SAVE THE DATE!

Fall Festival of Food & Wine
October 8, 2015, 5:30–8:00 PM
Winchester Mystery House

Network and enjoy food and wine from top local restaurants, caterers, wineries and breweries.

Entry is $5.00

This event celebrates the Corporate Event Planner of the Year and the Corporate Concierge of the Year

Must be 21 or older.

Nominate for corporate Event Planner and Concierge in Silicon Valley.
To nominate: www.bizjournals.com/sanjose/nomination/75252

PARTICIPATING SPONSORS

71 Saint Peter Modern European Kitchen
A Catered Affair
Aloft Santa Clara
Balloonatics
Buca Di Bepo
Byington Vineyard
Cake Expressions
California Academy of Sciences
California Café Los Gatos
Campbell Chamber of Commerce
Catered Too
Cinnabar Hills Golf Club
Citi’s Florist
Club Sportiva
ComedySportz Inc.
Cooper Garred Vineyard
Cuisine Sid and Pizza Party
D N H Catering
Danny Thomas Rentals
Domain Hotel
Duck Horn
Fairmont Hotel San Jose
Far Niente
Gala Nuptials and Events
Guglielmo Winery
Hermitage Brewing Company
Hornblower Cruises
J Lohr Winery
Joseph George Wines
LB Steak
Left Bank
Lone Star Limousine
Magnolia Jazz Band
Maria’s Inn & Restaurant
Mission City Creamery
Monopoly in the Park
Neto Sausage
Pasta Pomdoro
Paxti Pizza
Pepisco
Sal’s Limousine
San Jose AV Rentals
San Jose Earthquakes
San Jose Marriott Arcadia
San Jose Stock .com
San Jose Theaters
Santa Clara Convention & Visitors
Santa Rosa Convention & Visitors
See’s Candies Filed Service
Sheraton San Jose Hotel
Shurras Candies
Silicon Valley Business Journal
Silicon Valley Capital Club
Simply Delicious Catering & Events
Stanford Park Hotel
Tap Snap
Team San Jose
Testarossa
The Fish Market
The Mountain Winery
The Tech Museum of Innovation
Tico Roasters
Tony and Albas Pizza and Pasta
Tony’s Caterer
Wrights Station Vineyard & Winery

LOOK FOR YOUR INVITATION TO FOLLOW
IF YOU WISH TO PARTICIPATE AS A SPONSOR
CONTACT: MORI MANDIS AT
SVCONCIERGE@MINDSPRING.COM
WHO ARE THE HOSPITALITY POWER EXECUTIVES?

Help us identify the Silicon Valley Power Executives in Hospitality (tourism, hotel operators, restaurant owners, etc.) Who have the influence to make things happen. We’ll be taking your Nominations online for the next week. Your suggestions will help Our editorial staff identify the Power Executives, who will be Honored in a new event launching in 2016. If you know a hospitality Powerhouse who deserves special recognition, let us know.

WHO ARE THE HOSPITALITY POWER EXECUTIVES IN SILICON VALLEY?

Send us your nominations via this link: bit.ly/PowerExecHospitality

Great news! Your digital files for Silicon Valley Concierge Association March 25, 2015 are ready and waiting. Click on this link to get your zip file: http://www.smugmug.com/downloads/08c5b471ae2b197a824/3058066 (222.57 MB)
Download your zip file any time in the next two weeks, but after 04:02 PM PDT on Apr 9th, 2015 you’ll need to generate a new request.

TRAVELZOO SAN JOSE

$37 -- Moscow Ballet’s ‘Nutcracker’ at Flint Center
By Kristyn Schiavone | Source: Moscow Ballet

Why we love this deal
• See the famed Moscow Ballet’s “Great Russian Nutcracker”
• Tickets start at $37 (reg. $48)
• Front Orchestra seats -- the best in the house -- are $68 (reg. $88)
• Flint Center for the Performing Arts on Friday, Dec. 18 -- great way to kick off the holidays

SVCA Photos......


