San Jose Downtown Association invites you to be our guest!

SVCA Member FREE Skate Night at Downtown Ice!
You and a Guest can glide and twirl under the palms at Hawaiian Airlines/Kristi Yamaguchi Downtown Ice on Monday, December 8 from 5 p.m. - 10 p.m.*

Beat the holiday crowds and experience for yourself why over 54,000 skaters visit this iconic ice rink each season.

To RSVP, email: sjda@sjdowntown.com with your name, and include whether you are bringing a "plus one" as your guest.
*Limited to first 50 RSVPs plus 1 guest each

Downtown Ice is open November 14 - January 11 (skate rentals included). For more information:
Kurios - Cabinet of Curiosities
U.S. Premiere November 14 - January 18, 2015
Under the Big Top at AT&T Park

Reality is Relative What if you could alter reality at will? Delve into a world of curiosity where seeing is disbelieving: the world of KURIOS™ – Cabinet of Curiosities from Cirque du Soleil®. The show immerses you in a mysterious and fascinating realm that disorients your senses and challenges your perceptions, leaving you to wonder, "Is it real, or just a figment of my imagination?"

Step into the curio cabinet of an ambitious inventor who defies the laws of time, space and dimension in order to reinvent everything around him. KURIOS – Cabinet of Curiosities is set in the latter half of the 19th Century, with beautiful period costumes, a set full of antiques, and featured inventions, such as the bicycle, airplane, trains, gramophones, and electric lights!

KURIOS – Cabinet of Curiosities is an ingenious blend of unusual curiosity acts and stunning acrobatic prowess from Cirque du Soleil. This show is good for all ages!

Ticket Information
Conciereges have a direct link for 15% discount on Price Level 1, 2, and 3 seating for any show. Ticket prices range from PL4 ($53) to PL1 ($135) and VIP Experience ($275). Family Packs (minimum 3 including one child) available on select shows at a package rate. Group sales apply to groups of 12 or more - for that and wheelchair accessible seating, call 1-800-450-1480.

Background:
Kurios – Cabinet of Curiosities premiered to the world in Montréal in April 2014 and is Cirque du Soleil’s 35th production. Since its debut, critics have been raving: "It's the most joyous piece of theatre I've seen in years and it will lift your spirits right up to the stars. At the three-decade mark in their existence, it's nice that Cirque du Soleil is proving to us all that life really does begin at thirty." – Toronto Star

Cirque du Soleil
Kurios – Cabinet of Curiosities is Cirque du Soleil’s 35th production since 1984. The company, who celebrates its 30th anniversary in 2014, has brought wonder and delight to close to 150 million spectators in more than 300 cities on six continents. Cirque du Soleil has close to 4,000 employees, including 1,300 performing artists from close to 50 different countries.

www.cirquedusoleil.com/kurios
POSITION TITLE: Westfield Guest Service Ambassador

DEPT/LOCATION: Valley Fair

REPORTS TO: General Manager/District Marketing Director/ Marketing Director

You are the primary point of personal contact for Customers who are seeking information, service, assistance and shopping & dining recommendations while visiting & shopping at a Flagship Center. You are also the primary point of engagement for Customers who are seeking information to plan their shopping & dining, as well as the latest details to take advantage of upcoming in-center and retailer events. You will demonstrate a passion for and understanding of providing service at a luxury level to include ensuring guest needs is met, and their experience is memorable. You must be able to provide service in person, online and digitally through a variety of social media outlets (Facebook, Twitter, Internet, and Apps).

Knowledge and Skill Competency Requirements:
• Genuine passion for providing excellent customer service.
• 2 or more years of previous retail, customer service/concierge or sales experience required.
• Prior experience with luxury hotel, retail or restaurant “front of house” guest service required.
• Previous community involvement or networking experience is preferred.
• Comprehensive knowledge of the shopping center trade area and venues.
• Work in a fast paced environment that requires strong communication and follow up with all guests and employees.
• Strong communication and organizational skills, both written and verbal required.
• Strong working knowledge of Facebook, Twitter, Internet, and App based programs and Microsoft Office required.
• Working knowledge of Apple iPad is preferred.
• Must be flexible and able to work days, nights, weekends and holidays.
• Able to work independently or with a team in a collaborative way.
• Mandarin speaking a plus.

Essential Functions:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the physical skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply: Visit http://corporate.westfield.com/careers/search-jobs/ and find the job listing for Guest Service Ambassador – Valley Fair
INSIDER TRACK

How to respond to guests who find that their hospitality industry provider is not living up to their expectations?

As can be expected this is many times a two-way street and the outcome is often dependent not only on the guests’ expectations but also on the hosts’ assurances of what brings them about. Many factors come into play:

- The reasonableness of the charges made for services promised. Clearly, a room night at a three, let alone, four star hotel ought to include more amenities than that at a property that is below that range.
- Ancillary charges. Lately travelers have complained about being ‘nickeled and dimed’ for a variety of services related to their stay or insufficient quality of services from slow Wi-Fi, low shower water pressure, outdated TV equipment, insufficient noise insulation and power outlets, or lighting.

