

2011 MEMBERSHIP APPLICATION

Please Read and Complete All Information Carefully.

I. Member Information. (Please type or print legibly, filling out all information, including zip code)

Name _____ Title _____

Business _____

Street Address _____ Suite or Apartment _____

General Manager _____

City _____ State _____ Zip Code _____

Telephone _____ Facsimile _____ E-Mail _____

Birthday _____ Website _____

II. Type of Membership:

Concierge (you must have the title of "Concierge" for this type) \$75.00

Any changes in employment status should be made known to the Membership Chair within one month of the change. Concierge membership is non-transferable and non-refundable and resides with the individual. If the Concierge leaves the profession, they remain a non-voting member until the end of the current membership year.

Affiliate _____ \$195.00
 Each additional member of the same company _____ \$100.00

New affiliate applicants, and previous affiliates who were not in good standing according to the constitution and amendments of the association (if you were not able to vote in the previous elections, you are not in good standing), must include the following: two letters of recommendation from members in good standing of the association, of which at least one must be from a concierge member. Affiliate membership resides with the company, and may be transferred to another member of the company with written notice to the Membership Chair.

Please read the reverse side of this application, sign on the line provided, and return with your business card, appropriate payment, and letters of recommendation to: Washington Area Concierge Association, 1200 Pennsylvania Ave. N.W Post Office Box 167, Washington, DC 20004.

Incomplete applications will be returned to the applicant.

III. Terms of Membership

I hereby certify that the information listed on this application is true. I also hereby agree to abide by the Standards of Professional Conduct and the Association Constitution and Amendments as they now stand and as amended during my term of membership. I understand that membership is subject to approval by the membership committee and I must reapply each year. The term of membership is for the twelve-month period of January first through December thirty first.

Standards of Professional Conduct

As a Concierge in the nation's capitol and as a member of the Washington Area Concierge Association, we are constantly in the public eye. It is our duty, therefore, to represent and to serve our guests, our hotels, 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 and clean appearance. For business meetings, please wear business-casual. No shorts, sneakers or athletic wear.
- 4) A concierge shall conduct all matters in a professional, courteous, and helpful manner to guests and colleagues.
- 5) Professional conduct demands timely and courteous response to all correspondence, inquiries, and phone calls as well as prompt payment of all transactions. Commitments to colleagues and others shall be honored; if circumstances prevent one from honoring previous commitments, it is necessary to notify the other individual(s) immediately.
- 6) Personal problems shall not interfere with the professional performance of a concierge. Accordingly, the concierge shall refrain from any activity likely to lead to inadequate performance or harm to a guest, hotelier or colleague.
- 7) A concierge shall not misuse his or her position. A concierge should not demand goods, services, or money for his or her own personal gain. A concierge shall exercise objective, independent judgment in the evaluation and recommendation of goods and services.
- 8) A concierge often acts as a confidant to guests. Therefore, it is of the utmost importance to be trustworthy and refrain from gossip about guests and colleagues.
- 9) Gratuities are given by guests on gratitude for a service rendered whereas a service charge is a predetermined fee for service. Gratuities, regardless of the amount should be received in a gracious manner. If a service charge is involved, it should be brought to the attention of the guest prior to the transaction.
- 10) Communication and cooperation among concierge should be fostered and encouraged. Our network should be one of friendship and assistance to each other, so we in turn are able to provide the best service to our guests.

I have enclosed a check payable to the Washington Area Concierge Association for the appropriate amount, with a copy of this application. Memberships will not be approved until both the check and the application have been received.

Applicant Signature

Date

Signature of General Manager

Association Use Only	
Check Number:	Amount:
Date Received:	Approval: