BEST OF BEST
SVCA HOSPITALITY AWARDS
APRIL 28, 2016 - 6 P.M.
SAN JOSE
MARRIOTT HOTEL

SPONSORS
Citti’s Florist
Emilio Guglielmo Winery
Explore Publishing
Fortino Winery
Ridge Vineyards
Carla Bohnett Photo Design Studio
Magnolia Jazz Band
San Jose Audio Visual
Mission College - Floral Department
Fogo de Chao
Gorden Biersch Brewery Restaurant
Team San Jose

Award ceremony commented by
Jeff Kramer of ComedySportz

CONTRIBUTORS TOWARDS THE SILENT AUCTION FOR SCHOLARSHIPS

Best Winery
Byington Vineyard & Winery
J Lohr Vineyards & Wine
The Mountain Winery

Best Museum
Children’s Discovery Museum of San Jose
San Jose History Museum
The Tech Museum of Innovation

Best Performing Arts
Broadway San Jose
Opera San Jose
San Jose Stage Company

Best Annual Event
Boogie On the Bayou - Campbell
Christmas in the Park
San Jose Rotary 4th of July Fireworks

Best Attraction
Levi Stadium
The Tech Museum of Innovation
Winchester Mystery House

Best Transportation
Corinthian Transportation
Lone Star Limousine
Valley Transportation Authority

Best Restaurant
Birk's Restaurant - Santa Clara
Original Joe’s - San Jose
Sushi Confidential - Campbell

Best New Restaurant in Past 12 Months
Black Sheep - San Jose
Deluxe Restaurant - San Jose
Gen Korean BBQ - San Jose

Best Lounge / Bar / Nightlife
Café Stritch
Original Gravity Public House
Paper Plane

Best Sports Facility
Avaya Stadium
S.A.P. Center
Sharks Ice San Jose

Best Golf
Cinnabar Hills Golf Club
Deep Cliff Golf Course
Los Lagos Golf Course

Best Hotel
Fairmont Hotel - San Jose
Residence Inn & Springfield Suites San Jose
San Jose Marriott

Best Concierge - Providing Ultimate Guest Services
Ruth Dyche - McEnery Convention Center
Stacee Novelli - Santana Row
Stephanie Smith - Residence Inn & Springfield Suites San Jose

S V C A
H O S P I T A L I T Y
N O M I N E E S
2 0 1 6
Dear Hospitality Industry Partner:

The Silicon Valley Concierge Association is pleased to announce our celebration at our next Annual Hospitality Awards Event to be held on Thursday, April 28, 2016 at the Marriott Hotel in Downtown San Jose.

The awards event offers a special opportunity for your company to sponsor the event or donate goods for our Silent Auction, which goes towards our SVCA Hospitality Scholarships, awarded to students participating in Hospitality Programs in Santa Clara County. Sponsors and Donors will receive recognition at the Hospitality Awards Event and will be acknowledged in the event program as well as the Silicon Valley Concierge Association’s “Valley Access Electronic Magazine”.

Gift Certificate Prize Donations may be mailed to:

Silicon Valley Concierge Association
P.O Box 2545
Saratoga, CA 95070

You may contact us via e-mail at svconcierge@mindspring.com to arrange for items to be picked up. To ensure timely acknowledgement in our events program and magazine we respectfully request that all sponsorships and donations are received by April 8, 2016.

Since 1995 the Silicon Valley Concierge Association has been recognized as the leading professional non-profit organization dedicated to the education and advancement of its members. The SVCA assists members in enhancing their professional skills through networking and familiarization events, meetings, and electronic newsletter/social media.

We believe that “A Hospitality Networking Organization” is beneficial to all of us. The art of creating and maintaining positive relationships is a significant factor in the success of the SVCA and its hospitality partners.

We thank you in advance for your consideration in supporting the Silicon Valley Concierge Association and look forward to seeing you at the awards event!

Sincerely,

Mori Mandis
SVCA President

---

Club Auto Sport – Club Concierge & Member Services – Job Posting 3/29/16

The concierge will be responsible for a creative and organized department. Our concierge will be the point of contact for owners, residents, tenants, event guests and third party vendors. We’re looking for an enthusiastic, outgoing, welcoming individual who loves details and is charged by multi-tasking. This person solves problems before they arise, is quick on their toes, and sees tasks through from beginning to end. We are looking for a concierge who will form an AMAZING first impression for all visitors.

