



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Feedback International

-----Original Message-----

From: "ben wahlte"

Date: Sun, 25 Mar 2007 17:22:44

To: "Helmut Schoeffl"

Subject: 54th congress

Dear Friends of the Austrian Section,

This is just to let you know how much the Dutch gang has enjoyed the wonderful Austrian hospitality of the Goldenen Schluessel. For us it was not "Wien, Wien nur Du allein" but "Wien waehre nicht Wien ohne die Mitglieder der Goldenen Schluessel". Your whole team has been great.

The warm welcome at the airport by several of your members and our 2 bodyguards Ben and Ashuk was very much appreciated.

The rooms at Marriott and the welcome gifts as well as the congress information, showed us how a congress should be organized.

The welcome evening at Kursalon Stadpark was great and the walk over there accompanied by the students was a "super" idea.

The Board of Directors meeting at the Marriott was in a very nice surrounding and especially the coffeebreaks very luxury and exclusive. The evening at the Heuriger was outstanding. Let me tell you also that the newsletter together with the small gifts which we received every evening was a great idea.

The workshop at the Museum of Natural History was outstanding, again our compliments for the students, you could see them grow during the congress. Congratulations with such a very dedicated group of young people. The idea of bringing the participants back accompanied by the students with trams was again "super"

The musical does not need any comments- outstanding.

The tour next day to the Wachau was again a very exclusive event which showed us what friendship means. Beautiful countryside, very ecaptional boat trip, the visit to the monastery, and the walk through the little town everything was exceptional and outstanding.

The walk next day to the cathedral (with the balloons) by the students was another excellent idea. The service for Andy was wonderful and will stay in our minds forever.

The General Assembly at the very famous Hofburg was another highlight of our visit to Wien. Inviting the Minister, who is a great speaker by the way, was also very nice and would have been impossible in our country, it made it very special.

And than the Gala, the atmosphere of that evening will stay in our mind forever. The arrival of all Presidents, the boys of the choire, the 2 singers, the various orchestra's, the dancers including the Wiener Walzer lessons and the food, everything was perfect.

Thank you again Helmut and please pass that "recht herzlichen Dank" from us to all members involved in the 54th congress.

Ihr wahrft fantastisch.

Recht herzliche gruesse von den vier Hollaendern,



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Ben

April 20th, 2007

President Erwin Pitzer
Les Clefs d`Or Austria

Dear Erwin,

I am just getting over the recent Canadian Clefs d`Or congress which ended last monday and I take the first opportunity to express all my gratitude for the gracious welcome and hospitality bestowed upon us by yourself and Les Clefs d`Or Austria.

From the moment we arrived, we were warmly greeted right inside the airport where we retrieved our luggage... the huge sign already announced a great congress. The Marriott Vienna hotel was elegant with impeccable service and I must mention easy access to delegates at all time with your hospitality desk right in the middle. Whether it be in the dinning room, the room service, to the front of the house, all our requests were done immediately, carefully, with an ever present smile and a "Thank you".

My mind is overwhelmed by so many pleasant memories from your remarkable congress. We have rarely seen such a rich décor for the Gala night, you should be very proud, it was definitely breathtaking accompanied by always great Austrian cuisine.

The entire ambiance of the congress was of joy and festivity and we were very impressed by the warm welcome given to us by your local members and students. Vienna will be remembered for many good things but what sets you apart from other congresses are the contribution of the students... The youth that continuously surrounded us, reminded to all that we must work closely with hospitality schools around the world to pass on our profession.

We sincerely appreciate all the effort that went into this outstanding congress and the generous manner in which you have shown your belief in the concierge profession. Erwin you made our stay unforgettable, and I will urge all the Clefs d`Or members to come back and rediscover your country and incredible hospitality,

In Service through Friendship,

Virginia Casale
UICH General Secretary

From: Rudy [mailto:rudy.decasseres@welho.com]
Sent: Wednesday, March 28, 2007 11:12 AM
To: office@concierge.at
Subject: Att: Helmut Schöfl



Les Clefs d'Or Austria

CONCIERGE d'HOTEL

Dear Helmut!

