



THE FONTENAY  
HAMBURG

## Golden keys for Fontenay concierge - Nina Bergmann receives the Clefs d'Or

**Hamburg, 1<sup>st</sup> February 2024:** Yesterday evening, special keys were presented at the "Zum Alten Lotsenhaus" restaurant in Hamburg-Övelgönne. At the "kick-off party" of the "Clefs d'Or" association of the Hamburg section, Fontenay concierge Nina Bergmann received the crossed golden keys on her lapel in a festive setting. The 37-year-old is now part of the renowned network of hotel concierges who share common interests, values and goals.

"We are very happy for and with Nina Bergmann," says Thies Sponholz, Managing Director of The Fontenay. "For many of our guests, she is a charming and personal guarantor that wishes and plans are realised smoothly and that new and exciting Hamburg experiences are always possible."

Nina Bergmann sums up the emotional moment as follows: "Receiving the golden key is a great honour for me. I am proud to have been accepted into this prestigious association, in which loyalty, friendship and passion for the profession are sincerely lived as a vocation," says the Berlin native.

To be awarded the crossed golden keys, you need at least five years of hotel experience and should also have worked in the position of concierge for at least two years. Furthermore, you must be nominated by two official advocates of the association and go through an application process. Les Clefs d'Or is an international network of hotel concierges who provide travellers around the world with exceptional experiences. However, the values also include promoting young talent, sharing ideas, networking and friendship. This is reflected in the international motto: "In Service through friendship".

Since November 2021, Nina Bergmann has been the beaming face and accomplished dialogue partner in front of and behind The Fontenay Concierge Desk under the direction of Head Concierge Jan Riepen. Prior to this, she held various positions at renowned hotels such as the "SIR Nikolai Hotel" in Hamburg or "Das Stue" and "The Ritz Carlton Hotel" in Berlin. Nina Bergmann experienced a formative period in 2012 and 2013 while working at "The Centara Grand Beach Resort & Villas" in Thailand. In May 2012, Nina Bergmann graduated as a "dipl. Hotelière, Restauratrice" from the SSTH Swiss School of Tourism and Hospitality in Switzerland.



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THE LEADING HOTELS  
OF THE WORLD



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The Fontenay is a reflection of modern Hamburg - a tribute to the Hanseatic city. Located directly on the Outer Alster, this "Modern Classic" combines urban nature and cosmopolitan lifestyle in a special way. The fascinating, sculptural architecture houses 130 luxurious rooms and suites, many with views of the Alster. The centrepiece is a glazed inner courtyard planted with trees and the imposing 27m high, enclosed atrium. Casual bar culture can be found in the Fontenay Bar with a dream view of the Alster. For conferences and events, there are four function rooms ranging from 48 square metres to 220 square metres with natural daylight. Above the rooftops of Hamburg, you can experience an exclusive 1,000m<sup>2</sup> wellness world with indoor/outdoor pool. The hotel is a member of The Leading Hotels of the World.

For the attached images, please use the photo source: "The Fontenay Hamburg".

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