

BYLAWS OF THE LA CONCIERGE ASSOCIATION

ARTICLE I NAME

The name of the organization shall be the LA Concierge Association. Also to be known and referred to as the LACA.

ARTICLE II

NON-DISCRIMINATION DISCLAIMER

The LACA strictly prohibits discrimination based on race, color, religion, country of origin, gender, gender identity, sexual orientation, age, or political affiliation.

ARTICLE III PURPOSES

The purposes of this organization are:

1. To function and act as a non-profit organization of professional concierges of hotels
2. To establish and promote high professional and ethical standards
3. To assist in promoting the interests and activities of hotel concierges with focus on education, training and networking
4. To foster friendship and communication among concierges in our local community and throughout the world
5. To foster the development of the role of the concierge in the hotel industry and tourism in general

ARTICLE IV

DEFINITIONS

MEETING: Unless otherwise specifically stated, the term meeting shall refer to an assembling of the membership as a whole for any length of time for educational or business purposes.

QUORUM: The term quorum refers to the number of members which must be present at any meeting of members at which business is to be transacted. For business to be conducted at any meeting, a quorum of 25% of Full Members in good standing must be present. Business of the LACA shall be approved by a simple majority vote of established quorum, with the exception of annual elections at which time absentee ballots will be accepted as part of quorum. In the absence of a quorum, any business transacted is null and void.

HOTEL: In every case and without exception, the term hotel shall mean an establishment serving a transient clientele and located in the greater Los Angeles vicinity or nearby counties that lack a local association.

MEMBER IN GOOD STANDING: A member in good standing shall refer to those who meet all requirements as defined as a Full Member with voting privileges whose dues are paid current and who are not under current suspension or disciplinary action.

ARTICLE V

MEMBERS

Membership shall be divided into five separate distinct categories: Full, Social Affiliate, Honorary, Gold Key Partners and General Sponsors. All members, regardless of category, shall agree to abide by the by-laws and the professional code of conduct of the LACA.

Sec. 1: FULL MEMBERS

- A. Unless otherwise specifically stated, the term “Full Member” shall refer, in every case and without exception, to those hotel concierges who have fulfilled the requirements for Membership.
- B. Persons desiring Full Membership in the LACA must meet the following criteria: must be at least 21 years of age and be employed by a hotel with the title of “concierge”, work a minimum of 32 hours a week at a desk located in the lobby displaying the sign “Concierge” and have passed the 90-day probationary period in that position. Individuals working on VIP floors, club levels or employed “oncall” are not eligible for Full Membership.
- C. Returning Full Members must have attended at least three (3) LACA meetings within the previous calendar year.
- D. Returning Full Members who have not fulfilled the minimum requirement of three (3) LACA meetings within the previous calendar year and who wish to reapply for Full Membership are required to submit a letter of explanation to the Board of Directors with their application. Membership renewal will then be granted by a majority vote of the Board of Directors. Absent such a letter of explanation, said member will attain Full Member status after attending three (3) LACA meetings in the current calendar year.
- E. Annual dues shall be paid in advance in an amount determined by the Board of Directors for that calendar year. If payment has not been made by a date determined by the Board of Directors, Full Membership shall be suspended, unless approval for an extension has been obtained from the Treasurer.
- F. Each Full Member shall have one vote on elections brought before the general membership.
- G. Any member may withdraw from the LACA by informing the current Board of Directors in writing of such a desire. At such time, all property, symbols and documents, except the membership pin, shall be returned to the said board.

