President



NETHERLAND

Alexander, Pieter
Gassan Diamonds
Boellaard, Peter
Park Plaza Victoria Hotel
de Graaf, Jaimy
Waldorf Astoria Amsterdam
Essink, Niels
Sofitel Legend The Grand
Amsterdam
Gerzon, Philip
Sofitel Legend The Grand
Amsterdam
Mackenzie, Brian
NH Collection Barbizon Palace
Magdi, Mohammed
Hotel Okura Amsterdam
Mengue, Kyra
Amsterdam Marriott Hotel
Moos, Peter
Intercontinental Amstel Hotel
Amsterdam
Oudolf, Frank
W Amsterdam

Sparla, Eef
De L'Europe Amsterdam
Stoevelaar, Ron
Pulitzer Amsterdam
Van den Berg, Aad
Intercontinental Amstel Hotel
Amsterdam



HONG KONG

Chi Hung Terence, Yip
The Luxe Manor
Pun, Indra
Mandarin Oriental Hong Kong
Valenti, Giovanni
Mandarin Oriental Hong Kong
Wong, Yi Chi
The Langham, Hong Kong



HUNGARY

Andronyi, Balazs
Hilton Budapest
Buday, Peter
Four Seasons Hotel Gresham
Palace
Sajtos, Gábor
InterContinental Budapest
Takács, Tamás
Kempinski Hotel Corvinus
Budapest
Ungar, Tamás
Corinthia Hotel Budapest
Zsida, Laszlo
Danubius Hotel Astoria



INDIA

Amanna, Albert
Genesis Resorts Pvt Ltd
Belapallu, Nilesh
St. Regis Mumbar
Boteju, Haritha
Anantara Peace Haven Resort
Tangalle
Dahiya, Naveen
JW Marriott New Delhi
Gaikwad, Satish
Taj Mahal Palace
Jhurani, Rajiv
The Lodhi
John, Albert
The Imperial Hotel,
New Delhi
Kapri, Sanjay
Sahara Star Mumbai
Saldanha, Edwin
The Oberoi, Mumbai
Sarkar, Amitava
The Oberoi Grand Hotel
Srivastava, Nitin
Tha Claridges New Delhi
Tyagi, Anuj
Le Meridien Hotel Gurgaon

Vengurlekar, Shaunak
Four Seasons Hotel Mumbai
Yadav, Rajesh
Taj Palace Hotel New Delhi



IRELAND

Burke, Paul
The Shelbourne Hotel
Mulholland, Martin
Europa Hotel



ISRAEL

Alkalai, Ronen
Intercontinental David Tel Aviv
Avni, Itzik
The Ritz-Carlton, Herzeliya



ITALY

Bollani, Filippo
Hotel Danieli
Brunori, Francesco
Lydka, Paul
Four Seasons Hotel Firenze
Paolessa, Michele
Plaza Hotel Lucchesi
Parlanti, Massimo
St. Regis / Westin Excelsior
Varvicchio, Pasquale
Boscolo Exedra Romav
Autograph Collection
Zeaiter, Sami
Starhotels Rosa Grand



JAPAN

Abe, Kay
Grand Hyatt Tokyo
Hamasaki, Osamu
Hotel Okura Tokyo
Higashide, Etsuko
The Capitol Hotel Tokyo
Imaizumi, Aiko
Grand Hyatt Tokyo
Notake, Koji
Conrad Tokyo
Onoyama, Asako
InterContinental Osaka
Saito, Miki
Shangri-la Hotel, Tokyo
Sumiyoshi, Mayako
Palace Hotel Tokyo
Tajima, Masumi
Mandarin Oriental, Tokyo



SOUTH KOREA

Han, Young Hee
InterContinental Alpensia Resort
Hyoungchul, Kim
Haevichi Hotel & Resort Jeju
Jang, Hyun
The Plaza Seoul
Kang, Dragon
InterContinental Seoul COEX
Kim, You Mi
Grand Hyatt Seoul
Kim, Jin Ah
Grand InterContinental Seoul
Parnas
Kim, Stefan
InterContinental Seoul
Lee, Jaden
Conrad Seoul
Woo, Eunsil
Lotte Hotel Seoul
Yoo, Ilhan
Hyatt Regency Jeju
Yun, Bin
Park Hyatt Seoul



