

INTERNATIONAL AMICALIST

Receptionist of the Year

Discover our
candidates, the last
year's winner and
the role play

Page 8

AICR Education Launch

Page 33

Vienna Program

Page 15

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CONTENTS



- SPONSORS PAGE p. 5

- RECEPTIONIST OF THE YEAR p. 8

- INTERNATIONAL COMMITTEE p.12

- VIENNA PROGRAM p. 15

- SECTIONS PAGES p. 16

- SINGAPORE CONGRESS p.31

- AICR EDUCATION LAUNCH p. 33

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SUMMARY
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PRESIDENT'S WELCOME

Darin Davies



Dear Amicalists.

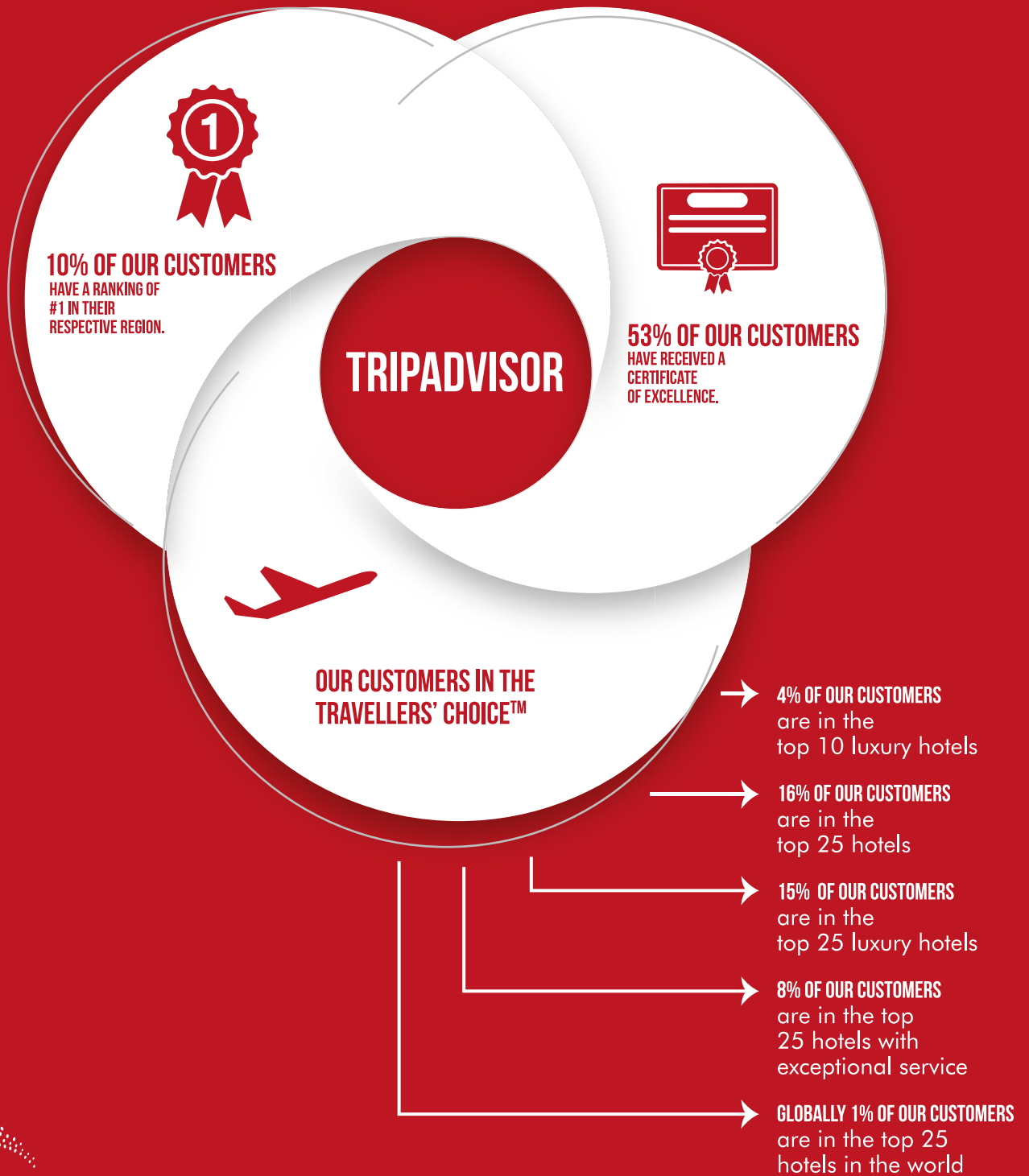
It is with great anticipation that we return to Europe for this year's event in Vienna swapping the sun for some snow! It has been 20 years since we were last together as an association in Vienna in 1996. Looking at the agenda, Hani and the Austrian organising committee have an amazing four days planned for us. I would like to recognise the Austrian team for their incredibly proactive approach and success with the overall organisation and sponsorship around this event. They have truly set the benchmark in how to organise an international event. The International Congress in Singapore last January was an outstanding success, with Adeline and Alphonso along with the Singapore organising committee putting on an amazing event. We had a fantastic 106 international attendees at the event and over 500 at the gala dinner where we were graciously received by our ARDE Singapore colleagues. Over the week in Singapore I still have very fond memories of the chilli crab we called "Annie", the views from Marina Bay Sands and of course the infamous Sentosa Beach Party!

