

**\*\*Constitution of the Concierge Association of Vietnam (CAV)\*\***

**\*\* Article I: Name\*\***

The official name of this organization shall be the "Concierge Association of Vietnam" (CAV), which stands as the sole concierge association within the borders of Vietnam.

**\*\* Article II: Affiliation\*\***

CAV is affiliated with the Union Internationale des Concierges d'Hôtels (UICH) and operates under the aegis of Les Clefs d'Or Singapore.

**\*\* Article III: Objectives\*\***

- a. To actively promote tourism at both the national and local levels.
- b. To establish a robust platform for member interaction, facilitating idea exchange, mutual support, and fostering the growth of future concierge professionals.
- c. To meticulously assess and endorse new membership applications.
- d. To convene quarterly gatherings aimed at sharing comprehensive updates related to hospitality, tourism, partnerships, and fellow members.

**\*\* Article IV: Categories of Membership\*\***

- 1.1. Les Clefs d'Or Members.
- 1.2. CAV Local Members.
- 1.3. Associate Members.

**\*\* Article V: Membership Application and Criteria\*\***

2.1. Les Clefs d'Or Membership: Individuals who have accumulated a minimum of three years' concierge experience within a hotel, coupled with a strong moral character, are eligible to apply for Les Clefs d'Or membership.

2.2. Local Members: Those with at least one year's concierge experience in a hotel or resort, combined with an exemplary moral record, are eligible for CAV local membership.

2.3. Associate Members: Businesses operating within Vietnam's tourism industry, encompassing sectors such as restaurants, spas, tour companies, and souvenir shops, may apply for Associate Membership if their services align with the tourist domain.

#### **\*\* Article VI: Membership Rights\*\***

3.1. Only Les Clefs d'Or Members possess the privilege to wear the distinguished golden key.

3.2. After a year of Local Membership, individuals may apply for consideration as Les Clefs d'Or Members.

3.3. Associate Members have the opportunity to partake in CAV meetings and showcase their business offerings (subject to providing content to the Executive Committee one week prior to the meeting).

3.4. The use of the CAV logo by Associate Members necessitates prior discussion and endorsement by the CAV Executive Committee.

3.5. Both Les Clefs d'Or Members and CAV members reserve the right to participate in voting processes.

#### **\*\* Article VII: Membership Application Procedure\*\***

4.1. The application form can be obtained from the CAV website or submitted online, complete with requisite information, and directed to the CAV Secretary.

4.2. The Executive Committee (EXCOM) will evaluate and approve application forms during subsequent meetings.

4.3. Application forms will be either accepted or declined based on EXCOM's judgment; in case of rejection, the applicant shall receive a notification from the Secretary.

4.4. Applicants who have been declined may reapply one year after their initial submission.

#### **\*\* Article VIII: Termination of Membership\*\***

5.1. Members who abstain from attending meetings on four occasions within a year (not applicable to Associate Members).

5.2. Members displaying non-participation and have been reminded more than three times annually.

5.3. Associate Members failing to meet stipulated service or product standards.

5.4. Members failing to remit membership dues and receiving reminders on three or more occasions, including a final warning from the President.

5.5. Members facing sanctions or dismissal from their hotel or company due to misconduct.

5.6. Members resigning from their current position for over six months.

5.7. Members demonstrating behavior and conduct unsuitable for societal norms.

#### **\*\*MEMBERSHIP FEE\*\***

**\*\*6.1\*\*** Payment of the membership fee is required during the first quarter of each year.

**\*\*6.2\*\*** The CAV Treasurer will provide a receipt for the membership payment; please note that CAV will not issue VAT invoices.

**\*\*6.3\*\*** Payment can be made either by cash or bank transfer.

**\*\*6.4\*\*** The membership fee is subject to potential adjustments based on decisions made by the Executive Committee (EXCOM).

**\*\*6.5\*\*** Members who either vacate their current positions or are expelled from CAV forfeit the right to request a refund of the membership fee.

Annual membership fees are as follows:

- Les Clefs d'Or Members: \$103 USD

- CAV local Members: 500,000 VND

- Associate Members: 5,000,000 VND

#### **\*\*7. EXECUTIVE COMMITTEE\*\***

### **\*\*7.1 Title\*\***

The Executive Committee consists of the following roles:

- Advisor
- President
- Vice President
- Secretary
- Assistant Secretary
- Treasurer
- Public Relation Officer
- Regional Team Leaders

### **\*\*7.2 Duties\*\***

- a) The EXCOM is responsible for overseeing all day-to-day activities of CAV.
- b) It holds the authority to make decisions pertaining to urgent matters.

## **\*\*8. FUNCTION OF EXCOM MEMBER\*\***

### **\*\*8.1 Advisor\*\***

- a) The Advisor provides guidance and advice to the EXCOM.
- b) This role has the privilege of participating in all meetings and activities of CAV.

### **\*\*8.2 President\*\***

- a) The President chairs all CAV meetings.
- b) The President represents CAV in external dealings.
- c) The President is empowered to make urgent decisions on behalf of the EXCOM.
- d) Attendance at external meetings is a requirement for the President.

### **\*\*8.3 Vice President\*\***

- a) The Vice President supports the President in daily responsibilities and assumes the President's duties in his absence.

b) Management of the CAV website and Facebook fan page falls under the Vice President's purview.

c) The Vice President supervises and reminds all members to adhere to CAV procedures.