Primary responsibilities include:

- Supervise and coordinate activities of front desk to ensure the 5 star customer services for our members and guests.
- The concierge will be responsible for organizing and maintaining the reception area and ensure that it is neat and orderly.
- Meet and greet visitors and guests, acts as an ambassador to all members, tenants and guests.
- Act as the point of contact for owners, residents, tenants and third party vendors.
- Provide services requested by coordinating facility tours, event reservations, facility maintenance repairs/operational activities.
- Provide support and teamwork to internal staff.
- Create and edit business correspondence to clients, vendors, tenants and owners.
- Maintain calendar and schedules as needed.
- Arrange conference room bookings and maintain schedule for member accommodations and events.
- Maintain wide range of tenant business referral information available for guests and visitors.
- Coordinate receipt of deliveries, couriers, communication and mail services.
- Manage telephone reception for staff and tenants.
- Manage and maintain mailbox assignments and keys for tenants.
- Prepare and hold New Member Orientations.
- Oversight of New Membership Orientation and all programs associated with membership retention.
- Assist all new members in becoming involved in club programs, services and activities.
- Participate and assist in company marketing

Desired Skills and Experience

Qualified candidates will have:

- Must have a high school diploma or equivalent.
- Two to four years of experience in customer service preferably in a club related or hospitality industry a plus.
- Microsoft Windows and Office proficient.
- Social Media, Website and Marketing skills/experience a plus.

This position is all about customer service! Our ideal candidate will possess exemplary customer service skills. Excellent phone, verbal and written skills.

Qualified applicants should include a cover letter telling us why you are the perfect candidate for this position.

Applications accepted through email only to: jobs.cas521@gmail.com
No direct calls please.
Tennessee Williams A La Opera… Opera San Jose concludes its successful 2015-16 season with André Previn’s operatic adaptation of A Streetcar Named Desire (Apr 16-May 1). Clinging desperately to a masquerade of Southern grace, Blanche DuBois moves into her sister’s cramped apartment, creating all the wrong kind of sparks with her crude brother-in-law, Stanley Kowalsky. Sung in English with English supertitles. Thurs-Sat, 8pm; Sun, 3pm. (San Jose: California Theatre, 345 S. 1st St.; 408/437-4450)

A Modern Take on Cyrano… Alive with swashbuckling swordplay, witty wordplay and irresistible romance, TheatreWorks Silicon Valley presents the regional premiere of Cyrano (Apr 6-May 1), a new adaptation of Edmund Rostand’s classic Cyrano de Bergerac. This timeless tale is one of literature’s greatest love triangles that evolve into a modern, intimate and good humored adaptation. Tues-Wed, 7:30pm; Thurs-Fri, 8pm; Sat, 2 and/or 8pm; Sun, 2 and/or 7pm. (Mountain View: Center for the Performing Arts, 500 Castro St.; 650/903-6000; theatreworks.org)

Get Your Zoom On… Half Moon Bay’s unique showcase of motorized mechanical marvels from throughout the 20th and 21st centuries, the Pacific Coast Dream Machines (Apr 24) celebrates its 26th anniversary with a mesmerizing array of more than 2,000 antique, vintage, classic, custom and exotic machines. Jaw-dropping flyovers, food and drink, stellar live music and kids’ amusements are also part of the festivities. 10am-4pm. (Half Moon Bay: Half Moon Bay Airport, Hwy. 1 (5 miles north of Hwy. 92); 650/726-2328)

Mind Your Mannerist… More than 180 works, selected from one of the most extensive private collections of Mannerist prints in the world, epitomize the 16th-century’s extravagant and sophisticated style. Stanford University’s Cantor Arts Center exhibit, Myth, Allegory, and Faith: the Kirk Edward Long Collection of Mannerist Prints (thru June 20) reveals the scope and depth of this exemplary collection for the first time through engravings, etchings, woodcuts and chiaroscuro woodcuts by renowned artists and famous printmakers. Wed-Mon, 11-5pm; Thurs, 11-8pm. (Stanford campus: Palm Dr. at Museum Way; 650/723-4177; museum.stanford.edu)

Karen Gastaldo
Calendar Editor
Discover Magazine
www.dineshopplay.com
David Issel is the Dual General Manager of the new Residence Inn and SpringHill Suites, San Jose Airport. Featuring 321 rooms and suites, this unique hotel opened in June of 2015 and contains both brands in one hotel. Unusual in a number of ways for a select service property, the hotel features two morning buffets, a full bar with evening food service, 4800sf of meeting space, complimentary local and airport shuttle and some unique tech amenities, such as complimentary wireless streaming of a guest's own content to the room TV. The Residence Inn features studios and one-bedroom units, with full kitchens and great work areas. The SpringHill Suites rooms feature separate work and sleep areas, along with microwaves and mini-refrigerators.

