



THE STAR

Media release

## The Star Gold Coast concierge professional becomes the only female member in Queensland to become part of global hotel concierge network

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The Star Gold Coast's Concierge Supervisor Wisky Wing Yi Lai is bringing some global finesse to her role after becoming the only female concierge professional currently in Queensland, and the second female currently in Australia, to be accepted into a highly exclusive and global hotel concierge network originating from Paris.

Working across both The Darling and The Star Grand, the 29-year old is also one of only seven hotel concierge representatives in Queensland – and nearly 60 across the country – to be part of Les Clefs d'Or Australia.

The organisation is a friendly society of hotel concierge members and is part of the Paris-based *Union Internationale des Concierges d'Hotels*, featuring nearly 4000 of the world's top concierge professionals.

Ms Lai's selection now means The Star Gold Coast holds the distinct title of being the only property in Queensland with two Les Clefs d'Or members, and one of twelve in Australia with multiple members.

As the highest honour a concierge professional can receive globally, Ms Lai will soon receive her distinct gold crossed keys to wear for easy spotting by guests.

"In French, Les means 'The', Clefs means 'Key', and d'Or means 'Gold' – representing 'the golden keys' – which is why we are given the gold crossed keys to wear so that travellers can easily identify us as part of the international network," Ms Lai said.

"I'm absolutely thrilled to make this incredible prestigious group – it was a huge honour to be invited to apply, let alone be successful in securing a place in the group.

"Without connections like this, it can be hard to provide guests with that extra special touch – whether it's related to itinerary ideas, extravagant proposals, dining recommendations, and babysitters.

"As a member, I can now call upon other members in the group – based anywhere in the world – to talk about a guest service request, gain ideas, and share knowledge and information.

"It's a huge benefit to me in my career but also to the guests that come stay at The Star Gold Coast – even if our international borders are closed, the world still remains our oyster."

Les Clefs d'Or Australia President Rhett Constantine congratulated and welcomed Wisky into the fold.

"Through our motto, "service through friendship", we strive to consistently deliver the highest levels of service through our ever-expanding friendly society," Mr Constantine said.

“Granting membership to Les Clefs d’Or is not something we take lightly. There are strong reputational and expectational ties that are associated with wearing the crossed golden keys, as hotel guests from around the world have become accustomed to seeing reputable concierge wearing the keys, and understand that with these comes the highest levels of service.”

The Star Gold Coast COO Jessica Mellor congratulated Wisky who now joins the property’s Chief Concierge, Christian Espino, as its two hotel concierge representatives in Les Clefs d’Or Australia.

“We’re proud to have more than 40 highly professional concierge team members at The Star Gold Coast – including concierge, doorpersons, porters, and valets – and it’s fantastic to have two of them be accepted into such a highly exclusive international network,” Ms Mellor said.

“They’re an incredible asset to our team and shows that careers in tourism and hospitality can offer rewarding professional development opportunities that not only increase skills and networks, but also enhance profiles on a global scale.

“We have more than 150 roles currently being advertised across a number of departments and when we open our newest hotel and serviced apartment tower early next year, we’ll have even more roles on offer that people can apply for and enjoy similar exciting career opportunities.”

Originally from Hong Kong, Ms Lai joined The Star Gold Coast in 2015, initially working as a food and beverage attendant while studying a Bachelor’s degree in International Hotel and Tourism Management.

“After graduating in 2018, I joined The Star’s concierge team, first as a porter valet for three months then gradually moving up into my current position in 2019. Today, I now supervise between five to seven people on any given shift,” Ms Lai said.

“I always wanted to work in concierge as it was something I had done in Hong Kong before moving to Australia.

“While it’s known for being quite a male-dominated field, perceptions are always changing and I think women have great natural qualities that come hand-in-hand with the role.

“It’s not just about collecting the guest’s bags and taking care of the car, but there’s a high level of interaction and engagement with the guest to understand what they want and what they need and then going above and beyond that.

“You need to have strong attention to detail and also a high level of emotional intelligence to truly excel – at the end of the day, we’re here to make the whole guest experience feel seamless and effortless.”

**ENDS**

**For more information:** Naomi Jamieson, Media Manager, The Star Entertainment Group, 0419 661 648