

# valley access

MAGAZINE

silicon valley  
**CONCIERGE**  
association



DECEMBER 2011

WWW.SILICONVALLEYCONCIERGE.COM



We are very thrilled to announce that our SVCA website has been upgraded with a refreshed look and more ways to connect with the SVCA network!

Please take a few minutes to look at our revamped website and check out what it now has to offer our SVCA members. You will find a link to our Facebook page as well as an updated membership, board, sponsors and events pages.

SVCA Links:

Website: <http://www.siliconvalleyconcierge.com/>

Facebook: <http://www.facebook.com/svca.concierge>

## After Hours

Technology, entertainment, and cocktails—at night for guests 21 and older.

The Tech Museum After Hours

First Wednesday of the month

6:00 p.m. to 11:00 p.m.

After Hours is the monthly themed event where adults only can enjoy science, technology, entertainment and cocktails together with their friends. Each month provides an exclusive and fun setting of music, games, hands-on exhibits with something unique to discover.

Save these dates for more

After Hours Fun!

January 4th

February 1st

March 7th

April 4th

May 2nd

June 6th

**KIDS** Corner, brought to you by:



A Program of Arts Council Silicon Valley

The holidays are a great time to spend with the family. We have so many wonderful events in the Silicon Valley – indoor, outdoor, choral, theatrical, artistic, and poetic – we have it all! Enjoy these events and more at [www.artsopolis.com](http://www.artsopolis.com). Happy Holidays to All!

It's the night before Christmas and everyone is sick in bed with the flu except brave Madeline, who feels just fine and must take care of the eleven other little girls and Miss Clavel in "the old house in Paris all covered with vines." Don't miss *Madeline's Christmas* 12/9-12/17 at the **Sunnyvale Community Center Theatre** in Sunnyvale. **For more information call 408-720-0873 or visit [www.artsopolis.com/event/detail/441426075](http://www.artsopolis.com/event/detail/441426075).**



The bustling streets of London, immortalized for all time by the mighty pen of Charles Dickens, form the living backdrop of your excursion into Christmas Past. You are a living part of a Victorian Christmas card come to life! A Bay Area tradition since 1970, the *Great Dickens Christmas Fair* returns to the **Cow Palace** 11/26-12/18. **For more information call 800-510-1558 or visit [www.artsopolis.com/event/detail/441426789](http://www.artsopolis.com/event/detail/441426789).**



Where does Santa live? Just thirty minutes south of San Francisco on a 487 acre farm! Board the train or just sit and listen to the carolers as you sip hot apple cider, or cut a tree. There are puppet shows and visits from Santa himself! 11/25-12/23 at **Santa's Tree Farm** in Half Moon Bay. **For more information call 650-726-2246 or visit [www.artsopolis.com/event/detail/441454663](http://www.artsopolis.com/event/detail/441454663).**



# Touring with Maria

I just returned from weeks in the Mediterranean, where I was fortunate to travel for 12 days with Crystal Cruises, a 5 star Luxury Line that I worked with this year in San Francisco. It was nice to experience all that my guest raved about and see why they are so loyal to the cruise line.

Crystal's service is outstanding and for me the lecturers were the highlight. Italian and dance classes were also enjoyable. On such a ship it is hard not to relax.

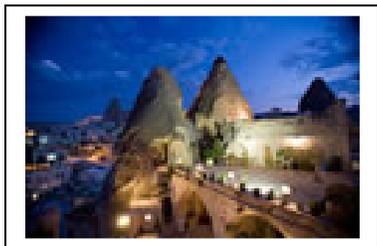
I debarked in Istanbul and spent another week traveling in Turkey. The ship was lovely; however I am more of an independent when it comes to travel. I love to soak up the culture by staying in the country and hanging with the locals. To me that is means residing in small independent lodgings that reflect the country.

Some of my most wonderful travel memories are of the places I stayed along the way.

Haciendas in South America, historic inns in Mexico, pensiones in Italy, zimmers in Germany, ranches in Chile, a B & B in Costa Rica, a farm and orphanage in Thailand. My lodging criteria are location, size, breakfast and a computer. The breakfast and computer areas are always good for meeting other travelers and finding more special places to visit.

