



New Les Clefs d'Or members, above, Peter Brown, and right, Chris Traill.

**AS HOTEL CONCIERGE** it is not uncommon for us to be asked during the course of guest contact, how we qualify to become a member of the 'Golden Keys', or as it is more traditionally known, by it's French term 'Les Clefs d'Or'. Entry is not by length of tenure in a particular hotel, as many people believe. The qualification for membership is reached with a minimum of five years service as a hotel concierge, with three years continual service as Chief Concierge, or as Assistant Concierge working with a Chief Concierge as a member. Once concierge have met the society's qualifying standard, prospective candidates are nominated by two active Les Clefs d'Or members, along with letters of support from industry affiliates. An Interview Committee, made up of four current members, then undertake an interview process. Interviews are generally about two hours in length and cover a range of subjects from Policies and Procedures to Intellectual Property.



# LES CLEFS D'OR

By Michael Anderson, Secretary

Here in Sydney we have just welcomed two new inductees into our membership. This brings the current number of Les Clefs d'Or concierge operating from Sydney based hotel desks to 16. The new additions to our ranks are Peter Brown, Chief Concierge of the Four Points Hotel by Sheraton and Chris Traill, Chief Concierge of the Park

Hyatt Sydney. Not only does our membership embrace Peter and Chris's admission into our society, but also so do their respective hotels that recognise the value of having a Les Clefs d'Or member amongst their team.

I am not certain whether a collective noun for a gathering of concierge exists, but if it did surely we would be described as a 'gaggle'. On the evening of Wednesday, 4th November a 'gaggle' of concierge attended the Gray Line Product Expo. Gray Line is one of Australia's premier coach sightseeing companies. Their expo gave the attendees the opportunity to learn more about Gray Line tours that operate in Sydney and other popular destinations such

as the world heritage listed Blue Mountains, Australia's capital city Canberra and the famous Hunter Valley wine region. The Expo also gave Gray Line's allied partners a forum to showcase their products to the invited hospitality affiliates.

## 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

JASON ABERIN, Hilton Sydney

VICTOR BARAYA, Radisson Plaza

PETER BROWN, Four Points by Sheraton

RON GREEDY, The Westin Sydney

JAIME LACHS, The Westin Sydney

GARY LEE, The Westin Sydney

MARK MUSUMECI, Blue, Sydney

MARK PEYTON, Sofitel Wentworth Sydney

JORGE SOUSA, Four Seasons Hotel Sydney

JUNAIDI SUSANTIO, Park Hyatt Sydney

HIDETAKA TANAKA, The Westin Sydney

SUNNY TOGIAVALU, Sheraton On The Park

CHRIS TRAILL, Park Hyatt Sydney

TROY VAGG, The Shangri-La Hotel, Sydney

MAGDI ZARZOUR

[www.lesclefsdoraustralia.org](http://www.lesclefsdoraustralia.org)



## Ellerston Gems by Giulians

Gary Coffey was inspired by the intricacies of a watch movement when he began to design his pieces incorporating the Ellerston Sapphires. Tubular tubs of glass encase the sparkling pink stones, giving them freedom to move and dance like falling stars capturing light from all sides, whilst cords of silk challenge, adding a softness of texture. To present the stones in an alternative light, Gary has called on tradition and nestled perfect pink sapphire buds, amongst foliage of white gold and diamonds to create floral delights that would be at home in any beautiful garden.

The marriage between the two entirely different styles only enhances the versatility of these appealing and beautiful stones. Giulians has gained an enviable reputation for one of the most inviting showrooms in Sydney where the atmosphere remains relaxed.

Visit Giulians at Cnr of George & Bridge Streets Sydney.

Telephone: 9252 2051. [www.giulians.com](http://www.giulians.com)

