

# **GBCA CHARTER**

## **I. NAME**

The name of this Association shall be the Greater Boston Concierge Association, here in after referred to as the GBCA.

## **II. LEGAL DESCRIPTION**

A. The GBCA shall conform in legalities to the designation of an Unincorporated association and therefore all actions of the association shall be by majority consent of the voting membership.

B. The GBCA shall comply with the designation of an organization as described in section 501 (c) on the Internal Revenue Code of the United States.

C. The GBCA shall not seek pecuniary gain or profit and no part of the net earnings or income shall benefit of any member or individual.

D. The designation of the GBCA as outlined above may not be altered without the consent of the membership and engaging legal counsel if needed.

## **III. PURPOSE**

The purpose of the GBCA is outlined as follows:

A. To develop friendship and solidarity among Concierges and Businesses.

B. To invite Concierges and Businesses to join and to participate in activities of the GBCA.

C. To work for the continued importance of the Concierge Profession and to promote a constructive and positive image of the Hospitality Industry.

D. To encourage a higher level of competence and professionalism among members of the GBCA. We do this by hosting regularly scheduled meetings and events.

E. To engage and educate our members by hosting networking opportunities, sharing knowledge and information, and by providing constant updated information of the city and its surroundings.

#### **IV. CONCIERGE DEFINITION**

A. The term “Concierge” shall refer to a hotel staff member with the title of Concierge, whose primary function is to personally assist hotel guests.

B. Individuals with the title Concierge in residences and corporate buildings may apply for membership with approval from the membership committee or the board on a case by case basis.

C. Individuals who are engaged in guest service related positions in hotels, residences or corporate buildings without a Concierge may enlist one member of the staff to apply for membership with approval from the membership committee or the board on a case by case basis.

#### **V. MEMBERSHIP**

A. Eligibility - Eligibility is based on the job function of the individual, without regard to sex, race, national origin, and religion, and sexual preference, political or union affiliation.

B. Approval - Membership in the GBCA is not a right; it is a privilege. Consent and approval of the membership committee or the board is required and must be re-applied yearly.

#### **VI. CATEGORIES OF MEMBERSHIP**

A. Full Concierge membership may be granted to individuals who are employed and have performed the duties of Concierge (for a minimum of 3 months) as approved by the membership committee or the board.

B. Affiliate membership may be granted to individuals whose business or organization has a direct relationship to the services for which a Concierge offers to their guests. Businesses requesting membership in the GBCA must submit a written request to the Board of Director’s for approval. Affiliates are permitted one representative per company, who may attend meetings and events. If said member is unavailable, another member of the business may attend with prior approval of the board.

C. Honorary Membership - Honorary membership may be granted to GBCA members who go above and beyond the usual expected service with their generosity, consummate support and extraordinary service to the association. Such membership shall receive approval of the board and be evaluated on a yearly basis.

D. Honorary Membership is granted to founding members and past presidents as approved by the board.

E. Honorary Membership may be granted to outgoing members of the board who remain a member in good standing. The member must attend at least three meetings per year and must be working in the hotel or tourism industry. Under these conditions, the member may maintain their honorary membership for a period of three years.

F. Non-Profit businesses are listed as Affiliate Non-Profit in the GBCA membership. These businesses must show proof of their non-profit status and the membership is reapplied for each year.

## **VII RESPONSIBILITIES, RIGHTS, AND PRIVILEGES**

A. Dues - All individuals who are granted full Membership shall pay annual dues. Honorary members are not required to pay dues.

B. Good Standing - A Member in good standing is defined as having fulfilled their Membership requirement and has adhered to the Standards of Professional Conduct.

C. Attendance - Members are required to attend a minimum of three GBCA general meetings per year prior to and not inclusive of the annual Anniversary Gala, or November elections meeting. If this requirement is not fulfilled, said member may not be elected to office or vote in the election.

D. Voting - Only current concierge, affiliate and board members in good standing may vote in the GBCA annual elections. Concierge may vote for all positions. Affiliates may vote for the Director of Affiliate Relations and President.

E. Office – Only current members in good standing may run for an officer position in the GBCA. Said candidates must be a member for no less than six months and be in attendance of three general meetings per year, not inclusive of the annual Anniversary Party, or the Election Meeting. Eligible board positions include six concierge positions and one affiliate position.

F. Concierge Membership - Concierge membership resides in the individual and is non-transferable and non-refundable. Only working concierge may run or vote in the election. If a Concierge ceases to be employed as a Concierge, he/she retains their membership for a period of 3 months while they actively seek a concierge position.

G. Affiliate Membership- Affiliate membership resides with the business/organization and is non-refundable. If the representative leaves the business/organization, the membership shall revert solely to the business/organization but may be transferred to

another representative with the approval of the board. Affiliates may only vote for the Director of Affiliate Relations.

