

# **CHARTER**

## **I. NAME**

The name of this Association shall be the Greater Boston Concierge Association, here in after referred to as the GBCA.

## **II. LEGAL DESCRIPTION**

A. The GBCA shall conform in legalities to the designation of an Unincorporated association and therefore all actions of the association shall be by majority consent of the voting membership.

B. The GBCA shall comply with the designation of an organization as described in section 501 (c) on the Internal Revenue Code of the United States.

C. The GBCA shall not seek pecuniary gain or profit and no part of the net earnings or income shall benefit of any member or individual.

D. The designation of the GBCA as outlined above may not be altered without the consent of the membership and engaging legal counsel if needed.

## **III. PURPOSE**

The purpose of the GBCA is outlined as follows:

A. To develop friendship and solidarity among Concierges and Businesses.

B. To invite Concierges and Businesses to join and to participate in activities of the GBCA.

- C. To work for the continued importance of the Concierge Profession and to promote a constructive and positive image of the Hospitality Industry as a whole.
- D. To encourage a higher level of competence and professionalism among members of the GBCA. We do this by hosting regularly scheduled meetings and events.
- E. To engage and educate our members by hosting networking opportunities, sharing knowledge and information, and by providing constant updated information of the city and its surroundings.

#### **IV. CONCIERGE DEFINITION**

- A. The term “Concierge” shall refer to a hotel staff member with the title of Concierge, whose primary function is to personally assist hotel guests.
- B. Individuals who are engaged in guest service related positions in hotels, residences or corporate buildings without a Concierge may apply to the membership committee or the board for approval on a case-by-case basis.

#### **V. MEMBERSHIP**

- A. Eligibility - Eligibility is based on the job function of the individual, without regard to sex, race, national origin, and religion, and sexual preference, political or union affiliation.
- B. Approval - Membership in the GBCA is not a right; it is a privilege. Consent and approval of the membership committee or the board is required and must be re-applied annually.

#### **VI. CATEGORIES OF MEMBERSHIP**

- A. Full membership may be granted to individuals who are employed and have performed the duties of Concierge (for a

minimum of 3 months) as approved by the membership committee or the board.

B. Affiliate membership may be granted to individuals whose business or organization has a direct relationship to the services, which a Concierge offers to guests. New affiliate members must submit a written request to the board for approval.

A. Honorary Membership - Honorary membership may be granted to GBCA members who go above and beyond the usual expected service with their generosity, consummate support and extraordinary service to the association. Such membership shall receive approval of the board and be evaluated on an annual basis.

B. Honorary membership is granted to founding members and past presidents as approved by the board.

C. Honorary membership may be granted to outgoing members of the board who remain a member in good standing. The member must attend at least three meetings per year and must be working in the hotel or tourism industry. Under these conditions, the member may maintain their honorary membership for a period of three years.

## **VII RESPONSIBILITIES, RIGHTS, AND PRIVILEGES**

A. Dues - All individuals who are granted full Membership shall pay annual dues. Honorary members are not required to pay dues.

B. Good Standing - A Member in good standing is defined as having fulfilled their Membership requirement and has adhered to the Standards of Professional Conduct.

C. Attendance - Members are required to attend a minimum of three GBCA general meetings per year prior to and not inclusive of the annual Anniversary Party, or November elections meeting. If this requirement is not fulfilled, said member may not be elected to office or vote in the election.

D. Voting - Only Current concierge, affiliate and board members in good standing may vote in the GBCA annual elections.

E. Office - Only Current members in good standing may run for an officer position in the GBCA. Said candidates must be a member for no less than six months and be in attendance of three general meetings per year, not inclusive of the annual Anniversary Party, or the Election Meeting. Eligible board positions include six concierge positions and one affiliate position.

F. Concierge Membership - Concierge membership resides in the individual and is non-transferable and non-refundable. Only working concierge may vote for all positions. If a Concierge ceases to be employed as a Concierge he/she retains membership for a period of 3 months while they actively seek a concierge position.

