



# CONSTITUTION

of

CONCIERGE ASSOCIATION OF VIETNAM

(CAV)

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# **CONCIERGE ASSOCIATION OF VIETNAM (CAV) CONSTITUTION**

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## **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 Les Clefs d'Or Singapore and operates under the aegis the Union Internationale des Concierges d'Hôtels (UICH)

## **Article III. Objectives**

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

## **Article IV. Categories of Membership**

1. Les Clefs d'Or Active Members
2. Local Members
3. Social Affiliates
4. Business Affiliates
5. Professional Affiliates



## **Article V. Membership Application and Criteria**

### **Les Clefs d'Or Active Members**

Requirements for Individual Membership in All UICH Member Associations:

1. **Professional Experience:** The applicant must have a minimum of five years in a guest-facing role within a hotel, holding the title and position of Concierge for at least the two consecutive years immediately prior to the application. (Member Associations may impose stricter criteria, including a longer minimum service period.)
2. **Sponsorship:** The applicant must be sponsored by two Senior Individual Members of the Member Association to uphold the prestige of UICH “Les Clefs d’Or.”
3. **Job Description:** The applicant must submit a supporting job description outlining the duties of a Concierge, as defined in the Internal Regulations of UICH “Les Clefs d’Or.”
4. **Employment Conditions:** Les Clefs d’Or members must be directly employed by their hotel, working on the property at a service desk located in the hotel lobby, either separate or shared with Reception. They may be required to assist in other areas as needed to fulfill guest requests and must provide services to all hotel guests.
5. **Uniform:** Les Clefs d’Or members must wear a uniform with golden keys on each lapel.



6. Team Leadership: Members may supervise or manage a team of uniformed staff, including pages, door attendants, luggage porters, and chauffeurs.

7. Reporting Structure: Members report to the General Manager, Resident Manager, Hotel Manager, Rooms Division Manager, Front Office Manager, or Chef Concierge.

### **Entitlements**

- Full membership privileges.
- Authorization to wear the Golden Keys, limited to their uniform while at their place of work.
- Permission to use the title “Member Les Clefs d’Or” on business cards, official correspondence, and alongside approved logos.
- Eligibility to attend all relevant meetings and events, provided applicable fees are paid in advance and invitations are duly accepted.

### **Local Members**

Criteria: Any individual who has worked in a Concierge role, is over 21 years of age, and possesses good moral character may qualify as a Local Member in Vietnam. The applicant must have a minimum of three consecutive years of service in the hotel industry, with at least one year served as Chief Concierge, Assistant Concierge, or Concierge. The job title "Concierge" must be specified as the primary role in their hotel employment contract and appear on their business card.



### **Entitlements:**

- Full membership entitlements apply to Local Members of CAV.
- They may wear the CAV insignia.
- They may use the title “Member of CAV” on business cards, in written correspondence, and alongside official logos.
- They may attend all relevant meetings and events, provided any applicable fees are paid in advance and invitations are accepted.

### **Social Affiliates**

#### **Criteria:**

- Former Active Members who have left the Concierge profession but wish to maintain ties with Les Clefs d’Or.
- Active Members who have taken early retirement (before the recognized retirement age).
- Affiliation is with national sections on an individual basis, not with Les Clefs d’Or International.

#### **Entitlements:**

- May attend meetings and events by invitation only.
- Do not hold voting rights and are ineligible for national or international committee membership.
- Prohibited from wearing the Golden Keys or any similar insignia.
- Not authorized to use Clefs d’Or logos.
- Permitted to wear the social pin/insignia of their affiliated section.
- Cannot use the term “member” in their affiliation title.



## **Business Affiliates**

**Criteria:** Companies whose products, services, or establishments are recommended or utilized by Les Clefs d'Or Concierges. Each Section may determine whether to charge a fee for this affiliation. Business Affiliates may also act as sponsors of local sections. Affiliation is limited to National Sections and does not extend to Les Clefs d'Or International.

