

international
amicalist
2018

HOSPITALITY 2030

THE FUTURE - BOON OR BANE

Are we part of the hotel industry's
future or only passengers? Join us
and find it out!

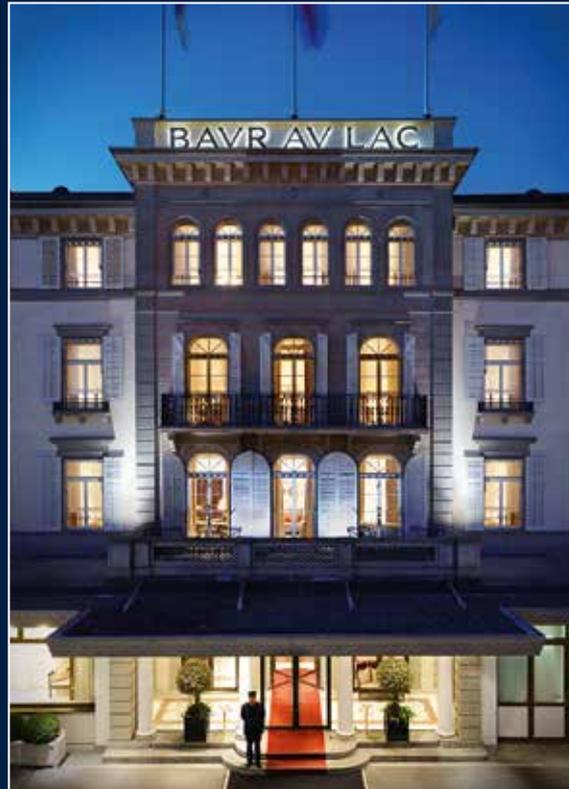
Amicale Internationale des
Chefs de réception et Sous-
Directeurs des Grand Hôtels





BAUR AU LAC

ZURICH SWITZERLAND



EXPRESSION OF A LIFESTYLE

Set in its own picturesque park, the Baur au Lac overlooks both the lake and the Alps and yet is only a few minutes' walk from Zurich's financial district and the world-famous Bahnhofstrasse shopping street.

Discerning international guests value its attentive personal service, luxurious accommodation, sumptuous restaurants and magnificent banqueting facilities – and have done so for more than 170 years.

Baur au Lac – the place to stay in Zurich

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What is the future job profile of a receptionist?

The hospitality is changing fast. New technologies, new trends and new guest requirements.

That's the facts which we have to face. The hotel industry in 2030 will not be the same as today.

We, the organization committee, have decided to put the upcoming international AICR congress 2018 under this motto. And we will ask this question to the participants, to the young candidates and to the experienced presidents and members. And together with our partner and sponsors we will try to find an approach for an answer.

During the congress days all participants will be confronted with the subject. After the congress we will collect and prepare all relevant information, inputs and meanings and share it with our members, partners and sponsors.

We will ask our sponsors and partners, from the technology and recruitment branch, to present their view of the hospitality future. One of the highlights will be the moderated panel discussion with representatives from our partners and hospitality branch leaders.

Program overview

Wednesday, Jan 31st

- Candidates Workshop
- Former Presidents Dinner
- Candidates Dinner

They will be asked about their point of view about the future job profile of the receptionist. They will not only discuss but will create a white paper to this subject.

Thursday, Feb 1st

- David Campell Trophy
- Official opening ceremony
- AICR congress 2018

Presentation of the first results and short panel discussion.

Friday, Feb 2nd

- General Assembly of the AICR International
- Main panel discussion **Hospitality 2030**
- Leisure event at Chicago 1928 event hall

Moderated panel discussion with representatives from our partners and hospitality branch leaders. On the evening event all available results and inputs of our partners will be presented through our sponsors.

Saturday, Feb 3rd

- Gala Dinner

At the gala a short conclusion will be presented to the audience.



International Congress Zurich 2018

PROGRAMME

DAY 1 - Wednesday, January 31st 2018

13:00	BAUR AU LAC Candidates Workshop
14:00	BAUR AU LAC Education Workshop by Dailypoint
17:30	IN THE CITY Guided city-walk to Hotel Storchen
18:00	HOTEL STORCHEN Welcome and networking cocktail
18:30	IN THE CITY Guided city-walk to Widder Hotel
19:00	HOTEL STORCHEN Past Presidents' Dinner
19:00	WIDDER HOTEL Candidates Dinner

DAY 2 - Thursday, February 1st 2018

08:00	BAUR AU LAC 2018 David Campbell Trophy in association with
09:00	BAUR AU LAC Education Workshop by MJ Flanagan
14:00	BAUR AU LAC Education Workshop by Kevin Daly
18:30	IN THE CITY Transfer walk to Zunfthaus zur Meisen
19:00	ZUNFTHAUS ZUR MEISEN Official opening ceremony Zurich 2018
24:00	IN THE CITY Guided city-walk or individual program

DAY 3 - Friday, February 2nd 2018

09:00	IN THE CITY Leisure on your own or city trip
11:30	BAUR AU LAC Lunch buffet for AICR Members
13:00	BAUR AU LAC Panel discussion „Hospitality 2030“
14:30	BAUR AU LAC General assembly / AICR Members only
18:30	IN THE CITY Transfer with public transport
19:15	CHICAGO 1928 EVENT LOCATION Aperero and flying dinner
01:00	IN THE CITY Bus transfer to individual hotels

DAY 4 - Saturday, February 3rd 2018

09:00	BAUR AU LAC Sightseeing tour to the Swiss Museum of Transport, Lucerne
14:00	LUCERNE Bus transfer back to Zurich
18:00	IN THE CITY Bus transfer
18:30	The Dolder Grand Gala Dinner and 2018 David Campbell Trophy in association with
02:00	IN THE CITY Bus transfer

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Fellow Amicalists

Gruezi mittenand

It is with great pleasure that I welcome everybody to the 2018 AICR International Congress here in the wonderful city of Zurich. Alex along with his organising committee has been working tirelessly to prepare for us and have proudly maintained the Swiss reputation of excellence, precision and attentiveness. In much the same way that the entire nation is prepared to disappear into bunkers, the Swiss organising committee was ready to bunker us all down up to a year ago. Again in much the same fashion as the direct democracy that governs the Confederation Helvetica, Alex has held myself and the International Committee to regular referendums, all in preparedness of what will be a brilliant Congress. Thank you sincerely Alex and your team.

It is with mixed emotions that I write my final note as International President. Having reflected over these emotions, I come to one overall conclusion, my belief in the friendship, personal connection, self-sacrifice, pursuit of excellence in the hospitality industry that the AICR upholds remains as steadfast as ever.

My personal journey began with the AICR a little over ten years ago. As the number of congresses I have attended and the roles of responsibilities within the association have grown so has my number of friends and personal connections. One of the greatest learnings was one of restraint, understanding and the benefit of allowing a team to make a decision where possible. It has been an amazing journey. I most definitely take far more away with me than I have given. The AICR has been a part of who I am for the last ten years.

I would like to thank a few key people, starting with Mark Kirby who as UK President in 2007 along with the UK Committee including Duncan Couper, Corinne Bellaby and Susan Craig managed to lure me into the association under false pretense. It was the start of a great journey and little did anyone know, least of all myself that I would end up



five years later as International President, knowing what they know now they might have stayed away.

