

# CHATRIUM HOTEL ROYAL LAKE YANGON'S CHIEF CONCIERGE CERTIFIES LES CLEFS D'OR



Chatrium Hotel Royal Lake Yangon is delighted to announce the hotel's Chief Concierge Mr. Soe Kyaw Thu has recently joined the ranks of the prestigious Les Clefs d'Or Society at their Annual General Meeting 2017 in Thailand.

Les Clefs d'Or, or "The Golden Keys", is an international society of hotel concierges with nearly 4000 members in over 50 countries. It originated in Paris in 1929 when the concierges from the city's grand hotels joined forces feeling they could provide an indispensable service to their guests by sharing their knowledge and resources. The holder of Les Clefs d'Or can be instantly recognized by the crossed keys emblem they sport on the lapels of their uniform which will inform guests that the person in question is renowned for their consummate professionalism and complete and utter dedication to total guest service and satisfaction.

Mr. Soe Kyaw Thu has over ten years' experience as the Chief Concierge at Chatrium Hotel Royal Lake Yangon and possesses excellent organizational and communication skills, both of which are essential in reaching and maintaining the superlative levels of guest satisfaction expected of a Chatrium property. He thinks creatively and enjoys brainstorming with his colleagues to introduce innovative ideas which have a direct impact on his guests and their Chatrium experience. His dedication and integrity is unmatched in working as part of the hotel team and he is at the forefront of taking the lead in any issues that may arise.

Chatrium Hotel Royal Lake Yangon's Front Office Manager Mr. Lay Ko Aung said "We first noticed Mr. Soe Kyaw Thu when he was our Health Club attendant due to his hard work and diligent attitude which made him perfect for our Concierge Section. He proved to be a true asset and a firm favorite among our guests and I was well aware that his goal was to be awarded "The Golden Keys". Such was his single purpose that even when we offered to promote him to Duty Manager he said he preferred to remain as a concierge to fulfill his dream. He truly deserves this honor."

"It has long been a deep aspiration of mine to become the bearer of Les Clefs d'Or and receiving this recognition is a memorable moment for me. I am extremely proud to have the opportunity to work in one of the city's foremost luxury properties, and assisting our valued guests in any way possible is at the very heart of everything I do. I would like to give my deepest appreciation to the hotel's management and my colleagues for their unwavering support and my pledge is to continue to provide the first class service for which Chatrium Hotel Royal Lake Yangon is renowned" said Mr. Soe Kyaw Thu.

Chatrium Hotel Royal Lake Yangon is extremely proud of Mr. Soe Kyaw Thu and on behalf of the hotel and the Concierge Society of Myanmar would like to offer him our hearty congratulations.