

## **BY-LAWS**

### **Article One: NAME**

- I. The name of the organization shall be the LA Concierge Association. Also to be known and referred to as *LACA*.
- II. The symbol of the LACA shall consist of a single gold key with the initials LACA.

### **Article Two: PURPOSE**

- I. The purposes of the LACA shall be:
  - A. To bring together Concierges in hotels and resorts, and as such, to establish and promote high professional and ethical standards for the industry.
  - B. To encourage friendship and communication among Concierges and related guest service personnel in Los Angeles, adjacent counties in California, the United States and throughout the world.
  - C. To expand and assist in the training of those entering the Concierge profession and, in general, to promote, foster, enhance and improve the technical skills and professionalism of Concierges.
  - D. To coordinate, promote, and assist in the activities and interest of Concierges.
  - E. To foster the development of the role of the Concierge in the hotel industry and tourism.
  - F. To maintain the highest standards of Concierge service.
- II. The LACA shall be non-profit, non-partisan and non-sectarian.

### **Article Three: MEMBERSHIP**

- I. DEFINITION  
The term Concierge shall refer to individuals with the employment title of “Concierge” in a hotel or resort.
  
- II. CATEGORIZATION  
Membership shall be divided into four separate distinct categories: Regular, Affiliate, Honorary and Sponsoring. All persons,

regardless of category, shall agree to abide by the by-laws of the LACA and its guidelines for professional conduct.

### III. ROSTER

- A. A membership list shall be created and will be available to all members by written request to the board of directors of the LACA stating purpose and intent.
- B. All members are responsible to uphold the integrity and proper use of the membership list to insure respect of its said members. It shall not be used for personal solicitation.

### IV. REGULAR MEMBERSHIP

- A. Persons desiring regular membership in the LACA must meet the following criteria:
  - 1. Employment, full-time or part-time, in a hotel or resort, in Los Angeles. On-call employment is not eligible.
  - 2. Job title of “Concierge.”
  - 3. Application and verification, i.e., business card and/or letter from Human Resources.
  - 4. Renewing members must have attended a minimum of three business meetings in the previous year. Should a renewing member desire membership renewal when this criteria has not been met, a letter of explanation must be submitted to the current board of directors.
- B. Once the aforementioned criteria have been met, the following privileges apply:
  - 1. Each regular member shall have one vote on elections brought before the general membership. To be able to keep the privilege, members must meet the requirement of a minimum of three (3) LACA business meetings attendance per year.
  - 2. Each regular member shall have the opportunity to hold elected office after two (2) years in the hotel industry, one (1) year of regular membership.
  - 3. Each member shall have the opportunity to hold an appointed committee office within the LACA after completing one (1) year of which as a regular membership.

4. Regular membership shall be for twelve months or until the end of the current calendar year, whichever comes first.

V. AFFILIATE MEMBERSHIP

A. Persons desiring affiliate membership in the LACA must meet all of the following criteria:

1. Employment full-time or part-time with the job title of “Concierge” in a three, four, or five-star hotel, resort or property outside of Los Angeles County where no other local concierge association exists. On-call employment is not eligible.
2. Job title of “Concierge” with a desk signed as such.
3. Application and verification; i.e.: business card or letter from Human Resources.

B. Once the aforementioned criteria have been met, the following privileges shall apply:

1. Each affiliate member is welcome to contribute constructive commentary to the LACA, but is not permitted to vote.
2. Each affiliate member shall have the opportunity to serve on committees, but may not hold office or chair committees with the LACA.
3. Affiliate membership shall be for twelve months or until the end or the current calendar year, whichever comes first. Membership may be renewed only upon written petition to the board of directors of the LACA.

VI. HONORARY MEMBERSHIP

A. Persons desiring honorary membership in the LACA must meet all of the following criteria:

1. Exhibition of distinction in public affairs on the local, state, or national level.
2. Demonstration of extraordinary dedication to furthering the best interests of the LACA.
3. Honorary membership may be granted to an individual who has rendered distinguished service to the LACA by a majority vote of the board of directors.

B. Once the aforementioned criteria have been met, the following privileges apply:

1. Each honorary member is welcome to contribute constructive commentary to the LACA but is not permitted to vote.
2. Each honorary member shall have the opportunity to serve on committees, but may not hold office or chair committees within the LACA.
3. Upon recommendation of the board of directors of the LACA and a vote of its general membership, an honorary member may be classified as dues-exempt.

## VII. SPONSORING MEMBER

A. Persons desiring sponsoring membership in the LACA must meet all of the following criteria:

1. Provide a service valuable to the Concierge profession.
2. Maintain a professional and respected position within the hospitality community.
3. Sponsoring membership is by invitation from the board of directors only.

B. Once the aforementioned criteria have been met, the following privileges apply:

1. Invitation to three meetings, the annual trade show and the winter gala.
2. Early invitation to purchase a table at the annual trade show, at a discounted price.
3. Updated lists of the LACA members, to be used solely for their business promotion, and not to be shared with other businesses.
4. Sponsoring members are not eligible to vote, hold office or chair a committee.
5. Sponsoring members may be called upon to donate goods or services at various events throughout the year.
6. Upon recommendation by the board of directors of the LACA and a vote of the board of directors, a sponsoring member may be asked to discontinue their membership.
7. Inclusion in “Sponsors” page of LACA website
8. Such individuals shall be referred to as “General Sponsors.”