#### **\*\*8.4 Secretary\*\***

a) The Secretary is accountable for maintaining all paperwork records.

b) Meeting minutes are to be distributed to all members after meetings.

c) Enrolling new members and providing membership guidance are part of the Secretary's responsibilities.

d) The Secretary arranges interviews for new member applicants.

#### **\*\*8.5 Assistant Secretary\*\***

a) The Assistant Secretary assists the Secretary in daily tasks and substitutes for the Secretary when absent.

#### **\*\*8.6 Treasurer\*\***

a) The Treasurer manages all financial matters related to CAV.

b) Collection of membership fees from all members is within the Treasurer's scope.

c) Financial reports are presented at meetings and Annual General Meetings.

#### **\*\*8.7 Public Relation Officer\*\***

a) The Public Relation Officer is in charge of recording all CAV activities.

b) Coordination of CAV activities is part of the Public Relation Officer's role.

#### **\*\*8.8 Regional Team Leaders\*\***

a) Regional Team Leaders supervise activities of members within their respective regions.

b) Holding meetings and activities for members in their region is a responsibility.

c) Reporting on members' activities in their region to the EXCOM is required.

#### **\*\*8.9 Comité des Sages\*\***

a) This committee provides advice to the EXCOM.

b) In urgent cases, members of this committee can stand in for certain EXCOM positions.

**\*\*9. RIGHTS OF THE EXCOM\*\***

**\*\*9.1\*\*** Depending on CAV's financial status, EXCOM members may receive support for CAV business trips, subject to approval by over 90% of CAV EXCOM members.

**\*\*9.2\*\*** Expenses for partner meetings are covered by CAV funds, not exceeding 10 million VND per year.

**\*\*9.3\*\*** Expenses exceeding 10 million VND require approval from over 90% of CAV EXCOM members.

**\*\*9.4\*\*** The Treasurer records and reports EXCOM expenses during meetings.

**\*\*10. Meetings\*\***

**\*\*10.1 Annual General Meeting (AGM)\*\***

a) The Annual General Meeting (AGM) will convene every January of each year.

**\*\*10.2 Quarterly Meetings\*\***

a) Quarterly meetings will be held every three months.

b) In cases of urgent matters, the Executive Committee (EXCOM) retains the authority to adjust the time and date of these meetings.

**\*\*10.3 Venue of the Meetings\*\***

a) Meetings will primarily be hosted at Hotel Members.

b) Alternate venues can be selected at the discretion of the EXCOM.

**\*\*10.4 Purpose of the Meetings\*\***

a) The meetings serve to review and assess the activities of CAV.

- b) Updates on CAV members and their activities will be presented.
- c) The approval of new members will be considered.
- d) A platform for generating ideas to advance CAV's development will be provided.
- e) Discussion of other pertinent matters will also take place.

**\*\* 10.5 Uniform for the Meetings\*\***

- a) Members belonging to Les Clefs d'Or are expected to wear the distinctive golden keys.
- b) A designated working uniform is prescribed.
- c) Further dress guidelines will be communicated by EXCOM, contingent on the meeting's venue.
- d) Adherence to the stipulated uniform is mandatory; non-compliance will lead to exclusion from the meetings.

**\*\* 10.6 No Show\*\***

- a) Attendance without justification is strictly prohibited, unless arising from urgent matters, and subsequent approval by EXCOM.

**\*\* 10.7 Punctuality\*\***

- a) All members are required to be punctual for the meetings.
- b) Members arriving later than 30 minutes after the commencement will be unable to join the meeting.

**\*\* 11. Election\*\***

**\*\* 11.1\*\*** Elections will be conducted every two years.

**\*\* 11.2\*\*** All members, except Associate members, are entitled to participate in voting.

**\*\* 11.3\*\*** Only Les Clefs d'Or Members are eligible to contest for EXCOM positions.

**\*\* 11.4\*\*** Voting Process

- a) A list of candidates will be distributed to relevant members a week before the voting.
- b) Voting can be done via raising hands or secret ballots.
- c) The outcome will be revealed by the voting committee during the meeting, with transition commencing within a week.

**\*\* 12. Training\*\***

**\*\* 12.1\*\*** A designated Chief Concierge in Vietnam will present their insights for 45 minutes during quarterly meetings (topic submission to EXCOM required a week prior).

**\*\* 12.2\*\*** A Les Clefs d'Or trainer will be invited to provide training to CAV Members at the Annual General Meeting.

**\*\* 12.3\*\*** EXCOM will arrange the participation of suitable Chief concierges in training at Tourism training schools, subject to invitation.

**\*\* 13. Financial\*\***

**\*\* 13.1\*\*** Finances are allocated exclusively for CAV activities.

**\*\* 13.2\*\*** The Treasurer will furnish a comprehensive financial report during the AGM, to be verified and endorsed by two selected CAV members.

**\*\* 14. Press Communication\*\***

**\*\* 14.1\*\*** Any press-related interactions, pertaining to CAV or Les Clefs d'Or, necessitate prior consultation with EXCOM.

**\*\* 14.2\*\*** Failure to adhere to this directive may lead to a one-year suspension of membership.

**\*\* 15. Website, Facebook & Public Pages\*\***

**\*\* 15.1\*\*** Posts on these platforms must uphold the reputation of CAV and Les Clefs d'Or.

**\*\* 15.2\*\*** The content must align with tourism information or the Concierge profession, with strict prohibition of political and religious topics.

**\*\* 15.3\*\*** Violations may result in membership suspension.

**\*\* 16. Constitution Amendments\*\***

**\*\* 16.1\*\*** Any amendments or modifications to the constitution must be discussed and agreed upon by all CAV members during meetings.