H. Board Membership - If a board member ceases to be employed, then he/she will be given a grace period of three months to seek another position. He/she must continue to perform his/her responsibilities as stated in the job description. During the grace period, the officer remains on the board as a non-voting member. At the end of the three-month grace period, the board may extend this grace period on a case-by case basis due to extenuating circumstances. If the officer has not become gainfully employed, then a special election will be held to fill his/her position.

I. Affiliate Non-Profit representatives may run for the Affiliate position and vote in the general election. This representative must have been a member for at least six months and have attended a minimum of three meetings during that time.

J. Any member unable to attend a minimum of three meetings per year, said membership will be up for review by the membership committee or the board.

K. Only the Affiliate Representative listed on the GBCA membership may run for the Affiliate position and vote in the general election. This representative must have been a member for at least six months and have attended a minimum of three meeting during that time.

L. Honorary members must also be listed as Affiliate or concierge members to be eligible to run for a board position and vote in the general election. This member must have been an active member for at least six months and have attended a minimum of three meetings during that time.

## **VIII. EXECUTIVE COMMITTEE**

A. Members - The GBCA shall be administered by an Executive Committee, composed of a President, Director of Operations, Director of Membership, Director of Public Relations, Chief Financial Officer, Recording Secretary and Director of Affiliate Relations.

B. Term - The officers shall be elected at a General Meeting of the Association to serve a one- year term of office. (January – December)

## **GBCA BOARD MEMBER JOB DESCRIPTIONS**

### **President:**

1. Oversees all Board vice presidents, Chief Financial Officer, Secretary and Affiliate Representative's activities and responsibilities.

2. Accountable for securing meeting space, enlisting guest speakers and addressing all member meetings.
3. Responsible for calling, writing or e-mailing hosts and speakers who have participated in GBCA meetings and events and thanking them for their contributions.
4. Responsible for holding regularly scheduled executive board meetings.
5. Must be an active participant in happenings, events and outreach programs that the GBCA supports.
6. Responsible for writing a monthly president's letter to appear in the GBCA newsletter.
7. Meet with members, businesses and organizations that have a direct relationship to the GBCA and its growth.
8. Answer all GBCA inquires in a timely manner.
9. Promote the GBCA by maintaining relationships with all outside concierge and hospitality organizations.
10. Work with the election committee to set up the agenda and timeline for the election process. The president will then step aside and the election committee will administer the election process.
11. The president works under the direction of the membership and the board, therefore he or she must be fair, unbiased, knowledgeable and supportive while representing the Greater Boston Concierge Association.

The president of the GBCA may appoint an advisor to assist the board with matters of concern. The advisor may be invited to attend GBCA board meetings and may be asked to chair committees. The advisor must be able to donate his or her time, energy and resources to the association. The advisor must be a member in good standing, must have a good business sense and must be knowledgeable of the operations of the GBCA.

**Director of Operations:**

1. Responsible for writing, emailing and distributing monthly meeting and event.
2. Responsible for answering all email correspondents in a timely manner.
3. Responsible for addressing monthly GBCA meetings as needed.
4. Responsible for announcing upcoming events and meetings.
5. Responsible for open participation segment of each meeting.
6. Works closely with the Director of Membership to ensure all member information is accurate and up to date.
7. Works under the direction of the board.
8. Reports directly to the GBCA President.

**Director of Public Relations:**

1. Maintains the history of the GBCA through publications and media, electronic or otherwise.
2. Maintains relationships with media personal.
3. Responsible for all published information.
4. Represents the GBCA at functions and events.
5. Responsible for promoting the GBCA to the tourism community.
6. May be asked to address, chair or host activities, meetings - events.
7. Oversees any Out-Reach activity the GBCA is engaged in.
8. Works under the direction of the board.
9. Reports directly to the GBCA President.

**Director of Membership:**

1. Responsible for maintaining accurate and up to date records of all new and present members.
2. Responsible for recruiting new members and distribution membership information.
3. Responsible for reviewing all membership applications, addressing monthly meetings and announcing all new members.
4. Responsible for maintaining the registration table at all meetings and events.
5. Imputes updated member information into constant contact.
6. May enlist the help of a Membership Committee to assist in GBCA matters.
7. Works under the direction of the board.
8. Reports directly to the GBCA President.

**Chief Financial Officer:**

1. Responsible for the GBCA bank account.
2. Must record all checks
3. Pay all GBCA bills in a timely manner
4. Upon request, the CFO must present a financial report at monthly board meetings.
5. Upon request, the CFO, must present a written financial statement and address all financial issues.
6. Will maintain a close relationship with the GBCA accountant to file tax forms in a timely manner.
7. Must give an annual financial report to the GBCA membership at the end of the year.

