



Dear Amicalists,

Festive Greetings from your friends of the International Committee!

With Christmas and the New Year fast approaching, we would like to take this opportunity to wish all of you and your loved ones a happy and prosperous festive season and send you across a quick update before the year end.

AICR Congress Warsaw 2020

As all you know, the AICR International Congress will be taking place in Warsaw next year, from the 5th – 9th of February 2020.



Apart from the wonderful opportunity for AICR members from all over the world meeting up again, exchanging stories of the past year and networking, the congress in Warsaw will most certainly include an

interesting array of educational workshops, social events, sightseeing activities of historic Warsaw as well as the eagerly awaited David Campbell Trophy in association with [Gold Key Media](#) – the International Receptionist of the Year Competition. To book your package, please visit the [congress website](#).

Candidates for the 2020 David Campbell Trophy in association with Gold Key Media

With the 2019 Receptionist of the Year competitions successfully completed in nearly all sections, we are excited to introduce you to the 16 candidates who will participate in this year's David Campbell Trophy in association with Gold Key Media in due course! Stay tuned on our social media channels in the upcoming weeks to get to know all the winners of the AICR International sections who will proudly represent their countries in Warsaw this year and compete on the title to become the best Receptionist in the world!

Mentoring Workshop in Warsaw

A special highlight of the educational and workshops on offer this year, is the Mentoring Workshop conducted by Nicola Miller, the AICR UK section president. After the successful trial of the AICR UK mentoring programme, Nicola is kindly conducting a three hours workshop on Thursday afternoon to train you to become a mentor!

The training session is a practical guide on mentoring, giving a useful structure, tools and tips to begin or improve your mentoring skills. There are limited number of places available, so please contact Nicola on president@aicr.co.uk as soon as you have booked your congress package to secure your seat!

Presidential Election & International Committee Positions

2020 is an election year for AICR and the International President will be up for election in Warsaw. Since the International Committee is always looking to welcome enthusiastic, committed and engaged new committee members, we wanted to share with you that some positions will become available after the election of the president. Please email us on committee@aicrinternational.org should you be interested to join our committee in various potential roles to move the association forward into a successful future! More information about the election will be sent out by the beginning of the new year to all members.

AICR Switzerland – 25th Anniversary of the Bucherer Trophy

AICR Switzerland was celebrating a special anniversary this year - 25 years since the first Receptionist of the Year competition - and organised a grand celebration for the 25th anniversary of their Bucherer Trophy.



For the occasion the section invited the 24 winners of previous editions to the gala dinner in the same hotel where this beautiful story began: the Beau Rivage Palace in Lausanne, where the first competition took place in 1995 organised by Yannis Gerassimidis and Egidio Marcato from the Swiss section.

Fifteen of the former winners of the competition accepted the invitation and enjoyed an evening of emotions reminiscing on a quarter of a century of achievements and victories.



Among the highlights of the evening was also the reunion of Dev Sharma, the first Swiss winner of the David Campbell Trophy in 1997 with his two mentors at the time, Alfred Thomet and Egidio Marcato. After Dev, Switzerland went on to have three

more David Campbell Trophy winners in 1999, 2004 and 2011.



AICR Indonesia

The International Committee are delighted to announce the re-introduction of the AICR section in Indonesia!

Endy Hermawan, Resort Manager at the Adiwana Arya Villas and Amalara Arya Ubud Resorts, is the current president of the Indonesian Hotel Front Liners Association and, after discussions, we have both agreed to renew our partnership and HFLA re-join AICR International.

If this wasn't exciting enough, Endy and the winner of their annual Receptionist of the Year competition will be joining us in February at Warsaw. Welcome back AICR Indonesia!

Once again, we wish you all and those close to you a Merry Christmas and Happy New Year! We all look forward to seeing many of you in Warsaw in February 2020!

Your International Committee



Oliver, Arian, Duncan, Doris, Egidio, Olivier and Lilly