



National Concierge Association

CHAPTER & NATIONAL AWARDS PROGRAM

FOR NATIONAL NCA AWARD NOMINATIONS:

Deadline to submit nominations is June 1ST Annually

2023 EDITION

CHAPTER & NATIONAL AWARDS PROGRAM

THE DEADLINE TO SUBMIT NCA AWARDS NOMINATIONS ON THE NATIONAL LEVEL FOR ANY CATEGORY IS JUNE 1ST ANNUALLY. ANY NOMINATIONS SUBMITTED AFTER JUNE 1ST WILL NOT BE PRESENTED FORWARD TO THE VOTING PROCESS. PLEASE BE SURE TO READ THE BOOKLET IN IT'S ENTIRETY.

The National Concierge Association (NCA) seeks to create community recognition of the work of the Concierge professional and all NCA members by setting high standards for its membership. The mission of the NCA Chapter and National Awards program is to publicly honor NCA members, both individuals and groups of members in appreciation of the support of the Concierge profession and the NCA. NCA Awards are presented at both the pre-charter, chapter and national levels of the organization.

Suggested annual time period for presentation of the NCA Chapter Awards:

The actual date and time of year for presentation of the awards is at the discretion of the Chapter board of directors, yet must be before May 31st. The term covered for the award is the 12 months following the past awards presentation term. Example: For an award ceremony held in 2022, the awards timeline covers May 1, 2021 to April 30 of 2022. Chapters are reminded to be observant of the deadline for submission of chapter award recipients as nominees for NCA national awards.

Please Note: The only award nominees that will be accepted for consideration on the NCA national awards level are winners of awards that are officially titled as described in this program booklet. Individuals who are recipients of any other NCA chapter award or honor that is not sanctioned by the National Concierge Association will not be considered for an NCA National award at any time.

Criteria for nominees:

Nominees must fulfill all criteria requested in his or her category in order to be considered as an award recipient. Depending on the category, **please select one winner** per each award unless otherwise noted in this booklet. Chapter nominations naming two winners in the same categories will be automatically disqualified.

Process to select Chapter nominees:

Each NCA Chapter board of directors will determine those eligible in categories requiring nominations at least one month prior to voting date. Once the list is closed for additions, no further nominations may be accepted or considered. The formation of an NCA chapter "awards committee" is encouraged. This committee can review and research nominations. The slate of candidates for each category will be provided to the Chapter board of directors and awards committee members, who will vote for the candidate of their choice in each category. The collective combination of the committee's and the board's voting will determine the honoree in each category.

At-Large NCA Pre-Charter Members:

NCA "At-Large" Members will be notified by March 1st annually of the right to submit nominations on behalf of themselves for the NCA Certified Concierge Outstanding Service, Associate of the Year, Leadership Award, Endorsed Partner Of The Year, Best New Endorsed Partner Of The Year, Volunteer of the Year and any other categories which may apply to them. The official notice will include instructions for submitting nominations to the NCA Chief Executive Officer.

PRESENTATION OF CHAPTER AWARDS:

Each honoree will be announced by the Chapter President during the chapter's award ceremony. The design of the award is at the discretion of the Chapter board of directors, but must have the NCA logo, the official NCA category of the award, date presented and recipient name. Presentations must be done by May 31st.



National Concierge Association

CHAPTER & NATIONAL AWARDS PROGRAM

NOMINATION PROCESS INSTRUCTIONS

No later than June 1st annually, each NCA Chapter President will forward via email the completed official awards program booklet to the NCA Chief Executive Officer. Please follow the steps below:

- Fill out form for each category, found on page 13. One submission is allowed per form. (For self nominated awards, the Leadership Award starts on page 14 and the Concierge Outstanding Service Award, starts on page 16.) Please summarize the Chapter's achievements by using the text box on the form, and adhering to the word count and font size. Submissions that do not follow these guidelines will not be sent forward to the voting committees. Some categories require additional documentation, these documents should follow the form which will act as a cover page for the nomination.
- Once form is completed, make sure it is saved as a Word file, and the name of the file to include: **CHAPTERNAME-AWARD-YEAR** the following is an example: **WASHDC-PHILANTHROPIC-2022.doc**

Each nomination should be sent separately and as an attachment (not in the body of the email) to the NCA CEO at info@ncakey.org. In the email being sent, please also include a couple of engaging photos that will help to showcase the nomination. Note: The NCA Executive Board reserves the right to reject use of inappropriate or poor quality photos. **Criteria for submitting photos:** Professional quality color photos only please. Photos must be sent as a separate JPG or PNG file. Describe photos in the name or body of the email they are being sent in. Make sure that you're providing a variety of people and good representation of your membership.