G. Affiliate Membership- Affiliate membership resides with the business/organization and is non-refundable. If the representative leaves the business/organization the membership shall revert solely to the business/organization but may be transferred to another representative with the approval of the board. Affiliates may only vote for the affiliate officer position.

H. Board Membership - If a board member ceases to be employed, then he/she will be given a grace period of three months to seek another position. He/she must continue to perform his/her responsibilities as stated in the job description. During the grace period, the officer remains on the board as a non-voting member. At the end of the three-month grace period, the board may extend this grace period on a case-by case basis due to extenuating circumstances. If the officer has not become gainfully employed, then a special election will be held to fill his/her position.

## **VIII. EXECUTIVE COMMITTEE**

A. Members - The GBCA shall be administered by an Executive Committee, composed of a President, Vice President of Operations, Vice President of Membership, Vice President of Public Relations, Chief Financial Officer, Recording Secretary and Affiliate Representative.

B. Term - The officers shall be elected at a General Meeting of the Association to serve a one- year term of office. (January – December)

## **JOB DESCRIPTIONS**

### **FOR THE GBCA BOARD MEMBERS**

#### **President**

1. Oversees all Board vice presidents, Chief Financial Officer, Secretary and Affiliate Representative's activities and responsibilities.
2. Accountable for securing meeting space, enlisting guest speakers and addressing all member meetings.
3. Responsible for calling, writing or e-mailing hosts and speakers who have participated in GBCA meetings and events and thanking them for their contributions.
4. Responsible for holding regularly scheduled executive board meetings.
5. Must be an active participant in happenings, events and outreach programs that the GBCA supports.
6. Responsible for writing a monthly president's letter to appear in the GBCA newsletter.
7. Meet with members, businesses and organizations that have a direct relationship to the GBCA and its growth.
8. Answer all GBCA inquiries in a timely manner.
9. Promote the GBCA by maintaining relationships with all outside concierge and hospitality organizations.
10. Work with the election committee to set up the agenda and timeline for the election process. The president will then step aside and the election committee will administer the election process.
11. The president works under the direction of the membership and the board, therefore he or she must be fair, unbiased, knowledgeable and supportive while representing the Greater Boston Concierge Association.

The president of the GBCA may appoint an advisor to assist the board with matters of concern. The advisor may be invited to attend GBCA board meetings and may be asked to chair committees. The advisor must be able to donate his or her time, energy and resources to the association. The advisor must be a member in good standing, must have a good business sense and must be knowledgeable of the operations of the GBCA.

### **Vice President of Operations**

1. Responsible for writing, emailing and distributing monthly meeting and event.
2. Responsible for answering all email correspondents in a timely manner.
3. Responsible for addressing monthly GBCA meetings as needed.
4. Responsible for announcing upcoming events and meetings.
5. Responsible for open participation segment of each meeting.
6. The VP of Operations works closely with the VP of Membership to ensure all member information is accurate and up to date.
7. The VP of Operations works under the direction of the board.
8. Reports directly to the GBCA President.

### **Vice President of Public Relations**

1. Maintains the history of the GBCA through publications and media, electronic or otherwise.
2. Maintains relationships with media personal.
3. Responsible for all published information.
4. Represents the GBCA at functions and events.
5. Responsible for promoting the GBCA to the tourism community.
6. May be asked to address, chair or host activities, meetings - events.
7. Oversees any Out Reach activity the GBCA is engaged in.
8. Works under the direction of the board.
9. Reports directly to the GBCA President.

### **Vice President of Membership**

1. Responsible for maintaining accurate and up to date records of all new and present members.
2. Responsible for recruiting new members and distribution membership information.
3. Responsible for receiving all checks and applications, addressing monthly meetings and announcing all new members.
4. Responsible for maintaining the registration table at all meetings and events.
5. Works under the direction of the board.