The journey onto the International Committee has sometimes been fraught with AICR politics and life lessons but ended with me having the privilege to spend time with some of the most amazing people I have ever, and most probably ever will work with. Kerstin, Hani, Duncan, Franck, Oliver, Olivier, Egidio, Gautier, when you read this please know you are incredible, and that time spent with you has been so rewarding.

Together we have brought the AICR to a place that it is ready to face its future. We set goals and met them and never hesitated to stretch them further and then held ourselves accountable to reach higher. You changed the way AICR does business, from new websites, to magazines, educational funds, mentoring programs and leadership certification - your hard work and effort will forever be woven into the fabric of the AICR history. It was been an honour to serve with you. Thank you for all you have given to myself and the association. I do hope that as with me you take far more away with you from these five years together.

Amicalement,

Darin J Davies
International President

Amicale Internationale des Sous-directeurs et Chefs de Réception des Grand Hôtels

Board of Directors

International President

Darin Davies

Director of Rooms, Spa
and Guest Experience
Middle East & Africa
Marriott International, Inc.
Based in Dubai

International Vice President

Oliver Milne-Watson

Hotel Manager
The Beaumont Hotel, London,
UK

International Treasurer

Duncan Couper

Assistant Clerk
Worshipful Company of Farmers
London, UK

International Secretary

Kerstin Pundt

Global Revenue Director
Mytha Hotel Anthology
Based in Dubai

David Campbell Trophy Co-ordinator

Arian Röhrle

Front Office Manager
Mandarin Oriental Munich
Germany

International Counsellor

Hani El Sharkawi

Director, Sacher School
of Excellence, Sacher Hotel,
Vienna, Austria

International Counsellor

Olivier Bigot

General Manager,
Dolce Hotel, Chantilly, France

International Chief Judge David Campbell Trophy

Egidio Marcato

Managing Director in waiting
International Academy Montreux



DAVID CAMPBELL TROPHY



IN ASSOCIATION WITH GOLD KEY MEDIA



2018 FINALISTS



Sandra Heimbürger
The Ritz-Carlton Vienna



Janette Hui
Double Tree by Hilton Melbourne



Florence Delhaise
Fairmont Le Montreux Palace



Mia Rajčić
Park Inn Hotel Prague



Marina Delgado
Gran Meliá Fénix Madrid



Eliise Allingu
Hotel Telegraaf Tallinn



Cornelia Mellinghoff
Brenner's Park Hotel & SPA



Valentina Ventura
Aldrovandi Villa Borghese



Tim Gordon
Heritage Hotel Auckland



Lior Saba
InterCon. Hotel Dieu Marseille



Agnès Clevy
Hôtel Baume Paris



Aleksandra Hinz
Sofitel Grand Sopot



Pamela Munzara
Hilton Doha



Douglas Heng
Ritz-Carlton Millenia Singapore



Mabi Rajbhandari
Palazzo Versace Dubai



Sarah Woods
The Vineyard Newbury



aicr-congress.com/dct

gkml.co.uk

GoldKey
media

Feedback from **Lighthouse management**

*"I'd like to give constructive feedback to my boss but I just don't know how."
"I'm currently overwhelmed and simply don't have time to coach my direct reports."
"I know I need to delegate more frequently and strategically but it's just faster if I do it myself."
"I'd like to budget more time to strategies, but I'm stuck in day-to-day operations."*

Sound familiar to you? These are some of the most frequent comments we have heard while having the great pleasure to coach this year's AICR Leadership Certification candidates so take solace in the fact that you are not the only Front Office Manager with these daily challenges.

Kevin Daly



The main purpose of the AICR Leadership Program is to give Front Office Managers the rare opportunity to step back from daily business to reflect on and examine what they are doing. What are my strengths? What am I doing well? Where are areas that I can develop? How can I improve my ability to manage and lead my people? Through a personality assessment, individual coaching and 3 modules of tailored eLearning courses, Front Office Managers have a unique learning chance to grow, develop and continuously improve their management and leadership capabilities. Peter and myself have thoroughly enjoyed our collaboration with AICR and we hope to work together with you soon in the AICR Leadership Certification Program!

I was very lucky to take part in the AICR Leadership Certification, which started at the beginning of 2017.

As you all know, the AICR Leadership Certification consists of three modules and two coaching sessions. I had my first coaching with Kevin in February and I was very impressed to see what can be discussed and discovered within only one hour of coaching. I got very important feedback and knew where to set my focus on.

Working through the three modules was of course time consuming. With a busy hotel fulltime job it was not always easy to find motivation for spending extra time in front of the computer. However once have started a new course, I found my motivation straight away again and could not wait to work through all the different topics.

Also, I liked the leaders board a lot. I was always informed about the progress of the other contestants and this was something that motivated me a lot, as a little challenge is always nice.

At the end of the year I had my second coaching session, which helped to recap and see what has improved since the beginning of the year.

For me, the whole year with the AICR Leadership Certification was very exciting and especially the coaching sessions helped me a lot in my development.

I would recommend this program to any AICR member and please feel free to contact me if you need any more details.

Doris Schwartz
Austria AICR member

AICR Leadership Certification Program

Online learning & development opportunity designed to create a recognizable sign of excellence in Front Office positions and help you advance in your career!



The AICR Leadership Certification (LC) is a 1 year long learning program designed for AICR's members. The LC consists of 3 learning modules including 2 individual, online coaching sessions with a 6-8 hour time commitment per module.

Each module covers 4-8 learning topics such as Conflict Resolution, Communication Skills, E-Mail Management, Customer Service, NLP, Negotiation Skills, Sales, Leadership and Diversity Management via interactive e-learning courses delivered through AICR's dedicated Learning Management System.

In addition, AICR will significantly subsidize program costs. Contribution per participant is € 845 incl. VAT.



Benefits



Learning content by award-winning content providers and carefully hand picked for the AICR



Fully online learning journey allowing you to complete LC curriculum anytime and anywhere, start / pause courses as it fits your work schedule



Individual online coaching focusing on your own, professional development goals and accompanying you on the learning journey



Use of the Neethling Brain Instrument™ to help you understand your natural strengths and areas for development and tailor your development plan accordingly

Participant Testimonials

LC class of 2017 consist of 17 satisfied participants from 12 countries across 3 continents

"...I would recommend the leadership certification program to other AICR members."

"What I like the most about the program is that all the modules are very interactive and allow you to test your knowledge as you go."

"The coaching session was amazing!"

"Absolutely, a must have!"

"...it is a must for hoteliers."

APPLY NOW

If you would like to be part of this outstanding Learning & Development opportunity please send your CV to Peter Biro (Program Manager, Lighthouse)
PETER@LIGHTHOUSE-OD.AT

Paris Congress 2017





Hospitality 2030



The future – boon or bane?

You do not need a crystal ball to find out when the future begins. The future is all around us and change happens gradually, almost imperceptibly in our everyday lives. The International Congress is devoted to the subject of “Hospitality 2030”. Fascinating, it has subsequently turned out to be even more wide-ranging and challenging than we expected. And by “subsequently”, we mean from the day after we decided on our theme. The first day on which we literally plunged into a new world. What began with a simple questionnaire turned into massive number of questions. For some participants, it became a new passion. What is happening here and now? What is going to happen tomorrow or the day after? Of course, you could point out here that; as managers, we have to think about the future on a regular basis. That is probably true, and everyone has occasional times when they break away from their daily routine. But is it enough just to think about the company’s development, and therefore about the future, at periodic strategy meetings? How far into the future should we try to look? There is no definitive answer to that question. Nor can there be any magic formula for how we should prepare ourselves for the future.