What a great time we had in Vienna. And what a great congress!

Congratulations and many thanks.

Since 1999 I did not attend any congresses (attended some 15 since 1980 Monaco, however) . But my timing could not have been better when I chose Vienna to make my comeback!

Thanks and best greetings and thanks to all your colleagues!

Rudy de Casseres
Hilton Helsinki Kalastajatorppa

From: Nelly Duarte [mailto:concierge_nelly@yahoo.com]

Sent: Thursday, March 29, 2007 9:14 PM

To: Congress

Subject: RE: UICH Congress: action required

Hola Helmut!!

Sunny greetings from Vallarta!

I hope you are having some days of relaxation now. I just want to express our most sincere gratitude on behalf of Les Clefs d'Or Mexico for the magnificent Congress we had in Vienna. Please extend our congratulations to all the concierge team that work very hard along with you.

GRACIAS!!

Nelly Duarte
President
Les Clefs d'Or Mexico

Dear Helmut,

I would like to thank you for your hospitality and kindness

I really enjoyed the Vienna experience!

I would like also to congratulate with you for the great job you have done on organizing such a big conference.

Everything was absolutely impeccable!

Look forward to seeing you soon

Kind Regards

Guido



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Guido Scarfo'
Head of PSPi International
Centurion & Platinum Card
MTS International
American Express

Hello from Chicago,

Just wanted to take a minute and drop you a line, letting you know how wonderful it was to meet you and visit with you in Vienna.

Thank you everyone for a great Congress and the special warm friendship we all share.

Please let me know if you ever need anything in Chicago and or US,
I will be happy to help. Look forward to hearing from you soon.

Warm Regards from Chicago,
Olga

Olga S. Pierce

An das Organisationskomitee

Liebe Kollegen, liebe Freunde,

Mein Mann und ich möchten wir nochmals Euch alle gratulieren. Wir haben es richtig genossen, so Wien zu entdecken. Es war wirklich sehr schön bei Euch Gast zu sein. Vielen herzlichen dank für alles.

Viele liebe Grüsse aus der Schweiz.

Chantal und Freddy Wiederseiner
CRANS-MONTANA

An: thomas.klingsbigl@elsnet.at
Betreff: WG: Greetings from Jeff Clavin, San Francisco Marriott

Hello Thomas,

It was very nice meeting you in Vienna. You and your colleagues did a marvelous job with the Kongress. It will be a trip that I will always cherish. I hope to attend many more to come. What a wonderful way to meet new friends and colleagues from all over the world. Normally, when people visit my fair city of San Francisco, they leave their hearts here. I know that I left my heart in Vienna. Vielen Dank für Ihre Gastfreundschaft.

In Service Through Friendship,

Jeff Clavin



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Concierge Supervisor
Vice President, Northern California Concierge Association
San Francisco Marriott
55 4th Street
San Francisco, CA 94103 USA
1-415-442-6186

Dear Helmut,

I would like to thank and compliment you and the Austrian team for an outstanding organization of the annual "Les Clefs D'Or"- congress in Vienna.

I was really impressed with the flawless organization and the warm welcome in the beautiful city of Vienna.

It was a great pleasure to meet so many professionals passionate about hospitality and service and I am proud to be a member of your prestigious organization.

In the next few days I will write a full and detailed report about my experience in Vienna for the attention of the senior management of Crystal Cruises and my colleagues Les Clefs D'Or members working onboard the Crystal Serenity and Crystal Symphony.

My sincere and warm regards,

Dominique Rongé
Chief Concierge
M/S Crystal Serenity
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Fax: (873) 331-153-611
Discover Crystal Cruises at www.crystalcruises.com

Dear Helmut,

Hopefully this email get though to you. I sent an email to you from my different address but has return to me for some reason.

This is Kelly from Korea who bothered you many times with congress payment & receipt during congress also, you got me one free badge when I purchased 10 badges.

