



2017 MEMBERSHIP APPLICATION

Please Read and Complete All Information Carefully.

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

Name : _____ Member Type: _____
Title: _____
Hotel/Property: _____
Street Address Suite: _____
General Manager: _____
City State Zip Code: _____
Telephone: _____ Facsimile: _____
E-Mail: _____ Website: _____

II. Type of Concierge/Guest Services Annual Membership:

Please check one-(1) appropriate membership. Incomplete applications will be returned to the applicant.

Hotel Members consist of either four (4) paid memberships for \$600 or two (2) paid memberships for \$360.00 (rates to be adjusted on a yearly basis as needed) and will be assigned to hotel associates at the discretion of the designated hotel contact. **This is available for Hotel front of the houseguest services personnel only** – defined as Concierge, Front Desk, Guest Services, and bell staff. Members may not bring guests except potential members. Membership is non-transferable and non-refundable and resides in the hotel and not the individual.

III. Terms of Concierge/Guest Services 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 ACGSA Bylaws as they now stand and 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 member of the ACGSA, 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) Member shall neither practice nor permit discrimination on the basis of race, color gender, age, sexual orientation or national origin.
- 2) Member shall not condone, engage in or defend illegal conduct or practices.
- 3) Member shall take care to present a neat and clean appearance. For business meetings, please wear business-casual. No shorts, sneakers or athletic wear.
- 4) Member 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.

Contributions to Austin Concierge and Guest Services Association are not deductible as charitable contributions on the donor's federal income tax return. They may be deductible as trade or business expenses if ordinary and necessary in the conduct of the taxpayer's business

