



THE ZONE REPORT

of the Americas

Maurice Dancer,
UICH Zone Director
of the Americas
The Pierre, A Taj Hotel, New York

As we arrive to another decade, we take a pause in remembrance of what has been accomplished within the Zone throughout 2010. Tremendous thanks to the Presidents and their Board of Directors for remaining steadfast in the leadership of their sections!



Mario Morelli
President
Les Clefs d'Or Argentina
Sheraton Hotel
Buenos Aires

In 2011, we will continue to see the growth and development of Chile, Peru and Uruguay with the support of Argentina. Brazil continues to expand throughout the country and is poised to reactivate the region of Sao Paulo. Canada continues to forge ahead as they prepare for the 58th UICH International Congress. They need your support and EARLY registration! Please remember to adhere to the requested deadlines regarding providing the important data needed for the educational symposium and the Andy Pongco nominations. Mexico has continued their mobility across the country and provided education and support to our expansion into Central America. While the USA concentrates on their upcoming national congress, they are providing outreach to remote areas in the country that yearn for the role of the professional, lobby level hotel concierge.



Silvio Mauricio Gomes
President
Les Clefs d'Or Brazil
Hotel Sofitel, Rio de Janeiro

The nomination process for the 4th Edition of The Andy Pongco Award to be held in Toronto 2011 has begun!

The candidates will complete a written exam on the history of Les Clefs d'Or, geography and general knowledge. They will write a few essays on their interest in the profession as well as their aspirations, and finally at the meeting in Toronto, they will have an interview with members of the Andy Pongco Committee in which personal presentation, poise and professionalism will be a vital component in the final outcome of this friendly contest.



Toni Daoud
President
Les Clefs d'Or Canada
The Sutton Place Hotel,
Toronto

The candidates must be:

- 1) A Clefs d'Or member
- 2) Under 35 years of age
- 3) Participate at his/her very first international congress
- 4) Nominated by his/her member section.
- 5) Fluent in English
- 6) Must have the title "Concierge" and a hotel-issued business card.
(The President to provide a copy of scanned business card)



Yasmin Flores
President
Les Clefs d'Or Mexico
Grand Velas Riviera Nayarit
Mexico, C.P.

Nomination must be to the Executive Board by Feb 20th 2011 and be sure that those you nominate fulfill all the criteria.

Our common goal throughout 2011 will be to ENHANCE THE GUEST EXPERIENCE THROUGH FRIENDSHIP!

Vive Les Clefs d'Or



Regena Falling
President
Les Clefs d'Or USA
Ritz-Carlton, Central Park
New York, NY

Maurice Dancer
UICH Zone Director of the Americas



Les Clefs d'Or

Argentine Association of Concierges of Grand Hotels



Mario Morelli
President
Sheraton Hotel
Buenos Aires

Pablo Castro
Vice President
Sofitel Hotel
Buenos Aires

Maria Jose Iturralde
Secretary
Four Seasons Hotel
Buenos Aires

Gaston Guerra
Treasurer
Hotel Park Tower
Buenos Aires

Charles H. Budden
Fundraising
Hilton Hotel
Buenos Aires

Alejandro Noya
Past President
Alvear Palace Hotel
Buenos Aires

In October, Alejandro Noya flew to Lima, Peru to arrange the next examination for the Clefs d'Or.

We always receive invitations to participate in different forums, which means Les Clefs d'Or Argentina is a reference for tourism.

On November 1st, we sang together with the Ministry of Tourism of the Nation, "THE CODE" a message to protect the children from sex tourism. We participated in meetings and related conferences. We worked closely with the Ministry on this important issue.



Argentinean Concierge



Les Clefs d'Or Argentina and other organizations sing with the Ministry of Tourism.

We are currently preparing the examination for the Peruvian concierges, who qualify as applicants for Les Clefs d'Or membership. This will take place February 8-10, 2011.

Also, we are working on organizing a national and regional congress in Mendoza, Argentina for 2011.

In Service Through Friendship

Mario Morelli
President
Les Clefs d'Or Argentina



Les Clefs d'Or Brésil



Silvio Mauricio Gomes
President
Hotel Sofitel, Rio de Janeiro
Copacabana

Guilherme Borges
Vice President
J.W. Marriott, Rio de Janeiro
Copacabana

Carlos Gustavo
Treasurer
Hotel FasaNO, Rio de Janeiro
Ipanema

Sandro Barbosa
Director of Membership
Hotel Premier, Rio de Janeiro
Copacabana

Vitória Emanoela
General Secretary
Hotel Sofitel, Rio de Janeiro
Copacabana

Our 2010 AGM started at the Sofitel Rio de Janeiro with the welcome addressed to all the concierges by Mr. Alban Dutemple, General Manager for this property. The first part of the program was very profitable in the company of lawyer, Dr. Ricardo Barreiro, the speaker who provided valuable information and guidance aimed at the concierge work and their relationship with customers and guests.

Lunch was shared with fellow concierges in a French / Brazilian bistro filled with relaxation, good food and nice atmosphere.

