

Les Clefs d'Or

by Peter McBrearty Victorian State Delegate



Peter McBrearty, Ben Davies, James Ridenour and Steve Ciric at the Melbourne Tourism Exchange.

A number of our members recently manned a display at the Melbourne Tourist Exchange, held in the Lighthouse Room at Etihad Stadium. Exhibitors included a wide range of tourist regions, attractions, and related industries from around Melbourne and Victoria.

Melbourne Ambassadors were joined by hospitality students, hotel employees and more than one concierge as they took the opportunity to expand their knowledge of what is on offer to overseas, interstate and local visitors.

The event was once again a success, and we appreciated the chance to take part this year and see things from the other side of the exhibitor's desk.

We have also heard from our roving concierge, Christian Espino from the Grand Hyatt Melbourne, who is currently in Macau lending his unparalleled hospitality skills to the task of building a Concierge and Porters Department from scratch at a new Hyatt Property. Christian reports that despite

the challenges involved in creating a highly professional department in a new hotel, in a different country with inherent communication issues and in some cases a lack of prior hospitality experience, he is greatly enjoying the opportunity and already making progress and making some local friends amongst his new team.

Arrangements for the 2009 Concierge Ball continue to gather momentum, as do the ticket sales. This year the dominance of The Langham Melbourne in terms of total numbers attending is being challenged not only by traditional ticket sale rivals The Westin Melbourne, but also by the Swanston Grand Mercure, where Chief Concierge Chris Pappas and Front Office Manager Jane Crawford are working together to take the top spot. Chris is also one of the nominees for the Alfred Jasinski Award for Service Excellence, to be presented at the Ball by the Hon. Tim Holding, Minister for Tourism and Major Events. As always the Concierge Ball is for anyone in the tourism, hospitality and related industries and their friends.

For information or tickets contact your local Les Clefs d'Or member or Peter McBrearty at peter.mcbrearty@langhamhotels.com or on (03) 8696 8061.

Les Clefs d'Or International

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

Australian Chapter

PRESIDENT Elvis Soiza, Sofitel Brisbane

SECRETARY, Michael Anderson,

The Observatory Hotel, Sydney

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, The Langham, Melbourne

ANDREW NATOLI, The Westin Melbourne

JAMES RIDENOUR, InterContinental

Melbourne The Rialto

DENIS RYAN, Bayview Eden

ALI SUNGKAR, The Hotel Windsor

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