



Welcome Returning Member,

Thank you for your continued interest in membership in 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 Director of Membership at [membership@nccaconcierge.com](mailto: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 (if you have not received one yet).** For any questions regarding the NCCA or your membership status please email [membership@nccaconcierge.com](mailto:membership@nccaconcierge.com) or the NCCA President at [president@nccaconcierge.com](mailto:president@nccaconcierge.com).

In service through friendship,  
The Board of Directors  
Northern California Concierge Association

## 2024 Membership Renewal Application

We are pleased to provide you with this membership renewal application form for the Northern California Concierge Association.

Please ensure your application is complete before submission.

Print Name:

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\_\_\_\_ Birthday (month and day only):

Hotel: \_\_\_\_\_

Hotel:

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Hotel street address:

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Hotel telephone:

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Concierge direct line: \_\_\_\_\_

Concierge Cell: \_\_\_\_\_

Your hotel's web site

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General Manager:

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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 use your hotel email):

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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?:

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

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

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On average, how many hours-per-week do you work as a concierge?\_\_\_\_\_

Have you received your NCCA membership lapel pin?\_\_\_\_\_

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: \_\_\_\_\_

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](http://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:\_\_\_\_\_

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Hotel: \_\_\_\_\_

Date:\_\_\_\_\_

## **2024 RETURNING MEMBERSHIP DUES INVOICE**

Print Name:

\_\_\_\_\_

Hotel:\_\_\_\_\_

We are pleased to receive your application for membership renewal for 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:

- Renewals (if received by January 11, 2024): **\$135.00**
- Renewals (if received after January 11, 2024): **\$150.00**

Please indicate your method of payment:

- Check (number and date):

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- Money Order (number and date):

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If paying with a personal check or money order, please list your hotel name in the memo line. If your hotel is paying, please list all concierges names and hotel name on the check stub to avoid 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.*