At this conference, we shall be looking more closely at the question of the future in relation to the hotel industry, and working with our partners. After the conference, we won’t necessarily have

found many answers to the questions we will be asking. But we will have raised a lot more newer questions, arising out of the ones we are already aware of, and how we answer those will define our daily lives and continue to impact us in the future. At this point, I would like to thank Mary Jane Flanagan from MJ Inspire and Jeannette Gold, receptionist and graduate of the International School of Tourism. MJ was a big help to us, with her elegant way of expressing engaging questions about this subject. Jeannette made her Master’s thesis available to us and represents the younger generation of receptionists.

Hotel industry 4.0

Anyone looking at the specialist journals for the hotel industry today cannot fail to notice the number of articles about digitisation. The issues range from digital booking channels and electronic communication to new tools which are designed to simplify hotel work. Not to mention entertainment for guests and the incredible number of devices guests bring with them which need to be connected up at hotels, charged and looked after. A great deal of energy is expended on demonstrating the benefits of the technology, the digital revolution, and making it more appealing. The articles talk about all the things that guests would like to have, and may possibly have in the future. But what about jobs? Receptionists, concierges and so on? Will these jobs still exist in the future, and if so, in what form? At some point, machines will be capable of performing all the traditional specific tasks. Check-in? As the airlines are already proving, that can be done automatically. Check-out? Ditto, obviously! Buying a stamp? Post, as we know it today will no longer exist. A restaurant recommendation? TripAdvisor can do it better. So why do we still need staff at all? It’s amazing how almost everyone keeps repeating like some kind of mantra that receptionists, concierges, telephone

operators will still be needed. A 5-star hotel without a concierge? Impossible! A 5-star hotel with no receptionist? Never! Because the concierge doesn't deal with check-in. Apparently not everyone has yet understood that change in the hotel industry will not take account of specialist jobs. At the end of the day, guests reward hotel owners who are innovative. Amid all the enthusiasm for digitisation, no-one has yet considered the question of the future operational structure of hotels. At least not in public.



What is THE product of the future?

There will be different answers to that question, depending on the industry or sector. And everyone will be right, from their perspective. So, what is the answer from the point of view of the hotel industry?

Technological changes won't wait for us. On the contrary, they are demanded by our guests and become the norm at an ever-increasing pace. And traditional hotels cannot seek protection in their heritage. Already, if you don't offer free WiFi access to high-speed Internet, you are living in the past... There is growing pressure to innovate, and therefore also growing pressure to invest. Simply renting out rooms has had its day as a business model. Certainly, factors such as location, political security and the amenities in the destination will continue to exert a major influence on travel and booking behaviour in future. But the hotel will increasingly be just one part of the overall experience.

So, what is THE product for the future now? It is obvious that, with the relentless spread of technology, more and more importance will be attached to the personal touch. You

can see this trend already in the numerous wellness and relaxation offers. Hotels are now offering smartphone detox weeks and the like. The longing for periods of time and places that are technology-free is already almost a reality. So, in short: the technology will enable us to lead an easier life and will open up new opportunities, but the personal touch is our product for the future.

However, this is not to say that everything will continue in the same old way. On the contrary! The training for hotel specialists must prepare them for the new challenges. New skills will be needed and the hotel industry will find that it has to cater for new visitor expectations. Hotel management schools must adapt their curricula at more and more frequent intervals to keep up with current developments. That is the only way for the hotel industry to stay on the ball.

AICR – quo vadis

We must also ask ourselves where the AICR is heading? Is it destined to be a club for those who live in the past, or an innovative organisation which is a highly-regarded sparring partner for debate within the hotel industry? At present, we are probably neither one nor the other. Whether we will be sufficiently innovative in future remains to be seen. The AICR, the biggest The AICR, the international professional body for our industry, should be – no! We must be in the driving seat in when it comes to change in our industry. It remains to be seen where the road will take us. But one thing is certain, the future is coming. With or without us!

We warmly invite you to join us in spending the next few days considering the challenge of *Hospitality 2030*.



Midyear International Committee meeting in **Roma**

Italy
September
1st to 3rd,
2017



Thank you to Andrea Pinchetti, long standing Italian AICR President. We had a great welcome by Emiliano at the Savoy Hotel where we stayed for our 3-day working session.

This was the opportunity to meet up and support our Italian friends in order to attract new members. Andrea did very well, as we had a presentation at the Crowne Plaza St Peters. Thank you to Davide Grilli General Manager, we had a great cocktail and dinner. Plenty of time to meet up with the Roma Hoteliers.

Main topic of the agenda:

- Zurich Congress updates
- Leadership certificate continuity plan
- Treasury and Educational programs funds
- Hotelkit review
- Auction and fund raising
- Membership growth and section best practice





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Egidio to meet the AICR members

Veni, Vidi, Vinci ...?

Is there a secret, a magic formula for a successful associative event in Italy?

The efforts have been multiplied, the contacts dusted, the best venue chosen ... but have we really succeeded?

The future will tell ...

It was on Tuesday 7 November 2017 that our AICR Ambassadors in Milan, Damiano de Crescenzo and Mario Contu invited all their acquaintances in the most central hotel in the city: The Hotel Straf.

Even the pope, Andrea Pinchetti has moved from Rome...

Warmly greeted by the General Manager, the debate quickly ignited in a blind room that reminded us of a conclave atmosphere.

The very cordial and lively discussions have made us live epic moments that have already been seen in some parliamentary sessions...

Several associations were represented: we will call them AAA (triple A: AICR, AIRA, ADA)

After two hours of „commedia dell'arte” with the debate that seemed endless, this was the moment long waited for, Egidio Marcato, arrived expressly from Switzerland to impress the audience with its presentation and promotional videos.

Alas, the audience had already had what it was looking for: a political debate like on TV.

The room gradually emptied, the interest had vanished, the presentation was shortened, the disappointment settled...

Unlike the Roman miracle of the 1st of September 2017, no application to the AICR was recorded that evening.

But we are not the kind to be let down: the fire is smouldering; the flame was revived...

All what remains is to find the keeper of the fire ... a „condottiero”, a maestro who will orchestrate the next initiatives AICR in Milano and in the North of Italy in general.





AICR INTERNATIONAL CONGRESS LONDON 2019

AICR International Congress 2019 in London

UK
January
23rd to 27th,
2019

We are delighted to be hosting the International congress in 2019; also celebrating the 30th anniversary of the United Kingdom section joining the AICR family.

Whilst many of you are familiar with London and its many delights, we hope to show you a different face of London. Marvel at one of our beautiful livery halls, have fun on Burns night celebrating the Haggis and be amazed at our spectacular gala dinner. Our homepage with regular updates will follow, once Zurich have handed the baton over to us. The organising committee look forward to welcoming you all to a true taste of British Hospitality.