Sec. 2: SOCIAL AFFILIATES

- A. Social Affiliate membership is granted to individuals who are Front Office employees that perform the duties of concierge on a daily basis and are employed by a hotel that does not have a proper concierge desk or staff due to property size and/or other staffing reasons as well as to individuals who work at a proper concierge desk with the title of “concierge” less than full time: i.e. less than 32 hours a week at a number that shall not exceed 25% of Full and Associate members as totals.
- B. Persons considered a Social Affiliate in the LACA and who do not work at a proper concierge desk, with the title of “concierge”, must meet the following criteria: Must be at least 21 years of age, work a minimum of 32 hours a week at a desk in the lobby and must have passed the 90day probationary period at that position. Individuals working on VIP floors, club levels, residential and commercial properties or employed “on-call” are not eligible for Social Affiliate membership.
- C. New Social Affiliates shall be carefully selected to join the LACA by the Board of Directors after completion of their application process that will include a test call by an Officer, interview with the

Board of Directors, job verification through Human Resources, and observation of work environment to be conducted by the Director of Membership.

- D. Persons considered a Social Affiliate in the LACA due to part time status with the title “concierge” must meet the following criteria: Must be at least 21 years of age, must work less than 32 hours a week at a proper concierge desk in the lobby and must have passed the 90 day probationary period in that position. Individuals working on VIP floors, club levels, residential or commercial properties or employed “on-call” are not eligible for Social Affiliate membership.
- E. Annual dues shall be paid in advance in an amount determined by the Board of Directors for that calendar year. If payment has not been made by a date determined by the Board of Directors, Social Affiliate membership shall be suspended, unless approval for an extension has been obtained from the Treasurer.
- F. A Social Affiliate shall attend at least three (3) LACA meetings within the calendar year.
- G. Each Social Affiliate is welcome to contribute constructive commentary to the membership but is not permitted to vote, serve on committees, nor hold office.
- H. Each Social Affiliate will be assigned a Full Member mentor whom the Social Affiliate shall shadow during each meeting that he/she attends.
- I. Returning Social Affiliates must have attended at least three (3) LACA meetings within the previous calendar year or submit a letter of explanation to the Board of Directors by January 15th. Membership renewal will then be granted by a majority vote of the Board of Directors.
- J. Social Affiliate membership can be revoked at the discretion of the Board of Directors for any conduct that is in violation of the LACA code of conduct.
- K. Social Affiliate Membership is valid for the calendar year.

Sec. 3: HONORARY MEMBERS

- A. Honorary Membership to the LACA is considered a privilege bestowed to esteemed individuals who have made a significant contribution to the hospitality industry, through innovation or continuous and outstanding support of our local concierge association.
- B. A Full Member may petition the Board of Directors to consider an individual for Honorary Membership status.
- C. Upon review by the Board of Directors, the designation of Honorary Membership may be put before the general assembly at any business meeting to be voted upon by secret ballot and determined by majority vote.
- D. Honorary Membership is for life and classified as dues-exempt.
- E. The Board of Directors reserves the right to revoke an Honorary Membership at any time.
- F. Each honorary member is not permitted to vote, serve on committees, nor hold office.

Sec. 4: GOLD KEY PARTNER SPONSORING MEMBERS

- A. Gold Key Partner Membership is by invitation only from the Board of Directors. Gold Key Partners must provide a service valuable to the Concierge profession while maintaining a professional and respected position within the hospitality community and consistently demonstrating high customer service standards. Gold Key Partners must have also participated as a General Sponsor in the LACA for a minimum of four years.
- B. Gold Key Partner members will receive invitations for complimentary admission for two people to at least six meetings, annual trade show and winter gala, recognition on the LACA website, a complimentary table at the tradeshow and option to purchase additional tables at a discounted price, a copy of the current LACA member roster, to be used solely for their business promotion, and not to be shared with other businesses.
- C. Gold Key Partners are not eligible to vote, serve on committees, nor hold office.
- D. The Board of Directors reserves the right to revoke a Gold Key Partner membership at any time by a majority vote of the Board of Directors.

