

GBCA

Code of 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 that 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.

Concierge Membership

Concierge membership may be granted to individuals who have performed the duties of a Concierge as approved by the VP of Membership and the Membership Committee, or the Board of Directors, for a period of three months. Upon acceptance as a member by the Board, the [Concierge Application](#) should be completed and returned.

Individuals who are engaged in service-related positions in hotels or buildings without a Concierge may apply to the Membership Committee or the Board of Directors 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. There are no reduced or rebated memberships for part of the year.

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.

Affiliate Membership

A business may be accepted as a member of the Greater Boston Concierge Association after submitting a letter of intent to the VP of Membership and the Membership Committee. In this letter you must indicate how you would benefit by becoming a member and how the GBCA would benefit by your membership as well. We also request two letters of recommendation - one from a current GBCA affiliate member and the other from an existing Concierge member.

The GBCA is a networking organization, and benefits to members include:

1. Current membership lists of all concierges and affiliate members.
2. Invitations to our monthly meetings and other activities that will be planned throughout the year.
3. Opportunities to network with concierges and other affiliate members.
4. The opportunity to participate in our annual Tabletop Trade Show.

Dues of \$250 per year are payable within 30 days from receipt of application renewal or notification of acceptance of application. Membership is from January 1 to December 31. There are no reduced or rebated memberships for part of the year.

Affiliate membership resides in the business/organization. Each affiliate is permitted only one representative member to the GBCA. This position is transferable to another representative of the business/organization. Membership must be renewed by application each year with designation of the representative for that year.

Affiliates must attend three (3) meetings of the GBCA per year. This is a requirement to be eligible to vote for the Affiliate Representative to the Board of Directors of the GBCA.

Non-Profit Membership

A Non-Profit Organization may be accepted as a member of the Greater Boston Concierge Association after submitting a letter of intent to the VP of Membership and the Membership Committee. In this letter you must indicate how you would benefit by becoming a member and how the GBCA would benefit by your membership as well. We also request two letters of recommendation - one from a current GBCA affiliate member and the other from an existing Concierge member.

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As a non-profit organization your membership in the GBCA is complimentary. The non-profit application should be returned within 30 days from receipt of application renewal or notification of acceptance. Membership is from January 1 to December 31.

Non-Profit membership resides in the business/organization. Each non-profit is permitted only one representative member to the GBCA. This position is transferable to another representative of the business or organization. Membership must be renewed by application each year with designation of the representative for that year.

Non-Profits must attend three (3) meetings of the GBCA per year. This is a requirement to be eligible to vote for the Affiliate Representative to the Board of Directors of the GBCA.