



DECEMBER 2018

VISIT ONLINE

Dear Friends,

Here is our December delegation Enews, aiming to improve our communication about the Relais & Châteaux news and ongoing projects of our delegation. We also communicate news on awards, renovations, new team members and any other news you may wish to share with our Latin American Family. Please do not hesitate to let us know if you have any news you would like to have included.

As the year draws to an end, I request your attention to a few actions before you head into the holiday mood and welcome guests for the festive season.

**SAVE THE DATE: DELEGATION MEETING IN NARBONA - MAY 8TH TO 11TH (more information to come next week!)**

If you have not already, **please sign the charter for the new guest recognition programme** so you can start your on property training. We will have **several opportunities of sales events and actions in 2019** in our key markets, we will present more in details Thursday during the sales calls.

Click on [this link](#) to access our dedicated [South America page](#) on [myrelaischateaux.org](#). Don't forget to also check the [Headline News!](#) Stay tuned!

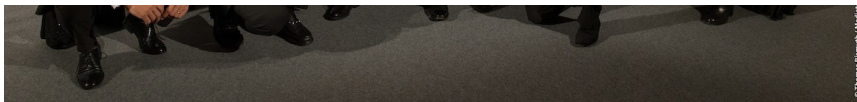
Thank you, Gracias, Obrigada,

*Nelly Pager*

Important information from HQ to our members

ACCESS ALL PRESENTATIONS AND PHOTOS OF OUR  
RENDEZ-VOUS R&C QUEBEC !





[CLICK HERE TO ACCESS CONGRESS PRESENTATIONS](#)

[CLICK HERE TO ACCESS PHOTO ALBUM](#)

**We look forward to welcoming you all to the R&C Rendez-vous 2019 in London, November 17 to 20!**

### **NEW PROGRAMME *LES AMIS*: SIGN THE CHARTER!**

As announced during the last *Rendez-vous in Québec*, Relais & Châteaux will launch as of spring 2019 two new Guest Relationship programmes.

**We kindly remind you that the participation in these programmes is mandatory for all the properties** of the Association to ensure both the Guest experience and the offering within the Relais & Châteaux network are consistent.

These two initiatives require the creation of a **Guest Knowledge Platform**. Access to this platform will be funded by a fixed cost during the launch year and followed by an annual variable cost according to the service formula chosen by each property: [learn more](#).

**In order to allow us to launch these two initiatives, we ask you to electronically sign a charter confirming your commitment.**

The signing of this charter is essential to meet the new requirements for the protection of our guests' personal data (General Data Protection Regulation - GDPR).

Add your signature by clicking here:

[SIGN THE CHARTER](#)

To authenticate yourself, your email address will be requested. You will then receive an email with the link to the charter. Following that you need to complete the requested fields and click on 'Next' and finally on 'I Agree' to accept. You will automatically receive a copy of this charter by email.

**A synthesis in English about the main principles of this charter is [available here](#).**

We are aware that this time of the year might be very busy for some of you; however, **the charters must be signed electronically before December 28th 2018** so that we can make sure together that all properties will be ready for the launch which will occur in Spring 2019. Indeed, the success of these programmes depends on the involvement of all the Members of the Association.

We have prepared a Frequently Asked Questions section in which you should find answers to most of the questions relating to this charter. You can access it [by clicking here](#).

[Important updates from the delegation](#)

## UPDATE SALES WORKGROUP

We will have a call on **Thursday December 13th** for the SALES workgroup.  
Time: Lima 10am / Buenos Aires 12am / Brazil 1pm / Paris 4pm

Below our tentative agenda:

- ❖ Introduction of the group/participant/mission of the group
- ❖ Explain new concepts as a delegation
- ❖ Feedback on the promotional materials we have today (fact sheet etc) what else would they need to promote the delegation?
- ❖ Review the first 6 months of the sales calendar
- ❖ Focus on the UK sales week in June 2019
- ❖ Define topics for next call



**It is very important to have you or someone from your sales team present on this call as we will talk about 2019 actions.**

Please confirm Nelly Pager if you will join the call and name of the participant.

## UPDATE CHEF WORKGROUP

We will have our second call for the Chefs **Tuesday December 18th** (we postponed it by one week) Time: Quito 12am / Buenos Aires 2pm / Rio 3pm

**Below is our tentative agenda:**

- Welcome from Jan Niedrau (Zazu)
- Objective of group: One of the main mission and objective of the group is that we want to strengthen the network and create a space to interchange ideas and best practices.

For that it would be very beneficial to know each other better.

**We would like to ask you to please prepare a Powerpoint slide or video to:**

1. Present yourself (background, how long at the property)
  2. Your team
  3. Your style of Cuisine (maybe with a photo of your star dish)
  4. Your dining room or restaurant
- Reminder of World Ocean Day and Slow Food
  - Save the Date: CHEFS MEETING in Cap Cana
  - Ask them to send content for Enews -> Chefs oriented
  - Wrap up and next steps

## Important News from Members

### NEW RESIDENT MANAGERS AT AWASI IGUAZU AND AWASI ATACAMA

**Javier Lescano**  
**Maître de Maison**  
**AWASI IGUAZU**

*" / grew up in a small countryside town, so ever since I was a child I've had the constant drive to explore different places and meet people from other cultures. In addition, my mother was always a generous hostess and any excuse was valid to enjoy one of her enthusiastically planned gatherings.*



