



Top: Victorian Minister for Tourism and Major Events the Hon. Tim Holding congratulates Chris Pappas on winning the 2009 Alfred Jasinski Award.

Bottom: Andreas Boettger (General Manager of Hilton on The Park) with Emma Edwards (Tourism Victoria) and the Hon. Tim Holding (Minister for Tourism and Major Events) at the 2009 Concierge Ball.

# LES CLEFS D'OR

by Peter McBrearty VICTORIAN STATE DELEGATE

**WITH AN ATTENDANCE** of 346 people, drawn from Melbourne's concierge, hospitality and tourism community, the 2009 Les Clefs d'Or Concierge Ball was undoubtedly one of our most successful events so far. Over \$5,000 was raised for Bailey House during our charity fundraiser, thanks to our prize donor Canturi Jewellery, the stalwart efforts of Bella Zolis from The Meat & Wine Co. and Ben Davies of the Sofitel Melbourne and of course the generosity of our guests.

Sharon Walker of Avis Car Rental was presented with honorary membership in Les Clefs d'Or by our National President Elvis Soiza, in recognition of her years of support for the Melbourne concierge community.

The Hon Tim Holding, Minister for Tourism and Major Events was kind enough to present the Alfred Jasinski Award for Service Excellence

to Chris Pappas of the Swanston Grand Mercure. When Mister Holding announced Chris's win, a large contingent of Swanston Grand Mercure staff left no doubt just how popular Chris is at his property and that they value him just as highly as his guests do.

We would particularly like to thank Minister Holding for his participation in the Ball and award presentation, and also Andreas Boettger, General Manager of Hilton on The Park, for the support provided by himself, his property and the Hilton staff which helped to ensure this year's Ball was such a success. We would also like to thank Rochford Wines for kindly providing all the wine for the Ball, JR Duty Free for providing the major prize for the Alfred Jasinski Award, Canturi Jewellery for providing the prize for our charity fundraiser, and of course also our Ball Sponsors. Without the valued support of Avis, Budget, APT Day Tours, Lightning Ridge Opal Mines, Gray Line Day Tours, WHERE Magazine, AAT Kings Day Tours, Destination Melbourne, The National Opal Collection and Melbourne Aquarium, the Ball could never have taken place.

Finally, a reluctant farewell to one of our members, Glenn Lacey of The Langham, Melbourne. After five years as Assistant

Chief Concierge at The Langham, Glenn has been lured into the world of the corporate concierge by his friend and fellow former LCD member Adam Keast. Glenn's ability and humour will be greatly missed within the Melbourne Les Clefs d'Or community, and even more so by those of us at The Langham, Melbourne and many of our guests. We wish Glenn all the best in his new role.

## LES CLEFS D'OR

### International

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

### Australian Chapter

PRESIDENT: Elvis Soiza, Sofitel Brisbane Grand Central  
SECRETARY: Michael Anderson, The Observatory Hotel

TREASURER: Steve Ciric, Hilton On The Park  
PETER MCBREARTY, The Langham, Melbourne

RONNIE CHONG, Bayview On The Park  
BEN DAVIES, Sofitel Melbourne

JOHN ELMAS

CHRISTIAN ESPINO, Grand Hyatt

GLENN LACEY

ANDREW NATOLI, The Westin Melbourne

JAMES RIDENOUR, InterContinental Melbourne The Rialto

DENIS RYAN, Bayview Eden

ALI SUNGKAR, The Hotel Windsor

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