Cordially Invite You and a Guest to attend our Annual Hospitality Awards

Date
Tuesday, May 1, 2012

Time
6:00 p.m.

Location
The Mountain Winery
14831 Pierce Road
Saratoga, CA 95070

~Invitation and RSVP to follow~

OUR SPONSORS FOR AWARDS EVENT

THE MOUNTAIN WINERY HOST

MAGNOLIA JAZZ BAND

FOOD & BEVERAGE

THE MOUNTAIN WINERY CHEF CARVING TABLE

RESTAURANT O

DIO DEKA

CHACHO’S

NOTHINGBUNDT CAKES

MOUNTAIN WINERY WINES

GUGLIELMO WINERY

COMEDYSPORTZ MASTER OF CEREMONIES

JEFF KRAMER

JORDON RIVER PRODUCTIONS

SAN JOSE AV

EXPLORE PUBLISHING

TOURNEAU
CAST YOUR VOTE FOR THE BEST!!!
SVCA HOSPITALITY 2012 AWARDS EVENT

Please note. To qualify your vote, one MUST submit votes for at least HALF of the categories below
Email your completed ballot by APRIL 27, 2012

THIS IS A SAMPLE BALLOT: BALLOT WILL BE SENT SEPARATELY

BEST CONCIERGE
Fikret Markovic – AXIS San Jose
Pam Lehrner – El Camino Hospital Cancer Center
Robin Kuborssy – Abbott Vascular
Tavis Lampman – The Fairmont San Jose

BEST EVENT VENUE
Computer History Museum
San Jose Museum of Art
Silicon Valley Capital Club

BEST PERFORMING ARTS
Ballet San Jose
Broadway San Jose
San Jose Repertory Theatre

BEST HOTEL
Cypress Hotel - Cupertino
Hilton Santa Clara
Toll House Hotel – Los Gatos

BEST KEPT SECRET
San Pedro Square Market
NASA Ames Exploration Center
Sky High Sports – Santa Clara

BEST ATTRACTION
Santa Cruz Beach Boardwalk
Happy Hollow Park & Zoo
Gilroy Gardens Family Theme Park

BEST RESTAURANT - Upscale
Morton’s The Steakhouse – San Jose
Le Papillon
Parcel 104

BEST RESTAURANT - Ethnic
19 Market – San Jose
ARYA Global Cuisine – Cupertino
DishDash - Sunnyvale

BEST WINERY
Cooper-Garrod Estate Vineyards
Guglielmo Winery
J. Lohr Vineyard & Wines

BEST MUSEUM
Computer History Museum
Intel Museum
The Tech Museum of Innovation

Voting Process

Top 3 Nominees were placed on the ballot for “Best Of Category”. Votes are then certified and then tallied to determine the winners. (All nominations and ballots are subject for review by a select panel of judges.)

Congratulations to all the nominees. In most categories you were one of three businesses out of hundreds in your field to receive such recognition.

Whoever wins – you should feel a sense of achievement just by being selected by your peers.
So, if your years of experience in the hospitality industry inspire you to put it to use by providing corporate concierge services – you may find a fertile field in Silicon Valley where employee-oriented companies spring up like mushrooms. Not all employees of these companies may spend much time “cyberloafing” (=personal Internet use at work) and would gladly avail themselves of a corporate concierge service “Getting Fancy Now” – Travel Concierges”

Smart Money in its April 2012 issue has this to say under the above heading: “Travel Outfitters Abercrombie and Kent is best known for escorting travelers to exotic locales, but its new offering tackles the most daunting destination yet: Airport Security. This concierge service, starting at about $200, offers to shepherd vacationers through express check-in and security lines. The deluxe option ($2,790) includes a private room at London Heathrow’s VIP terminal, where travelers can fulfill customs and security requirements without waiting in a single queue.”

To the best of my knowledge, TSA is currently preparing a much less expensive method to process pre-qualified frequent business travelers in a more streamlined fashion, something all of us who have gone through the tedious and sometimes demeaning security checks would like to have.

Miscellaneous…..