Following the receipt of the Chapter nominations, the NCA Chief Executive Officer will review and share only relative categories of nominations immediately with all members of the NCA Executive Awards committee for review at which they will be instructed to vote electronically for the nominee(s) of their choice in each category. At the same time, the NCA Chief Executive Officer will provide a copy of all Chapter nomination materials received, to the NCA Executive Board to review all categories of nominations followed by an electronic vote for the nominee(s) of their choice in each category. The results of the collective Executive Awards committee voting and of the NCA Executive Board will determine the final slate of honorees and winners.

Award recipients will not be notified in advance of receiving the actual award which will be presented at the NCA Gala Award ceremony held in conjunction with the annual NCA conference.

NCA CHAPTER AWARD TITLES

NCA ENDORSED PARTNER OF THE YEAR
NCA NEW ENDORSED PARTNER OF THE YEAR
NCA ASSOCIATE OF THE YEAR
NCA VOLUNTEER OF THE YEAR

Please Note: NO OTHER TITLES OF AWARDS WILL BE ACCEPTED FOR NOMINATION OF NCA NATIONAL AWARDS. PLEASE CONSULT INDIVIDUAL AWARD CATEGORIES IN THIS BOOKLET FOR CRITERIA.

NCA NATIONAL AWARD TITLES

NCA CONCIERGE OUTSTANDING SERVICE
NCA LEADERSHIP AWARD
NCA CHAPTER OF THE YEAR
NCA NEW ENDORSED PARTNER OF THE YEAR
NCA ENDORSED PARTNER OF THE YEAR
NCA ASSOCIATE OF THE YEAR
NCA VOLUNTEER OF THE YEAR
NCA EDUCATIONAL PROGRAM OF THE YEAR
NCA COMMUNICATION AWARD OF THE YEAR
NCA PHILANTHROPIC PROGRAM OF THE YEAR
NCA MEMBERSHIP PROGRAM OF THE YEAR

Please Note: LISTED ARE THE HONORS AWARDED EXCLUSIVELY BY MAJORITY VOTE OF THE NCA EXECUTIVE BOARD AND AWARDS COMMITTEE. PLEASE CONSULT INDIVIDUAL AWARD CATEGORIES IN THIS BOOKLET FOR CRITERIA.

DEADLINE TO SUBMIT PRESIDENT'S LETTER AND NOMINATION FORM IS JUNE 1ST

There are no exceptions to this rule. Letters and materials received after that date will not be considered for an award.

Nomination forms are available at www.ncakey.org in our members resources section of at the end of this publication.



National Concierge Association

NCA CHAPTER OF THE YEAR

The National Concierge Association (NCA) annually honors one chartered chapter of the organization as “**NCA Chapter Of The Year.**” Although all chartered NCA Chapters are considered eligible nominees for this award, the final honors are based on information achieved by completion of the official NCA Chapter of the Year nomination form accompanied by requested documentation, photos and a letter from the Chapter President citing reasons why the chapter should receive the award.

The basic characteristics of an award-winning NCA Chapter are as follows but are not limited to:

- The NCA Chapter honors, in all matters and at all times, state and federal US laws, the NCA bylaws and addendum to the bylaws, and the mission, vision and core values of the NCA
- The majority of the NCA Chapter membership participates in NCA programs i.e. NCA Orientations, NCA Certifications, Accreditations and Endorsements
- The NCA Chapter has a fully executed philanthropic program
- The NCA Chapter has a fully executed educational program which includes monthly speakers, educational meeting locations and distribution of informational resources of value to Concierge, Associate and Affiliate clientele
- The NCA Chapter conducts an significant annual membership drive in all categories of membership as well as an NCA Chapter member outreach initiative.
- The NCA Chapter, annually, conducts an NCA Affiliate-only tradeshow or promotional event or program which promotes the Chapter’s Affiliated businesses
- The NCA Chapter fully participates in the official NCA Chapter & National NCA Award program annually
- The NCA Chapter hosts, at minimum, one annual fundraiser to send Board members and provide Chapter member stipends to the NCA annual national conference
- The NCA Chapter has a program for ongoing communication with all chapter members; i.e. electronically distributed meeting recaps, newsletters, social media and other forms of communication

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- The NCA Chapter expands their knowledge to others in the hospitality industry in an effort to spread goodwill and excellence in customer service
- The NCA Chapter works with philanthropic organizations that help those prepare for their careers and share the knowledge of the concierge industry, and providing exceptional customer service
- The NCA Chapter has a representation of at least 75% of their board of directors as required by its official NCA Charter who have attended the previous NCA TEAM meeting and annual conference



National Concierge Association

NCA NEW ENDORSED PARTNER OF THE YEAR



The National Concierge Association recognizes the participation of its Affiliate membership in the continued success of NCA members and the organization. The NCA NEW Endorsed Partner Award honors the NCA Affiliated business which since joining the NCA in the past year has involved itself in the activities of the organization and has high standards of service and presentation on behalf of NCA clientele. Following the presentation at the Chapter ceremonies, the honoree will become an eligible nominee this award.