Additional Links to Past Photos

Enjoy!
Kymberli Weed Brady
www.kymberlibrady.com
Those of us in the industry must keep informed about the latest developments in order to provide the services expected from our customers. Following is a listing of articles that provide such information:

- **Hotel Pet Fees: An arm, leg and a tail**

The San Jose Mercury News in the business section of its June 6 issue had this to report under this heading: “Some hotels and inns cash in on travelers with their animals by offering perks and raising fees.” Here is an excerpt dealing with this topic: “Hotels ranging from major chains to small outposts are capitalizing on the wave of travelers who bring along their dogs, some by charging for perks that pamper pets and others by expanding fees. What started as a basic, one-time pet fee has blossomed into a per-night charge at many places and costs that can total hundreds. Some properties offer amenities from patches of grass to chew toys, designer bowls and in-room massages – usually for an additional price o- while other simply levy cleaning fees, whether your dog makes a mess or not. Those hotels often don’t offer extras or permission for pooches over a certain weight, locking out larger pets. “There is a huge difference between pet-tolerant and pet-welcoming,” said Carol Bryant a pet industry public relations strategist from Forty Fort, Pennsylvania. She’s been traveling with dogs for decades and says hotels that simply tolerate animals don’t offer services such as bowls and beds, so dogs might be sleeping on this carpeting. The article also states: “hotels charge a range of prices for pets. More than 120 Double Tree by Hilton hotels in the U.S. charge a maximum $75 nonrefundable fee used for cleaning said Maggie Giddens, director of public relations for the hotels.

- **“Sleep and GoSeek”, more precisely the website:**

www.goseek.com is mentioned by Jen Leo in the 4/26 issue of the Los Angeles Times as a hotel website that doesn’t just find low rates, but also includes membership rates, senior rates, rates after coupon savings and special rates available on your cellphone. It also lets you compare prices with those on other popular travel sites. Leo does mention that the filter bar with “savings types” is a little confusing as: Left is off, and right is on!

- **“My Towne”** in its June 2015 issue has an interesting guideline article on proper tipping by Diane Gottsman. It makes recommendations for tipping for a variety of services offered. Here are a few excerpts: Skycap at the airport: $1-$2 per bag, additional for curbside check-in; Taxi driver: 15-20% of total bill; Concierge: For directions, or simple questions about local sights or nearby restaurants, no tip is required; arranging a dinner reservation$5-$10; room service: 15-20% of bill, unless gratuity has been added to bill; pool attendant: $1 per service; public tour guide: $1-$2 per person for an hourly to a half day tour, $2-$3 per person for daytrip.

- **“Silent Night, Elusive Night”**. Under this heading, the June 14 issue of the New York Times states: “Hotels are promoting quiet zones, soundproof windows and padded headboards for guests who prefer peace.” Surely those of you who have to frequently attend conventions or other corporate meetings at hotels prefer properties that offer peace. Stephanie Rosenbloom has interesting insights into those situations. She states for example: “Soundproofing is best”, says an analyst, “because it doesn’t force a hotel to choose between being a library or a disco.”

- **Airbnb** of boats. In the 8/23/15 edition the SJMN has this to say of what this entail’s: “ Raise the sail on your adventures with GetMyBoat.com: “The Airbnb of boats, this free app for Androids, iPhones and tablets offers a searchable database of more than 33000 boat rentals available worldwide, from kayaks to mega yachts and fishing vessels. Under the heading: Hits, the article states: “the number of choices is terrific, and the filters let you choose the type of boat that suits your mood: power, sail, fishing, nonpowered or mega-yacht. You can request a captain, and sort by budget and capacity, too. Jen Leo of the L.A. Times, the author of the article also found some misses, when he was testing the iPhone app and the website. He states that “the app turned up significantly more search results than the website” when he searched for Cabo San Lucas Mexico, and it happened again for Sydney.

