



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Concierge "Les Clefs d`Or" and Celebrity

Concierges at the Celebrity ships

The Austrian society of Les Clefs d`Or has been asked to aide to implement the activities of a Concierge desk on Celebrity ships.

First of all I`m thrilled to announce that Senior Vice President of Celebrity Dietmar Wertanzl was very impressed about our work which we are doing in the School of Tourism Bad Gleichenberg. Not only that the course Front office – Concierge has already a very good and worldwide reputation. Former students are presenting in their applications the Diploma of Front office – Concierge with Les Clefs d`Or Austria and The School of Tourism Bad Gleichenberg.

On March 14th I came on board of the “Summit” in Fort Lauderdale to join a 10 day Cruise in the Caribbean Sea - St. Martens – St. Kitts – Barbados – St. Lucia – St. Thomas and back to Fort Lauderdale.

First impressions, they`re always the most powerful and usually the most memorable. The moment I first spied Summit is etched into my mind`s hard drive.

Summit is an extraordinary ship, which represents intriguing maritime bridge to the past. On this innovative vessel, you can personally experience and bygone era in ocean travel within the ships intimate speciality restaurant, The Normandie which features original panelling and a vast assortment of artifacts from the ship of the same name, considered the foremost ocean liner of the 1930`s.

An onboard the ship, you will find the stunning architectural details and impeccable décor that create a unique and captivating personality onboard every Celebrity ship; museum-quality works of contemporary art; Celebritys revitalizing AquaSpa; the gourmet cuisine of renowned Master Chef Michel Roux, both lively clubs and quiet retreats, and the subtle, flawless service for which Celebrity has been widely recognized.

The luxurious liner distinctive characteristics include:

- The Normandie, a intimate 130 guest speciality restaurant.
- Eighty percent ocean view staterooms.
- All Penthouses and Suites are provided with Butler service from early morning until late evening.
- A 25000-square foot AquaSpa, featuring treatments on a par with the world`s finest land-based spas.
- Internet access in every rooms and suite, in addition to a 24 hour, 18 workstation Internet café.
- The Conservatory, a unique, soothing, and restorative botanical environment.
- Stylish Celebrity signature clubs, including the Martini bar, and Michael`s Club cigar lounge.
- Broadway-style shows and spectacular revues in the four-deck Celebrity Theatre.



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Celebrity Style

There is an intangible called Celebrity Style, an elegant yet relaxed atmosphere that pervades every Celebrity ship. It is hard to define, but sophisticated cruise veterans know it when they perceive it, and it is the reason why so many return to Celebrity Cruises time and again. Of course, first-time Celebrity guests will encounter it and be forever spoiled.

The essential element of Celebrity Style is unparalleled Service. Aboard Summit, the guest to staff ratio of 2:1 ensures that every need is met promptly. Celebrity's accomplished staff specializes in anticipating the needs of each individual guest without a smothering effect.

The butlers aboard Summit provide a formal, European level of personal attention that is available only on Celebrity.

The people are hardworking and truly dedicated, and they enthusiastically encourage them to enhance their skills with additional professional training.

The Concierges aboard Celebrity Summit are former guest relation managers for a long period with Celebrity.

The Chef Concierge is the Chief of the Front office and report directly to the Hotel manager.

They are well trained and have to know each port they are sailing to. The Concierges have a own desk, are always present, behind the desk or in the lobby, doing everything for their guests, they are really representing the manager, host or owner of a Ship. He or she is always the first welcoming the guest and at the end of a Cruise the last one who says good by.

2 Celebrity Concierges where applying for membership to the Austrian Chapter of "Les Clefs d'Or".

[Picture Top: Helmut Schoeffl, Heike Berdos-Chief Concierge, Angelos Adamopoulos - Hotel Manager]

[Picture Right: Manager of Cooperate Training Mr. Antony Papegeorgiou]

In those 10 days on the Cruise with Summit - the Concierges, Manager of Cooperate Training from Celebrity Mr. Antony Papegeorgiou and me in the function of Consulting, spend many hours in supervising and supporting the work of a Clefs d'Or Concierge, always trying to transfer the spirit of Les Clefs d'Or and to serve in "Service through Friendship".

I personally have seen in those 10 days, what it means to serve on a high level in the hotel industry and how hard it is to keep this luxury level of service in all departments, and I know very few Hotels which provide so many services – from AquaSpa to a Flower



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shop, at least 15 bars and restaurants 950 Staterooms 2000 Guest 1000 Crew members – in a such high level.

Helmut Schoeffl International Delegate Les Clefs d`Or Oesterreich