### **Entitlements:**

- Representatives may attend meetings and social events by invitation only; access to Active Members-only meetings is not permitted.
- No voting rights, and representatives cannot serve on national or international committees.
- Representatives are prohibited from wearing the Golden Keys or any insignia resembling them.
- Representatives may wear the pin/insignia of their affiliated local section.
- Clefs d'Or logos may not be used.
- The word "member" may not be included in their affiliation title.



## **Professional Affiliates**

**Criteria:** Individuals whose products or services are recommended or utilized by Les Clefs d'Or Concierges, or Concierge professionals who do not meet the membership requirements for Les Clefs d'Or but wish to connect with the organization. This category may include:

1. Cruise Ship Concierge,
2. Executive Lounge,
3. Lifestyle Concierge,
4. Apartment Concierge professionals,

subject to approval. Each section may set a fee for this affiliation. Affiliation is limited to National Sections and does not extend to Les Clefs d'Or International.

### **Entitlements:**

- May attend meetings and social events by invitation only; access to Active Members-only meetings is not permitted.
- No voting rights, and ineligible to serve on national or international committees.
- Prohibited from wearing the Golden Keys or any similar insignia.
- May wear the pin/insignia of their affiliated local section.
- Not authorized to use Clefs d'Or logos.
- The term "member" may not be used in their affiliation title.



## **Article VI. Membership Application Procedure**

1. The application form can be obtained from the CAV website or submitted online, complete with requisite information, and directed to the CAV Secretary.
2. The Executive Committee (EXCOM) will evaluate and approve application forms during subsequent meetings.
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. Applicants who have been declined may reapply one year after their initial submission.

## **Article VII. Termination of Membership**

Membership may be terminated by resignation, failure to pay dues, or by a decision of the EXCOM due to conduct deemed harmful to the reputation or objectives of CAV. Members whose membership is terminated will receive a written notice.

## **Article VIII. Membership Fee**

- Membership Category Fee
- Active Members: 130 Singapore dollars & 1,000,000 VND
- Local Members: 1,000,000 VND
- Social Affiliates: 1,000,000 VND
- Business Affiliates: 5,000,000 VND
- Professional Affiliates: 1,000,000 VND



## **Article IX. Executive Committee (EXCOM)**

Composition:

The EXCOM shall consist of the following positions, which will be elected during the Annual General Meeting (AGM):

1. Advisor
2. President
3. Vice President
4. Secretary
5. Assistant Secretary
6. Treasurer
7. Assistant Treasurer
8. Public Relations Officer (PRO)
9. Event Coordinator
10. Training and Development Officer

Term:

- The term for EXCOM members shall be two years, after which they may seek re-election.

Duties

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



## **Article X. Function of EXCOM Members**

### **1. Advisor**

- Provides guidance and expert advice to the EXCOM.
- Assists in resolving issues and ensuring strategic alignment with the association's goals.
- This role has the privilege of participating in all meetings and activities of CAV

### **2. President**

- Presides over all meetings and represents the association at official functions.
- Ensures the objectives of CAV are met and provides overall leadership.
- The President is empowered to make urgent decisions on behalf of the EXCOM.

### **3. Vice President**

- Assists the President and assumes the President's duties in their absence.
- Oversees the activities of subcommittees.

### **4. Secretary**

- The Secretary is accountable for maintaining all paperwork records.
- Meeting minutes are to be distributed to all members after meetings.
- Enrolling new members and providing membership guidance are part of the Secretary's responsibilities.
- The Secretary arranges interviews for new member applicants.



### **5. Assistant Secretary**

- Supports the Secretary in maintaining records and managing correspondence.
- Acts as Secretary in their absence.

### **6. Treasurer**

- Manages all financial transactions and maintains accurate financial records.
- Prepares financial reports for the AGM and other meetings.
- Collection of membership fees from all members is within the Treasurer's scope.

### **7. Assistant Treasurer**

- Assists the Treasurer in managing financial transactions and records.
- Prepares financial reports under the guidance of the Treasurer.