MACAU

Chang, Siew Loong Mark
Sheraton Grand Macao Hotel
Cotai Central
Ieong, Julian
Galaxy Hotel, Macau SAR China
Lok, Siu Ling
MGM Macau
Tan, Edmund
Conrad Macao Cotai Central
Zhong, Jiang Xiong
Altira Macau



MALAYSIA

Kumarasamy, Ragu
Pullman KLCC Hotel &
Residences
Teo, Freddie
St Regis Kuala Lumpur



MEXICO

Alvarez Calderon, Guillermo
Hyatt Regency Mexico City
Andrew Morlet, Alejandro
Presidente Intercontinental Puebla
Ayala, Miguel Angel
Sheraton Santa Fe
Baas, Nelly
Secrets Aura Cozumel
Barocio, Maria
Sheraton Grand Los Cabos
Ciencia del Mar
Carrillo Estrada, Juan
Esperanza, an Auberge Resort
Castruita, Gisela
Le Meridien Mexico City
Elvira, Diana
Guerrero Gonzalez, Gustavo
Las Ventanas al Paraiso
Hernandez, Pamela
Dreams Sands Cancun
Lopez, Mario
Hotel Esperanza
Martinez de la Vega Mendoza, Luis
Maritim Hotel
Masclef, Marina
Chileno Bay
Molina, Marco
Marriott Cancun Resort
Ortiz, Arturo
The St. Regis Mexico City
Ramirez Gamboa, Luis
Maritim Hotel
Ramirez Villegas, Victor
Matilda
Rubio, Aaron
The Resort at Pedregal
Ruiz Espinoza, Paulina
Las Ventanas al Paraiso
Sanchez, Monica
Hotel Presidente
InterContinental Santa Fe
Silvera, Alvin
The Bristol Hotel Panama



MAROCCO

Ali, Lagrari
Lagrari Car
Anouar, Abdessamad
Hyatt Regency Casablanca
Benha, Souad
Royal Palm Marrakech
Benjaroud, Reda
Sofitel
Benslimane Qasbaoui, Khalid
Sofitel
El Rhachoui, Touria
Royal Mansour Marrakech
Khaou, Khadija
Naoura Barrière
Loutou, Saida
La Sultana Hotels
Mamouni, Youssef
Le Meridien N'Fis Marrakech

Mokhliss, Youssef
La Mamounia
Mostafa, Rahy
Sheraton Hotel



NEW ZEALAND

Becker, Ingmar
Bolton Hotel Wellington
Concha, Gustavo
Hilton Hotel Auckland
Krempaszky, David
Heritage Hotel Auckland
O'Hanlon, Ciaran
Rendezvous Grand Hotel Auckland
Ryan, Shaun
Skycity Hotel
Steele, Nick
Barclay Suites Auckland



NORWAY

Fossbakken, Odd
Grand Hotel Oslo
Skarsheim, Erik
Grand Hotel Oslo



PHILIPPINES

Hayakawa, Mayumi
Fairmont Makati
Uy, Jerome
Solaire Resort & Casino



POLAND

Brodowski, Sebastian
Intercontinental Warsaw
Kazlova, Maryia
Crowne Plaza Minsk
Kondakova, Iryna
Crowne Plaza Minsk
Owczarek, Pawel
Hotel Bristol Warsaw
Prasula, Piotr
Sofitel Warsaw Victoria



PORTUGAL

Assencao, Luis
Hotel Ritz Four Seasons Lisbon
Quintela da Silva, Paulo
InterContinental Lisbon



QATAR

Edirin, Jonathan
The Royal Riviera Hotel Doha
Ferrer, Charles
Rabie, Mohamed
The Ritz-Carlton, Doha
Saidi, Nizar
La Cigale Hotel
Santos, Randy
InterContinental Hotel Doha



ROMANIA

Malureanu, Catalin
InterContinental Bucharest
Tudor, Muresan
Sheraton Bucharest Hotel



