



# Les Clefs d`Or Austria

## CONCIERGE d`HOTEL

### Kreuzfahrtschiff Celebrity Silhouette

#### ABOARD THE CELEBRITY SILHOUETTE

How we can find the Celebrity Silhouette in Barcelona's harbour? Cristian laughed and told us that a ship of this size, boasting 122.000 gross register tons, just cannot be overseen. And right he was! The ship, which accomodates almost 3.000 passengers is truly impressive. Celebrity is, by the way, one of six cruise brands operated by the global cruise vacation company

Royal Caribbean Cruises Ltd., the second largest cruise operator in the world.

After the embarkation formalities we discovered that we had been assigned fantastic and spacious staterooms with balconies. I was especially delighted to find a nice selection of French cheeses,

to the entirety of which I treated myself fully and without hesitation.

Unnecessary to say, that I had done this rather after dinner then before.



After hauling myself to the reception area I met **Cristian Comirla**, Celebrity's Traveling **Guest Relation Manager**, and the ship's lovely **Michael's Lounge Concierge**, **Anca Cenea**, who was to be awarded the



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Golden Keys on this evening.

At a small press conference, Christian Paral gave an introduction into the history and purposes of Les Clefs d`Or,

highlighting the many advantages that it brings along to **senior managers** including **Lorna Warren**,

**Director of One Touch Hospitality**. Hearing about the endless and wonderful possibilities which a membership entails,

Anca was getting eager (and nervous) for the bestowal ceremony to begin.

After short speeches from Cristian, Lorna and **Jamie Petts, Silhouette`s Hotel Director**, all praising her fantastic performance

as a Concierge over the past years, the big moment finally arrived and a noticeably moved **Anca**

was welcomed as the newest **member of the Les Clefs d`Or** family.

After a glass of champagne, or two, we proceeded to Murano restaurant, one of the 17 dining venues onboard the Celebrity Silhouette,

where we were joined by **Jon Pilling**, the ship`s Guest Relations Manager who also oversees the concierge team.

With fantastic food, drinks and great service many interesting topics were discussed and stories shared.

While we were very interested to find out about living and working on a cruise ship, our adventurous counterparts were very interested to find out how we spend our days on land.

I especially liked Celebrity`s approach of reaching out to all guests before their cruise and establish their preferences and special wishes, which enables them to provide an outstanding personalized experience

- an idea which would also be very worthwhile for land-based hotels.

It was also quite interesting to find out that, against common opinion, crew members do not normally just work for one contract;

they often stay for many years. **Once you become used to sea life, it seems to be very hard to let go.**

After dinner we settled over to the Martini Bar where a big party was taking place with a live show and numerous dancers around.

Everybody was having a blast and so were we. Late at night, and after somewhat 10 alcohol free beers due

to my self-imposed abstinence (what a fantastic idea if you are at a superb Martini bar!), we called it a day and wandered off to our cabins.

After having slept fantastically - maybe the gentle wiggling somehow reminds us of our times in a baby cot

- we went on to a fantastic à la carte breakfast, where all of the 66 suite guests congregate each morning.

As many guests were getting off the ship to visit Palma de Mallorca, where we had travelled to overnight,

we were getting ready for our tour of the ship.

While something like this lasts for no more than 30 minutes in a hotel, we were walking around for 2 hours,

amazed by the sheer size, offers and diversity of the ship.

We all agreed that this is a heavenly way to spend your vacations:

being in a super luxury hotel and waking up each morning in a different location around the world.



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All of this with a service which is unattained by many 5 star hotels ashore.



After a beautiful day and night aboard the Silhouette it was time to say goodbye. Our special thanks goes to **Lorna and Cristian**, who, together with **Christian Paral**, renewed the promising cooperation between **Celebrity Cruises** and **Les Clefs d`Or Austria**.

We hope that we will welcome many more ship concierges into our family and create synergies which will aid our common goal:  
Creating unforgettable moments for our guests!

Vive les Clefs d`Or