



# Concierge Association of Colorado

## Constitution and Bylaws

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## Article I – Name

The name of this organization shall be the Concierge Association of Colorado and will hereinafter be referred to as “the Association” or “CAC.” The principal place of business for the Association shall be within the boundaries of the state of Colorado. The term Concierge shall refer to a hotel staff member, building or company employee or self- employed individual with the title of Concierge.

## Article II – Mission Statement

“The Concierge Association of Colorado is dedicated to the enrichment and development of its members by promoting professionalism, networking, and collaboration.”

## Article III – Objectives (Purpose)

- A. To develop friendship and solidarity among hotel, building, residential and private concierges in Colorado.
- B. To invite non-member Concierges to join, and to encourage active participation among members of the Association.
- C. To promote a positive image of Colorado.
- D. To promote a level of competence and professionalism among members of the Association by holding regularly scheduled meetings, circulating information, and providing materials and activities of educational value.
- E. To promote and add value to the position of Concierge.



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### Article IV – Membership

#### Section 1.1 Professional Membership: Requirements.

To be considered eligible for Professional Membership in the CAC, the individual applicant must meet all of the following criteria, be one of the concierge types defined under Section 1.2, and apply using the respective application per criteria met under Section 1.3.

The individual applicant must:

- A. Be at least twenty-one (21) years of age.
- B. Be employed for twenty-four (24) or more hours per week, on average throughout the calendar year, with the property/company represented.
- C. Have a professional business card from the property/company represented, displaying the applicant's name and position title. The applicant's name cannot be handwritten on the card.
- D. Attend to any requests that are moral, legal, ethical, and kind. Applicants who handle specifically only certain kinds of requests (e.g., "Spa Concierge", "Golf Concierge") are not eligible.
- E. NOT be employed by a company whose main function is considered to be that of a vendor to any member of the CAC.
- F. EITHER: 1) Have "Concierge" in his/her job title, OR 2) perform Concierge-related duties for at least fifty percent (50%) of his/her compensated time; OR 3) directly manage/supervise/oversee a team of those who satisfy either condition 1 or 2.
- G. Have attended one (1) Members Meeting before he/she can apply.
- H. Have completed the entire membership application for consideration.

Eligibility is based on job function of the individual, without regard to gender, race, national origin, religion, sexual orientation, political or union affiliation.

Approval is gained through the Board of Directors and must be applied for annually. Membership applications are reviewed monthly at a Board of Directors meeting.

#### Section 1.2 Professional Membership: Types.

The following details those individuals eligible to apply as a Professional Member:

- A. Hotel Concierge
  - 1. Lobby Concierge, as part of a hotel-owned concierge department, or
  - 2. Club Lounge Concierge, or
  - 3. An Innkeeper of an independent lodging establishment, having no more than 20 rooms.



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### **B. Residential Concierge**

1. Concierge for a luxury condominium or apartment complex.

### **C. Corporate Concierge**

1. Concierge in and serving a commercial office building.
2. Concierge for a corporate entity.

### **D. Private Concierge**

1. Personal Assistant, Household Manager, Lifestyle Management or Luxury Concierge Service.
2. Applicant's business or employer must be filed as a business entity in good standing with the state of Colorado (e.g. LLC, sole proprietorship, etc).

## **Section 1.3 Professional Membership: Classes.**

### **A. Provisional Member (New Member)**

1. No voting rights.
2. Invited to attend all association functions.
3. May serve on a committee.
4. May NOT hold a position on the Board of Directors.

### **B. Full Member (Renewal Member)**

1. Applicant must meet one of the following criteria in order to apply as a Full Member:

#### **a. If applying for the 2022 membership year:**

- i. Work in the Denver Metro Area of Colorado, have four (4) meeting attendance credits during the previous membership year, and be in otherwise good standing with the association.
- ii. Work in Boulder, Colorado Springs, or elsewhere in the Front Range of Colorado (outside of the Denver Metro Area), have three (3) meeting attendance credits during the previous membership year, and be in otherwise good standing with the association.
- iii. Work in the Western Slope of Colorado, have two (2) meeting attendance credits during the previous membership year, and be in otherwise good standing with the association.