On this trip my criteria was location, roof garden (breakfast and bar) and a computer. I usually like old and charming but A is for Athens is new and urban. It was perfect. The view of the Acropolis took my breath away. The new boutique hotel is a hit with the youth of Athens. The roof garden was packed every day by 4pm. It was happy hour for me, but Athenians drink coffee at that hour. No wonder they do not dine till nearly midnight. What also made the hotel special was the staff. Service and friendly attitude was just what was needed especially since the city was crippled by strikes. (The airport closed the day prior to my arrival.)

Another lodging that enriched my trip was a cave hotel in Cappadocia, Turkey. My room was literally built in the side of a cave. The Kelebek Cave Hotel had the kind of vibe I love when traveling. Warm and cozy, amazing views, living and dining rooms filled with local crafts and books. Rooms that is conducive to meeting other travelers and sharing information. The staff was perfect concierges. They arranged tours, transportation and dining options, intent on offering you the best experience possible. I will always remember sipping rich coffee while sitting outside on a cushion with the cats (Turkey and Greece have no mice) watching the hot air balloons glide over the incredible. other worldly landscape and hearing the call to prayer. It was a special experience, similar to so many enjoyed throughout Turkey, Greece and Israel.



Although most of my work is in larger hotels in San Francisco, I hope I instill in guest that special warmth and sense of place that I crave when I travel.

**Maria Lange**  
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## BROADWAY SAN JOSE

December 27, 2011 – January 1, 2012 | Center for the



The longest running, most popular, North American Touring Production in history! There's no better way to introduce your family to the wonders of live theatre than with the magic, the mystery, the memory of CATS. What began as a musical about cats after Andrew Lloyd Webber picked up a book of poems in an airport bookshop has become one of the longest running shows in Broadway's history.



"Global Winter Wonderland" is a magical lantern festival based on the centuries old traditional Chinese lantern festival, which have attracted millions of people over time. This holiday season travel the world in just one day at Global Winter Wonderland. This epic event is in the United States for the first time ever. Located on Great America Parkway in Santa Clara, this historic event will be an experience you'll never forget.

Headlining our event are larger-than-life lantern replicas of the world's most fascinating iconic landmarks: India's Taj Mahal, Paris's Eiffel Tower, Mexico's Chichen Itza, and San Francisco's Golden Gate Bridge are just a few of our favorites. Over forty giant illuminated structures, some nearly 50 feet high and 100 feet long, will be sure to take your breath away. Arriving from China, our elaborate lantern displays were built by engineers of several structures showcased in the 2008 Beijing Paralympic Games.

The magical adventure doesn't stop there. You can shop, taste and experience the world by visiting the Global Marketplace, Food Court, and Village. Take your family and friends on an exciting winter stay-cation where the activities are endless. Arts and crafts, dance and music performances, carnival games, giant slides, jumpy houses, and a holiday train as well as a list of special events and entertainment that will make this destination a new holiday tradition!

The "Global Winter Wonderland" is produced by the International Culture Exchange Group, (ICEG), an international event organizer working to promote cultural exchange between East and West to bring the world closer together.

<http://www.globalwonderland.org/2011/home/>

## Having the vision to meet the market's needs.....

This is the season to celebrate, to celebrate that we are about to conclude a year that many of us would rather forget, but also to celebrate a year that has brought many challenges and opportunities for the hospitality industry. What is there to celebrate you ask? The challenges came with an economy that seemingly defied the cycles and recovery efforts that had allowed for some predictability in the past. Mergers and acquisitions and the resulting organizational changes in staffing were numerous. Occupancies were lower than had been expected – not just because leisure travelers tightened their belts, but also because many businesses started substituting videoconferencing for face to face meetings. The resulting travel expense budget cuts were noticeable.

Concierge services were impacted by web-based information – be it for travel, lodging, meeting sites and services, restaurants, or entertainment. Guests were referred to the Internet or did not insist that they be provided with personalized advice and service. Social networking in the hospitality industry as well, had, many times taken the place of face to face communication. In Silicon Valley matters were not noticeably different from the national scene, except that the pattern initiated by Google, Apple and a few other high-tech companies was emulated by companies who could afford it. I am talking about on-site activities such as around the clock food service, sports, games, and other social activities. All of this was meant to forge a more closely knit employee community that does more than perform a job and commute back and forth to their place of employment.

