

Concierges give students career talk



Society of the Golden Keys Malaysia members shared their experiences in customer service with KDU University College hospitality students.

KUALA LUMPUR: Nine members of the Society of the Golden Keys Malaysia recently gave a career talk to KDU University College hospitality students at the college's Damansara Jaya campus.

Led by the society's president, Ragu Kumarasamy, who is also the chief concierge of the Prince Hotel and Residence Kuala Lumpur, the members, all Les Clefs d'Or concierges from five-star hotels in the city, gave talks and shared their experiences in customer service with over 60 students at the college's School of Hospitality, Tourism and Culinary Arts lecture hall.

They covered interesting topics such as The History of Les Clefs d'Or, Mark of a Great Concierge, Creating Golden Moments for Hotel Guests, and The Future of Concierge in the Industry.

Ragu said: "It is a great honour for us to share our experiences with future hoteliers and we hope that we have inspired them."

The career talk ended with a sumptuous lunch prepared and served by students at Windows of Damansara, a training restaurant.

KDU had, in January, given a group of students the opportunity to help organise the UICH International Concierge Congress.

KDU University College's School of Hospitality, Tourism and Culinary Arts lecturer Gurcharan Singh said that the priceless session gave the students a chance to work with experienced and seasoned hoteliers who shared their expertise in hospitality and customer relations which could not be found in textbooks.