8. Works under the direction of the board.
9. Reports directly to the GBCA President.

**Recording Secretary:**

1. Responsible for recording all minutes of the monthly board and membership meetings.
2. May be asked to read prior meeting minutes to the membership or the board.
3. Maintains all correspondence for the GBCA.
4. Responsible for sending cards and thank you notes to members, businesses and vendors who support the GBCA.
5. Keeps up-to-date records of proceedings of the organization.
6. Maintains GBCA email account and forwards requests to the appropriate board member for a prompt response.
7. Works under the direction of the board.
8. Reports directly to the GBCA President.

**Director of Affiliate Relations:**

1. Responsible for addressing all affiliate concerns and representing affiliate members at all meetings.
2. Responsible for keeping the lines of communication open between Concierge and affiliate members.
3. Responsible for the planning and execution of the annual GBCA Trade Show. Managing all trade show duties such as; securing site, sales of booth vendors, coordination of all site, city and/or state paperwork and licensing, obtaining fire and police detail as needed, works with Boston City Health Inspection office and officers, directs all efforts with rental vendors needed, trade show set-up, break down, managing volunteers, and works in conjunction with Board CFO in collecting of all payments and payments of all trade show associated invoices.
4. Works closely with the Director of Membership and Director of Operations to ensure that all Affiliate memberships are accurate and up to date.
5. Will use his or her business resources to assist board members when needed.
6. Works under the direction of the board.
7. Reports directly to the GBCA President.

To be eligible to run for this position, the Affiliate Representative must have been an active member of the GBCA for at least six months. If this individual leaves his/her current position, then in order to maintain his/her position on the board, the individual must either gain employment with an existing GBCA affiliate member in good standing or may be given a grace period at the discretion of the board.

**Misc. Information**

All members of the board of the GBCA shall vote and maintain accurate records during their term of office to pass onto incoming newly elected board officers. Each officer may enlist the help of a member in good standing to assist with their position when needed. Each officer must answer member inquiries in a timely manner.

Each officer must actively participate in board and monthly meetings and perform their duties as outlined in the job description above. If he or she does not show interest in actively participating, then their position may be brought up for review by the board.

## **ALL GBCA MEMBERS MUST ADHERE TO OUR STANDARDS OF PROFESSIONAL CONDUCT.**

### **STANDARDS OF PROFESSIONAL CONDUCT --CONCIERGE**

1. A Concierge shall neither practice nor permit discrimination on the basis of race, color, gender, age, sexual orientation, nor national origin.
2. A Concierge shall conduct all matters in a professional, courteous, and helpful manner to guest, fellow workers, and colleagues.
3. A Concierge makes every effort to avoid personal problems that may affect their professional performance.
4. A Concierge shall not misuse his or her position or authority. A Concierge should not demand goods, services, or money for his or her own personal gain. A Concierge shall exercise objective and independent judgment in the evaluation and recommendation of goods and services.
5. A Concierge often acts as a confidant to guests, therefore it is of the utmost importance to be trustworthy and refrain from gossip.
6. Gratuities are given by the guest in the gratitude for a service rendered whereas a service charge is a predetermined fee for services rendered. Gratuities, regardless of amount, should be graciously accepted. If a service charge is involved it must be brought to the attention of the guest prior to the transaction.
7. It is the ultimate responsibility of a Concierge to honor commitments made in replying to invitations to all events. Professional courtesy also requires that a Concierge RSVP in a timely manner and that if a change in circumstances prevents honoring the commitment, contacting the host of the event is critical.

8. Communication and cooperation among Members should be fostered and encouraged. Our network is one of friendship and assistance to each other, so that we are able to provide the best service available to our guests.

9. Members of the GBCA do not solicit compensation from vendors.

### **STANDARDS OF PROFESSIONAL CONDUCT --AFFILIATE**

1. All Affiliate applicants must present proof of licensing, certification, bonding and/or insurance as applicable to their particular business/industry if deemed necessary by the Membership Committee or the Board.

2. An Affiliate Member must attend a minimum of three (3) meetings during the membership term. Non-fulfillment of this requirement precludes voting for the Affiliate Board representative in the annual election.

3. An Affiliate Member must devote their time, energy and resources to the Association when needed.

4. Affiliate Members must conduct themselves in a professional, courteous and ethical manner at all times.

5. An Affiliate Member shall uphold a standard of professionalism and act promptly when dealing with a guest complaint. Common courtesy requires that appropriate and timely action taken be taken.

6. An Affiliate Members' communication and cooperation among members is expected at all times. Our network is one of friendship and assistance to each other.

7. An Affiliate Member shall pay all dues, gratuities and agreed-upon fees in a timely manner.