Flex hours have many times taken the place of the nine to five routine of yesteryear, pets have become cubicle co-tenants in some instances, and board games and social networking on Facebook™, Twitter™ and other “apps” has added new dimensions to the workplace. All these changes have in all likelihood added to the activity menu available to Corporate Concierges, Meeting Planners, and Tour Guides. Hotel Concierges would do well to brush up on their contacts to make sure that visitors become familiar with the working world in Silicon Valley and have access to it firsthand.

Thus, the challenges are there which is symptomatic for any area of professional expertise, in this case the concierge world. But is also offers many opportunities that may not yet have been embraced by those who bestow the “Clef d’Or” on those who aspire to this prestigious recognition in the hospitality industry.

Make no mistake: Despite all the technical innovations that make it easy to obtain information that used to be the bailiwick of concierges, there will always be those guests, clients and customers who will insist on the services of an experienced, knowledgeable, friendly concierge, tour guide, meeting planner or any other member in the hospitality industry. Hotels, corporations, large residential properties would do well to stay in tune with the requirements of their guests or visitors. Having concierge services that meet these needs will pay off – in good and not such good economic times.

## SVCA thanks its supporters and sponsors.....Computer History Museum

On November 9, members of SVCA were invited to view the new and expanded exhibits in the museum. The brochure given to the attendees had this to say about it: “The Computer History Museum is the world’s leading institution exploring the history of computing and its ongoing impact on society. It is home to the largest international collection of computing artifacts in the world, including computer hardware, software, documentation, ephemera, photographs and moving images.”

Our thanks go to the management of the museum for providing SVCA members with a closer look at this fabulous collection of memorabilia. You may want to plan to visit the museum to see for yourself. For a preview go to: [www.computerhistory.org](http://www.computerhistory.org)

Vino Vino – A memorable wine bar at San Pedro Square, San Jose On Nov. 15, members of SVCA were guests of this new establishment at the ever-so-quick evolving new San Pedro Square. Vino Vino is the place to taste a variety of California wines by the glass and if you have never frequented a wine bar we highly recommend that you do so. Vino Vino amplifies its offerings with a delicious assortment of appetizers that complement your wine samples. SVCA members want to thank Vino Vino for its hospitality and wish it well at the renovated and very promising San Pedro Square. For details go to: [www.vinovinosanjose.com](http://www.vinovinosanjose.com)

## Holiday Season is here – Here are some suggestions on what to do!

- **Christmas in the Adobes in Monterey**  
December 8 and 10, 2011 from 5pm to 9pm, the Monterey State Historical Park Association presents this tour of an array of Monterey Adobes. These wonderful buildings are open and provide a view of historical Monterey, once the capital of California. You need to buy tickets on-line by downloading a ticket order form at [www.parks.ca.gov/mshp](http://www.parks.ca.gov/mshp). The tour will add a special memory to your 2011 Holiday Season.
- **The Great Dickens Christmas Fair & Victorian Holiday Party**  
For four weekends from Nov. 25 – December 18 you may want to attend this fair at the Cow Palace Exhibition Halls. For print-at-home tickets, free BART shuttle & more visit [www.dickensfair.com](http://www.dickensfair.com) or call (800) 510-1558.
- **Downtown Ice in the Circle of Palms** in Downtown San Jose from Nov. 18 – Jan. 29, 2012  
This San Jose Downtown Association Production is sponsored among many others by Kristi Yamaguchi’s Always Dream Foundation in partnership with the San Jose Redevelopment Agency and supported in part by a Cultural Affairs grant from the City of San Jose. For Hours & Information go to: [www.sjdowntown.com](http://www.sjdowntown.com) – you don’t want to miss this opportunity to refresh your skating skills.
- **The Nutcracker performed by Ballet San Jose** – Dennis Nahat Artistic Director – Dec.10 – 23, 2011  
Performed with Symphony Silicon Valley in the San Jose Center for the Performing Arts. The Nutcracker, this wonderful, perennial Holiday Spectacular is in part supported by a Cultural Affairs Grant from the City of San Jose. Add this to your Holiday celebration – you don’t want to miss it. For details go to [www.balletsj.org](http://www.balletsj.org)
- **A Christmas Carol by Charles Dickens – at the Rep** San Jose, Nov. 23 – Dec.24, 2011  
The Rep San Jose offers this traditional and well-known adaptation that is truly a feast for the senses full of traditional Victorian carols, lavish period costumes, and actors playing over a dozen instruments. It is adapted for the stage and directed by Rick Lombardo. For details go to: [www.SJrep.com](http://www.SJrep.com)
- **Rodin & America** – Influence and Adaptation 1876-1936 – Cantor Arts Center at Stanford University  
This exhibition – admission is free – is made possible by the Robert Mondavi Family fund, The Henry Luce Foundation, the Terra Foundation for American Arts, the Hohbach Family fund, the Iris and BI Gerald Cantor Foundation, an Cantor Arts Center members. It will be open through Jan. 1, 2012. For details go to [www@museum.stanford.edu.com](http://www@museum.stanford.edu.com)  
This is but a birds’ eye view of the many attractions and events during the holiday season. Enjoy the Holidays!

