



2024 SAN DIEGO CONCIERGE ASSOCIATION Membership Application
2024 Membership Dues - \$100

Please Circle One: Renewal or New Member

Name: _____ **Job Title:** _____

Name of Property: _____

Business Address: _____

Concierge Desk Direct Phone #: _____ **Personal Cell Phone #:** _____

Work Email Address: _____

Secondary Email: _____

Name / Title of Direct Report: _____

In accordance with the bylaws of the San Diego Concierge Association, we hereby affirm by our signatures below that the Applicant meets the requirements for Qualifications: 1) Must be employed by a “hotel” or “resort” having a transient clientele 2) Must have been employed for a minimum of three consecutive months as a “concierge” at the same property 3) Must work at a desk in the main lobby with a sign saying “Concierge” on it 4) Must work a minimum of 20 hours per week on a yearly average scheduled at Concierge Desk.

1. Applicant Signature _____ **Date:** _____

PRINT Applicant Name _____

2. Human Resource Manager Signature _____ **Date:** _____

**Please read the above agreement for membership compliance requirements.*

PRINT Human Resource Manager Name _____

Human Resource Manager Email _____

3. General Manager Signature _____ **Date:** _____

PRINT General Manager 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.

Vendor Relations

- Never ask for a complimentary meal or experience of services. Always wait to be extended an invitation.
- A vendor should be recommended based on the quality of service, not only because commissions are offered.
- Never take advantage of restaurants that invite you for a complimentary dinner by ordering the most expensive items on the menu or bringing more than one guest. Tip your server at least 20% of the total estimated bill.
- Never double book a guest at restaurants or venues.
- Treat all “vendors/businesses” with respect, graciousness, professionalism and courtesy to maintain a strong relationship.

Concierge

- Maintain a professional appearance and wear professional business attire at all SDCA calendar events, unless otherwise stated.
- Alcohol consumption should be kept within control at concierge events, never ask for more than what is offered.
- Personally thank a host when attending a function, and follow up with a formal written note or email.
- You are not to share information or SDCA documents (i.e.: Membership Contact List) considered confidential to the SDCA.
- 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.
- Always be up to date on local events and attractions.
- Remember how proud we are to be members of the concierge profession, always move forward in promoting our profession to gain respect in the hospitality industry.

Guest Relations

- Welcome every guest as if they were guests in your home.
- Never say “no” or create the feeling of impossibility. Always offer alternative and creative solutions.
- Gratuities should be gratefully accepted, never expected.
- 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 make assumptions about your guests.
- 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 are obstructions with their seats.
- Never disclose personal information about guests to outside sources. Always remain discreet.
- Guest comment cards or feedback on online outlets (i.e.: TripAdvisor) should never be solicited.
- Always address guests by their proper name. Never use their first names if possible.

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

Applicant Signature _____ **Date** _____

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

Please **SCAN** your completed application to your email, then forward the application from your work email (not from the scanner) to: membership@sdcaonline.org.

Application Check List

Before submitting application to SDCA, please make sure your application includes the following:

- ✓ Completed application with all areas filled out
- ✓ Completed Signatures
- ✓ Copy of Concierge's Business Card
- ✓ **When you submit, title your email: SDCA APPLICATION**

New members must also include:

- ✓ A picture of yourself at your desk with **your concierge desk sign**.
- ✓ A letter of recommendation from your Chef/Chief/Head Concierge or manager.

Board Use Only

Application Received by: _____ Date: _____

Paid By: **Hotel** OR Concierge

Check Date: _____ Check Number: _____ Check Amount: ____\$100.00_____