



Media Release

Crown Towers welcomes Les Clef d'Or member Ashleigh Macdonald as Chief Concierge

MELBOURNE, 9 FEBRUARY 2015 – Award winning hotel, Crown Towers, has appointed long standing employee, and member of Les Clefs d'Or, Ashleigh Macdonald as Chief Concierge. With her recent acceptance into the exclusive Les Clefs d'Or, and the first female member appointed from Melbourne in fifteen years, Ashleigh's excellent customer service, initiative and drive has landed her this permanent prestigious position.

Peter Crinis, Chief Operating Officer - Crown Hotels and Food & Beverage for Crown Melbourne, said "we are thrilled to have Ms Macdonald in this position. She embodies Crown Resorts's ideals and values of world class accommodation and exceptional customer service within her role."

To be accepted into Les Clefs d'Or, Ashleigh was required to demonstrate commitment to the continual improvement of service standards and to recognise the valuable role she plays in maintaining Australia's reputation as a desirable destination for travellers. Established in Cannes in 1952, Les Clef d'Or awards new members with the gold crossed keys, an honour reserved for a highly select number of service professionals who continually demonstrate the highest level of care for their guests. The distinctive gold keys worn on the lapel of Les Clefs d'Or members are recognised by travelers around the world and identify the bearer as a true professional in their chosen career.

Ashleigh commenced her career at Crown in 2008 within the food and beverage team before moving across to Concierge in 2010. This recognition highlights the exceptional service she provides guests on a daily basis and her unwavering passion for the industry.



Ashleigh Macdonald



Crown Melbourne

-ENDS-

For more press information and high resolution imagery, please contact Hatch Communications:

Tina Orr

o 9836 2167 ext.7

m 0413 378 081

e tina@hatchcommunications.com.au

Genevieve Day

o 9836 2167 ext.3

m 0488 558 331

e genevieve@hatchcommunications.com.au