**Let me know what you think!**

**Gus Holweger**

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### The Candyland Express returns for the holidays

VTA's Historic Trolley is a festive way to get to your favorite downtown destination. During December, this free service runs from 6:30-9 p.m. on Fridays, and 1:30-9 p.m. on Saturdays and Sundays, and operates between the San Jose Diridon and Civic Center stations only. The Historic Trolley will not operate on December 23-25. [www.vta.org/candylandexpress](http://www.vta.org/candylandexpress)



### Stage and Concerts

#### Holiday Hat Trick!

Experience three downtown attractions for one low price with the "Holiday Hat Trick." This pass admits you to the San Jose Museum of Art, The Tech Museum and Downtown Ice for just \$23 (a savings of \$12). The pass is available at any of the three locations – all within easy walking distance on Market Street. Available at all three venues through Jan. 29. Makes a great holiday present.

#### A New Website is Waiting in the Wings!

Later this week, a brand-new website and online community called LiveSV.com launches, formerly known as Artsopolis. The new site offers YOU a new way to discover, experience and share what's great about the Silicon Valley arts, culture and entertainment scene. It will have everything you have liked about Artsopolis plus much, much more. Look for it starting Thursday.

#### Parking / Pedicabs

**Parking Tip for Sharks Game** – The City will be implementing a prepay operation at the Market/San Pedro Square Garage two hours before the game and continue until about 1/2 hour after the game. The prepay rate will be \$7 and during prepay no validations will be accepted on entry; however, for customer convenience cash and credit cards will be accepted. In addition, validations on exit will continue to be accepted all day including during the prepay period.

**4-G Wi-Fi Service Now Available On Light Rail** – VTA says it is the first mass transit agency in the world to offer 4-G Wi-Fi, faster connection service, on all light-rail trains. VTA Free onboard internet service is an amenity that has been most requested to make public transit more appealing to nonriders in Silicon Valley. Plans are also under way to add Wi-Fi on VTA express buses later this year or by early 2012. [www.vta.org](http://www.vta.org)

**Parking rates and changes in City of San Jose garages** – Parking rates in city-owned garages have increased to \$3 an hour during the day, and \$5 at night and \$5 on Saturday in some garages. But get validated, and your parking is free for two hours during the day, all evening after 6 pm and on the weekend. Parking is still free on Sundays. And, the lot under I-280 at S. First St. offers free parking after 6 p.m. every night. For more details and a list of businesses offering validations visit [www.sjdowntownparking.com](http://www.sjdowntownparking.com)

**See the sites of downtown via Segway Tours!** Tours last about two hours, and include free training. Cost is \$75. Tours kick off at the The Tech Museum 10 am and 2 pm. For reservations call 294-8324. For details visit [www.siliconsegway.com/tours/](http://www.siliconsegway.com/tours/)

**Pedicabs - Eco City Cycles** – Look for Eco City Cycles door-to-door pedicab service. The service is available Wednesday-Saturday from 7 pm-2 am. Call ahead for reservations or pick-ups 771-7723. Negotiate your price. [www.ecocitycycles.com](http://www.ecocitycycles.com)

Wednesday, Friday-Sunday through Dec. 18 – The Stage presents "Every Christmas Story Ever Told" – A fast-moving, irreverent comedy that takes holiday cheer to the extreme. 7:30 pm Wed; 8 pm Fri-Sat; 2 pm Sun. 490 S. First St. \$20-\$45. 283-7142 or [www.thestage.org](http://www.thestage.org)

