



## San Diego Concierge Association Bylaws

### ARTICLE I

#### NAME

##### Section 1:

This is a not for profit organization and shall be known as the San Diego Concierge Association (SDCA).

### ARTICLE II

#### PURPOSE

##### Section 1:

*The purpose of the Association shall be:*

To create a public awareness of the concierge concept and the outstanding services provided to the hospitality industry by people in this profession; to promote the interest and welfare of our hotels and provide quality service for our guests; to provide opportunities for professional growth, education and development as hotel concierge; and achieve membership in Les Clefs d'Or, USA Ltd.; to interact with San Diego business and cultural organizations and enhance the image of "America's Finest City".

##### Section 2:

No part of the net earnings of the San Diego Concierge Association will be distributed to its members, officers, or other private persons except for the compensation for services rendered. The SDCA will not participate in any activities that are not approved by the federal income tax law under section 501(c)(6) of the Internal Revenue Code, or the corresponding section of any future federal tax code.

##### Section 3:

Upon dissolution of the San Diego Concierge Association, assets shall be distributed for one or more exempt purposes within the meaning of section 501(c)(6) of the Internal Revenue Code, or the corresponding section or any future federal tax code, or shall be distributed to a local government for public purposes.

##### Section 4:

San Diego Concierge Association strictly prohibits discrimination based on race, color, religion, country of origin, gender, gender identity, sexual orientation, age, or political affiliation.

### ARTICLE III

#### MEMBERSHIP

##### Section 1:

*Definition:*

The term "Concierge" shall refer to any individual employed by a hotel or resort under the job title of Concierge. The said individual must provide services to all hotel or resort guests at a designated and marked Concierge desk with a Concierge sign. The term "Concierge" does not apply to any other position within said hotel or resort

##### Section 2:

*Qualifications:*

Any Concierge employed by a hotel/resort in San Diego County, averaging a minimum of 20 hours or more a week as a Concierge on a yearly average, is eligible to apply for full membership in the SDCA. Any application for membership may be approved or denied, by a majority vote by the Board of Directors at the request of the current President, regardless of qualifications in Article III, Section 2. All Les Clefs d'Or members are not subject to the minimum hour's requirement to qualify for full SDCA membership.

**Section 3:***Application:*

- a. The SDCA applicant must have been employed for a minimum of three consecutive months as a Concierge before membership application will be considered.
- b. A prospective member must complete the membership application, which will be verified. The Board shall pass on final acceptance if there is a problem or question concerning proper qualification.
- c. A letter of recommendation should be submitted by the applicant's concierge supervisor and the hotel Human Resources Department along with the application.
- d. After an application has been submitted and verified by the Director of Membership, it will be presented to the board for approval. The applicants will have their full membership status reflected by being listed on the SDCA Master Associate Membership List.
- e. The following statement will be a part of the membership application and must be signed by the applicant each year prior to his/her membership acceptance: as a member of the SDCA, I recognize my professional responsibility of supporting this organization by attending a minimum of three member meetings per year and, if these requirements are not fulfilled, the renewal of my membership for the following year will be subject to the discretion of the board.

**Section 4:**

Annual dues must be paid in full before the applicant has full membership privileges.

**Section 5:**

Full membership privileges include the right to vote, hold office, Chair and participate on committees and have the member's name on the Association mailing list.

**Section 6:***Terminations / Lay-offs:*

Any member who leaves their position may remain a member of the SDCA at the discretion of the Board of Directors. If hotel paid for said concierge membership they reserve the right to the paid membership and may fill this with a qualified new member for the remainder of the calendar year. Transitioning member may retain membership in the SDCA for up to three months. The member must be actively seeking a position in the Concierge profession during this period except for the Board of Directors as determined by the President of the SDCA.

**Section 7:**

Any member may have their membership terminated or be placed on probation for the following reasons: For non-payment of dues after 90 days from the due date; unless otherwise extended by approval of the board, or for unprofessional or embarrassing conduct which might disgrace the reputation of the Concierge profession.

**Section 8:**

Non-hotel and / or corporate concierge do not qualify for membership in SDCA.

**Section 9:***Affiliate Membership:*

An Affiliate membership program is available to vendors within San Diego County. Affiliate memberships are entitled to updated membership lists of the Concierge within the SDCA, invitations to special affiliate receptions, Partners in Tourism invitations, and invitations to the SDCA Annual Celebration. Affiliate memberships will be valid for a period of 12 months. Affiliates applying for membership will be presented, voted on, and approved by a simple majority vote of the Concierge membership. Affiliate membership will be limited to no more than 75% of the total Concierge Association membership.