#### **b. If applying for the 2023 membership year, and beyond:**

- i. Have accrued at least ten (10) meeting attendance credits during the previous membership year, and be in otherwise good standing with the association.
- a. A current member of any worldwide Les Clefs d'Or chapter, transferring to this region or already residing in Colorado, may immediately apply for consideration as a "Full Member", and will be exempt from meeting attendance requirements for their first year of membership.
  - d. The applicant may otherwise submit a letter of hardship to the Board of Directors for consideration.

2. Full voting rights.
3. Invited to attend all association functions.
4. May serve on a committee.
5. May hold a position on the Board of Directors.



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### Section 2. Other Membership Categories.

**A. An Affiliate Business Membership** is available for:

1. Convention & Visitors Bureaus
2. Hospitality, tourism, and residential-related trade associations
3. Retail Complexes with a Guest Service Desk available to the general public

Its guidelines are as follows:

- a. A designated management contact within the affiliate organization may appoint up to three (3) representatives to attend each CAC function. The contact may change these representatives from function to function.
- b. The affiliate organization receives a complimentary Exhibitor table at our annual Keys To The Rockies Vendor Fair.
- c. No voting rights.
- d. The designated management contact(s) may serve on a committee.
- e. May NOT hold a position on the Board of Directors.
- f. The Board of Directors may limit the number of Affiliate Business Memberships available at any one time.

**B. An Associate Membership** is available for:

1. An employee of a hotel-owned department, whereas the hotel neither offers a desk nor a position that has “Concierge” in its title or performs Concierge-related duties for at least fifty percent (50%) of the time.

Its guidelines are as follows:

- a. The hotel’s management may choose one (1) hotel employee who is their best representative and most dedicated to providing Concierge services to its guests. This employee must be willing to assist with any and all guest requests that are legal, moral, ethical and kind. This employee will be viewed as a representative of the entire hotel at CAC functions, to the vendors and to a wide array of professionals with which we network.
- b. Invited to attend all association functions.
- c. No voting rights.
- d. May serve on a committee.
- e. May NOT hold a position on the Board of Directors.
- f. The number of Associate Memberships available is limited to twenty percent (20%) of the total number of Professional members in the association at any one time.



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C. An **Honorary Membership** is available for:

1. An individual whose commitment or knowledge is beneficial to the Association.

Its guidelines are as follows:

- a. Attained through unanimous vote of all directors currently in office.
- b. Membership dues are waived. Individual may choose to pay any dues amount they wish.
- c. Full voting rights.
- d. Invited to attend all association functions.
- e. May serve on a committee.
- f. May NOT hold a position on the Board of Directors.
- g. Once granted, member is considered Honorary indefinitely. Status may only be revoked, with cause, through unanimous vote of all directors currently in office.

### **Section 3. Disciplinary Action / Termination of Membership.**

A membership may be terminated for the following reasons:

- A. Failure to pay yearly dues.
- B. Lack of employment as a Concierge or a board approved related position for more than six (6) months.
- C. Failure to abide by the *Article XII "Standards of Professional Conduct"*
- D. Employment by or involvement in organizations whose activities shall be deemed in conflict with the interest of the CAC.

Upon termination, all common property, symbols and documents of the CAC shall be returned to its Board of Directors.

### **~~Article V.~~ [article stricken, now part of Article IV]**

### **Article VI – Membership Dues**

- A. Dues are non-refundable and payable annually by March of each calendar year, to the Concierge Association of Colorado.
- B. Dues are set by the Board of Directors.
- C. The membership year runs the calendar year from January 1 to December 31. Any member admitted during the year shall pay the full annual dues for that year.
- D. Professional Memberships reside with the individual applicant.
- E. Affiliate Business Memberships reside with the applicant organization.
- F. Associate Memberships reside with the individual applicant and the applicant's hotel, in partnership. Neither the individual applicant nor the applicant's hotel can be changed during the membership year.



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### Article VII – Board of Directors and Committees

#### Section 1. Definition of the Board of Directors

The Board of Directors shall consist of:

- A. President
- B. Vice President
- C. Secretary
- D. Treasurer
- E. Director of Membership
- F. Director of Education
- G. Director of Public Relations
- H. Director of Partner Relations

#### Section 2. Duties of the Board of Directors

**A. The President shall:**

- 1. Be Chief Executive Officer of the Association, and shall represent the Association at all functions, or may appoint a representative in his/her absence.
- 2. Chair meetings, finalize agendas for all meetings and be ultimately responsible for the growth and activity of the Association.
- 3. Coordinate with the Vice President to facilitate CAC meetings and events.