• Nominations for this year’s SVCA Hospitality Awards have been selected. This is your opportunity to recognize your favorites in various categories!

SVCA’s continued effort to encourage the younger generation in choosing the Hospitality Industry as a career, as are two upcoming panel discussions at SJSU, planned and organized by Kimberly Overholser and hosted by SJSU. The panelists will be SVCA members: Tiffany Fort, Lillian Scoyen, Anthony Aguilar, Gus Holweger and Randy Zechman and the moderator will be Alice Southwell from SJSU.

• SVCA wants to thank Cirque du Soleil for extending invitations to one of this year’s performances; the San Jose Repertory Theater for extending invitations to the upcoming performance of “God of Carnage”; and “Chacho’s” Mexican restaurant for hosting an open house for SVCA members.

Have a wonderful Spring 2012!

Any questions or comments on “Insiders’ Track” is always welcome.

Gus Holweger
SVCA Board Member and
VAM Contributing Editor.
Random thoughts, comments and questions.

One of the tools I have always used while working as well as personally is the Zagat Restaurant Guides. Last week while working in San Francisco, I ran into Westfield Shopping Center for lunch. Zagat had a booth set up for shoppers to give reviews of Bay Area restaurants. We were given laptops with screen full of restaurants listed alphabetically. I was not able to spend as much time as I would have liked reviewing restaurants. Imagine my disappointment when I was told "just review as many as you can even if you do not know the restaurant." Beware! Many online tools are also helpful (Yelp, TripAdvisor, Travelzoo) but use with caution. This reinforces the fact that there is nothing like actual experience. Take advantage of the FAM's and events offered through SVCA and other networking organizations.

Why don't more restaurants that take advantage of the warm weather by offering outside seating? The ones that do have long lines of customers at lunch. Emporio Rulli at Union Square is great for people watching. During the warm spell Union Square was jumping with Chinese New Year celebrations, art shows and lots of dogs. Owners of the same dog breed were meeting. Is there singles dog owner groups? What an easy wait to meet. Nothing like a dog to help you break the ice.

I am glad Virgin America added new routes out of SFO. I flew to Palm Springs on a sparkling jet. Everything you want is at your fingertip panel. Food, drink, entertainment. You can even write a note to a fellow passenger if you know their seat number...or if you want to know them you can take a chance! The American/Virgin Terminal One at SFO is gorgeous. So user friendly. There are numerous places to recharge yourself (massage, manicure, bars) as well as your technology. There is a children's play area and free water stations to fill up your bottle. Good local San Francisco restaurants, cafe, bars and bookstores galore. I will be there again next week to fly to Philadelphia, empty water bottle in hand. (The Palm Springs airport is also a gem. Small and welcoming with a lovely outdoor environment.)

I am off to Paris for 3 weeks in May. This puts me in a Francophile mood. In preparation I am listening to French language tapes, reading books set in Paris locales and dining at Bay Areal bistros and brasseries.

Please send me your suggestions of your favorite will list them in next month's column. I enjoy Cafe Claude, Pouf, Hyde Street Bistro and Absinthe in San Francisco and The Left Bank in San Jose and Menlo Park.

I hesitate to use Zagat now so you r input is appreciated.

Merci beaucoup,

Maria Lange
Mlagen206@aol.com
SVCA Board Member

Kids & Family Corner

Brought to you by:

LIVE SV
A program of Arts Council Silicon Valley

April showers or April sun, Silicon Valley events are always fun! Here are just three out of the 1,000+ events to discover out on LiveSV.com!

Enjoy an authentic Russian feast and entertainment at Moscow Nights, a fundraising event benefitting "Sister City" Moscow. April 21st only at the Quinlan Community Center in Cupertino. For more information, visit

www.livesv.com/event/detail/441479680.

"Meet the Composers" at San Francisco Chamber Orchestra's innovative, admission-free Family Concert Series. This 45-minute program is designed for young listeners, as well as adults, learning about classical music. April 22nd only at the College of San Mateo Theatre in San Mateo. For more information, call 415-692-5258 or visit

www.livesv.com/event/detail/441482473.