Prior to joining Huntington Hotel Group to open this hotel, Issel spent 5 years as Vice President of Operations at BPR Properties in Palo Alto, where he managed a portfolio of 10 bay area hotels. During his tenure there he oversaw the opening of the four unique new hotels, including the Hotel Shattuck Plaza in Berkeley, the Hotel Keen in Palo Alto and both the Hotel Paradox and Holiday Inn Express in Santa Cruz.

Issel previously served as Chief Operating Officer for Personality Hotels in San Francisco, a group of unique boutique hotels in the Union Square area, where he oversaw the acquisition and renovation of the Hotel Vertigo and Hotel Frank.

Before moving back to San Francisco, Issel served as Senior Vice President Operations at Woodside Hotels, a Menlo Park based Hotel Company specializing in upscale bay area boutique and full service hotels. His first General Manager post was with Woodside Hotels, at the Stanford Park Hotel in Menlo Park, where the hotel consistently earned a Mobil 4 Star rating during his tenure.

Issel is a native of San Francisco, and attended the City College Hospitality Program. He started his career working in local restaurants and hotels, then joined a startup hospitality technology company where he was responsible for training, and helped develop some of the first PC based hotel management systems.

In his current position Issel is focusing on the growth of the new hotel, and becoming involved in the community. He is a member of the San Jose Rotary Club, and involved in several other peninsula service activities.

David Issel - General Manager
Residence Inn and SpringHill Suites, San Jose Airport
10 Skyport Drive, San Jose, CA 95110
Hotel Main Line: 408-650-0580
Pioneering Historic Railroad CEO
Georgiana P. Clark Dies – March 3, 2016

Georgiana P. "Georgie" Clark, chairman of the board and president of Roaring Camp Railroad, died Wednesday, March 2.

Georgie was a visionary leader who brought the historic train that tooted its horn as it took guests through California’s majestic redwoods or out to the Pacific Ocean back to life during her family's more than 50 years stewarding the tourist attraction. Roaring Camp Railroad has been taking visitors through the Santa Cruz Mountains since 1963.

The mother-daughter team run railroad operates two lines from its historic train station in Felton, California: one that steams through the redwood groves along a narrow-gauge track to the top of the mountain and the other route that rambles along the San Lorenzo River into Santa Cruz's historic Beach and Boardwalk. In 2013, the railroad celebrated its silver anniversary by bringing the 1880s to life recreating the mill town at Roaring Camp for its guests.

Visitors were able to pan for gold, partake in blacksmithing, listen to music from the period and watch historic films in the Boxcar Theater as well as rode the historic train and enjoyed Chuckwagon Barbeque. John Pomoiroo, former California State Director of Tourism, praised Georgie on Wednesday.

Georgie, who ran the daily operations at Roaring Camp Railroad, since her husband and founder of the railroad F. Norman Clark passed away in 1985, was also praised by local business organizations.

She was honored at the San Lorenzo Businesswoman of the Year, received an NTA Pioneer Award and the California Travel Industry’s Lifetime Achievement Award. Born in Hawaii, Georgie is survived by her three daughters Chemene, Melani and Kapiolani. Melani is CEO of Roaring Camp Railroad.

by Heather Cassell

Dining with Bella

Farmer’s Union Restaurant and Bar

Entering the restaurant, the first thing I noticed is that there isn’t very much room to maneuver around because it was packed and the entry way is very small. The other thing I noticed immediately was that the noise level was off the charts. I think maybe a few plants would help to muffle some of the sound and allow people to hear each other without raising their voices.

They have a ton of beers, but we went for cocktails. They were expensive, but the food was very reasonable and the plates were big and full.

We started with the fondue and the crab cakes.

The fondue was interesting, because it had IPA in it. The IPA gave it a tangy flavor we weren’t expecting, but believe me when I tell you that they took away a very empty container after we were through.

The crab cakes were good, but the sauce (Cajun Remoulade) was a little overpowering, use it sparingly.

For entrees:

The Blackened Trout was a hit (bacon veggies, kidney beans, kale, and charred Meyer lemon)!

The Fried Chicken was a bit dry, but the mashed potatoes and gravy were wonderful.

The Combination BBQ plate was huge! The ribs fell off the bone and next time I will order the full Rib meal. The Chicken was dry and the brisket was one of the toughest I’ve tried. It may have been a bad night for chicken and brisket, so will most likely give it another chance. However, the baked beans were excellent and though they gave a large portion, I would have gladly gone back for seconds.

The only drawback to the entire meal was the potato salad. It comes in a small bowl, and looks like a mushroom dish. I’m more partial to a southern potato salad, and while this had an interesting flavor, it definitely wasn’t what you’d expect if you regularly have BBQ.

