

Hotel Business Review

Best practices, insights & trends

Shujaat Khan

Chief Concierge, The Capital Hilton



The UICH Director of the Americas and a past President of Les Clefs d'Or USA, Shujaat Khan's hospitality career spans three decades. His career began at the Watergate Hotel as a Guest Service Agent. He was quickly promoted to Reservations Manager, Sales and Meetings Coordinator, Front Office Manager and Head Concierge. Currently, he is the Chief Concierge at the Capital Hilton Hotel, in Washington DC.

Mr. Khan's dedication to hospitality excellence is demonstrated by his deep commitment to fostering growth and professionalism among Concierges. For over a decade, he has served on the Board of Directors for Les Clefs d'Or, USA. He was instrumental in developing a training program for Caribbean hospitality professionals. In 2006, Mr. Khan conducted "The Art of the Concierge," training classes in Antigua, Anguilla, St. Maarten and St. Barth. This year he is scheduled to conduct classes in DC, Miami and a few other US Cities.

A recipient of multiple professional awards, Shujaat was named the "Hospitality Star of the Year 2006," from the Hotel Association of the District of Columbia. Additionally, he has received multiple Spirit of Pride awards from the Hilton Hotel Corporation, and was named the Concierge of the Year.

Shujaat had a cameo appearance with Clint Eastwood in the movie "Absolute Power," filmed at The Watergate Hotel. Recently, he performed a short role in "Sheer Madness," at the Kennedy Center.

Mr. Khan has initiated many philanthropic endeavors to assist local, national and international charities. His selfless fundraising efforts have raised thousands of dollars to provide assistance to victims of international disasters and Concierges in need, through the Les Clefs d'Or Foundation and the Les Clefs d'Or Relief Fund.

Married to Mrs. Linda Khan for 25 years, they are blessed to have two handsome sons. Sameer, the eldest son, is a proud Marine and attends college part time. The younger son, Salim, is graduating from WT Woodson this year, and will be attending the School of Hospitality, Tourism and Events at The George Mason University.

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