MEET WALTER MAGNUSON – NEAREST GM
WINCHESTER MYSTERY HOUSE

Walter Magnuson, General Manager of Winchester Mystery House LLC, is responsible for overseeing one of Northern California’s premier attractions, a national and state historic landmark and one of America’s most celebrated homes. He leads a staff of 110 that operate the world-famous tours of the sprawling 160-room mansion, located in San Jose, California. Celebrated in legend for over 90 years, the estate attracts hundreds of thousands of visitors from all over the world, plus curious media from the four points of the globe (including the top rated “Ghost Adventures” on The Travel Channel!).

A native of Long Island, New York, Magnuson enjoys an extensive background in attraction/destination administration and operations, including strategic planning, budget management, and business development. Since receiving a Bachelor of Arts degree in communications from Adelphi University, in Garden City, New York, his unique relationship management, brand sensibilities and aggressive strategy execution led to first-of-their-kind leadership positions at the Disneyland Resort in Southern California, the Disney Music Group and the Walt Disney Studios.

His career and professional experience began at an early age when he joined DJ Productions in Franklin Square, New York, as an expert and insightful event planner. There he conceptualized, developed and oversaw special events for both private affairs and Fortune 500 companies from the greater tri-state area.

In 2002, Magnuson moved south to Florida, securing the position of trainer in the Operations segment of Walt Disney World Resort in Florida. Wanting to expand his managerial and leadership skills, 2004 saw Magnuson moving to Los Angeles, securing a position with NBC Universal Television Studios.

Soon after Magnuson found himself working for Chace Audio By Deluxe, one of the legendary audio production facilities in Hollywood. At Chace, Magnuson managed restoration film titles and audio projects for Sony Pictures including such classic films as “Lawrence of Arabia,” “West Side Story,” “South Pacific” and various other special projects including work for Frank Sinatra Enterprises and Walt Disney Pictures.
AreaOwl is a great way for local businesses to attract travelers visiting the area. Many hotel guests like to ask hotel staff for local suggestions. By listing your business on AreaOwl, it is naturally easier for hotel staff to suggest your business to their guests, especially when your business page has nice photos, menus, and other helpful information.

AreaOwl is a flexible, self-managed marketing platform for local businesses. Businesses can manage and update the content of your business page, or adjust when and where to list the page. Sign-up for a free account to start attracting more guests to your business today!

AreaOwl’s goal is to facilitate collaboration among hotels and local businesses to make sure visitors to the San Francisco Bay Area have a wonderful experience during their stay so they keep coming back.

For more information, contact us at AreaOwl.com or call 866-912-5601
Welcome to Les Clefs d’Or USA
We are so proud of one of our own SVCA Members

TAVIS LAMPMAN
CHEF CONCIERGE
MEMBER, LES CLEFS D’OR USA

The original meaning of the word Concierge, which originated in early Europe, was “Keeper of the Keys” to the castle. The “Keeper of the Keys” always knew where everything was and knew everything that was going on.

Welcome to Les Clefs d’Or USA. You can recognize Clefs d’Or concierges by the keys they display on the lapels of their uniforms. These crossed gold keys are more than just the symbol of the organization; they are the symbol of guaranteed, quality service. We are delighted to have the distinction of being the only national organization of hotel lobby concierges. Les Clefs d’Or, pronounced “lay clay door,” is French and literally translates as “keys of gold.”

Les Clefs d’Or members have dedicated many years of hard work and training to the concierge profession. They have their fingers on the pulses of their cities, able to advise guests on restaurants, nightlife, sporting and theater events, sightseeing tours, shopping and more. They can direct guests to any location, any product, at any time of day or night. Les Clefs d’Or concierges are motivated by a genuine desire to serve. Whether requesting something simple or complex, you can be sure they are a trusted resource to business travelers and vacationers alike. Always keeping guests’ safety, enjoyment and satisfaction in mind.

TAVIS LAMPMAN
CHEF CONCIERGE
MEMBER, LES CLEFS D’OR USA

Fairmont San Jose
170 South Market Street
San Jose, California
United States, 95113
T 408 998 3944
F 408 287 1648
Tavis.Lampman@fairmont.com

Here’s who took home the business awards from the SVO

Bert George from Joseph George Wines accepts the award for Distinguished Business Leader

Photograph by George Sakkestad
Randy Musterer, owner of Sushi Confidential in downtown Campbell stands in the dining area of his popular restaurant. The Silicon Valley Organization has recognized Sushi Confidential for its Distinguished Business Awards. Sushi Confidential took home best small business and was recognized on April 18 at a ceremony.
There is plenty going on in May, and we are sharing some of our top picks. For a complete calendar, see our May issue (https://issuu.com/dineshopplay/docs/dsv_may2017_online) or, for a full guide to the area, visit dineshopplay.com.