RUSSIA

Agalarova, Irada
Kempinski Hotel Moika 22
Antropov, Vitaliy
The Ritz-Carlton, Moscow
Basharov, Ilgiz
Sochi Club
Endrikhovskaya, Anna
MOSS Boutique Hotel Moscow
Korystov, Andrey
Metropol Hotel Moscow
Lisichkin, Leonid
Marriott Novy Arbat
Nikitan, Oleksii
Hilton Kyiv
Nikolaev, Pavel
The Fixxer
Safonova, Elena
Kempinski Hotel Moika 22



SINGAPORE

Hendriyanto, Hendri
Keraton At The Plaza Hotel Jakarta
Musaddiq, Syed
InterContinental Singapore



SPAIN

Bermejo, Raul
Hotel Ritz Madrid
Lefort Carmena, Ramon
Barceló Emperatriz
Martin, Borja
Hotel Ritz Madrid
Redondo, Christian
Fairmont Rey Juan Carlos I
Sánchez Moreno, José
Hotel Los Monteros



SWITZERLAND

Bohley, Vanessa
Bellevue Palace
Bouillé, Jean-Roland
La Réserve Genève
Bretton, Mathieu
Mandarin Oriental Genève
Frieseisen, Luc
Hotel Schweizerhof Bern
Gabsch, Ronald
Park Weggis
Gartner, Benjamin
Four Seasons Hotel des Bergues Genève
Giacomello, Aldo
Hotel Beau-Rivage Genève
Gmuer, Thomas
Park Hotel Vitznau
Haug, Cornelius
Kempinski Grand Hotel des Bains
Louet, Jérémie
Grand Hotel Kempinski Genève
Maerkl, Johanna
Park Hyatt Zurich
Meziere, Joseph
The Alpina Gstaad
Ostertag, Albert
Honorary President
Piderit, Alexander
Badrutt's Palace Hotel
Pierrain, Marc
Hotel Beau-Rivage Genève
Radtke, Timo
Atlantis by Giardino
Wiederseiner, Alfred Josef



THAILAND

Khampha, Chaba
Mandarin Oriental Bangkok
Khonthon, Praprute
Amari Watergate Bangkok
Piirainen, Ladawan
The Peninsula Bangkok



TURKEY

Güner, Yasar
Le Méridien Istanbul
Oner, Adnan
Swissotel The Bosphorus Istanbul



UNITED ARAB EMIRATES

Afolabi, Temitope
Al Ain Rotana Hotel
Geadah, Roger
Four Seasons Dubai Resort at Jumeirah Beach
George, Cleatus
The Address Boulevard Dubai
Hassan, Hisny
Radisson Blu Yas Island
Itani, Oussama
Ajman Saray
Konstantopoulos, Helen
International New York Times
Kuckian, Ashok
Beach Rotana Abu Dhabi
Lanzanas, Marie Ela
Fairmont Dubai
Pareva, Devanand
Sofitel Downtown Hotel
Sam, Abey
JW Marriott Marquis Dubai
Silveti, Amado
Nikki Beach Resort & Spa Dubai



UNITED STATES

Abe, Naomi
The Halekulani
Abisror, Kenneth
Mandarin Oriental New York
Abma, Claudia
Fontainebleau Miami Beach
Alford, Danny
Le Meridien New Orleans
Andeliz, Eros
Baccarat Hotel New York
Bean, Brian
Edition Hotel
Bernal, Eden
W Chicago City Center
Bigler, Frederick
The Peninsula New York
Bottomley, Andrew
The Joule
Bouvier, Catherine
Westin San Diego Gaslamp Quarter
Boyer, Keoni
The Ritz-Carlton, New York Central Park
Canas, David
Langham Place New York
Carlin, Shradha
Westgate Hotel

