



Welcome New Applicant,

Thank you for your interest in becoming a member of the Northern California Concierge Association. We welcome any full-time Lobby or Club-Level Concierge currently employed by a hotel to apply for full membership. Individuals are not eligible for membership if they are on extended leave, disability or have job titles other than Concierge. The Board reserves the right to deny membership for any reason. Full membership privileges shall include the right to vote, hold office and chair, or participate on committees.

Once you have completed your application please review the information before submitting your form (**note: any incomplete applications will not be accepted**). Every application must include:

Completed application form

Signed and dated RSVP & Ethics Commitment Form

Your hotel-branded business card, printed with your name and title of "Concierge". A photograph of you at your Concierge desk; in lieu of printed inclusion with your application.

Photos may also be submitted via e-mail to:

membership@nccaconcierge.com

Photo release form

Invoice and method of payment (check or money order)

Please submit your completed application, photo, and business card via U.S. Post, certified mail preferred, with "APPLICATION ENCLOSED" written on the front of the envelope and mail to:

Northern California Concierge Association

ATTN: Membership Director

P.O. Box 411

San Francisco, CA 94104-0411

The NCCA Director of Membership will notify you once your application has been approved. Memberships are non-transferable and are only valid for the current calendar year. **Please inform the Director of Membership prior to attending your first meeting so the board can introduce you to the other association members. You will also be given an NCCA Member's pin at your first meeting.** For any questions regarding the NCCA or your membership status please email membership@nccaconcierge.com or the NCCA President @ president@nccaconcierge.com.

In service through friendship,

The Board of Directors

Northern California Concierge Association

2024 New Membership Application

We are pleased to provide you with this membership application form for the Northern California Concierge Association. Incomplete forms will **not** be accepted.

Print Name: _____

Birthday (month and day only): _____

Hotel: _____

Hotel street address: _____

Hotel telephone: _____

Concierge direct line: _____

Concierge FAX: _____

Your hotel's web site (please be specific:
SanFranciscoHilton.com, not hilton.com):

General Manager: _____

Email (IMPORTANT - all NCCA correspondence will be sent to the email address you provide and can NOT be a shared email address. If possible please offer work email): _____

Your position title: _____

Years at current position: _____

How many years have you worked in the Concierge profession?

Have you ever been a member of the NCCA?: _____

Are you currently a member of Les Clefs d'Or, USA?

Please list any special skills (Notary Public, Minister, etc.), foreign languages spoken, etc. that you possess:

On average, how many hours-per-week do you work as a Concierge?

Please share with us websites, publications and organizations you use to collect and pass on pertinent information to our hotel guests. This can be a valuable networking tool for us all.

RSVP AND CODE OF ETHICS COMMITMENT: RESPONSIBILITIES AND REQUIREMENTS OF MEMBERS

Section 1: No member will accept money from any restaurant, bar or club.

Section 2: When hosted by restaurants, hotels or other Concierge related services (such as, but not limited to, tours, transportation services, massage and spa service, salon services, etc.), appropriate gratuity based on full value of services rendered is expected.

Section 3: Every member is required to acknowledge every invitation and meeting, and to respond to the NCCA Vice President or event host (per the invitation) at least 48 hours in advance.

Section 4: No member shall demand services for any personal or professional gain; services include, but are not limited to, those offered by any restaurant, transportation service, hotel, florist, car rental agency, public or private attraction or tour, etc.

Section 5: It is expected of every member to vote in elections for board members, constitutional changes, and other substantive issues brought before the membership.

Section 6: Any member who violates this code of ethics or fails to perform the duties of membership may be subject to membership review by the board and disciplinary action as deemed fit.

Section 7: Any member who conducts himself or herself in an unprofessional manner which might disgrace the concierge profession will be subject to disciplinary action by the board.

Section 8 Attendance at two (2) of the monthly meetings per-year is required.

As with membership in any organization, there are requirements and responsibilities inherent to your membership in addition to those listed above. These include:

Timely renewal of membership and payment of dues. Sending thank you notes to acknowledge the gracious and generous invitations extended to us throughout the year. Attendance at the Concierge Trade Show in order to make it a successful event. Involvement in selected community affairs, as proposed by the NCCA Community Liaison; participation enriches the individual member as well as the organization.

Any member may approach any member of the Board of Directors with any issue or concern with the assurance of complete confidentiality.

Print Name: _____

Hotel, Resort or Inn: _____

Signature: _____

Date: _____

PHOTO RELEASE FORM

The Northern California Concierge Association and the Board of Directors wishes your permission to use any photo or video image of you in a business or social environment to be displayed on our website, www.nccaconcierge.com and the members' newsletter.

In addition, should a printable or electronic media request your photo or video image without defining their intent, the Board of Directors will consult you and determine what is in the best interest for the association.

This agreement is binding for the duration of the individual's membership with the NCCA.

Yes, I give permission._____ No, I decline._____

Print Name:_____

Signature:_____

Hotel, Resort or Inn:_____

Date: _____

2024 NEW MEMBERSHIP DUES INVOICE

Print Name:_____

Hotel, Resort or

Inn:_____

We are pleased to receive your application for new membership in the Northern California Concierge Association for the year 2024.

Membership is good for the calendar year only and expires January 1, 2025. Membership is non-transferable.

Dues for the year 2024 are as follows:

- New member dues: **\$150.00**

Please indicate your method of payment:

- Check (number and date): _____
- Money Order (number and date): _____
- New Members must Pay with Check or Money order as a group or individually. If you are paying with a personal check, please list your hotel name in the memo line. If your hotel is paying, please have all concierge names listed on the check stub as well as hotel name. This avoids confusion.

Please enclose this invoice with your payment. Thank you!

The NCCA Director of Membership will contact you via email once your membership is confirmed.