Corinne Bellaby, Graham Copeman, Kia Hellens, Harriet Henderson, Emma Jaegborn, Klaus Kabelitz, Indira Moldaliev, Paul Rafferty, Hannah Stettler, Antoon Hollants Van Loocke,



Gold Key Media and AICR Long term partnership

Gold Key Media's relationship with the AICR began in 2003. Back then we realised very quickly that this was an organisation of hospitality professionals that are passionate about their industry. Their enthusiasm for the trade and their properties was infectious and we eagerly learned from them the dynamics of this exciting industry during those early and informative days for Gold Key Media. Fast forward fourteen years and we are now proudly and firmly established as the world's largest supplier of newspapers and magazines to the hospitality industry. The AICR has been one of our biggest supporters and mentors during this time and for that we are truly grateful. We have also seen many of our friends from the AICR move overseas as their careers have flourished, taking them to exciting challenges across the globe. We're delighted to still class them as friends and quite often they have become new customers too, taking our services into their new territories.

In 2014 we decided to take the plunge into our first overseas AICR congress in Hamburg. We quickly realised this was an annual calendar event not to be missed as it expanded our reach and friendship to a truly global level. We feel privileged and proud to call the AICR family now as friends and our team have shared some truly fantastic events and memories with them over the years. From gruelling charity cycle rides to Paris and Amsterdam, to Universal Studio terror rides in Singapore. Our AICR day at Henley Regatta has now become a firm favourite and must attend event within our calendar.

We recognise and fully support the investment in young, talented professionals in the hospitality industry. We were honoured and delighted when The International Committee asked us if we would become the very first sponsors of the prestigious David Campbell Trophy. The International Receptionist of the Year showcases the best of the best from across the globe. Therefore, it was an honour and privilege to present the trophy to Beatrice Gallo as the winner of the 2017 trophy at the AICR International Congress in Paris. We look forward to our continued association with the David Campbell Trophy and supporting the AICR at the Zurich Congress in 2018.



GoldKey
media



David Campbell Trophy 2017

The Finalists 2017



Katherine Emily Dey
Côte d'Azur



Omar Jaddoubi
Morocco



Ellena Brueckner
Germany



Helerin Haab
Estonia



Claudio Catano
Italy



Ogallo Joshua Orao
Qatar



Katerina Chocholousova
Czech Republic



Beatriz Pablos Gonzalez
Spain



Amir Ben Mansour
UAE



Ottavia Polloni
Switzerland



Priyanka Payal Sharma
New Zealand



Morgane Leonard
Paris



Beatrice Gallo
United Kingdom



Agata Szparaga
Poland



Emily Short
Australia



Christina Yeo Boon Jing
Singapore



Sarah Lena Schwarzacher
Austria

Beatrice Gallo

2017 David Campbell Trophy winner

*When they ask me “why hospitality?”
My simple answer is “because it’s my life”.*

Growing up in this industry, hotels have always been like a second home to me, and although I studied International Relations, a subject completely different to hospitality, pursuing a career in this field just felt like the most natural path to take.

I always had a natural connection with people and always enjoyed discovering and understanding different cultures; and Front Office enabled me to use these skills.

However, being a receptionist is not as easy as it may sound; people often underestimate the challenges that a receptionist needs to face when dealing with very individual guests, with different demands and preference. Every single thing we do and say, as well as each of our interactions with guests and other people represents the hotel and the entire company: excellence is expected.

When my Manager, who strongly encouraged me to apply for the Receptionist of the Year Competition, approached me, at first I did not take her seriously.

I lacked the confidence to compete and to believe that I would achieve it.

I had been awarded several times for most recognized employee on guests’ questionnaires, Best Upseller of the Year, nominated Employee of the year, but I would have never thought that my service would be recognized as a worldwide talent.

I accepted to apply, as I knew that this opportunity could only happen once, and independently of the result the competition would still be a big learning experience for me.

Everything happened so quickly, the interviews, the daily training, the pressure, four intense days in Paris... It all seemed like it was only yesterday that I saw with my teary eyes, the screen on the podium, turn into the picture of UK Receptionist of the Year when they announced the winner of the David Campbell Trophy 2017.

During those four days in Paris, I had the outmost pleasure to meet Receptionists from other parts of the world, that despite the different customs and cultures, like me they shared the passion for hospitality and luxury service.

We soon became like family, sharing the joys and tears of living the competition, helping one another out and forgetting that we were competing against each other.



This is exactly a reflection of what the David Campbell Trophy is about, a healthy friendly competition that allows people to make true lasting friendships and networking with colleagues of this industry.

After a year of the David Campbell Competition we still keep in contact through our Whatsapp group, where we keep each other up to date on promotions and new career opportunities.

Having moved to Sales now, everything that I have learned at the Front Desk has allowed me to use those skills to be successful in my new career path.

I cannot stress more on encouraging other receptionists to apply and enjoy this wonderful journey that AICR has to offer.

I strongly urge Managers to bring forward their best receptionists because it is not only great experience for them but also an opportunity for your hotels to be recognized worldwide for the talented staff that they have.

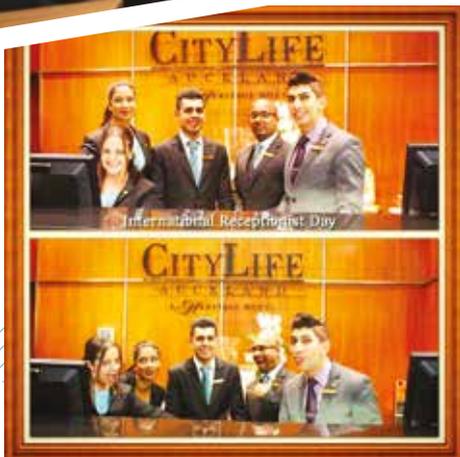
A journey that will be beneficial not only from a professional side but also personal, giving one the confidence to face any situation, the focused to distinguish the bigger picture and to think outside the box.

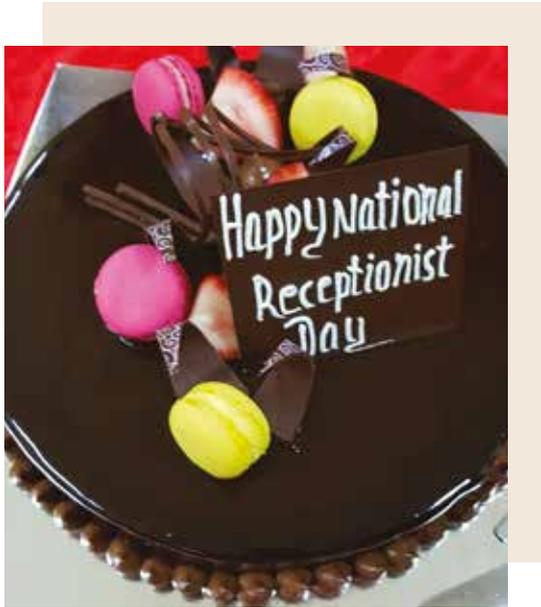
A journey that gives you the opportunity to test your strengths and weaknesses by taking them to its limits.

A magical journey that you cannot even imagine unless you have lived it with your own skin...

