



2025 SAN DIEGO CONCIERGE ASSOCIATION Membership Application

2025 Membership Dues - \$100 (once application is approved)

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: _____

Do you authorize posting photos of yourself taken at SDCA Events (Yes or No): _____

Name & Title of Direct Manager: _____

Email of Direct Manager: _____

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 with a sign saying "Concierge" on it 4) **Must work a minimum of 16 hours per week on a yearly average scheduled at Concierge Desk.** 5.) **Applicant's business card states job title as a "Concierge".**

1. **PRINT** Applicant's Name _____

Signature of Applicant _____ Date: _____

2. **PRINT** General Manager's Name _____

Signature of General Manager _____ Date: _____

3. **PRINT** Human Resource Manager's Name / Email

Signature of Human Resource Manager _____ Date: _____

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

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 at all SDCA events. Maintaining high standards will create success for yourself in your concierge profession. *Unprofessional conduct and misuse of the concierge position will be subject to dismissal from the SDCA.*

Vendor Relations

- Refrain from asking for a complimentary meal or experience of services. Wait to be extended an invitation.
- A vendor should be recommended based on the quality of service & product, not because commissions are offered.
- Refrain from ordering the most expensive items on the menu or bringing more than one guest at a restaurant that is offering you complimentary meals. Tip your server at least 20% of the total estimated bill.
- Treat “vendors/businesses” with respect, courtesy, professionalism, and graciousness to maintain a strong relationship.
- Never double book a guest at restaurants or venues.

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 SDCA information or documents (i.e.: Membership Contact List) considered confidential.
- Always be up to date on local events, restaurants, and attractions in San Diego.
- Always maintain your work area in a clean and professional fashion.
- 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.
- Even when busy, make sure your guests feel like they are your top priority. Never rush a guest.
- Maintain a calm, polite, gracious tone of voice in person and over the phone.
- Avoid using slang. Use articulate verbiage.
- Treat every guest with respect and patience. Never make assumptions about your guests.
- Address guests by name as much as possible.
- Maintain eye contact with a guest and smile.
- Never say “no” or create the feeling of impossibility. Offer alternative and creative solutions.
- Gratuities should be gratefully accepted, never expected.
- Be tactful when declining an illegal or unethical request from a guest.
- Never disclose personal information about guests to outside sources. Remain discreet.
- Guest comment cards or feedback on online outlets (i.e.: TripAdvisor) should never be solicited.

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 own personal email, then forward the application to: membership@sdcaonline.org and title your email: “SDCA APPLICATION”

Application Check List

Applications will NOT be accepted for review unless all requirements below are included:

- ✓ Completed application with all areas filled out.
- ✓ Completed Signatures
- ✓ Copy of Concierge’s Business Card (Job Title MUST include “Concierge”)

NEW members must also include:

- ✓ A photo of applicant at lobby desk with **sign saying “concierge” in photo.**
- ✓ A letter of recommendation from your Chef/Chief/Lead Concierge or manager.

*Once application is approved, applicant will then receive an email from SDCA Director of Membership with an “INVOICE” & SDCA’s “W-9” to submit to their hotel’s accounting department to create a check for SDCA DUES for \$100 per applicant. Deadline for payment is February 28, 2025, otherwise, late fees may be charged.

Board Use Only

Application Received by: _____ Date: _____

Applicant Notified that payment was received by: _____ Date: _____

Paid By: Hotel OR Concierge

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

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