Guests, with the possible exception of conventioneers who are booking with the event coordinator, often fail to do their homework to ensure that the hotel has what they want and need, from location to price, to amenities. This is particularly important if the guest is traveling with family members and the destination has to meet not only business- but also recreational needs.

Many hotels renovate their property at regular intervals or when occupancy and other circumstances dictate. In so doing, designers or operation managers ought to be guided by many factors such as travelers’ review on the web. Martha C. White in a recent article in the travel section of the New York Times, elaborated on this topic under the headline: “Hotels take heed when guests yelp”. She strongly suggests two matters: Travelers ought to use TripAdvisor as a matter of course, just in case hotel managers are not responsive to verbal complaints; and hotel managers are not attentive enough to follow up on legitimate complaints or guest suggestions.

Ms. White’s article had this to say to begin with: “When it was time to Omni Hotels and Resorts to start a new round of renovations, executives made a point of installing more electrical outlets and better bathrooms. The impetus for those upgrades? Complaints from travelers on review websites like TripAdvisor (and Yelp etc.).” Clearly, technology has impacted greatly on the hospitality industry. The article had this to say about it: “Technology providers work with hotels to sift through thousands of reviews, often using algorithmic software, to find the trouble – and to weed out those complaints that are not genuine.” Common complaints often have to do with the above mentioned items. Technology can thus not only become a tool for the traveler for reviewing the quality of services rendered, but also to make needed travel arrangement for him/herself and use concierges only for advice needed on short notice or not available on computers.

The concluding paragraph of Ms. White’s article puts all of the above into perspective: “This feedback from travelers (such as that on TripAdvisor or Yelp) is making hotels respond.” Mr. Hunter at Omni is quoted as follows: “As an industry, I think when TripAdvisor first started we looked at that as a channel that didn’t have a lot of credibility. That has certainly changed.”

Mind you: The matter of hotel guests providing feedback about their experience at a given property is meant to alert it to its relevance for needed improvements or to acknowledge that all went well. This column is not meant to promote TripAdvisor or Yelp software.

Gus Holweger
SVCA Contributing Editor to Valley Access Magazine and Adjunct SVCA Board Member

Breakfast with Santa

The annual tradition returns for its third year at The Fairmont Hotel on Saturday, December 13 from 8:00am until noon. Enjoy a wonderful breakfast buffet, arts & crafts, entertainment and, of course, Santa himself!

How Many Pickles Can You Find

The Christmas Pickle is a holiday tradition where a pickle is hidden on the Christmas tree the night before Christmas. The person that finds the pickle first the next morning is supposed to receive an extra present from Santa or a year of good fortune.

At Christmas in the Park, we will be hiding pickles throughout our park. How many can you find?

Hint: a lot of the pickles will be hidden near energy conservation signs that are spread throughout the park - so look for the Pacific Gas and Electric Company (PG&E) logo and then look around for Blinky's hidden pickles!

San Jose Giants Fundraising Workshops

Come learn about fundraising opportunities with the San Jose Giants for your organization. Click on link below for more info:

http://www.milb.com/content/page.jsp?ymd=20130124&content_i d=41139024&sid=t476&vkey=team3

The San Jose Giants cordially invite you to attend Fundraising Workshop for all nonprofits, schools and youth sports organizations. The San Jose Giants realize that in today’s economic climate, organizations need to find new and cost effective ways to fundraise.

For more information or to RSVP for the San Jose Giants Fundraising Workshop please contact Jeff Di Giorgio at 408-297-1435 ext. 4503 or via email at JeffDiGiorgio@sjgiants.com
November welcomes crisp air, multi-colored leaves, and the golden days of Autumn. Celebrate the season with two choices of Harvest Festivals and the last film festival of the season. Be sure to visit LiveSV.com to find more colorful and seasonal events.

Black Friday shoppers looking for those unique gifts have the chance to forgo the big box stores and support independent artists and craftspeople by visiting the San Jose Harvest Festival. Be entertained while you shop by local musicians and the annual appearance of Sweet Adeline’s Women’s Barbershop!

**Passport Day**
Santa Cruz Wine Makers Association
Saturday, Nov. 15, 12 pm - 5 pm

New Panoramic Venue & Shuttle Service

Enjoy award winning wine at our Block 4 Outlook with incredible views of the forests of the Santa Cruz Mountains. A complimentary shuttle bus will take guests to the site every Sunday at 4 pm. Each table seats 4 guests. For larger parties, Byington combines tables for your specific group size.

Submitted by, Kereli Sengstack #livesvpresspass @livesvpresspass
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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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SVCA Membership

SVCA Student $25.00
SVCA Member $50.00
Non-Profit Groups $100.00
Sponsors $150.00
Platinum $500.00
Diamond $1,000.00

Information & Membership:

SVCA - Membership P.O. Box 2545
Saratoga, CA 95070-0545
Email: svca_membership.com

Membership includes One complementary beverage and raffle coupon for each member and one guest upon check-in at applicable events.

PayPal Now Available for SVCA Membership
www.siliconvalleyconcierge.com
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