Some of you may have already noticed that this is the first time we are publishing two magazines; the much loved ARDE Amicalist version from Singapore and now our first International Amicalist version that Olivier Bigot has worked hard on for our first edition. We are hoping that this will grow into a true yearbook of our annual events, a keepsake for each section and for our David Campbell Trophy International Receptionist of the Year candidates - we hope it will become a collector's item! In Singapore we set our goals on new development and a revised website and I am pleased to say that at the time of writing this foreword we are well on our way to forming both a new Australian and Qatari Section along with interest from both the Maldives and Poland. The existing International committee remained intact except for one change with the stepping down of Gautier Py as International webmaster. Gautier has served the AICR well for many years: first as Parisian president truly breathing life back into the section and then playing a big role in overseeing our transition to our new website launched at the end of 2015 - thank you Gautier. We say a warm welcome to Fabian Schmittmann who has taken on the Webmaster role. This year's programme sees the addition of two new events: the first in the form of a past presidents' dinner taking place on the same night as the David Campbell Trophy welcome dinner - thank you Marga Ditsch for this idea, we hope this becomes a regular event and I look forward to my turn eventually... and the second, being the introduction of educational seminars which have been an objective of ours for some time and again with the help of Hani have been made a reality - we hope to continue these every year. I look forward to spend time with everyone and wishing all a successful David Campbell Trophy. Good Luck to all our candidates!

As always, our success as an association is only as strong as our involvement. Thank you all for keeping the AICR strong.

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David Campbell Trophy
BEST
RECEPTIONIST
OF THE YEAR
2015



PAULA McMinn



PAULA - LAST YEAR WINNER

After an extremely busy and exciting year, when someone mentions “Receptionist of the Year”, I no longer think of it as a title, but as a fantastic opportunity I was fortunate enough to experience.

When applying for the UK competition, I approached the challenge with my competitive nature and outgoing personality. Many people had given me advice, mentioned possible questions and made sure my appearance was perfect. As important as that input was, I gradually began to realise that it's not about what people have told you to say, it is all about how you feel. Being a receptionist is not an easy task and it takes someone special to deal with difficult guests, to be the first impression of a hotel and to be part of the reason for a return visit. Every day, receptionists make use of a skill set that we have acquired through experience, and by entering the competition you are able to add another page to that ever growing book of knowledge.

After winning the UK competition, I was ecstatic at the thought of going to Singapore, let alone knowing what a great competition awaited us once we arrived. From the moment you get off the plane as a candidate, you are treated like royalty. The thought that goes into the programme for the competition is remarkable and ensures you will have an unforgettable experience.

Meeting the candidates for the first time seemed the most daunting however those initial fears were immediately put aside as we all got along extremely well. We were all dealing with the same excitement and fears and to not go through that alone was so refreshing. The planned excursions, endless meals, nights out dancing and friendships made, were just a few highlights of that week. Time flew by and when we were all on stage as competitors and friends at the gala dinner, we could not believe it had come to an end.

Winning the David Campbell trophy was a big stepping stone in my career as well as my personal growth. Career wise I was promoted to a management position at my hotel and I have loved every minute of the challenge. I have appeared in newspapers, on the front cover of a magazine and been invited to a business seminar to appear on a discussion panel as an industry leader. These opportunities have opened countless doors for me and have allowed me to be involved in areas I did not think possible.

On a personal note I have learnt an incredible amount about myself. It is in people's nature to place a “label” on you once an acclaimed award has been won, however I have continued being my friendly, spontaneous self. I believe that my success in the competition was the outcome of being my natural self and showing my true interest in the industry. We all have different backgrounds, experiences and strengths but what we have in common is our passion for the hospitality industry. This passion keeps us going, drives us, challenges us and sets us apart as the best receptionists.

This competition is an exciting journey and the trophy was something tangible I walked away with that night in Singapore. The friendships, opportunities, lessons learnt, experiences and emotions I took home with me, were the intangible benefits that I felt weighed a lot more than the David Campbell Trophy.

Good luck to all of the participants – you are as strong as you allow yourself to be.

