



Newsletter

A word from the President



Dear Amicalists, Partners,

I hope this year 2017 started well for all of you. In our 2nd newsletter, we highlight the program of the year to come, with plenty of exiting events, and all others news from the Amicale, including the retrospective of the Bucherer Trophy and the International Congress in Paris.

In 2017, AICR Leadership Certification (LC) was officially launched in Paris and the first graduation ceremony will take place in Switzerland 2018. LC program includes a series of educational modules as well as online coaching. This will create a recognizable sign of excellence in Front Office positions, which will be available to all members and candidates.

A big thank you to every single one of you for your contribution and support to the continual growth of AICR Switzerland, your passion towards guest service, employee engagement and friendship.

We had fantastic moments in 2016 especially with our Bucherer trophy in Bern. The adventure continued in 2017 with the International Congress in Paris and the first events in both the Swiss German and Swiss Romande. I am pretty sure that the lovely adventure will continue throughout the rest of the year!

Looking forward to meeting you all very soon.

Amicalement,

Najib Arayer
President - AICR Switzerland

TOPICS COVERED IN THIS ISSUE



A word from the president

1



News from the Swiss German Section

2



News from the Swiss Romande Section

3



Past Events

3, 4 & 5



Future Events

5



Bucherer Trophy

6



David Campbell Trophy

8



New Sponsor: The New York Times - Hotel Service Program

9



Thank you to our Sponsors

10

May 10th is the National Receptionist Day. Last year, a lot of you organized amazing events, recognition and rewards for our receptionists. What are you planning for this year??? 😊

News from the Swiss German Section

Dear Amicalists,

The time is flying by and we have already started 2017 well. As mentioned in our last newsletter we want to keep you up to date about the latest happenings in the Swiss German section.

With our amazing Christmas Dinner at the Dolder Grand with almost 40 participants and our major Sponsor, Gold Key Media we have celebrated an eventful and astonishing year 2016. Furthermore we would like to express our sincere gratitude towards Janine Fink for her continuous support and for hosting us at the Dolder Grand. We also had our first event of the year in the Hotel Ambassador à l'Opéra in Zurich.

The A.I.C.R is growing and we are proud to introduce following 9 new members to the family of the A.I.C.R and would like to welcome them:

- Stefanie Merkel Baur au Lac (also participating in the education program of the AICR which has successfully launched in January 2017)
- Martin Arnold Hotel InterContinental Davos Front Office Manager
- Ariane Dross Hotel Ambassador and Hotel Opera Zürich
- Director of Marketing & Sales / Vice director
- Sebastian Lobenstein Sheraton Zurich - Assistant Front Office Manager
- Dominique Rabemananjara SHA SeminarHotel am Ägerisee – Front Office Manager
- Ben Vanherck Hotel Glärnischhof Zürich - Vice director
- Tina Wiemes Hotel Widder – Front Office Manager

- Maxel Zeschmar Hotel Glärnischhof Zürich – Assistant Front Office Manager
- Ann Martina Zürcher Hotel Storchen Zürich – Assistant Front Office Manager

For 2017, we are planning some exiting events such as the legendary barbecue in Bad Ragaz in springtime as well as a leisure weekend in autumn. Some of the “save the date” invitations were sent already and the others will follow. We hope you will be able to join us. Certainly, we will be providing you with further events soon and we are always open for suggestions.

As you all know, we are hosting the international congress 2018 in Zurich. We were able to provide you with more detailed information during the last general assembly and the program is taking shape. For this event, we would appreciate your support and will send out the sponsoring brochure and the general program by e-mail soon. In the meantime, we would like to ask you to be part of our Facebook group and to have a look at the homepage: www.aicr2018.ch. Only with the effort from all of us we will be able to host this honourable event and to raise the bar for all future congresses.

We wish you all a successful 2017 and are looking forward to share memorable moments with you.

Amicalement,

Gabi van Uden
Regional President

&

Alexander Gibb
Vice President



News from the Swiss Romande Section

Dear Amicalists,

I am grateful to have joined the AICR Switzerland committee at the end of last year as coordinator for the Swiss Romande Section and I hope to have the opportunity to meet you all throughout this year.

Brief recap' of the last 6 months of 2016, we have enjoyed in September 27th one of the best Fondue Chinoise ever at the Taverne de Chillon with a warm welcome by Lei and Peter Blum. Some of us are still dreaming about it and can't wait to return to the Taverne. We have then terminated in December with the traditional Christmas Market in Montreux with another Fondue -Swiss this time - on the terrace of the Eurotel at nighttime along the lake.

