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TISOH Presents Education Day at the 63rd Les Clefs d’Or International Congress

LAS VEGAS – At the 63rd Les Clefs d’Or International Congress held in Dubai, April 10-15 2016, the school presented a day of educational programming with a leadership theme to over 700 hotel concierge attendees.

The day began with Dr. Donnell Bayot, Director of Academic Affairs for TISOH, presenting the concierge competency study. This study surveyed concierges to determine the key competencies, knowledge, skills and abilities hotel concierges need to know for professional success.

The Education Day consisted of three sessions with the topics chosen by section presidents of the association. The first topic was *Redefining Professionalism for the Contemporary Concierge*, presented by James Healey, Director of Hotel Operations for the New York New York Las Vegas Hotel and Casino. The second topic was *Mind Your e-Tone with Me*, presented by Alexandra Zilovic, Senior Vice President of Operations & Business Affairs, North America, for ELS Educational Services, Inc. The final topic was a panel presentation on *Leveraging a Global Mindset at the Concierge Desk* by the presenters above and moderated by Rebecca Hawkins, an International Honorary Member of Les Clefs d’Or.

“It is the perfect partnership with the education focus of Les Clefs d’Or together with the practical know-how of TISOH through the development of the concierge competency study and over eight years of teaching concierge as a stand-alone discipline.” said Timothy Lam, Executive Director of the school.

About The International School of Hospitality

The International School of Hospitality (TISOH) was founded in Las Vegas, Nev., in 2005. TISOH offers quality short-term, practical training and career development programs in hospitality. Developed for the industry and by the industry, TISOH’s small class sizes and online courses include: concierge, conference management and event planning, catering, hospitality leadership and supervision, hospitality human resources, hotel operations, and wedding coordination and design. Diploma graduates, trained by working experts in the field, enjoy an 85 percent job placement rate. TISOH is an academic partner of the American Hotel & Lodging Educational Institute and is accredited by the Accrediting Council for Continuing Education and Training. For more information, visit www.tisoh.edu or call (702) 947-7200.

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