

SHCA Membership Protocol

The Seattle Hotel Concierge Association is an association of professional hotel Concierges representing the downtown Seattle area. We work closely with the vendors of the Northwest who interface with our guests.

We are dedicated to the service of our guests and to the visitors in our city. Through the association it is our goal to promote high professional and ethical standards, to expand the training and improve the technical skills of our members. We also strive to foster the development of the hotel industry and tourism in general. We hope to make our city a better place.

Membership:

1. Members of the SHCA must be employed by a hotel having a transient clientele and work at a desk located in the main lobby of such hotel, from which they provide services to all guests of the hotel. The hotel must be located within the Seattle city limits. The lobby desk must be open year round, have signage indicating the presence of the Concierge staff, and employ at least one full-time Concierge. Concierges employed only to provide services other than standard Concierge services (i.e. food service, check-in or luggage handling) shall not be considered for membership. Concierges employed at a desk located in retail, apartment, condominium or corporate locations will not be considered for membership.
2. The amount of hours a Concierge needs to work to maintain membership in SHCA is suggested to be 24 hours per month but is left to the discretion of the Chef Concierge of that hotel.
3. To maintain membership in SHCA a minimum amount of participation is required. Every calendar year a SHCA member must attend three (3) scheduled bi-monthly meetings plus attend eight (8) scheduled events which could include the annual trade show. All SHCA events and meeting will be listed on evite.com. It is the duty of each individual Concierge to make arrangements with their Chef Concierge to attend one meeting. If a member fails to attend one meeting they will lose the right of membership in SHCA. They will receive a letter by year end from the President of SHCA. They can petition to rejoin with the VP as a new member and will need to complete the new members' orientation.
4. All members of the SHCA will sign an acceptance of the protocol each year. This will be presented to the membership by the President.
5. New members – If a Concierge is hired at a member property they can download forms from the SHCA website and present them to the VP of SHCA to be considered for membership. New member orientation will be offered by the VP several times a year.
6. A new member may vote after attending one meeting and completing a 6 month probation. A new member will have an asterisk after their name on the roster until they have completed probationary requirements. The VP will monitor this.

7. If a hotel has been in SHCA and lost membership by lack of a SHCA member and now has a Concierge seeking membership the Concierge may apply by following step #5. No additional requirements would be needed.

8. Invited guest members- Qualified Concierges from other cities in our region may join SHCA as invited Guest Members by following #5 and a 2/3 vote of the SHCA. Invited Guests may serve on selected committees, and be included on the SHCA roster. Dues will be the same as a full member. An invited guest member cannot vote.

9. A visiting guest who works in a related field and is traveling from another city may be invited to an official quarterly meeting with approval of the SHCA board of directors. This does not apply to SHCA vendors. A visiting guest cannot vote.

10. A member of SHCA who retires from the Concierge profession with a minimum of 5 years in SHCA and does not work in any other profession full time may apply for retired membership. The retiree must apply with the VP. The VP will need the start and end date of employment and membership in SHCA and new contact information. The membership will vote at the next quarterly meeting. A 2/3 approval vote would put the retiree on the roster as a retired member. Retired members will pay the current dues for retired members and must attend at least one meeting a year. They will receive invitations to social events based on availability. They cannot run for office or vote and may not enter in drawings that are meant for working concierges. The number of retired members is limited to 1 per 10 (voting) members.

11. A member not currently at a property is a SHCA member who has lost their job. They can continue to attend SHCA meetings and events for 6 months if they meet the following criteria. They must have been a SHCA member for at least 6 months. They need to email the VP to request member not at a property status and give the VP their end date of employment and new contact information. They must be pursuing employment as a concierge and cannot be employed solely in a non-concierge related field. The member not at a property cannot vote.

12. In the event of a space limited event the order in which members are invited are: working members, members not currently at a property and retired members.

13. The vendor will determine if guests are invited to their event. Please read the evite carefully and do not ask if you can bring a guest if it is not stated.

14. Dues are collected during the first quarter. Fees are based on the number of SHCA concierges at each desk. No fees are refunded. New properties and members who join by June pay full membership and after June pay half. The current dues may be paid by property or member. Dues amount can be changed by vote at the 4th quarter meeting by a 2/3 vote.

15. Guideline of gratuities for SHCA meetings and events. Meetings \$5. Dinner \$10. Lunch or Reception \$5. Please check evite for amount.

16. Voting- The election of officers will be in the 4th quarter. Ballots will be distributed to SHCA voting members. (These may be electronically). Nominations will be made by email and at the October meeting. For other voting issues, discussion will be at one meeting and the text will be emailed to SHCA voting members with a vote approximately a week later. Each member will be given a week for voting.

17. Emergency vote. If the board decides unanimously that SHCA needs an emergency vote then they will email a ballot and will need a 2/3 approval of members who voted.

18. SHCA meetings will be quarterly. The planning of the meetings will be done with a rotating SHCA member, the community relations liaison and the President. There may be 3 guest speakers at each meeting limited to 10 minutes each.

19. Evites. Respond yes or no. We do not recognize maybe. It counts as a no for planning purposes. Changes can be made by evite up to the day before. On the day of CALL the number on the evite and change the evite. Do Not Cancel on day of except for emergencies. If a member no-shows or attends without rsvp, it is one penalty point, 2 if it includes a guest. At 4 penalty points the member will be asked to leave the SHCA.

20. Trade Show. A committee with a chairperson may be formed to produce a trade show. A donation will be made to Les Clef d'Or foundation of approximately \$1000 if enough funds are generated.

21. Commitment of funds. The SHCA membership will commit \$1,000 to sending a member to the Concierge Leadership Conference.

22. Dress according to the evite. Usually business attire is requested. Please be on time or let the host know if you will be late. If on a familiarization trip attend all functions. Do not use gift certificates on Friday, Saturday or Holidays. Always tip 20 %. Never solicit gift certificates. Always send a thank you.

AS of December 2019