CONGRATULATIONS TO OUR 2014 WINNERS

Best Hospitality/Concierge
Stacee Novelli-Santana Row

Best Hotel - TIE
Hyatt Regency Santa Clara
Hotel DeAnza San Jose

Best Upscale Restaurant - TIE
Le Papillon-San Jose
Manresa-Los Gatos

Best Casual Restaurant
Poor House Bistro-San Jose

Best Transportation Service
Royal Coach Tours

Best Attraction
San Jose Sharks

Best Bar/Night Life
Hedley Club Lounge Hotel DeAnza

Best Winery
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Best Museum
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Best Performing Arts
San Jose Repertory Theatre

Best Annual Event
Christmas in the Park

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Silicon Valley Tour Guides Assn.
The Grill on the Alley
Trinchero Family Estates
West Valley Charters
On behalf of the Board of the Silicon Valley Concierge Association, we would like to “THANK” all……………… for their generous donations towards our 12th Annual Hospitality Awards Event. As a non-profit organization we would not be able to function without sponsors, contributors and members like you. Your generosity given to us allowed us to surpass our goals at this year’s event.

Thank you to Ron Zraick, GM of Cinnabar Hills Golf Club and his staff for their outstanding help and support. Also, a shout out to Jeff Kramer, ComedySportz for being our perfect Master of Ceremonies!

It was an occasion that will be long remembered.
More than 30 of San Jose’s downtown’s best restaurants offer imaginative three-course prix fixe menus at affordable $20-$50 prices points to new and loyal customers.

Music in the Park Concerts – July 17 and August 21st
Two special evenings of live music from nationally and locally known talent that will recognize, honor and celebrate this San Jose tradition of more than 250 concerts dating back to the initial 1989 season.

South First Fridays Street MRKTs 2014: June 6-7, August 1 and September 5th (1st St. between San Carolos & San Salvador)
A diverse showcase of musicians and artists, the South First Friday Street MRKTs take place in conjunction with the monthly First Friday art gallery crawls in the SoFA District. The June event – a.k.a. SubZERO – expands to 2 days, with over 80 artists, 3 music stages, performance art and a craft beer garden.

WORLD CUP SOCCER VIEWING: 10 DATES JUNE 14 THRU JULY 13 IN PLAZA DE CESAR CHAVEZ AND ST. JAMES PARKS
Partner with City of San Jose and San Jose Earthquakes to broadcast the World Cup soccer Matches from Brazil on a big screen, with family-friendly activities, food trucks, drinks, including local beer and wine.

Nederlander Concerts presents “The Piano Guys” (June 27) –
The Piano Guys’ highly original blend of classical music with pop has caused an Internet phenomenon. They have amassed over 1.9 million YouTube subscribers—and more than a quarter-billion views.

Skulls
Opening May 16, 2014 at the California Academy of Sciences
Every skull tells a story. As unique as thumbprints, skulls act as roadmaps in the scientific quest to understand how vertebrate animals live, die, and ultimately, evolve. In this new exhibit at the California Academy of Sciences, explore the science of skulls—from teeth and jaws that allow animals to hunt and consume food, to eye sockets that support advanced vision to escape predators. Walk along an artistic walls cape of sea lion skulls, watch a live colony of demisted beetles demonstrate just why they’re known as “bone cleaners,” and discover how scientists use the Academy’s collection of skulls to uncover clues about life on Earth. Exhibit included with general admission.

Closes - November 30th.
California Academy of Sciences
55 Music Concourse Drive
Golden Gate Park, San Francisco.
(415) 379-8000.

www.sjdowntown.com
There are many talents in SVCA’s membership! Just when you think you know them all!

The term “Concierge Association” as only those whose job title is “Concierge” would agree, is far too narrow to cover the many facets of the hospitality industry. Many of you may not be aware that those aspiring to bear the title of “Concierge” in line with the National Concierge Association’s requirements, must have performed the function for seven years before being eligible to wear the much esteemed “Clef d’Or”. This may account for the many different functions members of the hospitality industry perform other than that of concierges: such as for example tour guides, event planners, restaurant managers, travel managers, members of convention and visitors’ bureaus etc.

SVCA just celebrated its 12th Annual Hospitality Awards event at the Cinnabar Hills Golf Club and the attendees attested to this variety of talents.

I, for one, met Miriam Nuney, author of the book “101 Great Hikes Above Silicon Valley”. As the title implies, Miriam, who has lived in Silicon Valley for decades, discovered that most of the “undeveloped” greenbelts surrounding it, are visible from nearby highways and are accessible from public trails. After many hikes, accompanied by her husband and later by friends and acquaintances, she wanted to share “the joys of getting above the stresses that technology can’t cure, but nature still can”. The book is classified as non-fiction under Sports and outdoor recreation as well as under Health, wellbeing, & medicine which goes to show how well Miriam has researched her new-found guidebook, subtitled: “Pre-planned trail adventures for all ability levels of hikers, runners, bikers, horses… and even dogs”.