*Influenced by her spirit, the hospitality industry seemed like the ideal fit for me. I migrated to Buenos Aires to study and spent my first years gaining experience in city hotels. However, my passion for nature led me to work in more rugged destinations, searching for hotels with personalized service.*

*So, after spending some time working in Brazil, in 2015 I joined the Awasi Patagonia team as Assistant Manager, and finally participated in the opening of Awasi Iguazú in 2018.*

*Today, I am proud to lead a team of talented professionals, making each stay a memorable experience. "*



**Nicolás García**  
**Maître de Maison**  
**AWASI ATACAMA**

*" I owe my mother the urge for caring for others; for having everyone around the table; for sharing. Nothing is more rewarding than the gratitude of someone for your concern about them; perhaps it is why I chose to follow a career in the service and hospitality industry. I believe that, through the simplest actions, we can make a person feel welcome, important, happy.*

*I was born in Buenos Aires, Argentina, and started my career working there for great companies and hotels, learning from some of the best professionals. Then, at some point, I decided I've had enough of the big city and moved to Mendoza. After a couple years working for a great property in the Uco Valley I moved to Ushuaia and experienced Patagonia first hand. A place like no other indeed.*

*Now, with the Andes by my side (as they have been for a while), Awasi gives me a new opportunity to share with guests the magic of these mountains, the life that thrives in the Atacama Desert, its ancient history, and the hospitality of its people. "*

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### NEW RESIDENT MANAGER AT MV ORIGIN

**Jennifer Jurado**  
**Maître de Maison**  
**MV ORIGIN**

*" I have wanted to work in the tourism industry since I was a little girl. Hospitality is my passion, the ocean my favorite place on earth and the Galapagos Islands and the MV Origin my home.*



*Being the Maitre de Maison of this beautiful property gives me the opportunity to provide guests emotional, authentic adventures that emphasize the destination's awe-inspiring features without compromising my commitment to sustainability. "*

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### DELFIN AMAZON CRUISES WON THE 2019 CONDÉ NAST JOHANSENS' BEST SERVICE AWARD IN CENTRAL & SOUTH AMERICA



*" We're excited and honored to have won the 2019 Conde Nast Johansens' Best Service Award in Central & South America. We pride ourselves on being detailed oriented, authentic and to offer the most personalized service and are extremely happy Conde Nast Johansens recognizes it. Travelers will surely have the journey of a lifetime on board one of our vessels! "*

- Ines Orihuela

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### R&C ENVIRONMENT TROPHY 2019 GOES TO EL SILENCIO LODGE & SPA, COSTA RICA

Congratulations to *El Silencio Lodge & Spa* for the **2019 R&C Environment Trophy!**

Thank you to Jennifer who received the trophy during the Congress in Quebec on behalf of the entire team in Costa Rica!

[CLICK HERE TO SEE THE FULL VIDEO OF NELLY AND JENNIFER ON STAGE!](#)



### 10 YEARS AT INKATERRA LA CASONA!

**Luisella Garmendia**, who is currently the Resident Manager at **Inkaterra La Casona**, is celebrating a decade working with Inkaterra this year.



In her early years at **Inkaterra La Casona**, Luisella gained experience in a guest services role, and assumed her position as Resident Manager two years later. We spoke with Luisella to find out what her day-to-day looks like and the best things Cusco has to offer visitors.

[CLICK HERE TO READ THE INTERVIEW](#)

## How to Take Advantage of your Membership

### BE PART OF THE *MOVING FORWARD* PLATFORM!

Share stories about your initiatives... from employee benefits, to garden maintenance, to sustainable fishing and art/architecture restoration... **by completing this survey for *Moving Forward*.**

Deadline for Completion: 31 December 2018

THE PLATFORM WILL BE LAUNCHED TO THE PUBLIC AT THE END OF THIS YEAR.

Please consider the questions in the survey as a list of possible initiatives you undertake, not an audit of your practices. At Relais & Châteaux, we want to celebrate your individuality!

The Moving Forward Team ([movingforward@relaischateaux.com](mailto:movingforward@relaischateaux.com)) and Carla ([c.stachurski@relaischateaux.com](mailto:c.stachurski@relaischateaux.com)) can help you shine on the website for the reading pleasure of journalists, clients and stakeholders alike.



**MOVING**  
*Forward*  
INDIVIDUAL INSPIRATION FOR A GLOBAL COMMITMENT





## Sales Events

### LATAM SALES CALLS IN FLORIDA



As many of you know, we will organize a Relais & Châteaux Sales Calls **in Florida for Latin American members only** from June 24 to 27, 2019. Should you be interested in being part of this action, [please click here](#) to access the registration form with all details.

**Places are very limited and available on a first-paid first-confirmed basis.** Don't wait to register and make sure you have your spot in the group!

### AUSTRALIA SHOWCASE: REGISTRATIONS OPEN!

It is with great pleasure that we invite you to join us in for the **Australia Showcase**. Please find below link to information about the events which will be held in **Melbourne 3rd April 2019 and Sydney 4th April 2019**.

The Australia Showcase is held every two years and always popular, we encourage you to return your registration form as soon as possible. Places are limited and available on a first-confirmed basis.



Details and Registration Form are available here on [www.my.relaischateaux.org](http://www.my.relaischateaux.org)

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STAY TUNED ON THE RELAIS & CHATEAUX CALENDAR

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