Sec. 5: GENERAL SPONSORS

- A. General Sponsor Membership is by invitation only from the Board of Directors at a number that shall not exceed 25% of Full and Associate members as totals. General Sponsors must provide a service valuable to the Concierge profession while maintaining a professional and respected position within the hospitality community and consistently demonstrating high customer service standards.
- B. General Sponsor members will receive invitations for complimentary admission for one person to at least three meetings, annual trade show and winter gala, recognition on the LACA website, a discounted table at the tradeshow, a copy of the current LACA member roster, to be used solely for their business promotion, and not to be shared with other businesses.
- C. General Sponsors are not eligible to vote, serve on committees, nor hold office.
- D. The Board of Directors reserves the right to revoke a General Sponsor membership at any time by a majority vote of the Board of Directors.

Sec. 6: WITHDRAWAL

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

Sec. 7: TERMINATION

Any member 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 determined by the Board of Directors for that calendar year, unless approval for extension is given by the Treasurer.
- B. Lack of employment as a “Concierge” for six months (180) days after termination or resignation from such a position.
- C. Conduct unbecoming of 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. Upon termination, all property, symbols and documents of the LACA, except the membership pin, shall be returned to its Board of Directors.

ARTICLE VI
DUES

- A. Annual dues **for** Full and Social Affiliate members are set by the Board of Directors of the LACA and shall be payable by a date determined by the Board of Directors each calendar year. Dues are the same for Full and Social Affiliate members. Any Full or Social Affiliate member admitted during the year shall pay the full annual dues for such year.
- B. Annual dues for Sponsoring members are set by the Board of Directors of the LACA and shall be payable by a date determined by the Board of Directors each calendar year. Any Sponsoring member admitted during the year shall pay the full annual dues for such year.
- C. Honorary members are dues exempt.
- D. Members may be required to pay a fee at the monthly meeting as set by the Board of Directors of the LACA.

ARTICLE VII
OFFICERS

Sec. 1: NAMES OF OFFICERS

The governing responsibilities shall be vested in the Board of Directors, which shall control property, be responsible for its finances, and direct affairs of the LACA. The Board of Directors shall consist of a President, a Vice President, a Secretary, a Treasurer, and a Director of Membership, and shall be elected or appointed annually for one (1) calendar year term of office beginning on January 1st the year following the election and ending on December 31st of that year. All elected officers shall be required to sign an oath of office and code of ethics.

Any elected officer may appoint a committee assistant to their office with prior permission of the board of the LACA if necessary. Such appointed assistants shall not be considered officers and will not have voting rights on matters concerning the Board of Directors.

A. **PRESIDENT**

Job duties of the President include but are not limited to:

1. Preside at all member and Board of Director meetings of the LACA.
2. Work with the Vice President on planning and maintaining the master calendar.
3. Schedule and plan the monthly Board of Directors meetings.
4. Act as a public relations spokesperson for the LACA.

5. Reviews and approves all official correspondence to be distributed to the membership and to the public.
6. 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.

B. VICE PRESIDENT

Job duties of the Vice President include but are not limited to:

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 responsible for the planning and execution of special events for the LACA as decided upon by the Board of Directors.
4. With the President, keep a master calendar of all events arranged by and for the LACA.

C. SECRETARY

Job duties of the Secretary include but are not limited to:

1. Keep accurate records of the minutes of all meetings of the LACA and meetings of its Board of Directors.
2. Provide appreciation letters for presentation to all hosting venues.
3. Send thank you notes from the Board of Directors for all hosting venues.
4. Keep an accurately maintained copy of the Bylaws of the LA Concierge Association available at meetings and for distribution to its members.
5. Keep an updated list of Full Members with voting privileges in good standing to have available during elections.
6. Be responsible for the collection of mail from the LACA Post Office Box.

D. TREASURER

Job duties of the Treasurer include but are not limited to:

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. Oversee the approval of expenses or donations exceeding \$1000 by a majority vote of Full Members.
4. Prepare an annual budget that is presented to and approved by membership.
5. Coordinate with the LACA tax accountant to ensure tax status is kept current and in good stature.