Paula McMinn

DAVID CAMPBELL TROPHY BEST RECEPTIONIST OF THE YEAR CANDIDATES 2015



Evelyn Ebner
Austria



Filip Mårton
Czech Republic



Lance Olivier
Keith
Dubai



Ott Riel
Estonia



Inke Haas
Germany



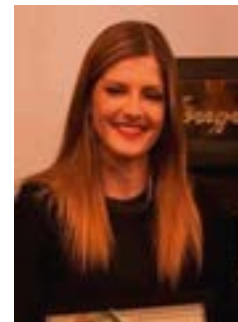
Ayie Siti Yulian
Rasvita Sari
Indonesia



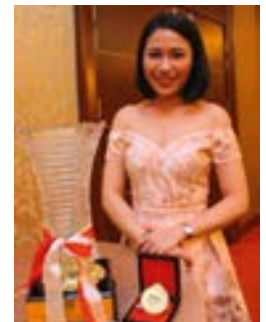
Anastasiya
Kantarovych
Italy



Sarah Stephanus
New Zealand



Audrey Laborde
Paris



Carmen Foong
Singapore



Beatriz Lopez
Calero
Spain



Charlotte Vallejo
Switzerland



Paula McMinn
United Kingdom



ROLE PLAY



Role Play 2015 - Finalist's brief for the purpose of this task, the candidates to the David Campbell Trophy for the Best Receptionist of the Year are required to adopt the 'role' of a receptionist at the Marina Mandarin Singapore.

While the candidates need to read the scenario carefully, they are expected to use their experience, imagination and knowledge of a Receptionist. Additionally, they are expected to be familiar with the given information contained in a brief and are strongly encouraged to conduct further research on the hotel and surroundings and use it in your role-play.

Scenario

N.B.: for the purpose of this role play, the Candidates are to assume that they are alone at Reception. In other words, they will have to face the situation without counting on the presence of their line manager, colleagues, concierge, housekeeper, etc. Hence, receptionists are fully empowered to make on-the-spot decisions (e.g. giving complimentary amenities, negotiating rates or upgrades when appropriate).

The performance of the candidates will be assessed based on their personal judgment, common sense, experience and professional skills.

"It is Wednesday, 14th January 2015, 7.00pm. The 3-day International AICR Congress is starting tonight with all Delegates staying at Marina Mandarin Singapore. Due to bad weather conditions in Europe, many flights have been delayed or cancelled. The last two delegations from Switzerland and the UK (52 people) have finally arrived from Changi International Airport. All guests have completed their check-in but they all had to leave immediately after to join the other attendees at the S.E.A. Aquarium Marine Life Park, Sentosa. However, some of them managed to go to their rooms, whilst others went straight to S.E.A. At the same time you had other check-ins who were not part of the AICR Congress. Your colleague has now left the desk and you are alone.

Mr. Lambert arrived amongst all the AICR delegations about 15 minutes ago. He is here on business and nothing to do with the AICR.

Mrs. Bellaby approaches the desk. She arrived this morning and does not look happy."



INTERNATIONAL COMMITTEE



From the left to the right

Darin Davies
Kerstin Pundt
Franck Albespy
Hani El Sharkawi
Olivier Bigot
Duncan Couper
Fabian Schmittmann



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VIENNA PROGRAM



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AICR CONGRESS VIENNA 2016

PROGRAMME



AUSTRIA

AICR Congress
13 – 17 January 2016

www.aicr-congress.com

Wednesday, 13 January 2016

- Individual arrival of the participants for the 4-day package
- David Campbell Trophy workshop for candidates at Hotel InterContinental
- Workshop: "Managing a Diverse Team of Employees"
- Dinner for David Campbell Trophy candidates, presidents, jury members, actors and the international committee at the world famous Hotel Sacher – chocolate cake included!
- Past Presidents' Dinner at the Anna Sacher Restaurant at Hotel Sacher

Thursday, 14 January 2016

- Arrival of all other participants
- David Campbell Trophy competition at Hotel InterContinental
- Workshop: "Stand up to stand out"
- Workshop: "Feedback and Coaching for Performance"
- Welcome Reception for all participants at the former headquarters of the Vienna Stock Exchange which was built between 1871 and 1877

Friday, 15 January 2016

- Presidium Meeting for section presidents and international committee at Hotel InterContinental
- City Tour including Schönbrunn Palace for all other participants
- Lunch & sponsor showcase at Hotel InterContinental
- General Assembly at Hotel InterContinental
- Dive into the Austrian way of life by wearing a "Dirndl" or "Lederhosen" or wear your home country's traditional clothes when we go for dinner at Heuriger Fuhrigassl Huber. You don't know what a Heuriger is? Well, we will remedy that. Enjoy Viennese wine, Viennese cuisine, and Viennese music. There is no need to worry: Our bus driver is a strict teetotaler.

