



Top: Renee Cassar, Sarah Cody, Ben Davies, Kate Quigley, Kylie Shorter and at rear Rodney Griffin, Nathan Mullins and Megan Peacock at the launch of *Titanic: The Artefact Exhibition*.
Bottom: James Ridenour (InterContinental Melbourne) and Mr Manrique Rodriguez (GM of the InterContinental Melbourne) at the Les Clefs d'Or Sponsor's Night in Melbourne.

LES CLEFS D'OR

by Peter McBrearty VICTORIAN STATE DELEGATE

The Artefact Exhibition at the Melbourne Museum, and a successful sponsors and supporters night at the InterContinental Melbourne The Rialto. Another workshop was also held for prospective Les Clefs d'Or members at The Westin Melbourne, where we were able to review the progress of their applications and encourage them toward the interview process. There is no doubt Melbourne concierge desks harbour some very promising prospects for Les Clefs d'Or membership and the level of support shown by their respective properties is exceptionally encouraging, particularly as it further demonstrates the strong commitment to customer service in our major hotels.

Members are now looking toward the upcoming Annual General Meeting to be held in Sydney in July, in conjunction with the Sydney Concierge Ball. A number of our concierge associates and industry friends are looking to join us in Sydney for the Ball, so it looks to be a fairly intense, fun-filled weekend.

Meanwhile back here in Melbourne, after the success of our expedition to Sovereign Hill, we are now exploring the possibility of a trip to Phillip Island. Planning is also well

underway for the Victorian Concierge Ball in November, with the venue (the Palladium at Crown), date (November 21st), theme (Black & Gold) and special guest (Victorian Tourism Minister the Hon. Tim Holding) already confirmed. The level of interest already on display from Melbourne hotels and the tourism industry would seem to indicate this may just be the biggest Concierge Ball yet, and we hope to see you all there!

LES CLEFS D'OR International

3RD VICE PRESIDENT Colin Toomey,
The Shangri-La Hotel, Sydney

Australian Chapter

PRESIDENT: Elvis Soiza, Sofitel Brisbane Central
SECRETARY: Michael Anderson, The Observatory Hotel
TREASURER: Steve Ciric, The Westin Melbourne
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JAMES RIDENOUR, InterContinental Melbourne The Rialto
DENIS RYAN, Bayview Eden
ALI SUNGKAR, The Hotel Windsor
www.lesclefsdoraustralia.org

OCCUPANCY LEVELS in Melbourne continue to be a source of pleasant surprise at many of our properties, and this has ensured there have been very few quiet moments on the average concierge desk.

Nevertheless, our indefatigable concierge community have managed to get out and about lately with a trip to the Melbourne Zoo to visit their latest attractions, including the newly born baby elephant Mali, and we also enjoyed a delicious bi-monthly dinner at The French Brasserie with special guest, and fellow Les Clefs d'Or member, Hidetaka Tanaka of The Westin Sydney. Other major events last month were the launch of *Titanic*:



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