**B. The Vice-President shall:**

- 1. Assist with coordinating and facilitating the Committees.
- 2. Chair meetings in the absence of the President.
- 3. Work with the President to coordinate meetings and events.
- 4. Assist with checking the Association's Voice Mail, Post Office Box, and any other duties as needed.

**C. The Secretary shall:**

- 1. Keep written records of all meetings and provide them to the Board and to members as needed.
- 2. Send thank you letters to host vendors.
- 3. Keep a current maintained copy of the CAC By-Laws for distribution to its members.

**D. The Treasurer shall:**

- 1. Keep written records of all accounts of the Association and provide a monthly balance sheet to the Board of Directors.
- 2. Be responsible for the collection, safe keeping, and distribution of the dues and funds of the CAC as directed by its Board of Directors.
- 3. Be responsible for checking the PO Box and paying Association bills.



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### **E. The Director of Membership shall:**

1. Be responsible for recruiting new members and keeping up-to-date records on current members.
2. Be responsible for providing members with the application for membership and dues information at the beginning of each year.
3. Act as the Chairperson of the Membership Committee.

### **F. The Director of Education shall:**

1. Be responsible for the education of members regarding tools to help the Concierge perform their job, i.e., books, web sites and assisting with organizing guest speakers for monthly CAC meetings.
2. Be responsible for organizing CAC Educational Series events.
3. Act as the Chairperson of the Education Committee.

### **G. The Director of Public Relations shall:**

1. Be responsible for promoting the Association in the community including general public relations, and the updating of the Web and social media sites.
2. Handle inquiries sent through the CAC website, and messages left on the Association's Voice Mail.
3. Act as the Chairperson of the Public Relations Committee.

### **H. The Director of Partner Relations shall:**

1. Cultivate relationships with vendors and other outside entities, assisting the President and Vice President with ideas for partnering, and showcasing these entities through meetings, events, etc
2. Act as the Chairperson of the Vendor Fair Committee, that orchestrates the Association's annual Vendor Fair.

## **Section 3. Meetings of the Board of Directors**

- A.** The Board of Directors meets to process membership applications and conduct Association business in furtherance of the Association's goals. These meetings are held monthly, and shall be held at least nine (9) months out of each year.
- B.** A quorum consisting of the majority of all directors currently in office is necessary to be able to conduct a meeting of the Board of Directors.
- C.** A Special Board of Directors Meeting may be called by the President to handle more urgent, specific business.
- D.** A Committee Chair may call a meeting of their Committee members at any time. The proceedings from these Committee meetings shall be shared with the Board of Directors at their monthly meeting.

## **Section 4. Appointment of Vacancies**

- A.** Between formal elections, vacancies may be filled by appointment by a majority vote of all directors currently in office. A director appointed to fill a vacancy shall hold office for the rest of the duration of the term for that position.



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### Section 5. Removal of Directors

- A. An officer of the Board of Directors may be removed, with written notice, and with cause, by a unanimous vote of all directors currently in office, provided that the officer has been absent from three (3) successive Board of Director meetings, including the meeting at which the vote to remove takes place.

### Section 6. Resignation of Directors

- A. Any Director may resign at any time. Such resignation shall be in writing and shall take effect at the time specified therein, or if no time is specified, at the time of its receipt by the President or Secretary. The acceptance of a resignation shall not be necessary for it to be effective; no resignation shall discharge any accrued obligation or duty of a Director.

## Article VIII – Association Functions

Meetings, Events, and Educational Series functions are the three types of association functions that appear on the calendar throughout the membership year.

### Section 1. Members Meetings.

**Members Meetings** are organized by the Board of Directors of the Association. A component of these meetings is to conduct Association “business”.

- A. In order to conduct official Association business, a quorum of at least eight (8) members of the Association must be present who are of either Full or Honorary status.
- B. These meetings are held monthly, and shall be held at least nine (9) months out of each year.