Saturday, 16 January 2016

- A vintage tramway will take you on a tour around the Ring road so you can marvel at the amazing architecture without having to walk in the cold. Our guides will comment on the most important sights along the way, including the Burgtheater, the City Hall, the Parliament, the Imperial Palace, the Vienna State Opera, and the Museum of Fine Arts.
- Morning Exercise at the Spanish Horse-Riding School (don't panic: this exercise is for the horses, not for us!) Experience the training of the Lippizaner Stallions at the Spanish Riding School, a significant part of Austria's cultural heritage. It is the oldest riding academy in the world, the only one where the High School of Classical Horsemanship has been cherished and maintained for over 430 years.
- Afternoon at leisure so that you can enjoy coffee and cake in one of the traditional coffee houses, go shopping, or just wander around and enjoy the city.
- Gala Dinner and award ceremony at the Grand Hotel's ballroom, one of the city's most elegant ballrooms

Sunday, 17 January 2016

- Breakfast at the Hotel InterContinental
- Individual departures



Evelyn Ebner



AUSTRIA



From left to right
Sandra Hösl – Vice President – Front Office Manager Intercontinental Vienna
Doris Schwarz – President – Front Office Manager Steigenberger Hotel Herrenhof
Helmut Sommer – Treasurer – private
Paul Schwertner – Secretary

Warm regards from Austria!
The AICR Austria is getting ready for the International Congress, which will start on January 13th 2016 in Vienna. We are all very excited to host this congress and are busy with preparations. The organization committee has a lot of meetings, as we want to make this congress as special as possible. We hope to reach the goal of 200 participants, who will come to Vienna and it looks like, we are getting there. During the time in Vienna, all participants will experience the traditional

Viennese life, as well as the modern side of this historical city. The last couple of months, the AICR Austria has had different events, for example we were able to visit the Magda's Hotel, where almost all employees have immigrant background and make the hotel and your stay there very special. Other than that we have had our national Receptionist of the Year Contest on October 30th and are happy to announce Ms. Berit Geiler from the InterContinental Hotel as our proud ROTY winner 2015. We are looking forward to seeing you in Vienna!



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Joséphine Rey



January 2015 :
Claire Duplex accesses the coveted title
Meilleur Ouvrier de France Reception

COTE D'AZUR



De Gauche à droite : Jean François Jourdan (Directeur Hébergement Fairmont Monaco-Responsable des Partenaires), Claire Duplex (Assistante Chef de Réception Terre Blanche Fayence , Responsable Concours Trophée Campbell), Véronique Baribaud (Chef de Réception Radisson Blu Nice, Présidente AICR Côte d'Azur), Thierry Luce (Trésorier AICR), Stéphane Cholvy (Directeur Best Western New York Nice , Vice Président Aicr), Kristin Schulze (Chef de Réception Hotel la Perouse Nice , Secrétaire en charge des évènements)

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“Higher revenue per available hotel room is definitely possible.”

Uli Pillau, Managing Director, hetras



INTERVIEW WITH ULI PILLAU

What does cloud-based hotel management software do for hotels?

There are three main benefits: It allows hotel operators to automate a wide range of standard hotel procedures, to centralize management operations, and to systematize processes that normally take a lot of time. New generation hotels have been using this software for a while, but hoteliers from other market segments are now also starting to follow suit.

Is this beautiful new world real?

Yes! And what it means is that higher revenue per available hotel room is definitely possible. Managing a hotel with hetras leads to higher capacity utilization at better rates, and, at the same time, results in reduced reservation fees and lower operating costs per guest.

Most traditional hotels would like to increase their online booking rates. What do you suggest?

The hotel sector is just like any other sector. The key is automation – that is, using standardized processes to ensure that operations are coordinated effectively. This frees up staff and allows them to focus even more fully

on guests. The guiding principle is to make the hotel experience as simple as possible for both guests and staff.

Why is the system based in the Cloud?

Cloud solutions are generally highly effective for creating interfaces between hotels and customers. Our platform connects hetras' customers to more than 250 booking channels, and our services also include optimizing a hotel's website for mobile devices. Hotel operators have access to all of the system's functions at a central access point.

What makes hetras different from other providers?

hetras comprises a room and front office management system (PMS), a central reservation system (CRS) and an efficient application programming interface (API) for integrating with third-party systems. hetras was built on the principle of making hotel experience as simple and efficient as possible.

For more information:
info@hetras.com | www.hetras.com



Wide participation of the Czech delegation at the Congress AICR in Singapore 2015.

Very friendly annual meeting of Czech section in April in the south Bohemia in Amenity Resort Lipno.

Change of the Czech Association AICR headquarters including execution of all legal acts - great work and help of Mr. Martin Gerstmann.

Promotion of ROTY CR 2015 in cooperation with other professional organizations in Czech Republic. There were 15 candidates in the competition for the year 2015.