We had an excellent time at this restaurant, the overall ambiance is welcoming and fun, great wait staff, enjoyable evening. What more could you ask for in casual dining?

CHAO….BELLA
Air Canada to Beautiful Vancouver
- Twice-Daily Service from SJC
Begins May 9 -

Air Canada is Canada’s largest airline and the foreign carrier with the most flights between the U.S. and Canada. Air Canada serves more than 50 destinations in the U.S., and is very pleased to add San José to its growing U.S. network.

Beginning May 9, Air Canada will operate two nonstop flights daily between Mineta San Jose International Airport (SJC) and Vancouver. Air Canada Express, the airline’s regional partner, will operate the flights using a 75-seat, CRJ 705 Regional Jet. Book your travel at www.aircanada.com.

- Bank of America Installs 10 New ATMs -

Bank of America recently installed 10 new ATMs throughout SJC - in Terminals A and B, the Rental Car Center, and the International Arrivals Building - giving travelers easy access to cash while on the go.

What's your Parking Plan when Traveling through SJC?

SJC’s Economy Lot 1, at $15 per day, is a value-priced option to leave a vehicle while traveling. Even with more than 1,600 parking spaces, this lot is at capacity on a regular basis so it’s good to have an alternate plan.

Daily Lots 4 and 6, both priced at $22 per day, are conveniently located near the terminals:

- Those flying on Terminal A airlines (American, ANA, Delta, Hawaiian, JetBlue, United and Volaris) should park in Daily Lot 4 and take the short shuttle ride to the terminal.
- Travelers on Terminal B airlines (Alaska, Hainan and Southwest) can park in Daily Lot 6.

Before heading out for your SJC flight, call 408-441-5570 for current parking availability. Also, digital signs along Airport roadways indicate when lots are full.
**Light It Up Blue At Santana Row**
April 16th, 12p.m.-4p.m.
Join Pacific Autism Center for Education for a benefit concert in Santana Row Park on April 16th. Performers include local youth musicians including Monta Vista Jazz Band, Cymbalize, The Drought and Monta Vista Tri-M. Other activities include a raffle and informational booths set up in the park. For more information visit www.SantanaRow.com.

**Live Weekend Entertainment**
Friday evenings beginning at 5p.m.
Saturday’s beginning at 12p.m.
Sunday’s beginning at 12p.m.
Live entertainment can be found in the Oak Tree Lounge (in front of Pinkberry) or Santana Row Park (near the large chess board). Live entertainment is subject to change, and weather permitted. For a complete list of weekend entertainment available, contact the Santana Row Concierge Center at 408.551.4611.

**SJDANCECO Dancin’ Downtown Festival**
April 24, 10a.m.-5p.m.
Santana Row and SJDANCECO have partnered up again to bring local and national artists together to celebrate National Dance Week in a FREE outdoor festival featuring the diversity and wealth of our dance community. Join us in Santana Row Park on April 24th for a FREE day of dance or enjoy the view from one of the restaurant patios. Performing groups include SJDANCECO, Diablo Ballet, LV Dance Collective, Pointe of Departure and more!

**Big Changes Underway at Santana Row’s Park Valencia**
Santana Row’s Park Valencia is in the midst of a renovation that will enhance and energize one of San Jose’s favorite urban playgrounds. While construction is underway, a plywood barricade has been installed on the perimeter of the park. The shops, restaurants and offices are all open and accessible through an entrance located on Piazza di Valencia in front of The Counter Burger. Park Valencia is scheduled to re-open this summer. In the meantime, plexiglass windows have been installed so you can view the progress firsthand! Please pardon our dust while renovations continue. We look forward to our opening this summer! #lifeontherow

---

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

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

---

**STACEE NOVELLI**
THANK YOU TO OUR DIAMOND SPONSORS

THANK YOU TO OUR PLATINUM SPONSORS

THANK YOU TO OUR BUSINESS SPONSORS

CUSINE SID & PIZZA PARTY

SILICON VALLEY BUSINESS JOURNAL

TEAMSANJOSE.