I would like to say big thank you & your executive members for your effort & passion to make this international congress success. Also, congratulation to be UICH member !! You deserve it !! We are so happy for you.

I did enjoyed the congress and the beautiful city! Especially the gala night was amazing. Classic building and the opera singer, dancers. I can't



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forget about it.

Do you know that Austria president will visit Seoul in South Korea from tomorrow and they will stay at my hotel. This state visit is about economic exchange and Austria president will be with many concerned department ministers as well. I remember at the general congress in Vienna, there were several governors gave a welcome speech. such as a Tourism part and so on. So could you give me name of them and position? I am thinking if one of them is on the list, send me a warm message with my card.

Hopefully you had good rest and back to usual life by now. I am back to work and preparing a report.

Awaiting for your reply.

Kelly Kim
Director of Les Clefs d'Or Korea
Concierge of Grand Hyatt Seoul

From: Emmanuel Vrettos [mailto:tsakal05@yahoo.com]
Sent: Wednesday, March 28, 2007 10:47 PM
To: congress@clefsdor.at
Subject: CONGRATULATIONS

Dear President, dear Erwin greetings from Athens
On behalf of the Hellenic Section i would like to convey our congratulations for the wonderful congress, the hospitality and the friendship .
Every and each one of you have worked hard making us feel at home.WELL DONE-BRAVO- OOOOPPPAAAAA !!!!!
You have made a most succesful congress which will remain in our memory and most in our heart.

Thank you very much and I hope see you again in Demnark
My very best regards
Emmanuel Vrettos
President
Clefs d' Or Hellas

Knock knock, Helmut. Are you there?

I would like your mailing address, Helmut. (Only, that is, if you are interested in receiving a very lovely thank-you note from your friend Muffin).

I would also like to know how to send a thank-you note to all the adorable little students and their teacher. I was remiss and did not get anyone's business cards, I'm afraid. Can you give me the name/address of the school and the name of the teacher?



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I will not take up your valuable e-mail time today to fawn over how perfect your congress was. I will save that for the regular mail.

Let me just say thank you, Helmut, for everything. It was truly amazing. It really was.

I hope you are well rested and feeling relaxed with the knowledge that the Vienna congress was perfect in every way.

Love,

Muffin

From: arshad khokhar khokhar [mailto:arshadkhokhar60@hotmail.com]
Sent: Wednesday, March 28, 2007 2:55 AM
To: congress@clefsdor.at
Subject: Thank you for a wonderful congress

Dear Helmut and the entire organizing Committee Members,
Thank you for being such perfect hosts. The congress was an outstanding success, full of charm, beautiful venues, great education seminar, Austrian cuisine and above all warm hospitality and genuine friendship. We know you worked very hard to make us feel at home and you indeed succeeded. We congratulate you on your success. We take the opportunity to thank each one of you for your wonderful sense of hospitality and good cooperation. Now, it is our turn to welcome you in Copenhagen. We do sincerely hope you would give us an opportunity next year to show you how the Danes are in their own country, Denmark. We are looking forward to the pleasure of seeing you in Copenhagen next year. Please do come, you are more than welcome.

Thanks once again
With warm and kind personal regards.
Arshad

From: Olga Pierce [mailto:ospierce@conciergeunlimited.com]
Sent: Wednesday, March 28, 2007 11:28 PM
To: Undisclosed-Recipient;;
Subject: It was nice meeting you in Vienna!

