



## **Houston Quality of Life Council Features Hospitality Industry Leader**

The Houston Quality of Life Council was excited to host Michelle Smith, president and founder of the Hotel Concierge Association of Houston and director of residences and concierge services for the Four Seasons Hotel Houston, as a guest speaker on March 29. The Hotel Concierge Association of Houston (HCA) is an organization that brings together hotel and apartment concierges to collaborate on ways to make Houston a great global city and ensure each visiting guest has the best experience.

As the NCAA Final Four tournament comes into town on Apr. 1, Smith discussed the opportunity to showcase Houston's ability to host large entertainment events. The basketball tournament will be a favorable time to measure the hospitality industry in Houston, and the lessons learned will help Houston prepare for the 2017 Super Bowl. It will build excitement for future events and demonstrate the city's hospitality, diversity and dedication to ensuring a positive fan experience.

Part of Smith's job is to continuously explore Houston to stay on top of entertaining and dining recommendations for her guests. Smith is also one of the very few to wear a concierge keys lapel as a member of [Les Clefs d'Or USA](#), the only national organization of hotel lobby concierges.