**ETHICS & PROFESSIONAL STANDARDS**

**Personal Demeanor:**

* Always maintain a professional appearance. Unless told otherwise, wear professional attire to all concierge related functions.
* Always use proper grammar.
* Stay poised and professional under all circumstances; remain polite, courteous and helpful.
* Honor all commitments to colleagues and others.
* Never practice or permit discrimination of any type.
* Treat colleagues respectfully at all times.

**Guest Relations:**

* Listen attentively to guests’ requests. Always offer to provide guests with written confirmations of their requests.
* Return all correspondence in a timely manner.
* Always thank guests if they remember you in some way. Send thank-you notes whenever possible.
* Always maintain professional relationships with guests; address guests in a professional manner.
* Tactfully decline illegal or unethical requests from guests.
* Never promise guests results, unless you are positive you can deliver.
* Advise guest, in advance, of surcharges or service fees on tickets or other requests.
* Always provide guests with detailed seat location, including obstructions, when acquiring tickets for guests.
* Inform guest of dress codes at restaurants.
* Learn to evaluate guests by their preferences. What might be good for one guest may be unsuitable for another.
* Always respect and protect the identity and confidentiality of all guests.

**Vendor Relations:**

* Never double-book restaurants for guests.
* Never accept goods or services from vendors for personal gains.
* A NOCA concierge neither receives commissions from restaurants nor participates in incentive driven competitions.
* Always use reputable businesses and services organizations.
* Exercise objective and independent judgment in the evaluation of goods and services.
* Pay all invoices upon receipt.
* Never take advantage of restaurants that invite you for dinner by ordering the most expensive items on the menu or bringing uninvited guests. Tip your server at least 20% of the estimated bill.
* Remember when you’re invited to theatres, restaurants or other venues, you’re an ambassador of your hotel and of the New Orleans Concierge Association.
* Always thank your host(s) before you depart and send a note of appreciation afterward.

**Use of Social Media:**

* Be aware of and abide by your company’s policies when making personal statements about your company, its subsidiaries and/or any affiliates via any form of electronic media including, but not limited to Twitter, Facebook, YouTube, Snapchat, Instagram, etc.
* In the course of your electronic communications, if you receive inquiries from any member of the press or media regarding the New Orleans Concierge Association, you should refer the media to current President of the New Orleans Concierge Association.
* Do not share information you would not want repeated or photos you would not want publicized. Maintain professionalism in your posts. Once you post anything electronically, it becomes public domain.
* Whether you are on company or personal time, you are NOT free to share information that is considered confidential to the New Orleans Concierge Association, including personal guest information or any company business of your employer.

**Public Relations:**

* Always speak with your Public Relations Director before speaking to the press. This includes vendor endorsements.
* In the course of your personal statements or commentary to any media outlet, you may not present yourself as a representative of, or spokesperson for, New Orleans Concierge Association, unless you have been authorized in writing by the board of directors to do so.
* The use or duplication of the New Orleans Concierge Association logo is prohibited without advanced written consent from the board of directors.

My signature below confirms my commitment to uphold the ethics and bylaws of the New Orleans Concierge Association.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_