SAN JOSE THEATERS

Cinnabar Hills

THE WALT DISNEY FAMILY

COMEDYSPORTZ

PIER 39

SANTA CRUZ

SILICON VALLEY CAPITAL CLUB

CLUB SPORTIVA

Tony Caters

the domain hotel

SAL’S

Lyne

Tico COFFEE ROASTERS

See’s CANDIES®

Beach Burger

Lone Star LIMOUSINE

Santa Cruz Mountains WINEGROWERS ASSOCIATION

SAL SAYS CHEERS

San Jose Downtown

The Mountain WINERY

eventyoda

CALIFORNIA CAFE

ROU DON SMITH WINERY

L:Corinthian

CRUZ REACH

BUILD WINNING TEAMS
SUPPORT OUR PARTICIPATING SVCA SPONSORS
(If your logo does not appear please send to: svconcierge@ mindspring.com)

71 Saint Peter Modern European Kitchen
A Catered Affair
All the Buzz Gifts
Aloft Santa Clara
AreaOwl Inc.
Artisan Wine Depot
B Ethinketh
Balloonatics
Big Basin Vineyards
Buca Di Bepo
Byington Vineyard
Cake Expressions
Caleb's Kola
California Café Los Gatos
Campbell Chamber of Commerce
Canine Companions
Catered Too
cb photo design studio
Cinnabar Hills Golf Club
Citti's Florist
Club Sportiva
ComedySportz Inc.
Cooper-Garrod Estate Vineyards
Cuisine Sid and Pizza Party
D N H Catering
Danny Thomas Rentals
Discover Silicon Valley
Domain Hotel
Duck Horn
Fairmont Hotel San Jose
Fogo Du Chau
Gala Nuptials and Events
Garden Court Hotel
Gilroy Visitors Bureau
Guglielmo Winery
Hermitage Brewing Company
Holiday Inn San Jose Silicon Valley
Hornblower Cruises & Events
J Lohr Winery
Joseph George Wines
Kapow Events
LB Steak
Left Bank
Loma Prieta Winery
Lone Star Limousine
Magnolia Jazz Band
Mariani's Inn & Restaurant
Mission City Creamery
Monopoly in the Park
Nemea Greek Taverna
Neto Sausage
Pacific Art Leagues
Pasta Pomodoro
Paxti Pizza
Pepisco
Pier 39
Residence Inn & SpringHill Suites SJC
Roudon Smith Winery
Sal's Airport & Limousine Service
San Jose AV Rentals
San Jose Downtown Association
San Jose Earthquakes
San Jose Marriott Arcadia
San Jose Theaters
Santa Clara Valley Brewing
Santa Clara Convention & Visitors
Santa Cruz Mountains Wine Growers Assn.
Santa Cruz Co. Conference & Visitor's
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
Sushi Confidential
TapSnap1050
Team San Jose
Testarossa
The Fish Market
The Mountain Winery
The Tech Museum of Innovation
Tico Roasters
Tony's Caterer
Villa Ragusa
Walt Disney Museum
Winchester Mystery House
Wrights Station Vineyard & Winery
Executive Board Members

Mori Mandis, President
svconcierge@mindspring.com

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

Robbie Schlosser, Director of Administration
Robbie@MagnoliaJazz.com

Marianna Khienkina, Director of Finance
mkhienkina@gmail.com

Michael Mulhern, Director of Sponsorship
mmulhern@sanjose.org

Members of the Board

Robert Robledo, Liaison SV Business Journal
rrobledo@bizjournals.com

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

Phillip Jaw, Hotel Liaison
philip.jaw@hhg-hotels.com

Karen Hennessy, Welcome /Scholarship Chair
khennessy@thetech.org

Shawna Dedrick, Hospitality Committee
shawnadedricksvca@gmail.com

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

SVCA Scholarship Committee
Karen Hennessy Chair; Lillian Scoyen, Phillip Jaw, Haze Dennis, Luraine Rees, Daniel Arias & Dr. Kate Sullivan

Advisors to the Board

John Blem
Anna Morris
Armando Garza
Shozo Kagoshiina
June Suzuki
Kereli Sengstack
Randi Zechman

Valley Access Electronic Magazine - Contributors

Editor/Publisher

Mori Mandis
svconcierge@mindspring.com

Contributors to Valley Access E-Magazine

Carla Bohnett, CB Photo Design Studio
cbphotodesignstudio@gmail.com (SVCA Photographer)

Dining with Bella

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

Stacee Novelli, Santana Row Concierge
snovelli@federalrealty.com

Heather Cassell
Contact for original: editor@girlsthatroam.com

SVCA Web-site www.SiliconValleyConcierge.com

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

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 Student
$25.00

SVCA Member
$50.00

Business Sponsorship
$150.00

Platinum
$500.00

Diamond
$1,000.00

Info & Membership:
SVCA - Membership
P.O. Box 2545
Saratoga, CA 95070-0545

Michael Mulhern
(membership@siliconvalleyconcierge.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

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.

Photos Taken at SVCA Events:
from cbphotodesignstudio@gmail.com via Hightail
Carla Bohnett, CB Photo Design Studio