In the afternoon, the second round of the meeting was held at the elegant Copacabana Palace Hotel. Activities and achievements of Les Clefs d'Or Brazil during 2010 were discussed as well as educational projects for next year.

Ultimately, we experienced a moment of joy for Les Clefs d'Or Brazil during the presentation of keys to the three new international members:

- **Cesar Luis Rodrigues**, from Paladium Hotel, who received his keys from of his General Manager, Ms. Carmen Vaslawik and from Honorary Member of Les Clefs d'Or Brazil, Dr. Ronaldo Galdino Campos
- **Rafael Marcolan**, from Sheraton Barra Hotel, who received his keys by the hands of Alberto Daura, Front Office Manager of his hotel and Mrs. Eloah Freitas, Human Resources Manager at the same hotel.
- **Rodrigo Martins da Silva**, from Hotel Praia Ipanema, who received his keys by the hands of Mr. Adilamar Mosque, Front Office Manager of his hotel and Miss Victoria Emanoela Tavares, secretary and international member of Les Clefs d'Or Brazil.

We still had energy to visit the community of Santa Marta with Jeep Tours. This gave us the opportunity to experience one "Brazil" among many "Brazils" and certainly one more way of understanding our gentle motherland.

We ended our Concierges' day at Bossa Nossa, in the bohemian neighborhood of Lapa that so well expresses the "Carioca" soul.

All aspects of our AGM were successful, thanks to the effort of each concierge who perpetuate the ideals of Les Clefs d'Or Brazil.

In Service Through Friendship,

Guilherme Borges
Vice President, Les Clefs d'Or Brazil



58th UICH Les Clefs d'Or International Congress

April 28 - May 3, 2011



Toni Daoud
President
The Sutton Place Hotel
Toronto

Hugo Legrand
Vice President
Sofitel Golden Mile
Montreal

Heather Crosby
National Secretary
The Sutton Place Hotel
Vancouver

Alain Larouche
National Treasurer
Hotel de la Montagne
Montreal

Geoffery Argue
Past President
The Sutton Place Hotel
Vancouver

REGISTRATION

Every delegate including accompanying persons must register in order to attend the Congress.

Due to limited number of rooms in each category, we recommend you register as soon as possible to guarantee the below rates. Should the room category you request is unavailable, the registration rate is subject to change.

Registration opens in August 2010.

| Category Rate in Canadian Dollars (\$) | |
|--|--------|
| Delegate in Single Room | \$1350 |
| Delegate in Double Room | \$1095 |
| Accompanying person in Double Room | \$1095 |

- Above rates includes all taxes and delegate insurance. Depending on method of payment, above rates are subject to additional fees (i.e. Credit Card, Paypal, etc.)

Payment:

- All Registration Fees are payable in Canadian Dollars (\$)
- Accepted Payment Methods are listed below
 - Option 1: Credit Card (Amex, Visa or Mastercard)
 - Option 2: Paypal

Cancellation Terms:

Should you wish to cancel or modify your registration, you must notify Amy Collier at acollier@uich2011toronto.com.
Cancellations received before February 28, 2011 will be charged 20% as penalty.
Cancellations received after March 31, 2011 will be charged 50% as penalty.
There will be no refunds for cancellations after March 31, 2011.
All refunds will be processed within 60 days after end of event.

 **REGISTER NOW**

Asociación de Concierges de México, A.C.



LES CLEFS d'OR



Yasmin Flores
President
Grand Velas Riviera Nayarit,
México, C.P.

Arturo Ortiz
Vice-President
St. Regis Hotel
México, D.F.

Diana Hikichi
Secretary
Nikko Hotel
México, D.F.

Sergio Rodriguez
Treasurer
Nikko Hotel
México, D.F.

Alvaro Noriega
Membership Director
Four Seasons Hotel
México, D.F.

Alberto Monzon
Public Relations
Marriott Casa Magna
Cancun, Quinta Roo, México

Alejandro Flores
Congress Liaison
One and Only Palmilla Hotel
Los Cabos Baja California, Sur
México

Stefano Antonizzi
Rep. Foundation of Las Americas
Four Seasons Punta Mita Hotel
Puerto Vallarta, Jal . México

- The expansion program continues to raise awareness in schools and hotels of our profession and make our association stronger throughout Mexico. We have committees that are responsible for organizing lectures and training seminars in all regions to spark interest among young students pursuing hotel services.
- The concierges from Panama, Costa Rica and Colombia continue to grow and strengthen within the Mexico Concierge Association, which provides the support that they need.
- The national council will conduct the first meeting of the year in Cancun next March and incorporate an inspection for the upcoming national congress in September 2011. Board elections will be held at that time to represent all regions of Mexico.
- All the congresses and celebrations of the Mexico Concierge Association will promote charity events to raise funds for Les Clefs d'Or Foundation.
- During the last quarter of 2010 and first quarter 2011, Mexico is hoping to establish a new record of Les Clefs d'Or members due to the efforts of all the concierges who follow their vocation of service.

In Service Through Friendship,

Yasmin Flores
President