Should you want to sample one or more of these hikes, you may join a hiking group of your choice at no charge (by sending an e-mail to JohnMiriamNuney@aol.com) or buy Miriam’s book. The information Miriam provided me for this article is annotated “Copyright @2014 Smashwords, Inc. All rights reserved.” As I pointed out at the outset, the hospitality industry (the word ‘industry’ is may be a bit far-fetched in this context) covers a wide variety of functions and SVCA is glad to have Miriam Nuney as its member.

“Customer Champions – Top companies turn satisfied customers into delighted clients, a sure-fire way to boost the bottom line.”

In its March 2014 issue, in a Special Advertising Section, Fortune Magazine in partnership with J.D. Power / McGraw Hill Financial focuses on the “Five Ps” that, if done right, according to J.D. Power makes for customer champions.

They are: People, product, presentation, process, and price. In this day and age of increasingly sophisticated technologies including social networking tools, it seems that many times they are substituted for the personal touch. The Internet provides access to a myriad of information. Thus, it is no wonder that many times individuals turn into ‘digital addicts’ who feel that they can get information and service quicker through the many devices and networks available. While this special advertising section focuses on supplying products and services that are not part of the hospitality industry, the four “Ps” apply to it as well. One example in the section is about airlines. Here is what many of you may have experienced: “Airlines have seen how bag fees (and others as well) can send potential customers running to competitors who don’t charge them. Others have learned the hard way how a price increase can backfire in a deluge of canceled business. “What we are talking about here is a) to anticipate customers’ expectations and b) respond before they are brought to the service providers’ attention and c) meet them to the customer’s satisfaction in such way that it will create repeat business.

This may sound as normal business practice, the article concludes as follows: “From hospitality to financial services, companies that provide top-level service are learning from experience (and that can many times be the hard way – ed.) that it benefits both their clientele and their corporate bottom line. As JD Power & Associates Customer Champions continuously improve the way they do things, the practices they roll out show their respective industries what’s possible – and what’s necessary to win.”

Make a note of it!

Your feedback is always appreciated
Gus Holweger
Adjunct member of SVCA’s Board and Editor of VAM’s Insiders’ Track column
gusholweger@comcast.net
A WHALE OF A TIME!

From February into June, gray whales make their annual Pacific Ocean migration from Baja to Alaska, providing opportunities to view these magnificent mammals. Enjoy a whale of a time as Cavallo Point offers three great ways to add whales to your life.

A SPECIAL THANKS TO SAUSALITO CHAMBER FOR THE RECOGNITION

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Phone: 415-720-5887
www.fivestarsyacht.com

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Discover Silicon Valley Arts & Entertainment at

LIVEsv
A program of Silicon Valley Creates

June brings with it summer vacation and lots of fun outdoor events for the whole family! Enjoy these events below and find every event under the sun at www.LiveSV.com!

Stroll through the Sculpture Garden and redwoods at the Midsummer Art Festival. See original art and handmade gift items, jump into hands-on art activities, and listen to live music all while sipping on wine and sampling great food.

Date: June 28
Location: Triton Museum of Art in Santa Clara
Cost: Free!
For more information, call 408-247-3754 or visit: http://www.livesv.com/event/detail/441852122

Meet the teams competing for the Grand Champion Barbecue Cook-Off title at the 2014 Silicon Valley Barbeque! The West Coast’s premier BBQ competition boasts great food and bodacious barbecue samples of ribs, chicken, pork loin and more. There will be beer and wine, live music, and a Children’s Kid Zone.

Date: June 27-28
Location: The Pavilion at Central Park in Santa Clara
Cost: Free!
For more information, call 408-858-2868 or visit: http://www.livesv.com/event/detail/441840759

Celebrate African American Independence Day in the United States at the Juneteenth Festival. This multi-cultural, family-friendly annual festival offers live entertainment, a variety of foods, and lots of enjoyment for all!

Date: June 14-15
Location: St. James Park in Downtown San Jose
Cost: $10
For more information, call 408-978-5176 or visit: http://www.livesv.com/event/detail/441836339

Summer is Here - SJC Has Your Ticket to Fly

Here’s a reminder of which terminal your flight departs from:

Terminal A airlines: American, ANA, Delta, Hawaiian, JetBlue, United, US Airways and Volaris

Terminal B airlines: Alaska and Southwest

Passengers not participating in TSA Pre-Check and CLEAR (see following article) are advised to arrive at SJC at least 90 minutes early for domestic flights and two hours prior for Hawaii and international departures. Click here for TSA travel tips that will help you in packing your bags and reduce hassle at the airport.

Cars & Croissants
Saturday, June 28, and July 26, 9 a.m. to noon
Continuing on the fourth Saturday of every month through December
Santana Row partners with 100 OCT to present Cars & Croissants on The Row, a monthly gathering for exotic car owners and car enthusiasts. On the fourth Saturday of the month, exotic car owners are invited to park on Santana Row Boulevard from Alyssum Lane to Tatum Boulevard, display their car and mingle with other enthusiasts. This event is free and open to the public.