Gus Holwegger, Insiders Track
SVCA Board Member
gusholweger@comcast.net
RENAISSANCE STATE OF MIND... Immerse yourself in magic and merriment at the Northern California Renaissance Faire, held on weekends from September 19-October 18 at Casa de Fruta in Hollister. A lively, colorful recreation of a Renaissance-era harvest fair, this annual event comes alive with costumed performers and strolling musicians, staged performances and adrenaline-pumping full-contact jousting tournaments. Step into Willingtown, a quaint village straight out of the pages of a history book, where you can wander through an authentic marketplace to browse artisanal wares, try your hand at archery or axe throwing, or take part in traditional music and dance. For a little touch of modern music there is a Celtic Rock Concert Series, held Saturdays at 6pm. You can feast like a king on a bountiful selection of tasty fare, including giant roasted turkey legs, and quench your thirst with fine English ale. And to really get into the Renaissance spirit, why not go in costume? You can bring your own or rent one there. The Queen would surely approve. Sat-Sun, 10am-6pm. (Hollister: Casa de Fruta, 10031 Pacheco Pass Hwy. 152; www.norcalrenfaire.com)

THE HEAT IS ON IN REDWOOD CITY ...Get your dance shoes on and shimmy on down to Redwood City’s 8th annual Salsa Festival, September 26, featuring multiple outdoor stages offering continuous live Salsa, Latin Jazz and Reggae performances to get the crowds dancing to its sizzling beats. But this festival isn’t just about the Salsa you can shake your groove “thang” to... it’s also about the kind that makes your taste buds pop! Whether you like it red-hot, eye-watering or call-the-fire-department picante, come and sample from a vast selection of tongue-tingling salsas and even vote for your favorite from 12-5pm, but make sure to arrive early to sample the most popular. Also enjoy amateur and professional salsa-making competitions, tequila and microbrew tastings, local fare, family-friendly activities, a children’s area and much more. Don’t miss this “zing-tastic” event! 12-8pm. (Downtown Redwood City: Courthouse Square; 650/780-7000)

INTENSE DRAMA A LA PUCCINI ...In Tosca, Puccini’s operatic work of art, Flora Tosca is a fiery young diva with the world held in the palm of her hand. Yet, despite her wealth and privilege, she is forced to play a role she never imagines when she becomes trapped between her English love and the scheming, treacherous police chief. She is a beauty pursued by a beast of a man determined to have her, and killing her stalker—chief of the secret police, Baron Scarpia—still doesn’t end her suffering. The explosive triangle comes to a heart-stopping conclusion in one of opera’s most intense dramas, presented by Opera San Jose from Sept 12-27. Sung in Italian with English supertitles. Thurs-Sat, 8pm; Sun, 3pm. (San Jose: California Theatre, 345 S. 1st. St.; 408/437-4450)
Roundtrip Shuttles to Levi’s Stadium: 49ers vs. Vikings
Monday, September 14th

Enjoy a round trip shuttle from Santana Row to Levi’s Stadium! Your $30 ticket includes roundtrip transportation, designated parking at Santana Row and exclusive shopping & dining incentives.

Registration will be held in front of CineArts parking lot and opens at 4:50pm. The bus will depart at the scheduled time and will not wait for passengers. The shuttle bus will depart Levi’s Stadium approximately 1 hour after the conclusion of the game. Tickets can be purchased at www.SantanaRow.com. For more information, contact Concierge at 408.551.4611.

Good Samaritan Hospital 50th Anniversary Celebration
Saturday, September 19th, 11a.m.—8p.m.

Over the past 50 years, more than 100,000 babies have taken their first breath with us at our hospital. If you or someone you know were born at Good Samaritan Hospital, you are invited to join us for our 50th birthday celebration on Saturday, Sept. 19 at Santana Row from 11 a.m. to 8 p.m.