A.I.C.R. Czech section founded in December 1992.

Founding members in 1992:

- President - Karel Štěpán
- Vice President - JUDr. Václav Vitek
- Public Relations - Alena Nachtigalová
- Treasurer - Ing. Martin Gerstmann
- Secretary - Miroslav Siedem

Official member of A.I.C.R. since the international congress in Budapest in January 1993. In 1997, Prague hosted the International Congress AICR and the biggest success of our section was in 1999, when JUDr. Vaclav Vitek as the president of International AICR at a congress in Singapore.

Year 2015



Lance
Olivier Keith

DUBAI



ROTY Competition 2014 with Winner Lance Keith from Burj Al Arab



The Dubai Section supporting our Candidate Lance Keith in Singapore

Founded in 2005 and therefore being one of the younger sections within the AICR, we are pleased to say that our Dubai section has grown to become a very active network for a large number of dynamic Rooms Division professionals of some of the most luxurious hotels in this buzzing and ever-growing city. The Receptionist of the Year Competition being the highlight of our calendar year, we have enjoyed a consistent number of over 35 participants per year for the ROTY over the past few years. Given this enormous interest in the competition, our candidates have to go through three rounds of challenging but also fun questions, inspiring presentations and an unexpected role play in the final round, before one of them is finally being crowned Dubai's Best Receptionist of the Year. Last year's winner Lance Keith from Burj Al Arab, who won ahead of Richard Krachler from Jumeirah Zabeel Saray and second runner up Sally Kong from Park Hyatt Dubai, proudly represented our section in run for the David Campbell Trophy in Singapore in January 2015. Lance's participation in the International Competition marked the start of an exciting year 2015 for our section, as Dubai has not only seen a large number of new, spectacular additions the hotel market but also a number of new members joining the AICR family. Every month we have been gathering at our regular, not-to-be-missed networking events in our members exclusive properties all over the city, to get together to network, share experiences as well as build friendships - in accordance with the aim and vision of the Amicale all over the world.



Executive committee : Ms. Irma Siispool
Treasurer: Ms. Sirli Vadi
Secretary: Mr. Elvis Jermann



Mr. Ott Riitel - Hotel Palace
Ms. Siret Taremaa – Swissotel Tallinn
Mr. Henry-Rein Kielberg - Radisson Blu Sky Hotel



ESTONIA

Year 2015 in Estonian AICR section has been rather peaceful, but at the same time full of changes. We have 18 members out of which four are newly joined member hotels.

After returning from the wonderful Singapore in January, we held our annual general meeting in Tallinn. Daily topics, plans for the upcoming year and Singapore event were discussed. Mr. Ott Riitel, our national candidate in Singapore, shared his experience.

On the 26th of February Estonian Hotel and Restaurant Association held its annual general assembly where the Estonian AICR section was represented. Hotel market overview of 2014 was given and the general lines of action for 2015 were discussed.

In the spring Estonian AICR section members visited one newly renovated member hotel (Kalev Spa Hotel) together with various hotel

sales and marketing people. General hotel business daily issues were discussed in free atmosphere.

During the summer and early autumn of 2015 some of the members changed and new members were added to Estonian section. In total four new members joined Estonian AICR before the annual national „Best Receptionist“ competition.

On the 7th of October the Receptionist of the Year 2015 was selected. This year Estonian AICR had in total 13 contestants. As a positive surprise the winner this year came from our newly joined member Park Inn by Radisson Meriton Tallinn Hotel, Ms. Jekaterina Matinkin. She will be competing in Vienna in January 2016 in International Receptionist of the Year Competition.

Estonian AICR section members are fully enjoying all the interesting events, contacts and other fabulous benefits that being a AICR member brings to all member hotels. Looking forward to many intriguing years to come.



Inke Haas

GERMANY



Much has happened in the world during this year, beautiful and unfortunately terrible things. We keep all the courage and strength, in the future to the best to believe and to accomplish positive. In our opinion the hotel & hospitality industry can contribute very much.

At the AICR Germany much happened this year 2015: In January, we went with our "Receptionist of the Year 2014" Inke Haas from the Empire Riverside Hotel in Hamburg to the International Competition in Singapore. It was a great event with a great program – some of us extended the stay with some holidays in Asia.

In the summer we had our German annual meeting in Berlin and also the executive committee elections took place. Miriam Ziemer is our new President of the AICR Germany. With our new addition of Nikolaus Doerr (Ritz-Carlton Berlin), as well as the long-standing members Wiebke Luebbers, Joerg Scuhr and Raimund Schied we now have a new AICR Germany committee.

