

Recognised for good service

Concierge staff awarded prestigious golden keys

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SIX concierge staff members serving at various hotels across the country were recognised recently for their outstanding work in the industry.

They were presented with a set of golden keys each by the Society of the Golden Keys Malaysia.

The society, founded as the Les Clefs d'Or Malaysia Chapter under the Les Clefs d'Or Singapore umbrella in the mid-1990s, is now an independent chapter.

It is an international organisation of professional hotel concierges, recognisable by the pair of crossed golden keys the recipients wear on their lapels.

The keys indicate that the recipients had gone a notch higher in their field of work and automatically upgraded to become full members of the society.

However, before getting the key, the members have to go through a few rounds of tests and evaluation exercises.

President K. Ragu, who is also the chief concierge for Prince Hotel & Residence, said that one first had to be recommended by their hotel's general manager before their contribution could be

evaluated.

"They then become a probationary member for at least two years, at which they will receive a smaller badge called the adherent key.

"During that period we will give them assignments such as hosting events, conducting social visits and coming up with a corporate social responsibility project followed by an interview by the society's committee and a visit to their working place," he said, during the key presentation ceremony at the Sheraton Imperial Kuala Lumpur Hotel.

There are 34 Les Clefs D'Or concierges in Malaysia, of which 14 are full members including the newly crowned recipients — Traders Hotel Kuala Lumpur chief concierge Sharezal Abdul Wahid, The Gardens Hotel & Residences chief concierge Ivan Guna, Renaissance Kuala Lumpur guest relations manager Nizam Hazman, Grand Lexis Port Dickson concierge manager Jeffrey Fairus Loo and Sunway Resort Hotel & Spa concierge staff Jasmeze Heidzir.

"We do not want to recruit a lot of members. We only want to have members who are able to contribute to the society and have a good track record," said Ragu.



We did it: (Front row, from left) Sharezal, Ivan, Nizam, Jeffrey, Ragu and Jasmeze Heidzir posing with the keys together with (back row, from left) Society of Golden Keys Malaysia treasurer Dinorizzam Zainal and The Club at The Saujana assistant chief concierge Shukrika Khairin Ibrahim.