Join us for family friendly activities throughout the day, including live music on the main stage featuring Motown, Classic Rock and Modern Hits. The Children’s Pavilion will feature entertainment, fun kids activities and safety checks. While the Learning Lounge will host cooking demos by Santana Row’s top chefs, CPR classes and health chats with Good Sam physicians and staff. You can also visit with first responders, use the Shopping Passport with special offers to Santana Row stores and interactive contests and photo opportunities.

This event is free and open to the community. For a schedule of events and more information, please visit us at goodsamalsanjose.com/birthday

Yoga on The Row
September 27th, Registration at 9a.m., Class 10a.m.

On Sunday, September 27, 2015 lululemon athletica will present to the community our third annual yoga event: Yoga on The Row, in Santana Row Park.
Join us for a morning of heart-opening and hip-flexing fun to fundraise for the Art of Yoga Project. lululemon athletica will donate $1 to the Art of Yoga Project for each participant who attends this complimentary yoga event. Registration will begin promptly at 9:00am, class will start at 10am. Please arrive with your mat, a towel, and a smile! All levels welcome.

Now Open on The Row
Sugarfina

Sugarfina is a luxury candy boutique for grown-ups, featuring 150+ gourmet sweets from small artisan candy makers around the world. Named “Best New Candy Shop” by Food & Wine, Sugarfina offers a unique range of confections that can’t be found anywhere else in the United States. Loved by celebrities and tastemakers, Sugarfina candies are beautifully packaged and presented, perfect for gift giving or treating yourself. The Sugarfina Candy Concierge offers a range of personalized services including corporate gifts, custom favors, and private events. Sugarfina is located on Santana Row across from Pinkberry.

SANTANA ROW CONCIERGE
377 Santana Row
San Jose, CA 95128
Located in the Vía between Left Bank Brasserie and Sino restaurants inside the parking garage.
WWW.SANTANAROW.COM

CONTACT 408.551.4611 snovelli@federalreality.com
HOURS Mon - Sat: 10AM — 9PM Sun: 11AM — 7PM

STACEE NOVELLI
Concierge Manager
The Corporate Travel Administrator Certificate and/or the Corporate Travel Agent Certificate is your ticket to a new and exciting career in travel management!

Silicon Valley Business Travel Association (SVBTA) and San Jose State University (SJSU) have collaborated to develop these two courses, with each course a time commitment of only 6 Saturdays.
This program can lead to emerging opportunities in the burgeoning corporate travel industry or add valuable credentials to advance in your current position as you provide travel planning services. Either way, these certificates provide unique options for rewarding careers that may also allow for flexible hours and work locations. In addition, this program is the right fit for those passionate about helping organizations improve communication and operations.

What You Will Learn - 4 Continuing Education Units per class

**Corporate Travel Administrator - (October 17-November 21, 2015)**

- Components of the corporate travel industry: career opportunities, certifications, supplier relationships, travel management companies, technologies, and associations.

- Key elements and administrative functions of a managed travel program within a corporation including end-to-end travel and expense solutions, travel policy compliance, risk management, travel analytics and reporting.

**Corporate Travel Agent – (January 30 – March 12, 2016)**

- Business practices of a travel management company: airline ticketing rules and regulations, supplier relationships and basic accounting functions.

- Corporate travel customer service techniques: travel technologies to facilitate the travel reservation process from initial traveler contact through trip completion and follow-up.

Detailed class information, schedule and scholarship information available on the SJSU and SVBTA websites.

For additional information, contact SJSU at 408-924-2670 or email: www.ceuprograms@sjsu.ed.
Dining with Bella

PUB CRAWL with Bella!

In the column this time around, I’d like to share some information about a couple of the restaurant/bar combinations we’ve visited over the weekend.