6. May enlist the help of a Membership Committee to assist in GBCA matters. These volunteers work under the direction of the VP of Membership.
7. Imputes updated member information into constant contact.
8. Reports directly to the GBCA President

#### **Chief Financial Officer**

1. Responsible for the GBCA bank account.
2. Must record all checks
3. Pay all GBCA bills in a timely manner
4. Must present a financial report at monthly board meetings.
5. Upon request, the Chief Financial Officer must present a written financial statement and address any and all financial issues.
6. Will maintain a close relationship with the GBCA accountant to file tax forms in a timely manner.
7. Must give an annual financial report to the GBCA membership.
8. Works under the direction of the board
9. Reports directly to the GBCA President

#### **Recording Secretary**

1. Responsible for recording all meeting minutes of the monthly board and membership meetings.
2. May be asked to read prior meeting minutes to the membership or the board.
3. Maintains all correspondence for the GBCA.
4. Responsible for sending cards and thank you notes to members, businesses and vendors who support the GBCA.
5. Keeps up-to-date records of proceedings of the organization.
6. Acts under the direction of the board
7. Reports directly to the GBCA President
8. Checks GBCA email account daily or as much as possible and forwards requests to the appropriate board member for a prompt response.

### **Affiliate Representative**

1. Responsible for addressing any and all affiliate concerns and representing affiliate members at all meetings.
2. Responsible for keeping the lines of communication open between Concierges and affiliate members.
3. Responsible for managing all tasks related to the annual GBCA Trade Show. These duties include securing a host site for the trade show, securing vendors, set-up, and brake down and organizing volunteers. The intention of this trade show is to educate the entire GBCA of all that Greater Boston has to offer.
4. Works closely with the VP of Membership and Operations to ensure that all Affiliate memberships are accurate and up to date.
5. Will use his or her business resources to assist board members when needed
6. Reports directly to the GBCA President

To be eligible to run for this position, the Affiliate Representative must have been an active member of the GBCA for at least six months. If this individual leaves his/her current position, then in order to maintain his/her position on the board, the individual must either gain employment with an existing GBCA affiliate member in good standing or may be given a grace period at the discretion of the board.

### **Misc. Information**

All members of the board of the GBCA shall vote and maintain accurate records during their term of office to pass onto incoming newly elected board officers. Each officer may enlist the help of a member in good standing to assist them with their position when needed. Each officer must answer member inquiries in a timely manner.

Each officer must actively participate in board and monthly meetings and perform their duties as outlined in the job description above. If he or she does not show interest in actively participating, then their position may be brought up for review by the board.



**ALL GBCA MEMBERS MUST ADHERE TO OUR STANDARDS OF PROFESSIONAL CONDUCT.**

**STANDARDS OF PROFESSIONAL CONDUCT --  
CONCIERGE**

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. A Concierge makes every effort to avoid personal problems that may affect their professional performance.
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 often acts as a confidant to guests, therefore it is of the utmost importance to be trustworthy and refrain from gossip.
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 ultimate 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 is critical.
8. Communication and cooperation among Members should be fostered and encouraged. Our network is one of friendship and assistance to each other, so that we are able to provide the best service available to our guests.

9. Members of the GBCA do not solicit compensation from vendors.

## **STANDARDS OF PROFESSIONAL CONDUCT --AFFILIATE**

1. All Affiliate applicants must present proof of licensing, certification, bonding and/or insurance as applicable to their particular business/industry if deemed necessary by the Membership Committee or the Board.
2. An Affiliate Member must attend a minimum of three (3) meetings during the membership term. Non-fulfillment of this requirement precludes voting for the Affiliate Board representative in the annual election.
3. An Affiliate Member must devote their time, energy and resources to the Association when needed.
4. Affiliate Members must conduct themselves in a professional, courteous and ethical manner at all times.
5. An Affiliate Member shall uphold a standard of professionalism and act promptly when dealing with a guest complaint. Common courtesy requires that appropriate and timely action be taken.
6. An Affiliate Members' communication and cooperation among members be fostered and encouraged at all times. Our network is one of friendship and assistance to each other.
7. An Affiliate Member shall pay all dues, gratuities and agreed-upon fees in a timely manner.