E. **DIRECTOR OF MEMBERSHIP**

Job duties of the Director of Membership include but are not limited to:

1. Receive and review new member applications, verifying employment and observing work environments of potential members as needed.
2. Mail welcome packets to all LACA members as they are accepted into the Association.
3. Monitor attendance at meetings and maintain an updated membership roster throughout the year.
4. Announce new members at monthly meetings
5. Mentor new members to LACA.
6. Keep a current list of all area concierge staff and encourage new members to join the association.

Sec. 2: **NOMINATIONS AND ELECTIONS**

- A. Nomination of officers shall be accepted by submitting a letter of intent to the Board of Directors and Parliamentarian prior to the October nominations meeting, and up until a minimum of seven (7) days before the night of elections, which will be held at the November business meeting.
- B. Each Full Member shall have the opportunity to hold elected office after two (2) years in the hotel industry, six (6) months of Full Membership. The Full Member shall have the opportunity to hold elected office of President but only after having served one (1) year on the Board of Directors of the LACA or in any other U.S. Concierge Association Board (elected or appointed).
- C. Each Full Member shall have the opportunity to serve on an appointed committee within the LACA after completing six (6) months of Full Membership.
- D. Each Full Member shall be entitled to one vote, having attended three (3) or attending the third (3rd) meeting of that calendar year. Election shall be by majority vote of Full Members cast by secret ballot or absentee ballot at the November meeting after quorum has been established.
- E. Notice of a Full Member's desire to vote via absentee ballot must be submitted to the Parliamentarian(s) at least three (3) days prior to the November elections meeting stating the name of the LACA member who will present the ballot in person to the Parliamentarian on behalf of the Full Member in a signed and sealed envelope prior to or at the November elections meeting. Absentee ballots will not be accepted via fax, email, text message or other electronic or physical methods.

- F. A Parliamentarian shall be chosen by the membership by the Board of Directors and approved by acclamation by membership at the October meeting to oversee the elections process.
- G. No proxy votes shall be accepted.
- H. Officers shall be formally installed at the December meeting and shall assume office beginning on January 1st of the new calendar year.
- I. No one but the Parliamentarian and appointed Election Proctor(s) may view absentee ballot votes or verify final count. A recount may be requested by candidates running for office.
- J. In the case of a tie a runoff vote will be held between the top two candidates.
- K. Vacancies for office shall be filled by appointment of the Board of Directors for the LACA and approved by a majority vote by Full Members at the next business meeting.
- L. An elected officer may not hold elected office for more than six months (180 days) after lack of employment in the concierge profession.
- M. Officers and committee chairpersons may be removed from office by a majority vote of the Board of Directors.

ARTICLE VIII

MEETINGS

- A. The LACA shall hold meetings throughout the year for a minimum of ten (10) meetings per calendar year. The board shall take into account holidays and special business-related events when scheduling meetings.
- B. Other meetings or special events may be scheduled and called as necessary or desirable by the LACA Board of Directors or its general membership.
- C. A minimum of seven (7) days' notice, outlining the time, location and tentative agenda must be given before any meeting may be called.
- D. For business to be conducted at any meeting, a quorum of 25% of Full Members in good standing must be present. Business of the LACA shall be approved by a simple majority vote of established quorum, with the exception of annual elections at which time absentee ballots will be accepted as part of quorum. In the absence of quorum, any business transacted is null and void.
- E. 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 IX

AMENDMENTS

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

ARTICLE X

DISSOLUTION

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

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 XI

MISSION STATEMENT AND MOTTO

The Mission Statement of the LACA shall be:

“The Los Angeles Concierge Association will foster the education and development of its members while maintaining the highest professional and ethical standards. We will unite hotel concierges in the community encouraging service through friendship throughout the concierge profession.”

The Motto of the LACA shall be:

“In Service Through Friendship”

ARTICLE XII

PARLIAMENTARY AUTHORITY

The rules in the current edition of “Robert’s Rules of Order Newly Revised” shall govern the Association in all cases to which they are applicable and in which they are not inconsistent with these bylaws and any special rules of order the organization may adopt.