First up – Roots and Rye, a brand new place in Santana Row. We were about to attend an event and were a bit early so three of us went to Roots and Rye for a quick cocktail prior. Although I loved the framework decorations, my friends were not very impressed. The cement bar was attractive, but cracked already. The hanging industrial fixtures were cool, but the bar is lit from behind by what I can only describe as textured plastic sheets popular in the 70s (think inset kitchen lighting that illuminated your avocado green fridge and autumn gold dishwasher), with visible seams and fluorescent lights behind. One of my party remarked that the eating area looked more like a cafeteria than a restaurant. I did, however, love the tuck and roll couches in the drinking area.

When we sat down, one of us asked the bartender if there were any happy hour specials. You’d have thought she had smelled something horrible from the look he received. He then proceeded to order two white wines and a certain brand of vodka on the rocks.

Here is where it got interesting. The bartender walks over, grabs a different brand, pours a small shot, squeezes what can only be described as a very juicy lime wedge into it and sets it down in front of me. When I pointed out that this was not what was ordered, I was confronted with the fact that they don’t carry that brand. I was polite, but firm, I don’t drink lime in my vodka. I had her tell me what they do carry and made my selection from that list. Hopefully in future this bartender will take the hint and allow her clients to choose what they drink rather than making that choice for them.

For appetizers, check out the deviled eggs and the jalapeno poppers, both were great. While we were there a gentleman came in who had left his credit card there the night before. The bartender took his ID and said she’d have a manager look to see if it was still there. He was still there waiting when we left 30 minutes later. The place was empty, not sure why he had to wait that long with not even water to drink, but hope it all worked out for him in the end.

That same weekend we hit up Jack Rose Libation House. We showed up on Sunday afternoon, it was scorching hot outside and we’d heard great things about this place. We entered and my party was suitably impressed with the interior. It was a slow afternoon for them, and there was plenty of seating. The first hint that this was going to be less than an E ticket ride was the fact that they wanted me to provide a credit card to hold prior to even serving us. I can see where a crowded facility might need to go to this extreme to keep track, but like I said, there were few people inside and I just didn’t see the need. There were four bartenders on staff when we were there, how hard can it be to show a little class?

One of my parties ordered a cabernet and enjoyed it. I ordered the vodka rocks, like I always do. It was 12.50 for a two ounce pour in a double old fashioned glass with four square ice cubes. It was just sad looking. Presentation aside, it was good. At this point, I asked for the credit card back, even tipped, but will probably never go back. We ended the weekend at Forbes Mill and what an ending!

The bar is dark wood and very inviting. The bartender was excellent in engaging everyone in conversation while simultaneously making sure everyone was taken care of. That is a skill I truly admire. Happy hour was in session. Both food and cocktails are specially priced until 6:30. We had great cocktails (ask for the Ice Ball, it’s a kick!) along with the Filet Mignon Steak Tips, Crab Cakes, Jumbo Prawns and Oyster Rockefeller. All appetizers were done to perfection and the cognac peppercorn sauce that came with the steak tips? Well, of course after I finished the steak, I dipped my bread in it, then asked for another order.

We’ve always enjoyed eating at Forbes Mill, but now that I’m aware of the happy hour and the bar menu, we’ll be coming back for more.
ShakesBEERience San Jose 2016 Season Benefit

Who: Buck Hill Productions presents
A benefit for ShakesBEERience San Jose including dinner, entertainment and merriment.

When: Tuesday, September 22, 2015 at 6:30pm.
Where: Café Stritch, 374 South First Street, San Jose

Why: This benefit is to underwrite ShakesBEERience’s cost for the upcoming season of programs that opens with free performances in October.

