



Greater Boston Concierge Association
2016 Concierge Membership Application

Name: _____ Title: _____
Hotel: _____
Address: _____
_____ Zip: _____
Phone: _____ Fax: _____
Email: _____
Personal Email: _____
Number of Years with the GBCA: _____
Please return form and dues of \$75* by February 1, 2016

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 January 1 to December 31.

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 February 1, 2016 with a check and a business card to:

Greater Boston Concierge Association

PO Box 52440
Boston, MA 02205

Please check any boxes that apply.

☐ I would be interested in joining the Membership Committee.

- ☐ I would be interested in joining the Public Relations Committee.
- ☐ I would like to volunteer my time in any way.

This application must be signed on the bottom of this application after reading the “Standards of Professional Conduct” on page 3.

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. Please return by February 1, 2016.

Signature of Applicant & Date

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 confidant 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.