AUSTIN CONCIERGE &
GUEST SERVICES ASSOCIATION

2024 Hotelier 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 up to two (2) paid memberships for
$500.00 annually or (4) person membership at $1,000. (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 house, concierge, and guest 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.

<u>Standards of Professional Conduct</u>
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.

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7) Member shall not misuse his or her position. ACGSA member should not demand goods, services, or money for his or her own personal gain. ACGSA concierge shall exercise objective, independent judgment in the evaluation and recommendation of goods and services.
8) Member often acts as a confidant to guests. Therefore, it is of the utmost importance to be trustworthy and refrain from gossip
about guests and colleagues.
9) Gratuities are given by guests on gratitude for a service rendered whereas a service charge is a predetermined fee for service.
Gratuities, regardless of the amount should be received in a gracious manner. If a service charge is involved, it should be brought
to the attention of the guest prior to the transaction.
10) Communication and cooperation among concierge should be fostered and encouraged. Our network should be one of friendship and assistance to each other, so we in turn are able to provide the best service to our guests.
I have enclosed a check payable to the ACGSA for the appropriate amount, with a copy of this application.
Memberships/Sponsor will not be approved until both the check and the application have been received.

_____ _____

Applicant Signature Date

Please return signed application, business card and appropriate payment to:
Austin Concierge and Guest Services, P.O. Box 82431 Austin, Texas 78708

Association Use Only Below this Line

Check # _____ Amount: _____ Date Received: _____

Approved: ❑ Denied: ❑

_____ _____

Signature of President **Date Reviewed**