



Dear Concierge,

Thank you for your inquiry about joining the Greater Boston Concierge Association (GBCA).

The first step toward your application is to submit a letter introducing yourself. Indicate in the letter why you would like to become a member of the GBCA. Along with your letter and application form, you will need to send a letter of recommendation from an existing GBCA concierge member who is in good standing. If you are not familiar with any concierges in the association, a member of the board will be happy to meet with you and serve as your mentor.

Please note, we ask that *all forms and dues* are returned by *February 15th, 2012*.

Please do not hesitate to contact me if you have any questions.

Warm Regards,

Sabrina Lesgourgues

Greater Boston Concierge Association

2012 Membership Application

Concierge Application:

Name: _____ Title: _____

Hotel: _____

Address: _____

_____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Personal email: _____

**Please submit this application even if you are renewing membership from last year.
Please return form and dues by Feb. 15, 2012**

Membership requirements:

Full membership may be granted to individuals who have performed the duties of a concierge as approved by the VP of Membership and Committee or the 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 in the individual and not the hotel.

Dues of \$50 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) meetings of the GBCA per year to remain in good standing; this is a requirement to be eligible to vote for representatives to the Board of Directors of the GBCA.

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 will end.

This application must be signed on the reverse of this application after reading the Standards of Professional Conduct.

This form should be returned by Feb. 15, 2012 with a check and a business card to:
Greater Boston Concierge Association
304 Newbury Street #526, Boston, MA 02115

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, or national origin.
2. A concierge shall not condone, engage in, or defend illegal conduct or practices.
3. A concierge shall take care to present a neat, clean and professional appearance.
4. A concierge shall conduct all matters in a professional, courteous and helpful manner to guests, residents and colleagues and fellow employees.
5. Professional conduct demands timely and courteous response to all correspondences, inquiries and phone calls and prompt payment of all transactions handled by the concierge. Commitments to colleagues and others shall be honored; if circumstances prevent honoring previous commitments, it is necessary to notify the other person immediately.
6. Personal problems shall not interfere with the professional performance of a concierge. Accordingly, the concierge shall refrain from undertaking any activity which is likely to lead to inadequate performance, or harm to a guest, resident, hotelier, or colleague.
7. A concierge shall not misuse his/her position of authority. A concierge shall not demand goods, services, or money for his/her own personal gain. A concierge shall exercise objective, independent judgment in the evaluation and recommendation of goods and services.
8. Gratuities are given in gratitude for service rendered, whereas a service charge is a predetermined fee for service rendered. If a service charge is involved, it should be brought to the attention of the person requesting the service, before the transaction takes place.
9. Communication and cooperation among concierges should be fostered and encouraged. Our network should be one of friendship and assistance to one another, so that we, in turn, are able to provide excellent service.

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 anew each year. I agree to notify the Membership Committee within one month of any changes in my employment status.

I have enclosed a check for \$50.00 made payable to the Greater Boston Concierge Association and I have attached my business card. Please return by Feb. 15, 2012.

Signature of Applicant

Date

Would you be interested in hosting a meeting of the Board? Yes _____ No _____
... or a general meeting of the membership? Yes _____ No _____