As time flies, 2017 has already great started. We are very happy to count two new members:

- Guillaume Kopp : Front Office Manager at the EastWest Hotel in Geneva
- Thomas Delannoy : Chef de Reception at the Evian Resort in Evian

Our first event took place at the Movenpick Hotel and Casino Geneva on February 15th. I am delighted to have hosted you here and to compile this event with the first one for the Junior Club.

The next gathering will take place on April 20th in the Modern Times Hotel in Vevey with a presentation of "Hotelformation". More details on the specific dates of the future ones to come, I can already confirm that we will have other meetings together with different subjects in mid-June, mid-September and mid-December.

Amicalement,

Romain Aranda
Regional President Swiss Romande



Past events – Sept 2016 to March 2017



Thursday, September 22nd, 2016 - **Widder Hotel Zurich**

With a presentation on Emotional Intelligence by Mrs. Edith Kohler from Academy of Hotel Excellence.



Tuesday, September 27th, 2016 – **Fondue Chinoise at Taverne du Château de Chillon, Veytaux**
With a presentation on the relationship between culture and tourism by Mr. Tammam Kisrawi.



Friday & Saturday October 14th & 15th, 2016 - **Leisure Weekend in Lenk - Lenkerhof Gourmet Spa Resort**
With a dinner at Gourmet Restaurant Spettacolo.



Thursday, December 8th, 2016 – **Chalet Eurotel Montreux**
Christmas dinner, followed by the annual shopping at the Montreux Christmas Market.



Wednesday, December 14th, 2016 – **The Dodler Grand Zurich**
Festive Christmas Dinner.



Wednesday, February 15th, 2017 – **Mövenpick Hotel & Casino Geneva**
First event of the year in Romandie, together with the Junior Club.



Wednesday, March 1st, 2017 – **Small Luxury Hotel Zurich Ambassador à l'Opéra**
Review- and Preview-Meeting 2016/2017.

Future Events...

Monday, April 10th – Storchen Zurich

Hotel Storchen IN CONVERTIBLE. A new dress for the stork...
Sightseeing and Culinary delights.



STORCHEN
ZÜRICH



Thursday, April 20th – Modern Times Hotel Vevey

Presentation from “Hotelformation”, division of the “Hotellerie Suisse” about their training program, and what they can propose to hoteliers.

Followed by a dinner and a visit of the hotel.

Sunday, June 25th – Grand Resort Bad Ragaz

Legendary BBQ including the possibility of a relaxing overnight stay.



GRAND RESORT
Bad Ragaz

Bucherer Trophy



**November 24th to 27th, 2016
Schweizerhof Hotel Bern**



For its 22nd edition, the Bucherer trophy took place in the luxurious Schweizerhof Hotel Bern on November 25th and 26th, 2016. The competition has been very hard this year between the 15 candidates, and the results were really tight. Ottavia Polloni was the most successful to get through the various challenges. Ana Dobrosavljevic, from the Crowne Plaza in Geneva, was the first runner up, and Céline Stofer, from the Schweizerhof Hotel Bern, second runner up. The jury also gave a special prize “coup de Coeur” to Matthias Yohannes, from Movenpick Hotel & Casino Geneva, to recognize his amazing ability to stay calm in every situation, which is a great asset when working at the reception.



From 8:30am on Friday November 25th, following a presentation of themselves to the Jury, the candidates individually participated in a challenging role-play, testing their abilities to deal with demanding customers or unusual and stressful situations. At 12pm, a written exam checked further their capabilities through more theoretical questions.



On Saturday, November 26th, we had the opportunity to gather for our yearly General Assembly in the morning, and then enjoy some free time in the afternoon. We met again at 7pm for the legendary gala diner in “Salon Trianon”. During the evening in this amazing setting, la Maison Bucherer, the prestigious and loyal partner of the AICR since the creation of the trophy in 1995 handed in the coveted trophy and others prizes to this edition winners.



Last year’s winner, Judith Schroeder (at the time receptionist at the Beau Rivage Palace in Lausanne) was part of this edition’s jury, evaluating this year’s candidates. With her, a team of professionals assessed the skills of the receptionists: Gabriel van Uden as committee member and president of the jury, Iris Fluckiger, General Manager of the Schweizerhof Hotel Bern, Alain Spieser from the Ecole Hôtelière de Genève, and Claude Jutzi from Bucherer.



Laury Chatonnier
Communication & Public Relations



Pictures - Bucherer Trophy



International Congress Paris

February 22nd to 26th, 2017

This year, Paris was the host of the International Congress who took place last February. One again, the AICR Switzerland was well represented with 26 participants !