Kodomo No Hi (Children's Day) is a nationally observed holiday in Japan. Experience this tradition by making kabuto (samurai helmets) and koinobori (carp streamers). April 29th only at the Japanese American Museum of San Jose. For more information, call 408-294-3138 or visit

www.livesv.com/event/detail/ 441483103.

Submitted by, Kereli Sengstack (kereli@artscouncil.org)

TOURING WITH MARIA.............
MEMBERSHIP

As we kick off 2012, we would like to say THANK YOU to those who hosted and produced the 2011 FAMS and Events. Your continued involvement remains vital to the efforts aimed at enriching our association and to continue our reputation as a model of excellence and innovation in the hospitality industry.

We now invite you to join the Silicon Valley Concierge Association in supporting future educational networking events and programs.

BUSINESS SPONSORS $150.00*
• 12 month group membership for up to 5 employees
• Invitations to ALL SVCA events
• Listing in the SVCA website with a direct link to your business
• Periodic announcements on the SVCA Facebook page
• Listing in the Valley Access E-Magazine (emailed monthly to over 1100 members in the hospitality industry)
• Subscription to the Valley Access E-Magazine (SVCA monthly newsletter)

NON-PROFIT GROUPS $100.00
• 12 month group membership for up to 3 members
• Invitations to SVCA events
• Listing in SVCA Website with a direct link to your group
• Periodic announcements on the SVCA Facebook page
• Listing in the Valley Access E-Magazine (emailed monthly to over 1100 members in the hospitality industry)
• Subscription to the Valley Access E-Magazine (SVCA monthly newsletter)

INDIVIDUAL MEMBERS $50.00*
• 12 month individual membership
• Invitations to SVCA events
• Subscription to the Valley Access E-Magazine (SVCA monthly newsletter)

Click here for an application

Please make your checks payable to “Silicon Valley Concierge Association*

For those interested in payment via credit cards, let us know and we can email you an invoice via PayPal.

Silicon Valley Concierge Association
65 Washington Street
Santa Clara, California 95050
14th Annual Botanical Art
Exhibition at Filoli
86 Cañada Road, Woodside, CA  94062
Exhibit:  March 27 through June 24, 2012

Filoli hosts its 14th Annual Botanical Art Exhibit from March 27 through June 24, 2012. Considered one of the three finest such exhibitions in the nation, according to Fine Art Connoisseur, artists from across the United States and around the world have submitted work to be juried into this select exhibition that is on view in Filoli’s Visitor and Education Center. In addition to this contemporary botanical art exhibition, visitors will have the opportunity to view select pieces from Filoli’s three major Florilegium collections: the Filoli, the Banks’ and the Highgrove, which are continually on display in the historic House. For more information about Filoli, please visit www.filoli.org.

Montalvo Arts Center

Now celebrating its centennial year, Montalvo Arts Center is an oasis of culture and nature whose mission is to create and present arts of all types, nurture artists, and use our historic Villa, buildings, and grounds in innovative ways that engage people in the creative process. Located in Silicon Valley’s Saratoga hills, Montalvo occupies a Mediterranean-style Villa, built in 1912 by Senator James Duval Phelan, surrounded by 175 stunning acres, including the campus of our international Lucas Artists Residency Program. Senator Phelan bequeathed the villa and grounds to the people of California for the encouragement of art, music, literature and architecture, a mandate that Montalvo has carried forward ever since its founding. For more information about Montalvo Arts Center, call 408.961.5800 or visit www.montalvoarts.org.

Buffalo'ed

April 4-April 29, 2012

By Jeannie Barroga
In Collaboration with Alleluia Panis
Directed by Anthony J. Haney

San Jose Stage Company will present the World Premiere of Jeannie Barroga’s Buffalo’ed, in collaboration with Choreographer Alleluia Panis, which retells the story of the Buffalo Soldiers, descendants of American slaves who were stationed in the Philippines at the turn of the 20th Century during both the Spanish-American and Philippine-American Wars. The military presence of the U.S. Army’s Buffalo Soldiers during the Philippine occupation is a little-known thread in the fabric of American history. The World Premiere performance of Buffalo’ed, opens April 7 at San Jose Stage Company.