Carter, Susanne
The Ritz-Carlton, New York Central Park
Colmenares, Luis
Rosewood Washington, DC
Cunningham, Laura
Hutton Hotel
Czajkowski, Faith
JW Marriott Chicago
Dancer, Maurice
The Pierre, A Taj Hotel
Dandashy, Sarah
The London West Hollywood
Dolecki, Leigh Anne
InterContinental San Francisco
Doutt, David
Montage Beverly Hills
Falling, Regena
Park Hyatt New York
Farmer, Karen
Four Seasons Hotel Chicago
Fazzari, Charisse
Fitzgerald, Kathleen
Hyatt Carmel Highlands Inn
Funai, Bryan
Mandarin Oriental Las Vegas
Goff, Nathan
Boston Harbor Hotel
Gonzalez, Bobby
Kimpton Gray Hotel
Gonzalez, David
Langham Hotel Chicago
Gorman, Jessica
The Ritz-Carlton, Buckhead, Atlanta
Gray, Laurel
The Ritz-Carlton, Chicago
Hernandez, Frank
The Halekulani
High, Michael
Dupont Circle Hotel in Washington, DC
Hochmeyer, Robin Jill
DoubleTree Suites by Hilton Naples
Hogan, Isabelle
The Mark Hotel
Howard, Kevin
Hotel Plaza-Athenee
Hudson, Kathleen
Renaissance Indian Wells Resort and Spa
Hynes, Patrick
USA Social Affiliate
Isrow, Adam
GoConcierge
Jaeger, Lydia
Rosewood Mansion on Turtle Creek
Jewell, Caroline
St. Regis San Francisco
Jones, Mary Lou
Hyatt Regency Tamaya Resort & Spa
Kamber, Chip
Kennedy, Gloria
The St. Regis Princeville Resort
Kensbock, Danelle
Khan, Shujaat
Capital Hilton
Klus, Kristen
Four Seasons Hotel Chicago
Koki, Susan
The Kahala Hotel and Resort
LaMarche, Mary
Sheraton Seattle Hotel
Leak, Sam
The Venetian

Lopez, Jose
Palace Hotel
Lundberg, Barbara
ARIA Resort & Casino
Lundberg, Victor
Marks, Robert
Omni San Diego Hotel
Matthei, Stephanie
The Carlyle, A Rosewood Hotel
McInenery, Colleen
American Express
Miller, Maria
Hyatt Regency Miami
Mills, Jeanne
Beverly Wilshire
Montez, Lydia
Park Hyatt Aviara
Moreira, Celso
Towers of the Waldorf Astoria New York
Muller, Giselle
St. Regis Bal Harbour
Naranjo, Carlos
Marenas Hotel
Nargil, Jack
Mandarin Oriental Washington, DC
Nedry, Roberta
Hospitality Excellence, Inc.
Nitsche, Nancy
ARIA Resort & Casino
Omerhodzic, Igor
Loews Miami Beach Hotel
Pallais, Raphael
The Plaza Hotel
Peak, Mark
The US Grant Hotel
Peterson, Mark
Hotel Bel-Air
Pinedo, Erick
Langham Place New York
Riley, Franklyn
Trump International Hotel & Tower
Romei, Michael
The Towers of the Waldorf Astoria New York
Ruotolo, Gene
EPIC Hotel
Santana, Brenda
Faena Hotel
Schoenberg, Mark
Omni San Francisco
Simoneau, Marc
InterContinental Boston
Sorrentino, Krista
St. Regis New York
Spielman, Muffin
Stengel, Charlotte
Fairmont Hotel San Francisco
Stiel, Holly
Honorary Member
Sundermeier, Jodi
Trump Int. Hotel and Tower Chicago
Taylor, Amanda
The Little Nell Hotel
Thomas, Aisha
Gramercy Park Hotel
Tucker, Phillip
Trump International Hotel Waikiki
Valbuena, Amparo
The Confidante Miami Beach
Valtin, Leslie
St. Regis Washington, DC
van Zandt, Cynthia
Sofitel Washington D.C.
Voltsinis, Jeanie
Viceroy Central Park

Vondran, Daisaku
Sheraton Universal Hotel
Ward, Douglas
Mandalay Bay
Watson, Robert
The Willard Inter-Continental
Watts, Chuck
Hyatt At Olive Seattle
Whittington, Marilyn
Hyatt Regency Indian Wells
Wilcox, Angie
St. Regis Washington, DC
Wittorp de Jonge, Maria
St. Regis New York
Wolfe, Thomas
The Fairmont San Francisco

The participants list was current at the time of going to press. We apologise for any late additions or alterations which have not been included.



MASTHEAD

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