

**Greater Boston Concierge Association**

**2020 Concierge Membership Application**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hotel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Personal Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of Years with the GBCA: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Membership requirements**:

Full membership may be granted to individuals who have performed the duties of a concierge as approved by the Membership Committee and the GBCA Board for a period of three months. Individuals who are engaged in service-related positions in hotels or buildings without a concierge may apply to the Membership Committee or the Board for approval on a case-by-case basis. Membership is non-transferable and non-refundable and resides with the individual and not the hotel. Dues of $75.00 per year are payable within 30 days from receipt of application renewal or notification of acceptance of application for new members.

Membership is from February 1st to January 31st .

Concierge Members must attend three (3) GBCA meetings per year to remain in good standing and is a requirement to be eligible to vote for representatives to the GBCA Board of Directors.

A concierge who leaves a position will enjoy 3 months continued membership while he or she is seeking another concierge position. If at that point the person is no longer employed as a concierge, membership in the GBCA concludes.

This form should be returned by March 1st, 2019 with a business card..

Either scan and e-mail to [gbca@hotmail.com](mailto:gbca@hotmail.com) or mail to the following.

**Greater Boston Concierge Association**

PO Box 52440

Boston, MA 02205

**Please check the box in how you will be paying.**

* Payment by check made out to Greater Boston Concierge Association
* Credit Card - If you chose the credit card form of payment a PayPal invoice will be sent via email once your completed application has been returned.

**Standards of Professional Conduct**

As concierges and as members of the Greater Boston Concierge Association, we are constantly in the public eye. It is our duty, therefore, to represent and serve our guests, our hotels/residential properties, our colleagues, and our city with grace and professionalism. The following points are standards to guide us in circumstances where proper judgment is important.

1. A Concierge shall neither practice nor permit discrimination on the basis of race, color, gender, age, sexual orientation, nor national origin.

2. A Concierge shall conduct all matters in a professional, courteous, and helpful manner to guest, fellow workers, and colleagues.

3. Personal problems shall not interfere with the professional performance of a Concierge.

4. A Concierge shall not misuse his or her position or authority. A Concierge should not demand goods, services, or money for his or her own personal gain. A Concierge shall exercise objective and independent judgment in the evaluation and recommendation of goods and services.

5. A Concierge acts as a confident to guests, therefore it is of the utmost importance to be trustworthy and refrain from gossip about our guests and members.

6. Gratuities are given by the guest in the gratitude for a service rendered whereas a service charge is a predetermined fee for services rendered. Gratuities, regardless of amount, should be graciously accepted. If a service charge is involved it must be brought to the attention of the guest prior to the transaction.

7. It is the responsibility of a Concierge to honor commitments made in replying to invitations to all events. Professional courtesy also requires that a Concierge RSVP in a timely manner and that if a change in circumstances prevents honoring the commitment, contacting the host of the event should be communicated.

8. Communication and cooperation among Concierges must be fostered and encouraged. Our network is one of friendship and assistance to each other, so that in turn we are able to provide the best service available to our guests.

9. Our Concierge members do not solicit compensation from vendors and/or businesses.

**\*I hereby certify that the information listed on this application is true. I also hereby agree to abide by the Standards of Professional Conduct and the Association’s Charter and By-Laws as they now stand and as amended during the term of this proposed membership. I understand that membership is subject to approval by the Membership Committee and must be applied for renewal each year. I agree to notify the Membership Committee within one month of any changes to my employment status. I have enclosed a check for $75.00\* made payable to the Greater Boston Concierge Association and I have attached my business card.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature of Applicant & Date**

**GBCA Volunteer Committees**

I would like to join a committee. Please check any that apply.

□ **Newsletter Committee:**

Purpose - To share information that is important to our members to be included in the monthly newsletter.

Committee members to email the VP of Public Relations any job opportunities, business openings and existing member news to be highlighted in upcoming newsletters (news about a member must be approved by that member before it is printed).

Committee members may share photos and articles that they would like to include in the newsletter with the VP of PR.

□ **Outreach Committee:**

Purpose - To arrange volunteer projects and events that GBCA members may participate in and ‘give back’ to the community. Work closely with the VP of PR to promote and highlight these events in the GBCA newsletter.

□ **Membership Committee:**

Purpose - Welcome new members, verify employment and report back to VP of Membership. Assist at the registration table during meetings and events.

□ **Trade Show Committee:**

Purpose - To work closely with the Affiliate Representative to plan, orchestrate and showcase the 2019 GBCA Hospitality Trade Show and continue with Seeking Committee Chairs, Co-Chairs and committee members to assist with vendor applications & payments/invoicing, City of Boston Health Department, general paperwork needed from vendors per venue, event coordinating and day of load-in and break down.

□ **Ethics Committee:**

Purpose - To structure a program that defines the ethical practices of the GBCA. Members will meet and discuss ways to share ethical practices with members. Members will come up with policies, assist in training and design and implement these ethical practices. Members in this as well as other committees will be held to the highest regard for our craft.