

New York, NY, August 21, 2007—

Les Clefs d'Or, USA awarded Roberta Nedry, President of Hospitality Excellence, Inc, Honorary Membership at the organization's 13th USA National Congress, held at the Waldorf Astoria in New York City last week. Les Clefs d'Or (pronounced "lay clay door") is French and literally translates as 'keys of gold'. Crossed gold keys displayed on hotel concierge lapels assure travelers they are dealing with a seasoned professional who is dedicated to serving their every need and who has fulfilled intense membership and service requirements.

Les Clefs d'Or USA President Shujaat Khan and the Les Clefs d'Or Board of Directors selected Ms. Nedry for this award to recognize her training, educational enrichment, public relations and business efforts for this exclusive group of service professionals. Honorary membership in Les Clefs d'Or, USA is reserved for individuals who have made outstanding contributions to the Les Clefs d'Or community. In accepting the award, Ms. Nedry noted her respect for the concierge as ultimate role models of service excellence and exceptional leaders in service delivery. She also highlighted the Les Clefs d'Or concierge's powerful impact on the overall service and profitability of any hotel environment and their increasing contributions to the bottom line and seamless service delivery.

Les Clefs d'Or professionals have a never-ending network of acquaintances, friends and colleagues from around the world to assist them in meeting and exceeding guest demands. Known for rolodexes worth millions, Les Clefs d'Or concierges are in the enviable position of being able to recommend destinations, businesses, companies, and/or products to thousands of business and leisure travelers throughout the world. Members of Les Clefs d'Or USA represent over 275,000 hotel rooms nightly at more than 250 primarily four-and five-star properties and constitute the only national association of professional hotel concierges in the United States.

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