

# Southern Sun concierges hold the coveted Golden Key!

Southern Sun is successfully working towards its goal to be the leading hotel group in Africa! Currently Southern Sun has 4 concierges, or guest relations managers, who have been accepted into the coveted Society of the Golden Keys.

The Society of the Golden Keys, recognisable to hotel guests all over the world by the cross keys worn on the lapel of the jacket of the head concierge, was formed in Great Britain in 1952. Sparingly awarded, the Golden Keys are symbols that recognise quality service and are worn by those few who go beyond the call of duty. With strict conditions of membership, requiring proof of professional relationships with guests and work colleagues, Southern Sun is delighted that 4 of the 7 "Golden Key" concierges in Africa are part of their family.

"With an increasing emphasis on service delivery in this fast-growing economy, it is a source of great pride to Southern Sun that the Beverly Hills Hotel, the Palazzo Montecasino Hotel, the Sandton Sun Hotel and the InterContinental Johannesburg Sandton Towers are home to individuals who have been honoured for their passion and clear understanding of service excellence," says Graham Wood, managing director of Southern Sun Hotels.

Ronnie Govender, head concierge at the Sandton Sun Hotel, was the first South African to be awarded the Golden Keys in Prague in 2000 and was voted the 8th best concierge in the world at the 57th International Congress of Union Internationale de Concierges d'Hotels (UICH). Deon Prinsloo at the Palazzo Montecasino Hotel, Claude Ndala at the Beverly Hills Hotel and Vinny Maharajh at the InterContinental Johannesburg Sandton Towers followed in his footsteps, all being accepted into this prestigious society.

All 4 head concierges agree that providing tailor-made, authentic experiences to Southern Sun Hotel guests shows that the future of hospitality is about more than just a hotel room - it's about genuine experiences and the memories that accompany them.

"At Southern Sun, our aim is to develop our concierges so that they are all afforded the opportunity to one day be members of the Golden Keys of South Africa" says Ronnie Govender. In order to establish a society in South Africa, 10 head concierges need to have been honoured with the Golden Keys.