A special thank you goes also to Joerg Thielmann, our former President. He has contributed much to the welfare of the AICR in recent years and we hope that will welcome

Joerg to many meetings and events in the future. With some "FOM"-events in the Ritz-Carlton Berlin, Pullman Berlin Schweizerhof Hotel, Waldorf Astoria Berlin and Hotel Atlantic Kempinski Hamburg we gained many new, young and motivated members to the AICR Germany. And the growth continues in 2016 in any case. The "Receptionist of the Year 2015" competition at the Empire Riverside Hamburg with many candidates and guests was the culmination of the year. We had so many candidates this year for the first time that we had to perform even a pre-selection. The, 13 finalists have you can see evidence provided and in a great evening event we were pleased to welcome even our founder and Honorary Chairman Gert Prantner. With the winner and current "German Receptionist of the Year 2015", Lily Juliet Vargas Narváez, from the Jumeirah Frankfurt we will join the International Congress in Vienna in January 2016. We are looking forward to a great event and keep our fingers crossed for Lily for the international competition.

We are pleased that we have had such a successful year 2015 for the AICR Germany and we are looking forward positively to the future.

Anastasiya Kantarovych



Candidates ROTY 2014
Winner: Ms Anastasiya Kantarovych – 1st Runner up: Ms Ilenia Viviani - 2nd
Runner up: Ms Silvia Farano

ITALY



President Andrea Pinchetti with the ROTY Winner Ms Anastasiya Kantarovych



President Andrea Pinchetti with former President Bruno De Caria

In 2014 as far as many Members could not participate to the International Celebration in early July in Nice, AICR Italy have celebrated on

December 12th the 50th Anniversary of foundation of AICR International with a Charity Gala Dinner with a lottery for fund raising to Solidaid a non-profit organization operating in Burkina Faso (Africa) since many years.

With the funds raised thanks to the generosity of many our Colleagues from Hotels in Italy and Europe we made possible to build a water well in a small village giving a huge relief to its population.

Earlier in the year on April 10th we have held in Florence at the Hotel Helvetia&Bristol the first Workshop of Revenue Management fundamentals for FO agents.

There have been 14 participants from Hotels in Rome Florence and Pisa.
On May 19th we had an educational tour of the newly opened Indigo Hotel Rome St. George first hotel of this IHG brand in Italy.



NEW ZEALAND



Sarah Stephanus



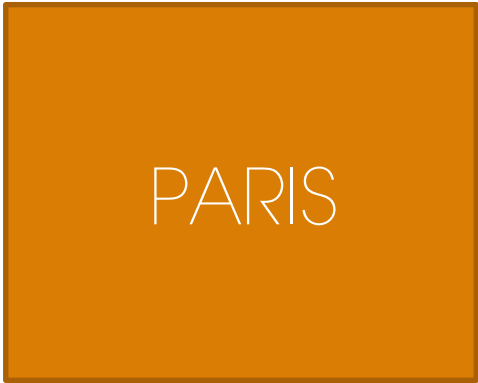
The top 3 - Nikita (3rd) from Hilton Lake Taupo, Sarah Stephanus (1st) from Pullman Auckland and Gemma (2nd) from Novotel Queenstown Lakeside

AICR New Zealand set out to achieve two challenging goals during 2015: bring a renewed energy to the New Zealand association and encourage new young people to pursue hospitality as a career. To assist us with achieving our goals, first we identified leading hospitality schools and iconic New Zealand hotel brands to support us. We then invited leaders from these organizations to become involved within the associations' main events including: networking functions, training workshops and of course judging at the Receptionist of the Year competition. One of the highlights throughout this process was being invited to present to the TIANZ (Tourism Industry Association New Zealand) about the future aspirations of AICR in New Zealand.

With the support of the industry and a refreshed network of high-potential hospitality professionals, we are very proud to say that we had the most hotels involved in the Receptionist of the Year competitions since the beginning of AICR in New Zealand. We also had representatives from leading hospitality institutions as guest judges for every competition including: Queenstown Resort College, Christchurch Polytechnic Institute of Technology and Auckland University of Technology. In summary, AICR New Zealand had a very productive year. We are expecting to have another very successful year in 2016, with a new ambitious goal of increasing our members by 15%.



1st Event Workshop with participants in Auckland



*Last year's ROTY candidates:
Audrey Laborde, Park Hyatt Paris Vendôme / Maxime Blot, Peninsula Paris / Fanny Gimenez, Park Hyatt Paris Vendôme*



This past year has been an eventful one for the Paris section.

AICR Paris sponsored the creation of a state recognized award: the M.O.F. (Meilleur Ouvrier de France) Receptionist. The title of M.O.F. is a unique and prestigious award in France awarded to professionals that excel in their field of expertise. It is a great honor for us to say that the front of house profession has now joined the ranks of these prized professionals.