Fourth of July Summer Block Party
Friday, July 4, noon to 4 p.m.
An annual Santana Row tradition: enjoy big band entertainment in Park Valencia, stilt walkers and balloon artists. Browse racks of designer clothes at the annual sidewalk sample sale and enjoy exclusive discounts.

Submitted by Kereli Sengstack (kereli@svcreates.org)

Fastest same day delivery in SJ & Bay Area since 1962
APRIL HIGHLIGHTS:
Here are top picks from Discover Silicon Valley Magazine for what’s going on this month. For a complete calendar, visit dineshopplay.com

SUMMER JAZZ… Live music concerts are a local summer staple, and the Stanford Jazz Festival (June 20-Aug 9) never fails to deliver the best around. Held on the stunning Stanford University campus (including the prestigious Bing Concert Hall) and orchestrated by the Stanford Jazz Workshop, this popular season-long series provides jazz enthusiasts, students, artists and educators with top-notch performances by world-class musicians. This year brings the SFJ’s most ambitious lineup to date, with June performances featuring pianist Kenny Barron and his Trio with tenor saxophonist Dayna Stephens (6/21); Egyptian-born singer/songwriter Meklit (6/27); renowned guitarist and vocalist John Pizzarelli (6/28) and soul jazz singer Denise Perrier & the Marcus Shelby Jazz Orchestra (6/29). See website for times and complete schedule. (Palo Alto: Stanford University campus; 650/725-2787)

MOVIES UNDER THE STARS… Enjoy free outdoor summer movie classics in downtown San Jose with the Starlight Cinema Series (June 14-Aug 22), including pre-show fun and entertainment for the whole family. In June, catch: Bend It Like Beckham (6/14 at Plaza de Cesar Chavez Park) and Back To The Future, Part II (6/22 at St. James Park). Screenings begin at dusk. (Downtown San Jose; 408/279-1775; www.sjdowntown.com/starlight)

LOS GATOS MUSIC IN THE PARK… Head to Los Gatos Sunday evenings June 15-Aug 24 for this free, outdoor concert series. June performances include: California’s premier Beatles tribute band The Sun Kings (6/15); British rock tribute band Mark Bettencourt & The Aftermath Band (6/22); and Cajun, Creole and Zydeco music performed by Andre Thierry and Zydeco Magic (6/29). 5-7pm. (Los Gatos: Civic Center Lawn, E. Main St. & Fiesta Way; www.lgmip.com)

THEATER HIGHLIGHTS… City Lights Theatre Company presents The Language Archive (thru June 29). In this play by Julia Cho, George is a man consumed with preserving and documenting the languages of far-flung cultures. Closer to home, though, words are failing him. He doesn’t know what to say to his wife to keep her from leaving him, and he doesn’t recognize the feelings that his lab assistant has for him. George may be one of the world’s foremost language experts, but can he find the words to say what’s in his heart? Wed-Sat, 8pm; Sun, 2pm. (San Jose: 529 S. Second St.; 408/295-4200. cltc.org) 408/283-7142. thestage.org)

San Jose Repertory Theatre presents the American premiere of Landscape with Weapon (June 19-July 13). A genius aerospace engineer develops drone aircraft technology that claims to revolutionize modern combat, eliminating human error and lessening civilian casualties. He suffers a crisis of conscience as the conflict between profit and ethics causes him to question his beliefs about the wages of war. Tues, 7:30pm; Wed, 2 & 7:30pm; Thurs-Fri, 8pm; Sat, 3 & 8pm; Sun, 2 & 7pm. (San Jose: 101 Paseo de San Antonio; 408/288-5437; sjrep.com)

Rita Vanderaa rita@explorepublishing.com - DiscoverMagazine

ShakesBEERience returns to Downtown San Jose June 30th with “The Taming of the Shrew”
A Pub, a Pint and a Play

Who: Buck Hill Productions presents What: A FREE play reading of “The Taming of the Shrew” by William Shakespeare; directed by John McCluggage When: Monday, June 30th at 7:00pm. Where: Café Stritch, 374 South First Street in downtown San Jose. Why: The staged reading is FREE and open to theater lovers, pub lovers, pint lovers and those who are just curious. ShakesBEERienceSan Jose offers professional actors unpacking the language in a playful, unique and accessible way in an easy-going, and entertaining environment while you drink, eat and generally have a good time! Hungry? Order some food and eat dinner while you listen to the play! Thirsty? Refill your pint! (The actors certainly will!) Whether you come for the whole reading, or can just stay for one scene, the ShakesBEERience you have is up to you. “The Taming of the Shrew” on Monday June 30th at 7:00pm at Café Stritch in downtown San José will feature professional actors and special guests in one of Shakespeare’s most beloved comedies.

SVCA UPCOMING EVENTS:

- June 9 Amici’s
- June 19 Lone star Limousine
- July 10 Christmas in July Capital Club
- August 5 Santana Row VIP NIGHT
- October Fest San Jose Museum of Art

www.dineshopplay.com
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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.

* * * *

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