One of our wonderful hospitality leaders was Abi Maghamfar who owned Rue de Paris, our favorite restaurant in downtown San Jose for many years. He was such a gracious host and served fabulous food in romantic booths.

He was also a leader in the Downtown Association and helped develop the Alive After Five promotions.

Now he and his wife Patti have a new venture: Abigail’s Bed & Breakfast Inn in Ashland, Oregon. It is a beautifully restored Craftsman home built in 1904. It is located in the historic district and a short stroll to the Oregon Shakespeare Festival Theaters. The season is February-October. Of course, there are many other activities in the area.

If anyone is going to the Festival we highly recommend checking out Abigail’s and we guarantee it will be the ultimate in hospitality. Tell them the Silicon Valley Concierge Association sent you!

Abigail’s Bed & Breakfast
451 N. Main Street
Ashland, OR 97520
541-482-4563
www.AbigailsB&B.com
SUPPORT OUR SPONSORS
B-Robin Networking
www.b-robinnetworking.com
Cinnabar Hills Golf Club
cinnabarhills.com
Cinnabar Vineyards & Winery
www.CinnabarWine.com
ComedySportz
comedySportzsanjose.com
Discover Silicon Valley Magazine
www.explorepublishing.com
Garden Court Hotel
www.gardencourt.com
Emilio Guglielmo Winery
guglielmowinery.com
JoMar Labs
www.jomarlabs.com
Lone Star Limousine
www.LnStarLimo.com
Maggiano’s Little Italy - Santana Row
www.maggianos.com
Royal Coach Tours
www.Royal-Coach.com
San Jose AV Rentals
www.sanjoseavrentals.com
Santa Clara Convention & Visitors Bureau
www.santaclara.org
The Tabard Theatre Company
www.tabardtheatre.org
West Valley Charter Lines
www.westvalleycharter.com

NON-PROFIT SPONSORS
Santa Cruz County Conference & Visitors Council
BOARD MEMBERS
Executive Board
Mori Mandis, President
svconcierge@mindspring.com
Anthony Aguilar, V.P.
svcaemail@yahoo.com
Marianna Khienkina, Director of Administration
mkhienkina@gmail.com
June Suzuki, Director of Finance
june.suzuki@santaclara.org
Randy Zechman Director of Marketing
randyZ@world2do.com
Advisors to the Board
Shozo Kagoshima
Anna Morris
John Bliem

Board Members
Christopher Gits
Shawna Bedrick
Lynn Dyche
Nathan Emmett
David Erskine
Gus Holweger
Maria Lange
Christine Marwell
Lillian Scyoen
Victor Solanoy
Donna West
Armando Garza
Web Portfolio: armandogarzagjr.com
Kim Overholser: Social Media
Kimberly svca@gmail.com
Elizabeth Espinoza, Intern

CONTRIBUTORS
EDITOR/PUBLISHER
Mori Mandis
svconcierge@mindspring.com
Kereli Sengstack, LiveSV
kereli@artsConcierge.org
Gus Holweger (Insiders’ Track & New Faces)
gusholweger@comcast.net
Maria Lange (Touring with Maria) SVTGA
mlange206@aol.com
Donna West (Off the Beaten Path)
www.lighthouse-tours.com
Discover Silicon Valley Magazine
explorepublishing.com
SVCA Web-site
www.SiliconValleyConcierge.com Contents
for VAM
svconcierge@mindspring.com
DEADLINE TO SUMMIT 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
Non-Profit Groups $100.00
• FAM event invitations
• Valley Access E-Magazine
Sponsors $150.00
• FAM events invitation
(Up to 5 attendees)
• Listing on Website
& Valley Access Recognition

Contact Information & Dues:
Anthony Aguilar
V.P. Communication & Marketing
65 Washington Street #113
Santa Clara, CA 95050
E-Mail: svcaemail@yahoo.com