## VIII. GOLD KEY PARTNER SPONSORING MEMBER

A. Persons to be considered for Gold Key Partner sponsoring membership must meet all of the following criteria:

1. Provide a service valuable to the Concierge profession.

2. Maintain a professional and respected position within the hospitality community.
  3. Participation as a General Sponsor in the LACA for a minimum of four years.
  4. Attendance of all sponsoring member meetings, trade shows, field trips, and other events.
  5. Continuous demonstration of goodwill, support and generosity towards the LACA by holding concierge-related events, donating prizes, and/or offering assistance to the Association in other ways.
  6. Gold Key Partner sponsoring membership is by invitation from the board of directors only.
  7. Only 20% of all sponsoring members may be invited by the board of directors to be Gold Key Partners.
- B. Once the aforementioned criteria have been met, the following privileges apply:
1. Invitation to up to six meetings, the annual trade show and the winter gala.
  2. Free attendance of up to two people to these meetings, trade show and winter gala
  3. Free participation of up to two people in field trips and special events
  4. Early invitation to trade show; free table at trade show
  5. Front page recognition on LACA website; link to own website
  6. Early invitation to purchase a table at the annual trade show, at a discounted price.
  7. Updated lists of the LACA members, to be used solely for their business promotion, and not to be shared with other businesses.
  8. Gold Key Partner sponsoring members are not eligible to vote, hold office or chair a committee.
  9. Gold Key Partner sponsoring members may be called upon to donate goods or services at various events throughout the year.
  10. Upon recommendation by the board of directors of the LACA and a vote of the board of directors, a Gold Key Partner sponsoring member may be asked to discontinue their membership.

IX. WITHDRAWAL

Any member may withdraw from the LACA by informing the current board of directors of such a desire. At such time, all property, symbols and documents, except the membership pin, shall be returned to the said board.

X. TERMINATION

Any members may have his/her membership terminated after being informed of the pending action and given an opportunity for a hearing for any of the following reasons:

- A. Non-payment of membership dues after thirty (30) days from the due date of January 1 of that calendar year, unless approval for extension is given.
- B. Lack of employment as a “Concierge” for six months (180) days after termination or resignation from such a position.
- C. Conduct unbecoming a member or prejudicial to the aims and reputation of the LACA.
- D. Employment by or involvement with organizations whose activities shall be deemed in conflict of interest of the LACA.
- E. An elected officer may not hold elected office for more than six months (180) days after lack of employment in the concierge profession.
- F. Upon termination, all property, symbols and documents of the LACA shall be returned to its board of directors.

**Article Four: DUES**

- I. Annual dues are set by the board of directors of the LACA and shall be payable in advance before January 1<sup>st</sup> of each calendar year. Dues are the same for regular and affiliate members. Any member admitted during the year shall pay the full annual dues for such year.
- II. Annual dues for Sponsoring members are set by the board of directors of the LACA and shall be payable in advance before January 31<sup>st</sup> of each calendar year. Any Sponsoring member admitted during the year shall pay the full annual dues for such year.
- III. Honorary members shall not pay dues.

- IV. Members are required to pay a fee at monthly meeting as set by the board of directors of the LACA, a portion of which may serve to cover the cost incurred by the host venue.

**Article Five: OFFICERS**

- I. The governing responsibilities shall be vested in the Board of Directors, which shall control property, be responsible for its finances, and direct its affairs. The board of directors shall consist of President, Vice President, Secretary, and Treasurer, and the Chairpersons shall be elected or appointed annually for one (1) year terms of office and shall serve for one (1) year terms of office. Any elected office may appoint a committee assistant to their office with prior permission of the board of the LACA if necessary.

- II. Officers and Duties shall be:

- A. President

- The President shall:

- 1. Preside at all meetings of the LACA and meetings of the board of directors.
      - 2. Appoint the chairpersons of all committees.
      - 3. Be an ex-officio voting member of all committees
      - 4. Work with the Vice President on planning and maintaining the master calendar.
      - 5. Schedule and plan the monthly board of directors meetings.
      - 6. Maintain an up-to-date listing of all LACA members.
      - 7. Act as a public relations spokesperson for the LACA.

- B. Vice President

- The Vice President shall:

- 1. Preside at all meetings in the absence of the President.
      - 2. With the President, coordinate the planning and organizing of the program for each monthly meeting and other meetings as they are called.
      - 3. Be an ex-officio voting member of all committees.
      - 4. Be responsible for the planning and execution of special events for the LACA as decided upon by the board of directors.
      - 5. Send out proper notices of all meetings of the LACA and the meetings of its board of directors.
      - 6. With the President, keep a master calendar of all events arranged by and for the LACA.