François Lenne and the organising committee had arranged a wide variety of activities throughout the weekend from professional workshops to a typical diner on Bateaux Parisiens and a diner at the Moulin Rouge ! The entire weekend was an amazing opportunity to discover the city as well as network with our counterparts from other countries.



In addition to our Bucherer Trophy winner, Ottavia Polloni from the Four Seasons Hotel Geneva, sixteen other candidates from all around the world competed this year for the David Campbell Trophy of the International Best Young Receptionist of the Year :

- Priyanka Payal Sharma – CityLife Hotel, New Zealand.
- Christina Yeo Boon Jing – Parkroyal on Pickering, Singapore.
- Morgane Leonard – Disney’s Hotel New York, Paris.
- Sarah Lena Shwarzacher – Palais Hansen Kempinski Vienne, Austria.
- Amir Ben Mansour – Jumeirah Zabeel Saray, Dubai.
- Claudio Catano – St Regis Rome, Italy.
- Katerina Chocholousova – Boscolo Prague, Czech Republic.

- Helerin Haab – Heinemann Talinn Airport, Estonia.
- Ellena Brueckner – Mandarin Oriental Munich, Germany.
- Agata Szparaga – Hotel Sofitel Warsaw Victoria, Poland.
- Beatriz Pablos Gonzalez – Grand Melia Palacio de los Duques, Spain.
- Beatrice Gallo – the Connaught Hotel, United Kingdom.
- Ogallo Joshua Orao – InterContinental Doha, Qatar.
- Katherine Emily Dey - Monte Carlo Bay Hotel & Resort, Côte d’Azur.



- Emily Short – Doma Hotels, Australia.
- Omar Jaddoubi – Amanjena Resort, Morocco.

In the magnificent ballroom of the InterContiental Le Grand, the gala diner was enchanting ! From the magical setting, to the amicale international networking, the evening was memorable and ended with the announcement of this year’s winner : Beatrice Gallo from UK! Ottavia was rewarded with the Jury « coup de cœur ». Emily Short from Autralia arrived first runner up, and Priyanka from New Zealand and Katherine from Côte d’Azur got second runner up.

Pictures - International Congress Paris



We are delighted to welcome a new sponsor for 2017:

The New York Times

HOTEL SERVICES PROGRAM

Your guests deserve the best – we deliver it every day – The New York Times Hotel Service Program



The *New York Times International Edition* – a print newspaper created for the digital era and an international newspaper that can be appreciated by guests of all nationalities.

We offer a 2-week free delivery of the New York Times for your guests.



The New York Times Digital hotel program allows your guest unlimited access to *NYTimes.com* and its *Chinese* and *Spanish* language sites. Easy to start up guests use their own devices for access – no IT investments for the Hotel.

We offer a 6-week free access to the website of the *NYTimes.com* for your guests

Please contact
Barbara Bänninger
bbaenninger@nytimes.com

Thank you again to our existing Sponsors for their loyal support!

BUCHERER

1888

1888

ELITE, a globally positioned Swiss company promotes values of respect and sustainable development in complete harmony with all the participants in the value chain and makes these values its own. Supported by these convictions, ELITE strives to offer high-quality products made traditionally with natural products. ELITE, the signature of a committed and responsible company.

It was in 1888 that businessman and industrialist Carl-Friedrich Bucherer opened his first watch and jewelry store in Lucerne, Switzerland, thus laying the foundations for a successful family business.



International recruitment portal specialized in hospitality, gastronomy, and tourism, your ideal partners for your search and posting of job offers.

Hotelis is the partner of numerous actors in the hospitality and food and beverages business in Switzerland. We recruit candidates both for permanent posts and temporary jobs. We aim for excellence. In that respect, we rely on a thorough selection of the candidates widely based on interpersonal relations, on training program, and respectful working conditions of the National Collective agreement.



"Courage to walk the new path"... Gold Key Media Germany was established in 2002 and has firmly established itself as the leading service provider for target group placement and special printed-media sales.

In addition to the production of the Quagliotti collection and supplying to the highest luxury hotels, in recent years the company has developed numerous collaborations with the most important architectural and interior design firms.



Because every space is as unique as the character of those who experience it.



Since 1812... "With quality wine and people, you cannot fail"

Mövenpick Wine is one of the leading importers and distributors of international quality wines in its home markets Switzerland and Germany. The currently 28 Mövenpick wine cellars stock some 1,000 wines from all over the world, covering all price segments, plus a selection of rarities.



SIX Payment Services is your partner throughout Europe when it comes to the secure acceptance and processing of debit and credit cards of all kinds.

The name "Swiss Deluxe Hotels" is synonymous with exclusive quality and superior standards. It forms part of an exceptional quality programme and control system, which has been operated by Swiss Deluxe Hotels for many years.