Hello from Chicago,
Just wanted to take a minute and drop you a line, letting you know how wonderful it was to meet you and visit with you in Vienna.
Thank you everyone for a great Congress and the special warm friendship we all share.
Please let me know if you ever need anything in Chicago and or US, I will be happy to help. Look forward to hearing from you soon.
Warm Regards from Chicago,



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Olga

Olga S. Pierce
CONCIERGE UNLIMITED INTERNATIONAL
The Opera House
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Chicago, IL 60606, USA
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toll free: 800-220-0525

From: Andersen, Mogens [mailto:Mogens.Andersen@radissonsas.com]
Sent: Wednesday, March 28, 2007 10:29 AM
To: Pitzer, Erwin
Cc: Kappe, Gunnar
Subject: viele gruesse aus Norwegen

Dear Erwin,
On behalf of all of us from Norway,I want to thank you for a wonderful congress, one of the best ever!
In service through friendship,

Mogens Andersen
Section Norvege
Holbergsgate 30
N -0166 Oslo
Telephone: +47 23 29 35 60
Telefax: +47 23 29 30 01
Mogens.Andersen@RadissonSAS.com
www.radissonsas.com
www.parkinn.com

From: Ungár Tamás [mailto:tungar@corinthia.hu]
Sent: Tuesday, March 27, 2007 9:07 AM
To: welcome@goldenerhirsch.com
Subject: Danke Schön an Erwin Pitzer

Dear Erwin,

I would like to thank for all of the members of the austrian Clefs d'Or for the extremely hard work making the congress so wonderful.
Vienna and the Marriott was an excellent place for the congress. The Kursalon, the Wine village, Wachau, Melk, and the very special Rathaus are famous buildings and places and you and your team especially the students of the tourism school filled this with heart and warm hospitality.
In the name of the hungarian section I would like to congratulate for the outstanding organization and looking forward to work with you in the future.



Les Clefs d`Or Austria

CONCIERGE d`HOTEL

Vive Les Clefs d'Or !
In Service through Friendship .

Tamás Ungár
Chief Concierge
President Les Clefs d'Or Hungary

Corinthia Grand Hotel Royal
Erzsébet krt. 43 - 49
HU - 1073 Budapest

Hallo Helmut,

der Congress in Wien werden wir nicht so schnell vergessen können! Vielen Dank!

Viele Grüße aus Hamburg,
David

18. Apr. @ 15:47 Richard Burton wrote:

I have been meaning to write and thank the entire organizing committee for the incredible job you did in Vienna. I have been to some wonderful congresses over the years but this one topped them all. And the post-congress in Salzburg was wonderful as well

16. Apr. @ 23:12 Emmanuel wrote:

Congratulations to the organizing committee of the congress. You make us feel at home, your hospitality, your program but most your friendship make our hearts beat in Viennaise waltz. On behalf of the Hellenic section THANK YOU VERY MUCH

Auf unserer Homepage www.clefsdor.at hinterlassene Grüße:

04. Apr. @ 06:00 Dillon, Canada wrote:

What a fantastic Congress. What an honour to share 5 days with such dedicated professionals. Thank you Austrian organising committee - It was an amazing success and I have been telling guests to visit Vienna the moment I got back.

02. Apr. @ 19:01 Kelly wrote:

Your president with all delegation from Austria stay at my property as a state visit to South Korea. So, I have lot of Austrians at my concierge desk and I feel close to them!! Missing the Vienna city so much~

31. Mar. @ 15:24 Kelly wrote:

I also like to say big thank you to the president and organization committee members of Austria for making this congress success. I really enjoyed and hopefully everyone had enough rest and back to normal life by now. All the best, Kelly

27. Mar. @ 13:36 Liebe Kollegen wrote:

Auch für uns Concierge vom Marriott Hotel war der Kongress ein tolles Erlebnis. Haben so viele nette Kollegen kennengelernt. Auf diesem Weg herzliche Grüße an alle! Angelique Miriam Olah, Evelyne Kukla & Teresa Werginz

26. Mar. @ 18:55 M. Reimer wrote:

Zurück in München, schwelge ich immer noch in Erinnerungen. Herzlichen Dank an alle Mitwirkenden für den tollen Kongress, einen Kongress der Superlative. Gruss Euer Marcus

25. Mar. @ 08:18 Ch. Netzele wrote:



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Diese Tagung war der Hammer. Die Nachbarn sind stolz auf Euch. Ihr alle habt Österreich auf höchstem Niveau mit soviel Persönlichkeit präsentiert. Bis Bald, Christian