### C. Secretary

The Secretary shall:

1. Keep accurate records of the minutes of all meetings of the LACA and meetings of its board of directors.
2. Mail welcome packets to all LACA members as they are announced in the new year.
3. Provide appreciation letters for presentation to all hosting venues.
4. Send thank you notes from the board of directors for all hosting venues.
5. Keep a full and up-to-date roster of the general membership and sponsoring members.
6. Be an ex-officio voting member of the membership and promotional committees.
7. Keep an accurately maintained copy of the LACA by-laws for distribution to its members.
8. Keep a file of all membership applications filed with the LACA. Have these available during the elections period.

### D. Treasurer

The Treasurer shall:

1. Be responsible for the collection and distribution of the dues and funds of the LACA as directed by its board of directors.
2. Deposit said funds in an account in the LACA name in a banking institution decided upon by its board of directors.
3. Be an ex-officio voting member of the membership committee.
4. Be responsible for billing all no-show members.
5. Make certain that any expenses or donations of over \$1,000.00 are being approved by a majority vote of the members present.
6. Be responsible for overseeing taxes and insure tax status for their term of service. This will be coordinated with the tax accountant hired by the board of directors.

E. A postal box will be established for the receipt of mail addressed to the LACA. The board of directors must decide what officers that year will hold the keys, and check the mail for this postal box.

## III . Nominations and Elections

The nominations and elections of officers must meet the following criteria:

- A. Nomination of officers shall be accepted by the board of directors and/or Parliamentarian from the October nominations meeting, until two (2) days before the night of elections, which will be held at the November business meeting .
  - B. Election shall be by secret ballot.
  - C. Election shall be by a simple majority vote of the Regular membership.
  - D. No proxy votes shall be accepted.
  - E. Absentee ballots must be received by the elections committee and/or Parliamentarian at least 48 hours before the night of the elections committee, in order that signatures and voting rights may be verified.
  - F. Officers shall be formally installed at the December meeting and shall assume office beginning on January 1 of the new calendar year.
  - G. No one but the election Chairperson and/or Parliamentarian may view absentee ballot votes or verify final count. A recount may be requested by candidates running for office.
- III. Vacancies for Office
- Vacancies for office shall be filled by appointment of the Board of Directors for the LACA.
- IV. The President may create committees as seen necessary by the LACA board of directors or its General Membership. All committee chairpersons report directly to the LACA President unless directed otherwise.
- V. Officers and committee chairpersons may be removed from office by a simple majority vote of the members present after proper notification has been given to the membership of such an ensuing vote
- VI. Standing Committees of the LACA shall be any or all of the following:
- A. The promotional committee shall work to promote the LACA through various means and media.
  - B. The membership committee shall work to maintain a current membership list and solicit new members as they may occur.
  - C. The archives committee shall maintain a library of Concierge/Guest service-related materials for distribution to the members, media and general public as seen appropriate.

The archive committee shall also be responsible for maintaining an ongoing history of the LACA.

**Article Six: MEETINGS**

- I. The LACA shall hold meetings throughout the year and one (1) business meeting each month per calendar year. The board shall take into account holidays and special business-related events when scheduling meetings.
- II. Other meetings or special events may be scheduled and called as necessary or desirable by the LACA's board of directors or its general membership.
- III. A minimum of seven (7) days notice, outlining the time, location and tentative agenda must be given before any meeting may be called.
- IV. For business to be conducted at any meeting, a quorum consisting of a majority of the board of directors of the LACA and committee chairpersons must be present. Business of the LACA shall be approved by a simple majority vote of the regular members present at any regularly scheduled or specially called meetings.

**Article Seven: GUESTS**

- I. If any member wishes to bring a guest, the special request must be brought before the board of directors of the LACA, and decided upon no less than 48 hours prior to the meeting. Your affiliation with the guest must be stated. A guest fee is determined for every meeting and guests may not attend a closed meeting such as the nominations or elections meeting.

**Article Eight: AMENDMENTS**

- I. These by-laws may be amended at any regular or special meeting of a two-thirds vote of the regular members present and voting. Provided notice, including the subject of the proposed amendment, has been given in the call for the meeting.

**Article Nine: DISSOLUTION**

- I. The LACA shall be dissolved after a two-thirds vote of the regular membership present at a specially called meeting with the disillusionment as the sole agenda item. Proper notification must be given as in the case with all specially called meetings.

- II. Upon the dissolution of the LACA, any funds remaining shall be distributed to one (1) or more regularly organized and qualified charitable, educational or philanthropic organization to be selected by the board of directors of the LACA.

**Article Ten: INITIAL ORGANIZATION**

- I. After presentation and discussion of these by-laws, a minimum of seven (7) days notice must be given to all prospective members as to the agenda of the by-laws ratification. A two-thirds vote of the members present shall be necessary for ratification and enactment of these by-laws.

**Article Eleven: MISSION STATEMENT AND MOTTO**

- I. The Mission Statement of the LACA shall be:  
“The Los Angeles Concierge Association will foster the development and education of its members as well as uphold the integrity of the Concierge profession and the Association. We will unite hotel Concierge in order to promote high professional standards, and to encourage service through friendship.”
- II. The Motto of the LACA shall be: “In Service Through Friendship.”

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Nestor Velasco

President

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Kelly Prezkop

Secretary

January 2010