(Actors of ShakesBEERience perform a scene at Cafe Stritch.)
Executive Board Members

Mori Mandis, President
svconcierge@mindspring.com

Christopher Citti, V.P. Communication/Events Chair
siliconvalleycon@aol.com

Phillip Jaw, Director of Administration
philip.jaw@hhg-hotels.com

Marianna Khienkina, Director of Finance
mkhienkina@gmail.com

Michael Mulhern, Director of Sponsorship
mmulhern@sanjose.org

Members of the Board

Nathan Emmett, Attractions Chair
nathan@winchestermysteryhouse.com

Victor Escoto, Social Media
Victor.Navarro-Escoto@Hilton.com

Lillian Scoyen, Educational/Seminar Chair
Lsdiscover@aol.com

Victor Solanoy, Technology Chair
vsolanoy@gmail.com

Karen Hennessy, Welcome /Scholarship Chair
khenessy@the-tech.org

Kymberli Weed Brady, SVCA Photographer/PR Chair
kymberli@sanjosestock.com

Shawna Dedrick, Hospitality Committee
shawnadedricksvca@gmail.com

Advisors to the Board

John Blem
Anna Morris
Amando Garza
Shozo Kagoshima
June Suzuki
Kereli Sengstack
Randy Zechnan

SVCA Welcome Committee
Karen Hennessy Chair: Meredith MacDaniel, Melissa Kevan, Patricia Anderson, Jenner Anson, Michelle Wobbe, Robin Kuborsky and Donna Cel Tuason

SVCA Scholarship Committee
Karen Hennessy Chair: Lillian Scoyen, Philip Jaw, Haze Dennis, Lorraine Reeves, Daniel Aras & Dr. Kate Sullivan

Film and Photography

The organizers may film and photograph the event. These materials will be used online and offline to promote Silicon Valley Concierge Association and to advertise future events. By attending the event you agree to appear in such films and photographs.

VALLEY ACCESS ELECTRONIC MAGAZINE - CONTRIBUTORS

EDITOR/PUBLISHER
Mori Mandis
svconcierge@mindspring.com

CONTRIBUTORS TO VALLEY ACCESS E-MAGAZINE

Dining with BELLA

Gus Holweger, Insiders Track
SVCA Board Member
gusholweger@comcast.net

Karen Gastaldo, Calendar Editor
Discover Silicon Valley Magazine
karen@explorepublishing.com

Stacee Novelli, Santana Row Concierge
snovelli@federalrealty.com

Kymberli Weed Brady –SVCA photographer
kymberli@sanjosestock.com

SVCA Web-site www.SiliconValleyConcierge.com

Valley Access E-Magazine (VAM) svconcierge@mindspring.com

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

Info & 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.

PAY PAL NOW AVAILABLE for SVCA MEMBERSHIP
www.siliconvalleyconcierge.com
MORTON’S THE STEAKHOUSE * COMEDYSPORTZ
CINNABAR HILLS GOLF CLUB * SILICON VALLEY CAPITAL CLUB
PIER 39 * SAN JOSE THEATERS
WINCHESTER MYSTERY HOUSE
WALT DISNEY FAMILY MUSEUM SAN FRANCISCO

(For sponsorship opportunities please contact: Michael Mulhern @ mmulhern@sanjose.org)
THANK YOU TO OUR SPONSORS – SUPPORT OUR SPONSORS

AAA Corporate Transportation * Amici's East Coast Pizzeria * Balloonatics-Campbell * Buca di Beppo-Campbell
California Great America * Corinthian Grand Ballroom * Discover Silicon Valley Magazine * elevations Construction Management Inc. * Fairmont San Jose
Event Yoda * The Glass House * Gray Line Tours San Francisco * Lone Star Limousine * Justin's Restaurant * Magnolia Jazz Band * The Mountain Winery *
Monopoly in the Park * Royal Coach Tours * Sali's Airport & Limousine* Santa Clara Convention & Visitors Bureau * Santa Cruz Mountains Winegrowers Assn..

San Jose Downtown Association * San Jose Earthquakes Soccer * Vyne Bistro San Jose * wine@ 52 degrees *

Tony Caters * The Domain Hotel-Sunnyvale

(For sponsorship opportunities please contact: Michael Mulhern@mmulhern@sanjose.org)

elevations
Construction Management, Inc.

wine@ 52 degrees