The end of 2015 has also seen a change in leadership for the Paris Section. After four years of dedicated hard work, François Lenne has

Audrey Laborde



MOF finalists on stage before the announcement of the results at hotel Le Meurice.

stepped down as AICR Paris section President and graciously handed the metaphorical «torch» over to Maud Pfluger, previously section Vice-President.

Another main event of this past year has been the creation of an organisational committee for «Paris 2017». Indeed, further to our usual gatherings here in Paris, everyone is working hard in putting together a perfect program to welcome all of our international AICR fellows for our annual congress that will be held here in Paris in 2017. Looking forward to welcoming you all to our beautiful City of Lights!



Carmen
Foong



SINGAPORE

Refine the Learning Experience

In today's highly competitive market, companies are required to adapt and respond nimbly to changes in order to survive and grow. Constant introduction of new technologies, international competition, new and emerging markets, changing customer behaviour and a highly fluid workforce mean that companies must always innovate to stay ahead of the game. To be successful, it is important to learn continuously and challenge the status quo. With that in mind, we recognize that the way we transfer knowledge training should also not be restricted to the conventional methods. Training has now got to

be conducted in a way that is accessible anytime, anywhere and easily understood by the audience.

Game-based learning is an effective tool for teamwork and problem-based learning. It is fast gaining adherents in mainstream education and corporate learning.

Together with our partner, we will launch a game-based learning for our members through a mobile app; it is simple, fun and customizable, and you can reward and motivate your team members through this simple gamification platform to help work on a particular area of improvement.

Beatriz Lopez Calero



SPAIN



Every year, we make our now classic Spring excursion. On this occasion, we visited Medina del Campo, Rueda and Tordesillas. We had a wonderful day.

A long time had passed since we last met to have a nice time together, and what better way to do so than to organize a trip in time with the arrival of Spring. The castle is resting upon remains of the original wall from the 12th century, probably of Arab origin. During the reign of the Reyes Catolicos, it was fortified and became the best European castle in the transition period. In said castle, resided Juana la Loca. Later on, it was used as a state prison which locked away well-known politicians. This is where Cesar Borgia, an intriguing member of the political world during the "Renacimiento", was locked away. Several restoration and reconstruction works took place during the 20th century, returning the list splendor of the castle. The remains of the old walls, foundations of the castle and walls of a church

have been revealed beneath tons of soil. After visiting the castle, we carried on traveling to Rueda to visit the vineyards of the Yllera group. Here, we also visited their museum "el Hilo de Ariadna". Following this, we set on our way towards Medina del Campo, where we enjoyed a marvelous lunch in the restaurant of the After charging our batteries, we headed towards Tordesillas, the city where Queen Juana I (Juana la Loca) was shut away for 46 years and that is permeated with beauty and history. Upon arrival, we went to the Monasterio de Santa Clara. This is an old palace constructed by Alfonso XI in the 14th century which was later on converted into a monastery as per Pedro I's wishes. The Monasterio de Santa Clara is considered as one of the best examples of moorish art of Castilla y Leon. We visited different areas of great interest such as the Mudejar Chapel, Arab Patio, Golden Chapel, Refectory, El Vergel Patio, Antechoir, Long Choir, Church and Saldaña Chapel.



Charlotte Vallejo



SWITZERLAND

Bucherer Trophy ... a birthday gem!
Bucherer has been the main sponsor of the Best Young Receptionist in Switzerland Contest right from the beginning of the competition 20 years ago.

It all began in 1995 when two good old friends (Yannis Gerassimidis, Hotel Continental - Lausanne and Egidio Marcato, Splendide Royal - Lugano) had the idea to organize the competition for the best young receptionist in Switzerland.

The competition had already seen the light of day in Paris some time earlier; however, the Swiss AICR wanted to distinguish itself once again and not fail in its reputation of being a role model.

To do this, Yannis called on his professional relations; using his Mediterranean (Greek) charm, he convinced Edith Martin, Director of Bucherer in Lausanne to support the newly born competition. In no time at all and without the need for too much persuasion, Edith Martin proposed the creation of a prestigious trophy, accompanied by vouchers for the winner and the two runners-up respectively of CHF 1500.-, 1000.- and 500.-

For his part, Egidio, then President of the AICR Switzerland, suggested that the contest take place entirely in English. This would not only allow the candidates from the different linguistic regions of Switzerland to be on the same level, but would also ensure that the winner would be able to defend himself on equal terms against other contenders during the worldwide competition.

This was a visionary move that paid off; Switzerland has won the international contest four times in the 20 years the competition has been running.

Thrilled with the success of this great partnership for two decades, Bucherer decided to celebrate this jubilee with a sumptuous event at the Hotel des Trois Rois in October 2014.

The theme of the contest and the gala dinner: diamonds.

Lady Luck was present at the evening's coronation: fake diamonds had been slipped into each glass of Champagne with the exception of one. After checking each of them, the expert in precious stones invited to the evening had the privilege of announcing that the diamond had landed in the champagne glass of Miss Becci, one of the competition candidates.