Receptionist Day

around AICR section





Australia

After a fantastic two years being led by our founding President, Sevag Keroghlian, it is with great delight that we announce a new president for our Australian section. Leon Yogaraj (Front Office Manager at Doma Hotels, ACT) has shone in his role as Vice President, as well as being an imperative part of the David Campbell ROTY Competition. Leon has been the heart of many successful AICR networking events, and has introduced many new members to our ever-growing ACT sector. It is without a doubt that Leon will flourish in his term as president. During this exciting time, we would like to thank Sevag Keroghlian for all of the time and passion he has devoted to reestablishing the committee in Australia. What a fantastic two years it has been having you as our president and our mentor. Wish you all the very best for Leon and welcome to Amicale!

AICR Australia's 2017 Receptionist of the Year Competition winner Janette Hui from Double Tree by Hilton Melbourne.

1st runner up Brittany Davey from Pullman Melbourne on the Park followed by 2nd runner up Johanna Grahn from The Jazz Corner Hotel Melbourne.

When staying at a hotel, guests often feel alone when staying in an environment away from home. My great passion is to make guests I interact with, feel human again by actively engaging in conversation with them as well as by learning their individual personalities and preferences. Not only does this make my guests have a memorable and enjoyable stay at the hotel, but also transforms my role in the hotel into a rewarding experience.



From interacting with guests on a personal level, I know that no single approach is right for every individual. Thus, these interactions encourage improvement in my communication, problem-solving and interpersonal skills. Therefore, my role has enhanced the skills as per mentioned and therefore improved me as an individual, paving a solid foundation upon which I can build my future career on.

I was born and raised in Melbourne, Australia. My educational background includes a bachelor degree in Business, majoring in Marketing at RMIT University in Melbourne. Therefore, I aspire to be in a role relating to brand marketing within the hospitality and tourism industry, by which I can tie together my hands-on experience in Front Office with my higher education studies.



Austria

Warm regards from Austria!

The Austrian section is doing well and we had a great year so far! We had great events with guest speakers, trainers and start-up companies. All events took place in lovely hotel in Vienna and always included show-rounds through the hotel and every event ended with a nice get-together at the hotel bars. After Paris we got most of our members together for the General Assembly, which was held at the Steigenberger Hotel Herrenhof. We informed our members about the great congress in Paris and it seems like that the Austrian group travelling to Zurich will be even bigger than the one this year!

One of our highlights this year was our first AICR event in Salzburg. The members of the Austrian section are mainly based in Vienna, therefore our goal for 2017 was to increase the number of members from the western part of Austria.

The event took place at the famous Sacher Hotel in Salzburg which was a big success!

We attracted new members and we will organize more events in Salzburg in the near future!

Another highlight took place at the



Ritz Carlton Hotel in October! We invited Kevin Daly to present the AICR Leadership Certification and he combined the presentation with a great training! It was a great way to show the Austrian members what the AICR Leadership Certification is all about! On November 20th 2017 we are looking for Austria's best receptionist and can't wait to introduce her/him to all of you in Zurich!

We are looking forward to seeing you in Zurich!



Côte d'Azur

What an amazing year with the 3rd place the International Congress in Paris, with Katherine. I am also very proud to represent for 2 years more the Côte d'Azur, with more ambitions from Toulouse (south west of France), to Monaco!

Our goal is to make AICR known.



Katherine Emily Dey

2017 winner for the Côte d'Azur.

*3rd place in Paris ex aequo
with New Zealand.*

Côte d'Azur in Paris !

Veronique Baribaud: President
Katherine Emily Dey : Candidate 2017
Paolo Trentini : Front Office Manager
Monte Carlo Bay
Claire Duplex : MOF Reception

New Zealand

It has been an exciting time in 2017 for AICR here in New Zealand; we enjoyed an impressive result in the 2017 David Campbell Receptionist of The Year competition, with Priyanka Sharma finishing joint second runner up. This accomplishment was featured in a number of major New Zealand hospitality publications, giving both AICR New Zealand and Priyanka valuable exposure. Priyanka has also gone on to speak at numerous tourism events and tertiary institutions describing her experiences at the international congress and what AICR offers as an association.

AICR New Zealand has grown in more ways than we could have ever anticipated over the past 6 months, this has largely been due to the success of Priyanka and the coverage this has afforded AICR, combined with a stronger social media presence on platforms such as Facebook and Instagram – these platforms have been a great to help us engage with our followers and keep them up to date with AICR news. The launch of our own AICR New Zealand website has also been a valuable tool, which we are still building to help our industry colleagues gain access to information about us as an association. Our membership throughout the year continued to grow and with this our industry partnerships as well, Auckland University of Technology (AUT) School of Hospitality and Tourism, Co-Op Taxi's and the DE Group have come on board as key sponsors for AICR New Zealand, they all share the belief of developing and nurturing young talent, not only within our industry but also the talent studying to be in our industry. We have developed a strong focus with our members to host regular site visits for students and also visiting our tertiary institutions as guest speakers, this is proving to be vital in encouraging our up and coming talent to stay within the industry after they graduate, which will ultimately benefit our industry for years to come.

Our hunt for the Best Hotel Receptionist

in New Zealand started mid-way through this year where three workshops were developed to help contestants prepare for the Regional competitions and ultimately the national competition, if they advanced. The workshops were broadcasted throughout the country to ensure all competitors were able to learn and participate simultaneously, which produced a more consistent message as well as connecting with other members throughout the country. Two regional competitions were hosted in Auckland (North Island Regionals) and Queenstown (South Island Regionals), from which the top 3 from each competition headed to Auckland to compete in the New Zealand finals on the 20th October 2017. We are very pleased to announce that Mr. Tim Gordon, from the Heritage Auckland, came out on top winning the Terry Johnston Award for 2017, and in doing so he booked his trip to compete in Zurich for the coveted David Campbell Trophy for 2018.



Czech Republic



ROTY 2017 in Czech Republic
Mrs. Mia RAJČIČ
Park Inn Prague



First of all, I would like to thank our ROTY 2016 Ms. Katerina Chocholousova for her excellent representation of the receptionists in the Czech Republic and also a great representation of the Czech section of AICR at the Paris 2017 competition. Her continual good mood, her constant smile, her energy, her positivity, and her wonderful red evening dress at the InterContinental Hotel, all that comes back to us in our memories of Paris.

It is an honor for us, she was in the jury of the national round of the competition 2017 in Prague.

What more we could wish than full hotels in the Czech Republic. The safety situation in Europe and in opposite the calm situation in Prague and other Czech cities have contributed to the enormous growth of tourists in our country. Unfortunately, on the other hand, there is also one problem, there is lack of workforce in hotels as well as restaurants.

In every hotel there is a huge demand for people, but young people do not want to work in shiftwork, weekend days, holidays, night shifts.

Also our association is struggling with lack of new members, and we are not moving forward now.