### Section 2. Events.

**Events** are concierge/hospitality industry-sponsored functions that are organized by an organization (e.g. *Where Magazine*) or a vendor where invitations may or may not be limited to Association members. The CAC often coordinates, for scheduling and other purposes, with these other entities. Official Association “business” shall not be conducted at “Events,” nor is the Association “facilitating” an “Event”.

### Section 3. Educational Series.

**Educational Series** functions are those generally organized by the Education Chair of the Association, designed to bring together and educate members on a certain topic.





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### Section 4. Guests at Association Functions.

All association functions are for Concierge Association of Colorado members only, unless otherwise noted in the invitation. Any prospective member considering applying for membership with the Association, and with the President's approval, may also attend a limited amount of association functions.

If any member wishes to bring a guest to any association function where guests are not invited, a special request must be made at least 72 hours in advance. The President of the Association may grant the request if the situation warrants it.

### Section 5. Attendance

Provisional and Full Members are expected to earn an amount of meeting attendance credits as prescribed in *Article IV* in order to apply for or maintain Full Member status in the following membership year.

Qualifying association functions whereas meeting attendance credit(s) are earned are:

Members Meetings, Keys To The Rockies Vendor Fair, and Keys To The Rockies Speaker Series.

- A. If a member officially RSVP's YES and attends IN-PERSON a qualifying association function that can be attended in this fashion, the member will accrue three (3) meeting attendance credits.
- B. If a member officially RSVP's YES and attends VIRTUALLY a qualifying association function that can be attended in this fashion, the member will accrue two (2) meeting attendance credits.
- C. If a member officially RSVP's NO and does not attend a qualifying association function, the member will accrue one (1) meeting attendance credit.

## Article IX – Elections

### Section 1. Frequency of Elections and Length of Terms

- A. Board of Directors shall be elected biennially in odd-numbered years, at the December Members Meeting.
- B. Board of Directors shall each serve a two-year term.
- C. Newly elected Board of Directors shall officially take office at a January Board of Directors Meeting, to occur at a date and time set collectively by the newly elected Board of Directors, in collaboration with the outgoing Board of Directors, who shall maintain their positions in office until this meeting occurs.



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### Section 2. Candidate Eligibility and Nominations

- A. Candidate Nominations shall be accepted by the current Board of Directors, until November 30 of the election year.
- B. Only Full Members, who, as prescribed by *Article IV, Section 1.3B*, and by November 30 of the election year, have accrued the necessary amount of meeting attendance credits to allow them to return as a Full Member in the following membership year, may be nominated for a Board of Directors position.
- C. The candidate may choose to run for one (1) Board of Directors position. If, upon, the conclusion of the Election, there are vacant Board positions, the candidate may be nominated to be appointed to, additionally if be the case, fill a vacant position. The decision on appointment shall be made at a Board of Directors meeting, by the new Board of Directors.

### Section 3. Voting

- A. All Full and Honorary Members are eligible to vote.
- B. Voting can be done in one of two ways:
  - 1. In person at the December Members Meeting, via a secret ballot.
  - 2. By submitting an official, notarized, *Absentee Voter ballot*, to the Board of Directors prior to the December Members Meeting. The ballot must be received by one (1) day prior to the Election.

### Section 4. Tabulation of Election Results

- A. Votes, both done in person and by mail, shall be counted at the December Members Meeting by the current Secretary, Treasurer, and one (1) volunteer non-Board Member in attendance.
- B. A simple majority vote is necessary to be elected to a position on the Board of Directors.
- C. In the case of a tie, all members in attendance, eligible to vote, shall be rebalotted, and the candidates shall be given an opportunity to speak briefly on their behalf. Another secret vote, of membership present at the meeting, and not including the current President, shall be conducted. If the results are still a tie, the current President may vote to break the tie.

## Article X – Dissolution of Association

- A. The CAC shall be dissolved by a two-thirds vote of the membership present at a specially called meeting with the dissolution as the sole agenda item. Proper notification must be given.
- B. Upon the dissolution of the CAC any funds remaining shall be distributed to one or more qualified educational or philanthropic organization(s) to be selected by the Board of Directors of the Association.



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### Article XI – Amendment of Bylaws

- A. The intent to propose a bylaws amendment and ask for ratification of this amendment by membership shall be in the announcement of an upcoming meeting, whereas the announcement is given at least 10 days prior to the upcoming meeting.
- B. At the meeting, an affirmative vote of at least two-thirds (2/3) of those members present entitled to vote shall be necessary to amend and ratify these bylaws.

