



Dear Amicalists,

What a fantastic time we spent together in Warsaw last week! The International Committee would like to express their gratitude to the organisers of the Warsaw Congress lead by Marcin and Michal of AICR Poland, the sponsors and all participants.

It was a congress with many highlights as usual but the pinnacle was our International Receptionist of the Year winner – Nikola Farkas who took the David Campbell Trophy, in association with Gold Key Media, back home to The Sacher Hotel, Vienna. Congratulations to Nikola and all the talented candidates, including Maude Pretre from Paris and Debotri Chaudhuri from Australia who were our first and second runners up. Well done and thank you AICR Poland for a heart-warming and memorable Congress.



A diversified programme of workshops were featured within the educational section of the congress. A vast range of topics were covered such as: Social Media, Emotional Intelligence, Managing High Conflict Situations, Managing Successfully Across Cultures and a Mentoring training workshop, which many of our members enjoyed.



An international congress offers the ideal platform for our members to get to know each other better and develop their network: this was largely thanks to the sensational events organised at Folk Gospoda, Sabat Theatre and the stunning Gala Dinner at Zamoyski Palace.



While welcoming many new faces to the AICR every year, it is also very important to uphold some history and traditions during our congress. For the fifth year running, another stupendous Past Presidents' dinner was organised by Marga Ditsch and Annie Boslem, where the past presidents of AICR sections got together for a wonderful dinner.



During the General Assembly, the graduation ceremony for the 14 participants of the Leadership Certification who successfully completed the Leadership Certification in 2019, was held and the graduates received their Leadership Certification Pin.



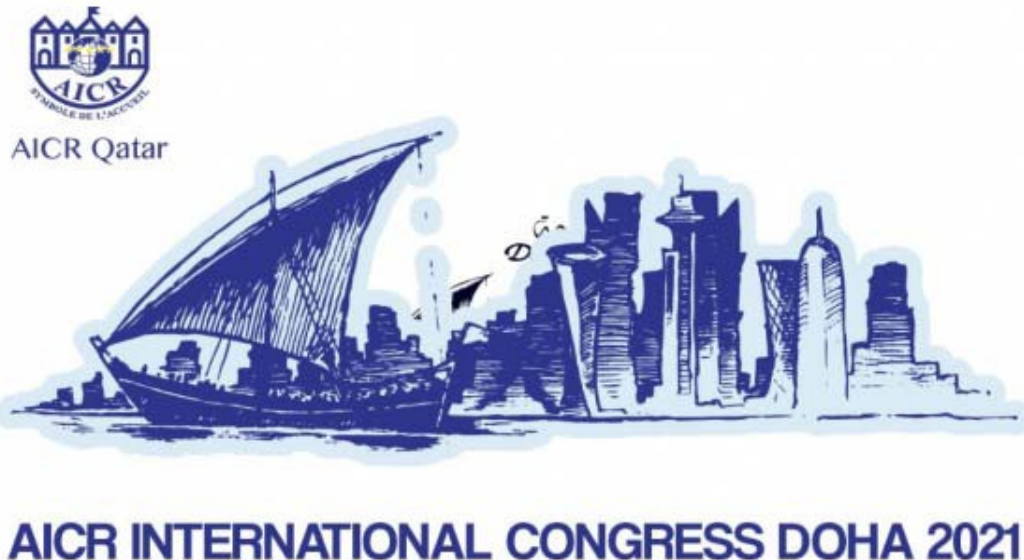


Furthermore, the election of the new International President took place during the AGM, where Arian Röhrle succeeded Oliver Milne-Watson in the role of International President. Arian joined AICR in 2012, when he won the AICR UK Receptionist of the Year competition. Being part of the committee of AICR UK and

AICR Paris in the years that followed, Arian took over the presidency of AICR Germany in 2019 and was part of the International Committee since 2017. Arian is excited to take over the presidency and move the association forward with a commitment to increase membership and a plan to unlock the full potential of an international network.

The newly appointed members of International Committee will be presented by the end of February.

The official Congress banner has now been passed to Qatar who will doubtlessly deliver something very different, while just as memorable. We cannot wait to be reunited with all of our industry friends at the 2021 Congress in Doha Qatar from the 27th to 31st January 2021.



Until then in friendship always, Your International Committee

