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CONTACT: Anders Ruggiero, +45 29 26 92 11,
anders.ruggiero@lesclefsdor.org

**Les Clefs d'Or® Announces
Les Clefs d'Or Award 2019 Winner
Raphaëlle Grandgirard**

PARIS, France – Les Clefs d'Or®,
Union Internationale des Concierges d'Hôtels
announced today the 2019 Les Clefs d'Or Award's winner.



The Les Clefs d'Or Award was first established at the 55th Les Clefs d'Or International Congress in Denmark 2008, as the "Andy Pongco Award". The award aims to recognise and encourage young members to become active participants in the worldwide society of Les Clefs d'Or. This year's award was in honour of Pierre Quentin, founder of les Clefs d'Or in 1929.

Every year the Les Clefs d'Or Award is supported by a major partner in the luxury tourism industry such as hotel groups. The official sponsor of this year's award was the Monte-Carlo Société des Bains de Mer.

Candidates must fulfil strict requirements in order to have the honour of representing their country. In order to qualify nominees must be active members of the association, working as Concierge d'Hôtel. They must be fluent in English and they also need to be under 36 years of age and participating in their very first international congress. Last but not least, they have to be nominated by their section and each section may only nominate one candidate.

This 12th edition of the Les Clefs d'Or Award was again very challenging with 16 nominees from five continents.

The candidates had to create a written article on their city and introduce themselves through a one minute video. The skills they use every day while working at their Concierge desk are also assessed through written exams on the history of Les Clefs d'Or, geography and general hotel knowledge. The candidates were also required to write an essay on their interest in the profession and their aspirations.

After months of preparation and exams the candidates were presented in Cannes at the 66th Les Clefs d'Or International Congress from March 22nd to March 27th. There were more than 600 participants present at the congress.

Candidates had to complete the final oral examination in front of a jury of five senior members of the organization.

The prize was awarded with great fanfare in the Palais des Festivals during a ceremony in the same auditorium as the famous Palme d'Or.

The winner of the 12th Les Clefs d'Or Award was awarded to Raphaëlle Grandgirard, representing Switzerland, from Mandarin Oriental Hotel Geneva.

Beyond wide recognition among the organization of Les Clefs d'Or, Raphaëlle Grandgirard was rewarded with a sponsored invitation to the next international congress which will be held in New Delhi next year.

About Raphaëlle Grandgirard

Raphaëlle Grandgirard was born in France.

She was lucky to get her first posting to a concierge team as a page girl in London in 2006. Step by step, she became a concierge.

After a few years in London and the South of France, Raphaëlle Grangirard arrived in Switzerland in 2014 to work at the Mandarin Oriental Hotel Geneva and became a proud member of Les Clefs d'Or Switzerland in 2016.

For Raphaëlle Grangirard being a concierge is not only a job but a way of life and she considers herself as a very fortunate person. She loves helping and surprising guests by guessing what they really need.



Raphëlle Grangirard (photographer: Philippe Beaucourt – Copyright free for fair use)

About UICH Les Clefs d'Or

Les Clefs d'Or (translated as The Golden Keys) is a professional association of hotel concierges, with approximately 4000 members working in over 80 countries and 530 destinations, in literally every corner of the world. Easily identified by the golden crossed keys on their lapels, these members are an elite fraternity, globally connected, committed to professional development, and driven to setting new standards for guest service perfection.

Les Clefs d'Or was officially founded in France in 1929 as a not-for-profit organization, and became an international association in 1952. Les Clefs d'Or is based on two pillars: Service and Friendship. Before earning the right to wear the golden keys, those who aspire to become a member must have several years of experience as a hotel concierge, pass comprehensive testing and prove, beyond doubt, their ability to deliver highest quality of service.

Serving more than 100 million guests every year, Les Clefs d'Or members fulfil an infinite variety of requests from the everyday to the extraordinary. As lifelong professional hotel concierges, their experience, knowledge and professional relationships make them the most reliable local experts and *ambassadors* of their chosen destinations.

With every member having access to the Les Clefs d'Or global network, often meeting face-to-face at one of their annual international congresses, there is nowhere they cannot reach or guest request they cannot deliver. No one knows the World like Les Clefs d'Or. From Berlin to New York City, Paris to Tokyo, and everywhere in between, Les Clefs d'Or concierges strive to provide nothing short of inspired service.

For further information about Les Clefs d'Or, please visit www.lesclefsdor.org or contact Burak Ipekçi, General Secretary, at generalsecretary@lesclefsdor.org

Les Clefs d'Or® - *Your Key to Everything™*