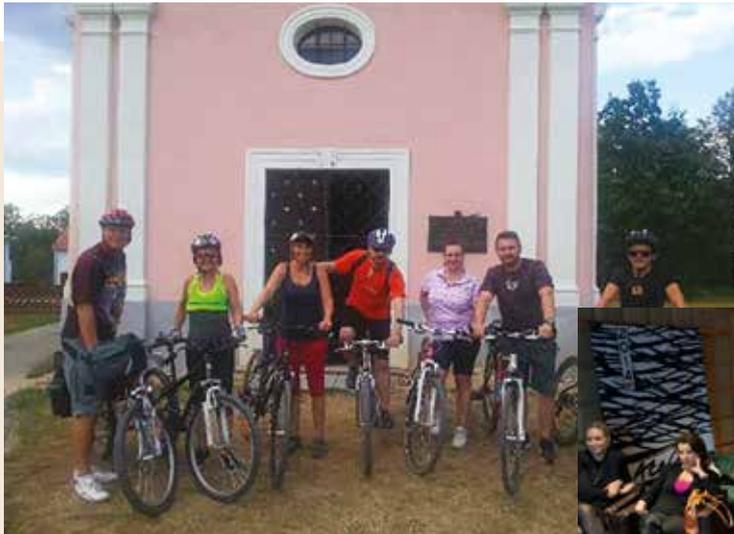
Activities for 2017 were in the same scenario as for previous years.

We have in our memories the international congress in Paris, where our delegation was of 5 people. That was followed by the annual meeting of the Czech Section for

the year 2016 in the South Moravia in the Holiday Inn Brno Hotel. The June meeting of AICR members took place at the Holiday Inn hotel in Prague. In August there was meeting during a bicycle tour in South Bohemia in the form of 70 kilometers during one day. The autumn meeting took place in the hotel The Emblem Prague, which is Art Nouveau hotel in the very historical centre of Prague, a new member of the Czech AICR. The national round of the competition took place on St. Martin, 11.11.2017 at ANGELO hotel by VIENNA HOUSE PRAGUE.

Now we would like to dedicate more effort to the year 2018. The Czech section will celebrate 25 years since it was officially admitted to the AICR at the congress in Budapest in 1993.

2018 - 25 years of AICR Czech Republic.



*Bicycle tour
in South Bohemia*



Autumn meeting in the Hotel Emblem



Estonia

In May 2017 we visited second biggest city in Estonia, Tartu where we joined a new member from Lydia Hotel. After that a Vihula Manor from eastern Estonia joined, followed by Laulasmaa Spa from western part of the country. In next year plans we want to join people from at least 4-5 hotels outside the capital. National Receptionists Day was also held in May which photos you have already hopefully all seen.

In the end of July we had a great chance to go golfing in one of the biggest golfing courses in Estonia - Niitvälja Golf & Country Club. After that we had a tour and lunch in Laulasmaa Spa by ending the day enjoying their spa facilities.

In August a new hotel Centennial has opened in Tallinn which we visited in September and had a nice gettogether with many members. By the way this hotel was presented as a gift to Estonia for celebrating 100 years of our own country in 2018. This is what the

name stands for as well, Centennial - celebrating 100 years.

We had an awesome chance to host Hani from AICR Austria in October when he joined us to give an insight to what AICR really stands for. He also invited us to join in the AICR Leadership programm next year as well as gave recommendations for this years' ROTY candidates. Besides that we also had a nice tour in one of the best hotels in town, Hotel Telegraaf.

On 7.11 we will hold our national competition to find out the best receptionist in Estonia 2017 who will represent us in Zurich in the beginning of 2018.

Before the end of the year we will still have an event or two to wrap up the year. 2017 has been great but 2018 will be even more awesome!



Estonian Committee



Germany

As always, the main focus of our activities in 2017 was to introduce the AICR in different regions within Germany. At regional meetings in Hamburg, Berlin and Munich we combined regularly site-inspection & cocktails to increase our members in Germany. We also used these round tables for presentations of our main sponsors (Gold Key Media, Hotelkit, TSA) and as a platform for new potential sponsor partners.

During the International Meeting in Paris we were very proud of our German candidate Elena Brückner, our "Best Receptionist of the Year 2016" from the Mandarin Oriental Munich.

In July we had our annual members conference in Heidelberg. During this meeting we received interesting presentations from our sponsor partners and we elected a new committee which will be in office until 2019. The following people were appointed to the board:

President

Miriam Ziemer
(General Manager – my4walls Serviced Apartments Hamburg)

Vice President

Arian Röhrle
(Front Office Manager – Mandarin Oriental München)

1. Secretary

Thilo Riemann
(Reservation Manager – Budersand Hotel - Golf & Spa, Hörnum / Sylt)

2. Secretary

Eike K. Gethmann
(Hotel Manager – The Flushing Meadows Hotel & Bar, München)

Treasurer

Raimund Schied
(Hotel Manager – Navigare NSBhotel, Buxtehude)

PR / Communication

Marika Zähringer
(Front Office Manager – Brenners Park-Hotel & Spa, Baden-Baden)



End of November the German "Receptionist of the Year 2017" competition took place at the Mandarin Oriental Munich. Again we had so many candidates this year that we had to perform also a pre-selection.

We are pleased that we have had such a successful year 2017 for the AICR Germany and we are looking forward positively into the future.



Cornelia Mellinghoff

from the Brenners
Park-Hotel & Spa

Italy

It has been a challenging year for the Italian section. With the change of leadership; Andrea Pinchetti is once again taking the lead with the section.

It was a great to have the International committee holding the mid-year meeting in Roma. As a result we had a very encouraging meeting at the Crowne Plaza St Peters with a very energetic presentation from Darin Davis our International President. There was a lot of passion around the AICR, what it

stands for and the initiatives undertaken. The Educational offers, and what the AICR values most is the network and friendship.

Following the meeting which boosted the Italian members, we had the Milano meeting with Egidio and we held the David Campbell competition.

We are looking forward to 2018 which will see Italian section strengthened further.



Paris

Bonjour from Paris!

2017 has been great for Paris. Above all, this year annual International congress held in our beautiful city of lights this past February was a success!

Allow me to take this opportunity, on behalf of all our members in Paris, to thank you all so much for your participation in this event. It truly was a pleasure for Paris to welcome you all and we hope you enjoyed discovering our city as much as we enjoyed having you.

Another notable event this year for Paris has been the update of our David Campbell Trophy selection process. Indeed, for many years now the first phase of selection was done through a written exam. However, thanks to our ROTY competition organizers Sylvia, Maitee and Laurent, Paris is moving forward and adapting to a more modern format. This year, applicants had send in a video presenting themselves, their motivations, as well as a pre-established role play situation.



Results were great from both the professional as well as from the students! Throughout the year we had several events, and this would not be possible without the great support from our Hotel General Managers who accommodate us as well as our partners and sponsors who were also great support at the congress.



Poland

2017 turned out to be very busy for us – four 2-day quarterly AICR Polska gatherings, hours of interesting training session and workshops, co-operation with partners, first initiatives in the field of co-operation with hospitality schools. We have to mention one really important event for us – participation of Agata Szparaga in the International ROTY competition for the very first time. Our participation to the international AICR congress was truly fantastic.

But let's start from the beginning – the goal we set for ourselves for 2017 was having our members to socialize and network by gathering them four times that year – having in mind that we are based in different parts of Poland, In summer we met in the beautiful Busko-Zdroj in Sloneczny Zdroj Medical Spa & Wellnes Hotel where the owner looked after us really well – apart from the usual all day training session, the members and also their families, who on this occasion were also invited.