The criteria for this award is as follows:

- The NCA Affiliate business has been designated an NCA Endorsed Partner for at least six months
- The NCA Affiliate business representative must have a superior record of attendance at membership meetings since joining the NCA
- The NCA Affiliate business must have, at minimum, three incidents of providing exceptional services or products to NCA clientele since joining the NCA. A letter citing the three incidents and signed by an NCA Certified Concierge, Accredited Associate or Endorsed Partner must accompany the nomination
- The NCA Affiliate business representative must significantly participate in or contribute to the work of the NCA Chapter in regards to philanthropy, chapter meetings, leadership activities and/or fundraisers

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- The business's representative has in the last three months served on a NCA Chapter/National committee in any position
- The business's representative has attended an NCA Webinar or in some manner supported, promoted or attended a NCA conference
- The NCA Affiliate business representative has hosted or presented at a meeting or webinar



National Concierge Association

NCA ENDORSED PARTNER OF THE YEAR



The National Concierge Association recognizes the achievement of Endorsed Partners in setting high standards of presentation and service within the hospitality industry. This award honors the NCA Endorsed Partner business which, since joining the organization over one year ago, has consistently provided excellence in service to NCA clientele and to the National Concierge Association.

Following presentation at the Chapter ceremonies, the honored NCA Endorsed Partner business will become an eligible nominee for the annual NCA Endorsed Partner of the Year award.

The criteria for this award is as follows:

- The NCA Affiliate member business must be designated an NCA Endorsed Partner
- The NCA Endorsed Partner business' representative must be, at all times, supportive and 100% knowledgeable of all NCA programs
- The NCA Endorsed Partner business promotes the Concierge industry in an noteworthy manner at every opportunity to do so
- The NCA Affiliate business representative must have a superior record of attendance at membership meetings since joining the NCA
- Is now or has in the past year served on an NCA Chapter/National board of directors, committee, or is otherwise actively engaged in the NCA in a manner recognized by a majority of the membership
- The NCA Endorsed Partner business has benefited five or more NCA Concierge or Associate clients in the award term in a remarkable, provable manner. At least one letter of proof citing a specific instance of exceptional service signed and by an NCA Certified Concierge or Accredited Associate must accompany nomination

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- The NCA Endorsed Partner has successfully recruited two or more new members in the current award term
- The NCA Endorsed Partner representative has attended and/or financially supported an NCA conference, conference or educational program
- The NCA Endorsed Partner representative has presented at an NCA educational webinar or conference
- Prior to nomination the NCA Endorsed Partner representative has successfully served on the NCA Executive Board or NCA National committee



National Concierge Association

NCA ASSOCIATE OF THE YEAR

The National Concierge Association (NCA) annually bestows the honor of “Associate Of The Year” upon the individual who is demonstrably engaged in NCA meetings, activities and programs and most importantly has achieved a proven record of personally providing excellence in customer service. The NCA Associate may nominate himself or herself for this award but must provide proof of customer service and contributions to the NCA.

The criteria for nomination for this award is as follows:

- Prior to nomination, the nominee must have achieved the designation of NCA Accredited Associate for a minimum of six months prior to nomination
- The NCA Associate member must have a superior record of attendance at membership meetings since joining the NCA
- During the current awards term the nominee has consistently provided excellence in customer service. Proof must be provided at the time of nomination in the form of a letter from employer, a thank you note or email from a client citing a specific incident of excellence in customer service and a letter from an NCA Certified Concierge, Accredited Associate or Endorsed Partner recommending the individual for this award
- During the past year the nominee must have proof of significant contributions to the work of the NCA. Examples of contributions are (but are not limited to): chairing a Chapter/National committee, service on an NCA board of directors, successfully recruiting NCA members, raising funds for the chapter, and initiating new NCA Chapter/National programs

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- Attendance at an NCA Conference and/or NCA Webinars
- Is a recipient, during the award term, of a comparable community or employment award
- Made a presentation at a conference or webinar



National Concierge Association

NCA VOLUNTEER OF THE YEAR

The National Concierge Association (NCA) annually, at both the chapter and national levels, bestows the honor of “NCA Volunteer of the Year” upon the individual in any category of NCA membership who best exemplifies volunteerism both in the NCA and in the community. Presented at the Chapter award ceremonies, the honoree must have a proven record of working with the Chapter philanthropic initiatives amongst other qualifications (see criteria below). The Chapter award recipient then automatically becomes eligible for the National NCA award.