### **8. Public Relations Officer (PRO)**

- Handles all external communications and media relations.
- Promotes the association's events and achievements.

### **9. Event Coordinator**

- Plans and organizes official events, including quarterly gatherings and the AGM.
- Collaborates with EXCOM members to ensure event success.

### **10. Training and Development Officer**

- Develops and implements training programs for members and university students.
- Provides opportunities for continuous professional development in line with international standards.
- Collaborates with academic institutions to prepare students for careers in the hospitality industry.



## **11. Regional Team Leader**

- Regional Team Leaders supervise activities of members within their respective regions.
- Holding meetings and activities for members in their region is a responsibility.
- Reporting on members' activities in their region to the EXCOM is required.

### **Use of CAV Fund by EXCOM**

- CAV funds shall be utilized only as authorized for the following purposes:
  - Administrative expenses;
  - Costs associated with meetings of the Executive Committee, Global Leadership, the AGM, and other CAV-organized events;
  - Expenses related to publications, media, and communication materials;
  - Funding for educational and training programs.
- All disbursements must remain within the budget approved by the Executive Committee (EXCOM).



## **Article XI. Meetings**

### **1. Annual General Meeting (AGM)**

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

### **2. Quarterly Meetings**

- Quarterly meetings will be held every three months.
- In cases of urgent matters, the Executive Committee (EXCOM) retains the authority to adjust the time and date of these meetings.

### **3. Venue of the Meetings**

- Meetings will primarily be hosted at Hotel Members.
- Alternate venues can be selected at the discretion of the EXCOM.

### **4. Purpose of the Meetings**

- The meetings serve to review and assess the activities of CAV.
- Updates on CAV members and their activities will be presented.
- The approval of new members will be considered.
- A platform for generating ideas to advance CAV's development will be provided.
- Discussion of other pertinent matters will also take place.
- Financial report

### **5. Uniform for the Meetings**

- Members belonging to Les Clefs d'Or are expected to wear the social pin.
- A designated working uniform is prescribed.
- Further dress guidelines will be communicated by EXCOM, contingent on the meeting's venue.



- Adherence to the stipulated uniform is mandatory; non-compliance will lead to exclusion from the meetings.
- Local members belonging to CAV expected to wear local pin

#### **6. No Show**

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

#### **7. Punctuality**

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

### **Article XII. Election**

- Elections will be conducted every two years.
- Only Les Clefs d'Or Active Members are entitled to participate in voting.
- Only Les Clefs d'Or Active Members are eligible to contest for EXCOM positions.
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#### **Voting Process**

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



### **Article XIII. Financial**

- Finances are allocated exclusively for CAV activities.
- The Treasurer will furnish a comprehensive financial report during the AGM, to be verified and endorsed by two selected CAV members.
- The Treasurer shall deposit all funds under their custody into the CAV bank account.

### **Article XIV. Press Communication**

- Any press-related interactions, pertaining to CAV or Les Clefs d'Or, necessitate prior consultation with EXCOM.
- Failure to adhere to this directive may lead to a one-year suspension of membership.

### **Article XV. Website, Facebook & Public Pages**

- Posts on these platforms must uphold the reputation of CAV and Les Clefs d'Or.
- The content must align with tourism information or the Concierge profession, with strict prohibition of political and religious topics.
- Violations may result in membership suspension.



## **Article XVI. Freedom And Non-Discrimination**

- The Concierge Association of Vietnam (CAV) and its Members each hold the status of legal entities and operate on the principle of freedom of association. This principle empowers members and partners to exercise their legal right to peaceful assembly and to collectively pursue shared goals without interference from any public authority.
- CAV upholds a strict policy against all forms of discrimination, ensuring that every member is treated equally and with respect at all times. This commitment applies to all activities, communications, and collaborations, fostering an inclusive and supportive environment for professional growth and mutual success.

## **Article XVII. Constitution Amendments**

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