



## **2022 Membership Certification**

*Membership Dues - \$100*

**Please Circle One:**    *Renewal*    *OR*    *New Member*

**Name:** \_\_\_\_\_

**Name of Property:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Work Email Address:** \_\_\_\_\_

**Secondary Email:** \_\_\_\_\_

**Name and Title of Direct Report:** \_\_\_\_\_

*In accordance with the bylaws of the San Diego Concierge Association, we hereby swear or affirm by our signatures below that the listed member meets the requirements as follows: Qualifications for Associate Membership: The membership of this Association shall be limited to concierges who are employed by hotels and resorts having a transient clientele and who work a minimum of 20 hours per week at a posted concierge desk or office.*

**Member Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name** \_\_\_\_\_

**Human Resource Manager Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*\*Please read the above agreement this is very important for membership compliance.*

**Printed Name** \_\_\_\_\_

**General Manager Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*\*Please read the above agreement this is very important for membership compliance.*

**Printed Name** \_\_\_\_\_

San Diego Concierge Association  
Membership Director  
P.O. Box 80964  
San Diego, CA 92138

## Bylaw Agreement

### ARTICLE III

#### Section 3:

##### **Application:**

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.

## Code of Conduct

As a representative of the San Diego Concierge Association and your hotel, it is vital to always maintain the highest level of professionalism on and off the job. It is your responsibility to set and maintain high standards to create success for yourself in the concierge profession. SDCA concierge shall hereby acknowledge reading and agreeing to adhere to the Bylaws and Code of Conduct, unprofessional conduct and misuse of the concierge position will be subject to dismissal from the SDCA.

#### **Concierge**

- Always maintain a professional appearance and wear professional business attire at all SDCA calendar events unless otherwise stated.
- Personally thank a host when attending a function, and follow up with a formal written note.
- Always maintain your work area in a clean and professional fashion.
- Remain open to continuing your professional education by exhibiting your participation in the SDCA.
- Alcohol consumption should be kept within control at concierge events.
- Always be up to date on local events and attractions.
- You are not to share information or documents that are considered confidential to the SDCA, ie: Membership List.
- Remember how proud we are to be members of the concierge profession, always move forward in promoting our profession as it grows and gains respect in the hospitality industry.

#### **Guests**

- Welcome every guest as if they were guests in your home
- Even when busy make sure your guests feel like they are your top priority, never rush a guest.
- Always maintain eye contact with a guest and smile.
- Treat every guest with respect and patience, never assume.
- Be tactful when declining an illegal or unethical request from a guest.
- Advise guest up front of any surcharges on tickets from a broker and if there is obstructions with their seats.
- Never say “no” or create the feeling of impossibility. Always offer alternative and creative solutions.
- Never disclose personal information about guests to outside sources be discreet.
- Guest comment cards should never be solicited.
- Always address guests by their proper name, never by their first names.
- Gratuities should be gratefully accepted, however, never expected.

#### **Vendors**

- Never ask for a complementary meal or experience of services; always wait to be extended an invitation.
- A vendor should be recommended based on the quality of service, not because commissions may be available.
- Never take advantage of restaurants that invite you for dinner by ordering the most expensive items on the menu or bringing uninvited guests along. Tip your server at least 18% of the total estimated bill.
- Never double book a guest at restaurants, or venues.
- Treat all vendors with respect, professionalism and courtesy to maintain a strong relationship.

*Signing below affirms your commitment to the San Diego Concierge Association Bylaws and Code of Conduct.*

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

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**Application Check List:**

Please make sure that your completed application includes the following before you mail it or it may delay the application process.

- Completed Application
- Completed Signatures
- Business Card
- Check for \$100.00 made out to San Diego Concierge Association

**New Members Please Include:**

- A picture of yourself at your desk with your concierge sign.
- A letter of recommendation from your Chef Concierge or manager.

*Membership Director Use Only*

Application Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Paid By: Hotel – Concierge

Board Vote: Yes - No

Check Date: \_\_\_\_\_ Check Number: \_\_\_\_\_ Check Amount: \_\_\_\_\_

Email Notification Sent: \_\_\_\_\_

*Please mail applications to address below or scan and email to [justin.sondgeroth@pendry.com](mailto:justin.sondgeroth@pendry.com)*

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