**Section 10:***Emeritus Membership:*

An Emeritus member is an honorary level of membership and shall be known as the highest order of membership for retired concierge. Emeritus membership will entitle long-term Concierge with excellent standings as a SDCA Associate Member, given significant contribution, outstanding character and utilization of the best moral judgment and a minimum of ten years of Concierge service as determined by the recommendation of fellow Associate members and the SDCA Board of Directors. If an existing Emeritus member does return to work as a full time concierge and qualify for membership they shall become a full association member upon payment of their yearly dues. While working full time, said member will relinquish their Emeritus Status, however once they return to retirement they will automatically return to Emeritus Status. Emeritus membership will allow for lifelong exclusive privileges within the SDCA including the invitation to the monthly membership meetings and annual invitational events such as Partners in Tourism and the Annual Celebration. Emeritus membership shall be

maintained by the Director of Membership and the President of the SDCA. The Emeritus member will not be inclusive of the Associate membership list and will have no voting privileges, but shall have full recognition of being an honorary member.

## **ARTICLE IV OFFICERS**

### **Section 1:**

The Board of Directors for the Association shall consist of the following: President, Vice President, Secretary, Treasurer, Director of Membership, Director of Affiliate Membership, and Director of Public Relations. They shall be elected by a majority vote of all full members.

### **Section 2:**

The Board shall control SDCA property, be responsible for its property and for finances and direct SDCA affairs.

### **Section 3:**

To qualify for nomination of President and Vice President, one must be a member of SDCA for one year. President and Vice President candidates must be full-time concierge. To qualify for nomination of all other offices, one must be a member for six months.

### **Section 4:**

*Term of Office:*

The officers shall hold office for a one year term, not to exceed three consecutive terms.

### **Section 5:**

*Vacancies:*

Any interim vacancies occurring in any office shall be filled at the discretion of the President.

## **ARTICLE V DUTIES OF OFFICERS**

### **Section 1:**

The President shall preside at all meetings of the Association. The President shall be responsible for appointing committees, directing and coordinating the activities of all officers and committees; performing all other duties that would be called for as the President of the Association.

### **Section 2:**

The Vice President shall act in the place of the President in the President's absence and shall perform such duties as are assigned by the President. The Vice President will be responsible for the development of the master calendar of events.

### **Section 3:**

The Secretary shall handle all correspondence and thank you notes for the association. The Secretary will also be responsible for keeping all records other than financial, including meeting minutes. The Secretary shall prepare all notices of special meetings.

### **Section 4:**

The treasurer shall handle all financial matters including the annual budget, maintaining financial records, and disbursing funds at the discretion of the board. All checks require two signatures, that of the President and of the Treasurer. The Board of Directors shall approve any special disbursement. The Treasurer shall perform any other duties as assigned by the President.

### **Section 5:**

The Director of Membership shall review all applications for membership and shall maintain a current and up to date roster of the membership. The Director of Membership shall perform any other duties as assigned by the President.

### **Section 6:**

The Director of Affiliate Membership shall serve as liaison with all Affiliate Members ensuring they are kept up to date on all relevant matters, which affect the SDCA. The Director of Affiliate Membership shall also perform such other duties as assigned by the President.

**Section 7:**

The Director of Public Relations shall work to promote the Association through various means and media, and shall also be responsible for maintaining an ongoing history of the association. The Director of Public Relations shall perform any other duties as assigned by the President.

**Section 8:**

*Standing committees:*

- a. Les Clefs d'Or: Shall share all the information necessary to guide and assist concierge interested in becoming members.
- b. The President may create other committees as necessary as approved by the Board or membership.
- c. The President may appoint, accept volunteers or ask for a vote of the membership in assignment of committee chairpersons.

**ARTICLE VI****ELECTION OF OFFICERS****Section 1:**

*Nomination and Election:*

- a. The nomination of officers shall take place at the next to the last official SDCA meeting of every year.
- b. The election of officers shall take place at the last official SDCA meeting of every year. The election shall be by secret ballot; the election results shall be based on a simple majority of all the votes cast. No proxy votes shall be accepted; absentee ballots shall be accepted from those members unable to attend the meeting the night of the election. The voting tally shall be presided over by an appointed group of at least three Election Results Inspectors known as Proctors. Nominees and or members who have nominated a board member are ineligible to participate as a Proctor. All absentee ballots must be received by the Proctors no later than the night of the election. Newly elected officers shall assume office January 1<sup>st</sup> of the following year.

**Section 2:**

*Procedure:*

On all questions of Parliamentary Procedures, Robert's Rules of Order shall prevail.

**ARTICLE VII****MEETINGS****Section 1:**

*Membership Meetings:*

Whenever possible, membership meetings, will be rotated to a different night each quarter; e.g., first quarter, Monday; second quarter, Tuesday; third quarter, Wednesday and fourth quarter, Thursday. This is to facilitate members who work on a fixed schedule to give them an opportunity to attend the membership meetings at least one quarter per year.

**Section 2:**

*Special Meetings:*

Other meetings may be scheduled / called at the discretion of the President of the Board.

**Section 3:**

Notice of all special meetings shall be sent to all members a minimum of ten (10) days prior to scheduled date. Notice shall include an outline consisting of date, time, location and tentative agenda.

**Section 4:**

*Absentee voting:*

Ballots will be sent with the notice of meeting when a pending issue is scheduled for a vote at a membership meeting.

**Section 5:** The meeting location shall rotate between SDCA member hotels. In the event that hotel space is not available meetings shall be held at appropriate venues as determined by the President.