A SEASON FOR SAVORING
Silicon Valley’s food festival season is about to kick into full swing. Pick up a fork and raise your glass…there’s going to be a lot of savorin’ in May.

Sample microbrews from various local breweries while checking out the area’s sights • Find 30 of San Jose’s most popular taco trucks and vendors at the Taco Festival of Innovation (May 27). (mvblfeast.com) • Get a little bit “fungi” at Morgan Hill Mushroom Mardi Gras (May 27-28), a celebration of the champignon. (mhmmg.org) • Feast on bacon-inspired dishes at Baconland (May 28) concocted by local food trucks. (mvblfeast.com)

THE WORLD’S GREATEST SHOW (AND TELL)
A walking cardboard velociraptor. A giant BalloonBot. A man playing a flame-spewing saxophone. All of these things are not just possible but familiar at Maker Faire (May 19-21), the Bay Area’s massive annual celebration of creative technology, DIY culture and nerdy fun of all stripes. (makerfaire.com)

AN INCENDIARY OPERA
Salome (May 26, 28 & June 3-4), an incendiary and powerful opera inspired by a biblical story, packs an emotional punch. West Bay Opera stages this production, featuring Richard Strauss’s sensuous score that took the world by storm at its 1905 premiere and continues to enthral audiences today. (westbayopera.org)

STANDOUT STANDUP
Clad in his trademark Hawaiian shirt, Gabriel Iglesias’ (May 13) animated comedy style has made him popular among fans of all ages. In celebration of 20 years in the business, his high-octane show—FluffyMania World Tour—is a sure-fire hit: a mixture of storytelling, parodies, characters and sound effects that bring all of his personal experiences to life. (sapcenter.com)

A FRESH LOOK AT GENDER POLITICS
Feminism takes a sharp look at itself in City Lights Theatre Company’s production of Rapture, Blister, Burn (May 18-June 18), and a new comedy from Gina Gionfriddo which was a finalist for the 2013 Pulitzer Prize. After grad school, Gwen built a family, Catherine a career. Decades later, unfulfilled in polar opposite ways, each woman covets the other’s life, commencing a dangerous game of musical chairs. (cltc.org)

karen@explorepublishing.com
TheatreWorks Silicon Valley

Hershey Felder, BEETHOVEN
By Hershey Felder
Directed by Joel Zwick
June 7 - July 9
June 7, 8 & 9 previews at 8 pm
Tuesdays & Wednesdays at 7:30 pm
Thursdays & Fridays at 8 pm
Saturdays at 2 & 8 pm
Sundays at 2 & 7 pm

Following his triumph as Irving Berlin, the brilliant Hershey Felder now brings Ludwig van Beethoven to life through the eyes of a Viennese doctor who, as a boy, was by the Maestro’s side. Featuring some of the composer’s greatest works from “Moonlight Sonata” to the “9th Symphony” and the “Emperor Concerto,” this intense, illuminating and unforgettable journey through time will immerse you in the astounding life of the Maestro and his genius that transcended it all.

MainStage | $45-$105 Adults depending on date and time of performance
Discounts available for seniors, students, educators and children
Tickets & Information: 650-903-6000 or mvcpa.com

A Theatre Near U INC
Like, Like, Like?
June 16 – July 1
Fridays & Saturdays at 7:30 pm
Sundays at 2 pm
The ground-breaking, critically acclaimed A Theatre Near U returns with their latest world premiere of madness and mayhem: the screwball farce Like, Like, Like? This hilarious romp, filled with mistaken identities, lying liars and clean-cut anarchists, follows the rigging of a Homecoming Queen election. See it! Laugh!

SecondStage | $31 Opening Night Performance and Reception June 16th (no discounts apply); $22 adults; $20 educators $17 seniors/children (12 and under)
Group discounts available
Ticket prices include a $2 Facility Use Fee
Tickets & Information: 650-903-6000 or mvcpa.com

Children’s Theatre in the Park
June 23 - August 11
Fridays at 6:30 pm
Join the young performers of Peninsula Youth Theatre for a free, outdoor show! This Mountain View summer tradition, sponsored by the City of Mountain View Recreation Division, is the perfect end to your family’s work week. Bring a picnic dinner and your children and enjoy a classic tale featuring sets and costumes created by the talented actors performing in the show!