During each of the quarterly gatherings, we spend one whole day to develop ourselves. We co-operate with number of Learning and Development companies and they always ensure that we learn new things each time we meet. There are two companies which we would like to thank as they are supporting us from day one – Hotel Media Group and WH Consulting – they not only support us in L&D field but also help us in the areas like marketing, web presence. During our September's meeting, we participated in a full day workshop about Kaizen philosophy which can be used in everyday work, session which was organized for us by Blue Accelerator.



Training sessions and workshops are very important for us but equally important is building relationships with key players in HoReCa sector – meeting them, exchanging information and finding out about new technologies. Elavon – our strategic partner – is the company looking after one of the most important aspects of operation of any enterprise – handling credit card transactions, therefore we are really pleased that their representatives join us during our gatherings to share the most up to date information and whenever needed, they help us out with challenges we have in our day to day work. When speaking about our partners, we have to mention Rafal Jablonski – the owner of VIP Service – the company organizing limousine transfers and private tours. Apart from the fact that whenever we gather outside of Warsaw, he is the one who transports us back and forth, we have to say that he is the one, who – at the very early stage of founding the AICR Polska – helped Marcin – our president to get in touch with hotels. Rafal was co-operating with – so we could call him a godfather of our organization.



End of the year was the time of the pre-selection for the ROTY Poland competition. This year, we decided to give a chance to as many hotels located outside of Warsaw as possible and organize online pre-selection for the ROTY competition. The final took place in beautiful Sopot (thanks to the hospitality of Marriott Sopot Hotel and Spa and Novotel Marina Gdansk). We have to commend our last year's winner - Agata Szparaga - who helped a lot with preparations of the competition. We would like to also take this opportunity to thank Yannis Gerassimidis - the General Manager of Continental Hotel in Lausanne and Barbara, his wife who joined us from Switzerland and kindly agreed to play roles of the grumpy guests in our ROTY role play. We have to say that the act was really challenging and Barbara didn't make the life easy for the participants speaking to them in French only and pretending that she does not understand any other language. After long discussion, the judges decided to award the Receptionist Of the Year title to Aleksandra Hinz - the receptionist working in a landmark hotel in Sopot - Sofitel Grand Sopot. She was very moved

during the Gala Dinner, when Yannis -our guest of honour - presented her with the special trophy - trophy which he brought all the way over from Switzerland, which was produced by famous swiss jeweller - Bucherer - the manufacturer of the Swiss ROTY winner trophy. Both ROTY participants and AICR members had a great evening and were partying till late in the night.

End of the year is the time of conclusions and making plans - we can say that we are very proud of what we achieved in 2017 - we managed to gather over 30 members. We appointed a member who will be responsible for co-operating with schools and we also getting fit - together with other hospitality professionals, AICR members are building a table tennis team and we actively participate in table tennis league HoReCup - while staying healthy we never stop networking. Of course we already started planning 2018 - we would like to increase the presence of AICR in more remote regions of Poland - we would like to see the Cracow section and Pomeranian section to.



Qatar



Qatar Chapter

The AICR Qatar Executive committee consists of the following: (President - Ahmed Kamel), (Secretary - Bassem Ekramallah), (Events Coordinator - Kerolos Habib), (Vice President - Nicola Moore), (Treasurer and ROTY Coordinator - Loes van Putten), (AICR Development GCC - Mounir Hammoud), (Social Media - Moamen Abdel Aziz).

AICR Qatar chapter had more than 50 active members and started their annual competition of Receptionist of the year to choose the best Receptionist in Qatar to represent Qatar in Zurich in January 2018.

This is the third year that AICR Qatar runs the competition after very successful 2 years.



AICR members during monthly gathering



*AICR Executive Committee with International President **Mr. Darin Davies** (Bottom left)*

Singapore

Christina Yeo

Alcatel Lucent Challenge Trophy 2016 Winner

A hotel Ambassador of 2 years in PARKROYAL on Pickering, it was my first stepping stone in the hotel industry. Being in this industry is indeed the most exciting experience as I believe it not only allows me to meet with multicultural people, but also express the Singaporean's passionate service each and every guest deserves. I was thrilled when nominated by my hotel to participate in ROTY competition because it helped me in my personal growth, motivating me to give my best in every aspect. I can safely say I came back with a rich bag of experiences, great exposure and precious memories that will accompany me for a very long time.



After the competition, I decided to challenge myself and venture out to a new environment with a new Supervisory role with ANDAZ Singapore, under the HYATT umbrella. I was really keen and excited to be part of the pre-opening team especially since it was my first experience with a pre-opening hotel. There was so much to learn and to discover. Personally, I believe that "any change, even a change for the better, is always accompanied by drawbacks and discomforts." But with a positive mindset and a can-do attitude, you will be able to see the pot of gold at the end of rainbow.



ARDE

Junior Members Networking

On the evening of 25 th of August 2017, we kicked off our 1st ARDE Juniors Networking Event at a riverside bar by the beautiful Kallang River. This event was held at Timbre @The Arts House, well known in Singapore for live local music and jazz band.

It was the very first event organized for junior members since the launch of the junior membership, aimed to engage them and provide a platform for them to build relationships with like-minded individuals. The purpose

of forming the junior membership is to encourage bonding and fellowship among young promising hoteliers and ensuring that our young talents are kept within the hospitality industry.

With the first networking event being a success where the members had a good time of fun and laughter while catching up and networking with each other, more events are being arranged for the juniors as they look forward to staying in touch and towards the Junior Events arranged for them ahead!

Spain

The trip to medina del campo, rueda and tordesillas

Last June 7th we made the traditional Spring trip. On this occasion we went to Medina del Campo, Rueda and Tordesillas. We had a wonderful day. We only missed Jose Antonio who carefully planned this trip and was unable to accompany us.

A lot of time has passed since we last met to have a good time and what better way to remedy this than our Spring trip.

On this occasion Jose Antonio Villazala planned a historical tour with a small enological experience. As usual on the trip we met our good friends from Madrid and Ramon Fernandez who came from Caceres.

Medina del Campo at 10,00 a.m. after a comforting coffee we headed to the famous Mota Castle where we started our visit.

After this we went to Rueda to visit the Yllera Bodegas (wine cellars) including their wine museum "El Hilo de Ariadna" (Ariadne's thread). Following is the history of this museum: Rueda is a traditional wine growing area and had a great number of wine cellars, many of which during time became abandoned or have fallen down.

Yllera Group, committed to revive history and tradition, have rescued these wine cellars joining some with others making an authentic maze.

After this amazing experience we went to taste the delicious wine in the Yllera wine cellar accompanied by some "tapas".

We headed back to Medina del Campo where we had a marvellous lunch in the San Roque Hotel restaurant. Julian spoilt us with a splendid seafood paella and delicious roast lamb.

With our batteries charged we set off for Tordesillas, the city where Queen Juana I (La Loca) was held captive for 46 years. As soon as we arrived we headed to the Santa Clara Monastery. It is an old palace built by Alfonso XI in the XIV century and converted into a monastery by Pedro I.

Once the sun had gone down and at the foot of the "Toro de la Vega" monument we took the bus home after such unforgettable day.



Kerstin on a business trip in Madrid holds an informal meeting with members of the AICR Spanish section.

Switzerland



The Swiss section was very active this year and we had different events all over Switzerland! But the major event one was of course the Bucherer trophy 2017 (Best receptionist contest).