### Article XII – Standards of Professional Conduct

As a member of the Concierge Association of Colorado you are charged with being a consummate professional. It is your responsibility to display high standards as you are representing this Association, your property and your profession.

#### Section 1. Dress Code.

The dress code for all Concierge-related functions is professional/business attire, unless otherwise noted in the invitation. When invited to a restaurant or other venue, you are a Concierge “on duty”, representing your property/business and your profession.

#### Section 2. Professionalism / Courteousness.

- Maintain a professional and well-groomed appearance.
- Never practice or permit discrimination on the basis of race, gender, age, national origin, religion or sexual orientation.
- Tactfully decline illegal or unethical requests from guests.
- Show courtesy and helpfulness. Return all correspondence in a timely manner.
- When a restaurant invites you for dinner, never take advantage by ordering the most expensive items on the menu or bringing uninvited guests. Tip your server at least 20% of the estimated bill.
- Never misuse your position of authority by demanding goods or services from vendors for your own personal gain.
- All association meetings, events and vendor invitations are professional affairs, regardless of the venue. While in attendance, it is not appropriate to use profanity or, if available, to drink alcohol excessively.



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### **Section 3. Commissions vs Kickbacks.**

A **commission** is a usual and customary sharing of a profit from a vendor referral, a reasonable percentage of the transaction price.

For example, it is generally accepted that car rentals, tour companies and professionally chauffeured transportation services offer commissions, as classically would be provided to a travel agent.

A **kickback** is an unusual and non-customary payment or gift by a vendor for a referral, a form of a bribe, whereas the payment or gift is given for the purpose of attempting to drive business their way over their competitors.

A professional Concierge **never** accepts kickbacks. It is unethical.

For example, it is widely accepted that restaurants do NOT provide cash commissions for referrals. Therefore, for a restaurant to do so would aim to put them at an unfair advantage for referrals. However, it is reasonable for a restaurant to provide gift certificates, valid for their restaurant, to Concierge to come and experience their restaurant, so as to assist the Concierge in knowing their restaurant first hand.

The job of a professional Concierge is to match their guest/client with the best vendor to meet the guest/client's needs, not because commissions are available, and not because of anything other than satisfying their guest/client.

Guests/clients come to us because of our reputation of being an ethical, unbiased, trusted guest advocate.

### **Section 4. Commitments / RSVP's.**

Honor all commitments to colleagues and others.

By attending CAC meetings and events, not only are they educational and beneficial to you, your attendance also allows the vendor host and your Concierge colleagues to better cultivate an in-person relationship with you. Your presence also provides representation for your property/business and our profession.

When you RSVP Yes to attend a CAC meeting or event, you are fully committing to being there.

If you cannot attend, especially when RSVP's are collected directly by the vendor, it is courteous to RSVP No. Please do not cancel your RSVP within 24 hours of the meeting or event.

If you "no show" to a meeting or event, it is very disrespectful to our vendor host, as they are preparing for you. If the invitation is for theatre or event tickets, only RSVP Yes when/if you are fully certain you will attend.



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*Bylaws Revision Notes (\* = Detailed proposal available in separate document)*

**Dec. 12, 2021** – Articles IV, VII, & VIII revised\*. Re: Meeting Attendance Credits, number of meetings held annually, quorum, and various wording clarifications.

**May 24, 2021** – Articles IV & VI revised\*. Re: Concierge job duties requirements and # of Associate Memberships.

**Dec. 18, 2019** – Articles VII, VIII, & XII revised\*. Re: Standards of Professional Conduct, & number of meetings.

**Dec. 17, 2018** – Articles IV, VI, VII, & VIII revised\*. Re: Associate Membership, & number of meetings conducted.

**Nov. 14, 2017** – Articles IV, VII, VIII, & IX revised\*. Re: Membership, Board of Directors, attendance & elections.

**Aug. 23, 2017** – Article IV revised\*, small revision to Affiliate Membership.

**Dec. 12, 2016** – Articles IV, V, VI, VIII, & XI revised\*. Significant changes to membership evaluation, and more.

**May 19, 2011** – A significant number of proposed revisions by the board were ratified by membership.