June 23: Hansel and Gretel
Hansel and Gretel make their way through the spooky forest, find a candy cottage and take on a witch!

June 30: Leilani: A Hawaiian Fairy Tale
Island adventures abound in this funny and charming twist on the classic Cinderella story

Susannah.Greenwood@mountainview.gov
Marketing Outreach Coordinator
Mountain View Center for the Performing Arts
Makers Market in the Park
May 6, Noon-6p.m.
Join us on the 1st
Saturday every month through December*, from noon—6p.m.
for Makers Market in The Park!
Visit this curated marketplace in Santana Row Park (across from Left Bank Brasserie) and shop local artists selling US Handcrafted goods such as jewelry, handbags, ceramics, glassware, soaps, candles and more! Enjoy the beautiful outdoor park, live music and support a local small business the 1st Saturday of the Month.

Saturday Yoga Series Presented by lululemon athletica
May 6, 13, 20, 27
Get your Namaste on in the sunshine with a FREE Saturday morning yoga class presented by lululemon athletica. Join us on Saturday mornings, in Santana Row Park, May through September at 9a.m. The series will feature instructors from different yoga studios in the South Bay. Registration opens at 8:30am. For more information on instructors, contact the Santana Row lululemon store directly at 408.557.8721.

Cielo Seasonal Grand Opening
May 10, 5:30-8p.m.
Join Hotel Valencia for Cielo's seasonal grand opening. Enjoy wine tastings, sangria, paella and assortment of tapas while listening to live music.
$30 per person. Reservations required. Call 408.423.5405.

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.

Coming Soon: Amazon Books
Amazon Books is calling home to brick-and-mortar stores in only the best locations across the country and they have marked Santana Row as their next home!
Amazon Books is described as “a store without walls,” and embodies a future shopping experience that seamlessly integrates the discovery phase of brick-and-mortar shopping with the ease of online purchasing. Santana Row customers can browse the tangible selection and buy copies on the spot or purchase through their Amazon account and have it shipped to their door - a service that is free for Prime members. Amazon Books is set to open in the summer of 2017. Amazon Books will be located on the corner of Santana Row and Tatum lane, across from Madewell.
Dining with Bella!

Alexander’s Steakhouse – Cupertino

Let me start by saying that I have reviewed Alexander’s by the Sea and had nothing but praise for it.

A group of us had decided we should meet at the Alexander’s Steakhouse on Steven’s Creek. They used to be located in the Vallco Shopping Center and I enjoyed that location very much. The new location seems to be more along the lines of urban warehouse chic rather than the elegance of the former location.

The bar area seems more like a galley kitchen with its long and slim hallway and industrial looking bar. This is designed so your back is turned to an entire wall of windows. Not very inviting and not somewhere you’d want to spend a lot of time. Instead, for us it was a waiting area while our group was arriving. The drinks were horrendously expensive.

My main concern with this restaurant was not the food, they know how to cook a steak and it is delicious. The staff is accommodating and helpful. The sides weren’t up to par, but sides are not what you go to a steak house to eat. Overall we received the same level of food that we had in the previous location.

Now comes the part I found frustrating and the reason I will most likely cross this restaurant off my desirable list. It’s the dining room. Industrial can be good for some businesses. However, for a high-end steakhouse you expect to be comfortable and to enjoy conversation with your dining companions. The Alexander’s environment was not set up for this experience. It’s incredibly loud. We arrived early, so it wasn’t even full, yet with a group of six, we could only speak to the person next to us and be heard. Those people, who sat away from the wall we were on, weren’t even able to do that comfortably.

At the end of our meal we toured the facility. There are some smaller rooms. If you want a level of experience even coming close to the former location, request to be seated in one of those room where there is some dampening of noise from the general bullpen-like design of the main restaurant.

Perhaps if they invested in some noise-dampening improvements (plants, barriers, and curtains) the experience would be heightened. However, until then, I’m staying clear.

CIAO BELLA!

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Passport-Style Wine Event featuring 15 dog-friendly Napa Valley Wineries!