For its 23rd edition, Florence Delhaise, from The Fairmont Le Montreux Palace, won the Bucherer Trophy for the best young receptionist 2017. The competition took place in the luxurious Montreux Palace on November 10th and 11th, 2017. Organized by AICR Switzerland, 13 receptionists from renown Hotels across the country competed for the trophy, and get the opportunity to represent Switzerland in the International finale competition in Zurich in 2018.

The competition has been very hard this year, and the results were really tight. Florence was the most successful to get through the various challenges. Caroline Weis, from the Badrutt's Palace, was the first runner up, and Laura Marchesano, from the Hotel de la Paix-Ritz Carlton Geneva, second runner up.

From 8:30am on Friday November 10th, 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 11th, the occasion allowed the Amicale members to gather for their yearly General Assembly in the morning. After some free time in the afternoon for sightseeing or shopping in Bern, the candidates and Amicale members met at 7pm for the legendary gala diner in "Salon des fetes". 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 and this year we had also the honor to have with us Mr. Laurent Wehrli the Mayor of Montreux and a member of the Swiss Parliament who was fascinated by the event and promised us to become an AICR ambassador!

The AICR Switzerland is getting also ready for the BIG EVENT, the International Congress, which will start on January 30th 2017 in Zurich. We are all very excited to host this congress and are busy with the preparations. The organization committee is working hard in order to make this congress as special as possible and we are hoping to reach the goal of 300 participants.

United Arab Emirates

In this year's article for the Amicalist Magazine, we, as a committee of AICR UAE, have decided to share with you a topic, which we have made one of our main focus and have put in tremendous efforts in over the past year: creating a strong social media strategy for AICR UAE, which would boost its followers on the group's Facebook and Instagram pages.

To increase the footfall, each committee meeting revolved around a brainstorming session of ideas on the various social media campaigns that could be executed in the beginning of the year. The most popular ones included 'Manager of the Month' and 'New member of the Month' campaigns. In the days leading up to ROTY 2017, we introduced every participant and mentioned a short paragraph on what makes them the best receptionist in town. We even used the "go live" option during our monthly networking events especially during the "property showround".

Adding hashtags to our campaigns drove up engagements with fans and followers. #AICRUAE, #AICRWEUNITE and #ROTY2017 helped us improve our out-reach and engagement. It helped us stand out (especially on Instagram). By posting photographs on a periodical basis and promoting our dedicated hashtag simultaneously, we currently have around 400 followers on our Instagram page. This is the highest number of followers on Instagram among all AICR chapters.

Moving forward, we now aim to reach the footfall of other hotel related associations like Les Clefs d'Or.

We were equally engaged and active on our Facebook page too. Starting the year of 2017 with a mere 800 followers, on 6th of August 2017 our AICR UAE Facebook page reached 1000 followers – which naturally we celebrated as a committee with our members. Today we have around 1400 followers which, is the second highest

amongst all the other AICR chapters after Association of Rooms Division Executives, Singapore.

On 1st October, Mabi Rajbandari from Palazzo Versace won the UAE edition of the ROTY 2017. Upon asking Mabi, what makes him the best receptionist in the UAE, Mabi quoted: 'I love my job and I am trying to show it in every interaction with my guests. I believe there are no limits to how much care and professionalism we can give to our guests and I proactively practice it. I like to also have a business perspective to my role and make efforts to benefit the company in terms of its financial aspect too'. The Facebook post of his introduction as candidate received 278 likes, and more than 50 people commented and 28 shared – making it our most successful Facebook post of 2017.



United Kingdom

In a year where Brexit has dominated the headlines, the UK Hospitality Association (HOSPA) continues to lobby the government to safeguard the working rights of Hospitality workers across the country. Some industries rely more heavily than others on EU workers. Half a million work in the retail, hotels and restaurants sectors, making up 14% of the sector's workforce. Meanwhile, 12% of the financial sector's workforce are international migrants. The AICR UK is non-so acutely aware of our obligation to continue to change the mind-set of the British public that a career in Hospitality should be seen in the same regard as our friends in Switzerland, Germany, France, Italy and Holland where the service industry is a well respected career choice and not a means to an end.

At the beginning of 2017 and with the highest number of UK members on record, we were delighted to promote our membership secretary Nicola Miller to the position of Vice President, She was instrumental in launching this year's AICR UK mentoring program in conjunction with Springboard UK. The 12 UK members who went through the program have each been paired with this year's ROTY final and semi-finalists for a one year's commitment to their development.

Halfway through 2017 our focus turned to Scotland and together with the tenacious Annie Boslem (AICR royalty), and Scotland's Head, Andi Michie of



Principal Hotel company Edinburgh, managed to successfully set up and host our first AICR UK (Scotland) with the inauguration at Gleneagles Hotel hosted by Andreas Porias. Scotland will seek to host four events annually and the Association continues to give it our best support.

Whilst Zürich plays host to this year's Congress, the UK 2019 international congress planning committee chaired by Corrinne Bellaby (AICR UK Treasurer) have been painstakingly at work since February in what promises to be a showstopping Best of British extravaganza!

As the UK hopes to retain the David Campbell Trophy for a second year in a row we wish all the candidates the very best of success. Most of all our special thanks go to Zürich's organising committee for hosting a spectacular Congress, without your work none of this would be possible - thank you!





*Bateau mouche
in Paris*



*UK section
in Madrid*



Vienna



UK Committee



Côte d'Azur



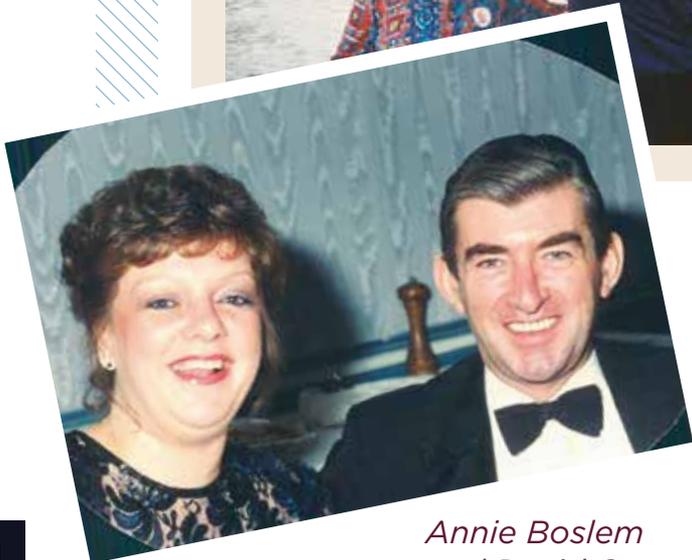
Prague



Dubai



Singapore



*Annie Boslem
and David Campbell*

A photo of the visit of the ACR Cote d'Azur led by Henri Maria to found the Swiss section. It looks like a court May 68 whose presidency was assured by Jean Armeleder, owner of a large palace Hotel in Geneva.*



Singapore



A photo of a meeting at Negresco. One would think a council of ministers leaving the hotel Matignon.*



A photo of the ACR Paris taking the plane to join their colleagues in Nice, on the tarmac at Orly Airport at the foot of a legendary Caravel Airplane. Also, it looks like a departure of ministers to a state summit.*

*Commentary: Jean-Claude Suchet from Côte d'Azur



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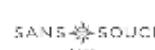


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