**Section 6:**

In recognition of our professional responsibility to support the SDCA, each member will be required to attend a minimum of three membership meetings per year and if these requirements are not fulfilled, the renewal of next year's membership will be subject to the review by the Board. The SDCA Secretary will maintain a list showing the year's attendance for each member.

**ARTICLE VIII****DUES****Section 1:**

Annual dues are set by the membership and shall be payable by January 1<sup>st</sup> of each year. If the January 1st deadline for membership is not met by the last day of said month, membership will be discontinued, name will not appear on SDCA Membership list and reapplication will be necessary.

**Section 2:**

Membership dues are not refundable. Membership dues are only transferable if the hotel has paid for the individual Concierge's Membership dues and are valid only through the current calendar year.

**Section 3:**

A gratuity will be collected at the beginning of each monthly membership meeting or function for the services of the host venue.

**ARTICLE IX****GUESTS****Section 1:**

Invitations to meetings and various social functions are extended to Concierge members only unless otherwise stated.

**Section 2:**

Guests must be sponsored by an active member and are limited to attend one meeting only. A guest is defined as a potential member. If a member wishes to bring a guest, other than a potential member, a special request must be brought to the Board prior to the meeting. The member is responsible to ensure their guest's gratuity is paid. Guests are not eligible for the opportunity drawings held at monthly membership meetings.

**ARTICLE X****ENDORSEMENTS****Section 1:**

The SDCA does not endorse any individual, company or organization for any purpose.

**Section 2:**

No member has the right to individually represent the SDCA

**ARTICLE XI****Code of Ethics****Section 1:**

No member of the SDCA shall accept money from a restaurant, bar or club.

**Section 2:**

When invited to restaurants, hotels and other concierge related functions, appropriate gratuity is to be based on the full value of services rendered.

**Section 3:**

Any member who conducts themselves in an unprofessional manner which might disgrace the professional reputation of Concierge will be subject to disciplinary action by the Board.

**Section 4:**

Each SDCA member shall respond to every invitation by RSVP to the person or entity issuing the invitation at least 48 hours prior to the function or event. An RSVP is defined as a "yes" response only for the purpose of this article.

**Section 5:**

No member of the SDCA will demand services or money for any personal or professional gain.

**Article XII****AMENDMENTS****Section 1:**

These bylaws may be amended at any regular or special meeting by two thirds vote of the full membership, provided notice, including the subject of the proposed amendment has been given in the call for the meeting.

**Section 2:**

Amendments shall be by secret ballot, amendments shall be by a two thirds vote of the membership; no proxy votes shall be accepted. Absentee ballots shall be accepted from those members unable to attend the meeting, and must be received prior to the meeting in order that signatures and membership may be verified.

**Section 3:**

Amendments will take affect immediately.

**Article XIII****Awards and Programs****Section 1:***Concierge of the Year Award:*

Each year the SDCA concierge membership shall select one of its members to be recognized as Concierge of the Year. Nominations are for a person who has given outstanding service to guests, the Association and the community. All nominations must be submitted in writing. The Concierge of the Year selection will be based on the nominee who receives the most letters with written, supporting examples of the criteria listed below:

1. Outstanding service to hotel guests as indicated by positive comments from both guests and management of the hotel.
2. Actively participates in SDCA meetings, functions and events.
3. Good rapport with fellow concierge, both at work and at functions.
4. Conducts themselves in a professional manner.
5. Promotes a positive image of the SDCA
6. Follows the SDCA bylaws.
7. All Board Members, excluding the President are eligible for nomination.

**Section 2:***Affiliate of the Year Award*

Each year the SDCA concierge membership shall select one of our Affiliate Members to be recognized as Affiliate of the Year. Nominations are for an affiliate who has given outstanding service to our guests, the association and the community. All nominations must be submitted in writing. The Affiliate of the Year selection will be based on the nominee who receives the most letters with written supporting examples of the criteria listed below:

1. Outstanding service to hotel guests as indicated from guest reviews and feedback given to concierge.
2. Actively participates in SDCA affiliate events.
3. Assists in education endeavors to better our concierge members.
4. Three suggested vendors for superior service will be given by the Board of Directors.

**Section 3:***Volunteer of the Year Award*

Each year the SDCA concierge membership shall select one of our concierge or affiliate member to be recognized as Volunteer of the Year. Nominations are for those who have given outstanding service to our community through our SDCA community outreach events. All nominations must be submitted in writing. The Volunteer of the Year selection will be based on the nominee who receives the most letters with supporting examples of the criteria listed below:

1. Volunteered at most events planned by the SDCA.
2. Helped plan a volunteer event or assist in some way.
3. Encouraged other to get involved to give back to San Diego

The winner of this award will choose a local charity/non-profit of their choice for the SDCA to donate \$250.

Dated: February 18, 2016 – Justin Sondgeroth, Vice President

2016 Bylaw Review Committee: Lydia Montez, Park Hyatt Aviara Resort; Lisa Marie Wyman, Lodge at Torrey Pines; Nancy Hirsch, La Valencia Hotel; Justin Sondgeroth, Omni San Diego Hotel