Wednesday-Monday – **Comedy at the Improv** – Wed: United Nations Comedy (8 pm). Thurs: Reggie Steel (8 pm). Fri-Sun: Bobby Lee (8 pm and 10 pm Fri; 7 pm and 9 pm Sat; 7 pm Sun). Mon: Battle of the Bay (8 pm). 62 S. Second St. 280-7475 or [www.sanjoheimprov.com](http://www.sanjoheimprov.com)

Thursday-Sunday through Dec. 18 – City Light Theatre Company presents "The Santaland Diaries" – An out-of-work slacker turned temporary Macy's elf shares his observations of parents, children, department store Santas, and the whole holiday hoopla. 8 pm Thurs-Sat; 2 pm Sun. City Lights Theater Co., 529 S. Second St.; 408-295-4200; [www.cltc.org](http://www.cltc.org)

Friday-Sunday through Dec. 18 – The Tabard Theatre Company presents "It's a Wonderful Life" – The American holiday icon staged as a live 1940s radio show. 8 pm Thurs-Sat; 3 pm Sat; 2 pm Sun. Theatre on San Pedro Square, 29 N. San Pedro St. \$10-\$35. [www.tabardtheatre.org](http://www.tabardtheatre.org)

Friday-Sunday through Dec. 11 – Children's Musical Theater presents Disney's Broadway Hit "Tarzan" – The classic story of a young boy raised in a jungle by a family of apes. 8 pm Fri; 2 pm and 8 pm Sat; 1 pm and 6 pm Sun. Montgomery Theater, 271 S. Market St. [www.cmts.org](http://www.cmts.org)

Fridays-Saturdays – **ComedySportz** – See competitive improvisational teams perform. 9 pm and 11 pm Fri; 7 pm and 9 pm Sat. Camera 3 Theater, 288 S. Second St. \$12-\$15. 985-5233 or [www.national-comedy.com](http://www.national-comedy.com)

Friday-Sunday – **The Nutcracker** – San Jose Dance Theatre presents its 45th annual production of the classic holiday production. Center for the Performing Arts, 255 Almaden Blvd.; 286-9905 or [www.sjdt.org](http://www.sjdt.org)

Saturday-Sunday – Symphony Silicon Valley presents **Nakamatsu Plays Chopin** – Award winning pianist Nakamatsu, who's Chopin LA Times called "brilliant, poetic, heroic, and spontaneous;" this is a must-hear concert. Plus Milhaud's ballet score filled with Brazilian rhythms, Kodaly's Gypsy-inspired dances, and Marquez' Danzon No. 2, dubbed 'the people's national anthem of Mexico.' California Theatre, 345 S. First St.; 286-2600; [www.symphonysiliconvalley.org](http://www.symphonysiliconvalley.org)

Sunday – Steinway Society the Bay Area presents a Community Concert with Heidi Hau Tyan – 2 pm. Le Petit Trianon Theatre, 72 N. Fifth St. Free. [www.steinwaythebayarea.com](http://www.steinwaythebayarea.com)

[sidadowntownonline@npogroups.org](mailto:sidadowntownonline@npogroups.org); on behalf of; Rick Jensen

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Santa Clara CVB & Chamber of Commerce  
[www.santaclara.org](http://www.santaclara.org)

Santa Clara Convention & Visitors Bureau  
[www.santaclara.org](http://www.santaclara.org)

Silicon Valley Tour Guides Association  
408-978-9543

The Tabard Theatre Company  
[www.tabardtheatre.org](http://www.tabardtheatre.org)

Toll House Hotel Los Gatos  
[www.tollhousehotel.com](http://www.tollhousehotel.com)

The Wax Museum at Fisherman's Wharf  
San Francisco  
[www.waxmuseum.com](http://www.waxmuseum.com)

West Valley Charter Lines  
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The Tech Museum of Innovation  
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DEADLINE TO SUBMIT ARTICLES FOR E-  
MAGAZINE, IS THE **LAST FRIDAY** OF THE MONTH  
NOTE: ARTICLES AND SPECIAL DATES  
APPEARING IN THE VAM  
ARE SUBJECT TO CHANGE WITHOUT NOTICE

\* \* \* \* \*

## SVCA Membership

SVCA Member \$50.00

- FAM event invitations
- Valley Access E-Magazine

Non-Profit Groups \$50.00

- FAM event invitations
- Valley Access E-Magazine

Sponsors \$150.00

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