May 18–21, 2017

A benefit for Napa Humane

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SYMPOSiUM SiLiCON VALLeY

Misa Tango
Saturday 8:00 pm
June 3, 2017
Sunday 2:30 pm
June 4, 2017

The world knows Astor Piazzolla as the great innovator of Argentine tango, who transformed the original dance style into new, large-scale compositions. Many other musicians have also cultivated Tango Nuevo. In addition to Piazzolla, we will perform works by two of the best: Horacio Salgan, who will turn 101 shortly after our concerts, and Luis Bacalov, widely recognized for the film Il Postino’s Oscar-winning score. Bacalov’s Tango Mass will bring our 2016-17 season to a dazzling close.

About Symphony Silicon Valley
Founded in 2002, Symphony Silicon Valley has progressed from daring idea to exciting reality, rapidly becoming the greater South Bay’s premiere orchestra and a notable community success story. The Symphony’s artists, nationally recruited, locally resident, with an average performance tenure in San Jose of over 20 years, are recognized as among the best in the greater Bay Area. Led by an exciting roster of distinguished guest conductors on the European model, the Symphony is an anchor tenant of San Jose’s magnificently restored downtown California Theatre, one of Northern California’s most outstanding music halls. There, audiences and critics alike greet its concerts with enthusiasm.
5 Unprofessional Habits You Want to Stop Doing

Every company has a code of conduct/policies and procedures manual, which includes what’s acceptable and what’s not. In some cases these policies are merely suggestions, fulfill a legal obligation, or never enforced. However, if you signed it, it is your responsibility to adhere to it should the company decide to enforce the policies.

Unprofessional habits can limit your opportunity for advancement, earning potential, especially if you rely on tips, and have a negative effect on your coworkers.

Here are 5 unprofessional habits that you want to fix right now:

1. Sloppy attire. Missing buttons, stained uniform, exposed undergarments, shoes that have been chewed on by Fido. All of these say, “I’m not detail oriented.” “I’ve got the job, so I don’t care.” “This is the best you’re getting out of me.” It takes only a moment to look in the mirror before you walk out the door. It’s your image, show a little pride.

2. Gross grooming habits. We’ve all had that piece of bacon gristle stuck between our teeth; using our finger to pick it out is a sure way to gross out anyone. Similarly, scratching our scalp, wiping our nose, adjusting our body parts, or biting our nails can deter people from shaking your hand or wondering where else your hands have been. Excuse yourself to the nearest restroom to handle your business.

3. Moodiness. Your coworkers may have learned to read your moods, not because they are caring and understanding, but because they want to avoid you and the uncertain reaction when they deal with you. Your mood should not interfere with your duties or be imposed upon coworkers or customers. Apply self-control and focus on your duties.

4. Boisterous and attention seeking. Seeking attention by yelling, interrupting, cursing, or complaining will get you noticed. They will see that you aren't able to calmly, respectfully, and thoughtfully deal with a situation. Management will receive the message loud and clear, “I’m not ready for a leadership position.”

5. Me, me, me attitude. You know the type, he/she sees a coworker in need of assistance, but looks the other way; he/she is asked to pitch in, but makes an excuse to avoid it; he/she is the first one in the when the donuts are put out; he/she is the one who is always bragging about their weekend, child, tips and never asks about anyone else. Forming relationships at work not only makes the atmosphere more pleasant, but these relationships can be helpful to your career.

Only you can develop, protect or kill your professional image.

Rosalinda Randall is a modern-day business etiquette and civility expert, helping businesses and individuals find success through better communication and social skills. She focuses on communicating and interacting more effectively and with a lot less drama.

Website: rosalindarandal.com
Twitter: @rosalindatweets
Phone: 650.871.6200
Email: Rosalinda@rosalindarandall.com
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Executive Board Members

Mori Mandis, President
svconcierge@comcast.net

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
rrrobledo@bizjournals.com

Nathan Emmett, Attractions Chair
nathan@winchestermysteryhouse.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 Committee
khennessy@thetech.org

Carla Bohnett
SVCA Photographer
cbphotodesignstudio@gmail.com

Jana Levic
Fall Festival 2017-Events
jana@balloonaticsevents.com

Susannah.Greenwood@mountainview.gov
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Jana Levic
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jana@balloonaticsevents.com

Susannah.Greenwood@mountainview.gov
Marketing Outreach Coordinator

Advisors to the Board

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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 E-Magazine (VAM) svconcierge@comcast.net
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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