BUCHERER
1888



Paula
McMinn



UNITED
KINGDOM

A hugely successful year for the AICR UK after a great start with Paula bringing home the David Campbell Trophy. Highly enjoyable monthly events with an average attendance of around 70 – 80 people have led to a great sense of friendship and sharing amongst the members. August brought a charity bike ride organised by sponsors Gold Key Media, with a handful of members undertaking the 270 mile journey from London to Paris and aiding the group raise over £15,000. Very much looking forward to reuniting with all our friends from other sections in Vienna and hopefully completing a back -to-back victory in the Receptionist of the Year!



SINGAPORE CONGRESS 2015



PDP 2016

Anheuser-Busch Foundation
Professional Development Program

The Professional Development Program (PDP) at Cornell's School of Hotel Administration (SHA) is a series of three-day courses offering sophisticated, executive-level education in hospitality management across 25 subject areas, including: strategic thinking, hospitality management, revenue management, finance, food and beverage, and marketing.

Certifications:

PDP offers certification sequences, composed of four sharply-focused courses. You may choose to earn a certification in several specialized areas:

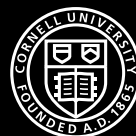
- Financial Management
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AICR EDUCATION LAUNCH



As a fast growing, international association AICR has identified the need to provide learning and development opportunities to its members. Through a number of educational initiatives, AICR's international committee believes it can offer added value to the association's members and increase its membership base.

The first educational initiative was rolled out in 2015 and consists in a cooperation with Cornell's School of Hotel Administration (SHA) which has a long-standing reputation for providing world-class education. It is considered to be the premier business school for hospitality professionals who wish to broaden their expertise.

Through an agreement between AICR and the Office of Executive Education, we are pleased to offer special pricing to AICR members for the Professional Development Program (PDP), the Advanced Management Program (AMP), and the General Managers Program (GMP).

We have also incorporated three educational workshops in the AICR Congress taking place in Vienna in January 2016. Members will be able to choose between "Stand up to Stand out" facilitated by MJ Flanagan, CEO and founder of MJ Inspire or "Managing a Diverse Team of Employees" facilitated by Roland Engel, founding board member of the Austrian Society for Diversity or "Coaching and Feedback for Performance" facilitated by Kevin Daly, Managing Partner, Lighthouse Organizational Development. These workshops are offered free of charge.

AICR has also decided to set up a Leadership Certification (LC) programme with a series of online educational modules. "This certification will create a recognizable sign of excellence in Front Office", says Hani El Sharkawi, counselor of the International Committee who is driving its educational initiatives.

The Leadership Certification will consist in a one-year learning journey with 3 learning modules, online coaching sessions and webinars. The LC courses will be accessible online in order to be easily available to all AICR members around the world.

After being approved at the Congress in Vienna, the Leadership Certification pilot programme will be rolled out in January 2017 with one participant per AICR section taking a selected number of courses on topics such as time and priority management, poise, deportment and business etiquette, leadership skills, communication skills, customer service and driving business results to name a few. After that, feedback will be collected and incorporated into the overall programme design.

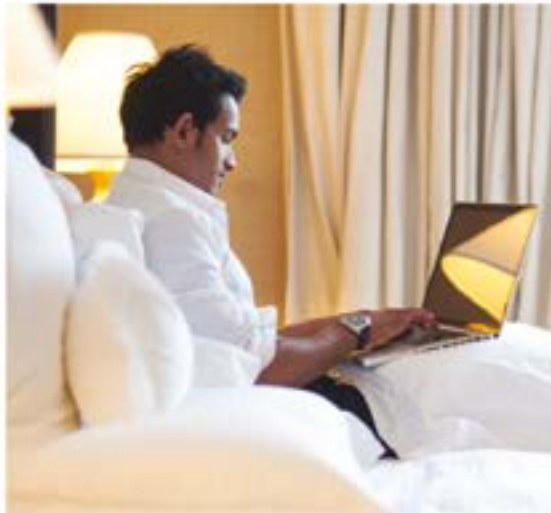
The programme will then be available for all members to join as of January 2018. The biggest portion will be funded by AICR and each member will have to pay a small fee to participate.

AICR is proud to be launching this customized development programme which will enhance the attractiveness of the association and provide more value to its members.

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AICR Congress 2016

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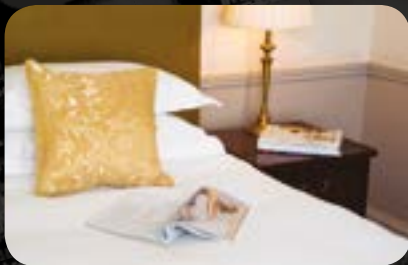
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