The criteria for nomination to this award is as follows:

- The nominee must be a NCA member in good standing for a minimum of one year prior to award term
- The nominee must be one of the following in order to be nominated: NCA Certified Concierge, NCA Endorsed Partner, NCA Accredited Associate member
- During the award term the nominee must have chaired or otherwise significantly participated in one or more NCA sponsored philanthropic or educational projects or causes, activities or programs
- The nominee must have a superior record of attendance at membership meetings since joining the NCA

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- In the past year, the nominee was honored by his/her employer for volunteerism
- In the past year, the nominee was the recipient of a comparable community or national award



National Concierge Association

NCA EDUCATIONAL PROGRAM OF THE YEAR

A founding principle of the NCA, continuing education for all members is a significant component of NCA Chapter meetings and activities. The National Concierge Association annually confers the honor of “Chapter Educational Program of the Year” on the NCA Chapter which overall, throughout the award term, provides its membership the most comprehensive educational opportunities.

The following is the criteria for this award:

- The NCA Chapter features an educational component via speakers, meeting location, or other shared information of interest to all NCA members at each monthly meeting throughout the award term
- The NCA Chapter board of directors must have formally planned and executed an ongoing educational program of benefit to the NCA membership at the rate of once per quarter in the award term. If managed by a chapter educational committee, the program must be approved and supervised by the Chapter board of directors
- The NCA Chapter may utilize written materials as part of its educational program which benefit the work of the NCA membership. If so utilized, an example of the written materials must be submitted with nomination. An example of written materials may be an article emailed to its membership or included in a newsletter or on the social media pages

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- The NCA has gained media attention as result of its educational programming
- The NCA Chapter has contributed to the national educational webinar program or conference



National Concierge Association

NCA COMMUNICATION AWARD OF THE YEAR

The National Concierge Association (NCA) honors the NCA Chapter which best utilizes every known means of consistent and ongoing communication with its membership. In so doing, the NCA Chapter keeps its membership informed about every activity and achievement of the organization while highlighting the work of the NCA membership and hospitality professionals and business and the management of the Chapter.

The criteria for this award is as follows:

- In the award term, the NCA Chapter publishes on a monthly or quarterly basis a Chapter newsletter, meeting recap, or other emailed publication which highlights the work of the NCA Chapter's members, while also featuring information about Chapter meetings, philanthropic events and other achievements. The publication must prominently display the NCA logo and website address as well as contact information for the Chapter
- The NCA Chapter publishes meeting invites and schedules of meetings and events via email blasts and social media
- The NCA Chapter at minimum utilizes one form of social media which publishes news and information of the chapter, its membership and the parent organization on a monthly basis or more
- All forms of publication utilized by the NCA Chapter must include news and information about NCA educational webinars and annual conferences
- All forms of publication utilized by the NCA Chapter must include a promotion of the NCA Certification, Accredited Associate and Endorsed Partner logos and information about utilizing the programs

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- Creative use of multiple forms of social media
- Promotion of national NCA partners
- Promotion of Concierge and hospitality related job openings



National Concierge Association

NCA PHILANTHROPIC PROGRAM OF THE YEAR

The National Concierge Association (NCA) believes in the founding principle of “giving back” to our communities. Each NCA Chapter is charged with selecting charitable causes throughout the year for which to raise funds and/or encourage its membership in volunteerism. The criteria for this award is as follows:

- The NCA Chapter’s contributions, either monetary or through volunteerism, must significantly and positively represent the National Concierge Association and the hospitality industry
- The scope of the events or program overall must promote a partnership for goodwill in the community
- The majority of the Chapter’s membership must be actively participating in the program(s) chosen through the course of the award term
- The event(s) or program(s) selected may not be shared with another comparable Concierge association, union or organization. They must significantly and positively reflect on the National Concierge Association

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- The media has featured the NCA Chapter as a result of the event(s) or program(s)
- Any portion of the event(s) or program(s) benefits the chapter’s educational programming
- Provided educational programming on behalf of the hospitality industry for a non-profit or educational institution



National Concierge Association

NCA MEMBERSHIP PROGRAM OF THE YEAR

The National Concierge Association (NCA) bestows the “Chapter Membership Program Of The Year” annually on the NCA Chapter which has realized significant growth in its membership in the award term, has a comprehensive program for welcoming new members, maintains existing members, finds ways to add benefit to Chapter membership for everyone including support of the NCA Certification, Accredited Associate and Endorsed Partner programs.

The criteria for this award is as follows:

- The NCA Chapter must have formed a membership committee consisting of two or more members in addition to the Chapter Director of Membership
- In the award term, the NCA Chapter realized an increase in membership overall or at minimum has retained 75% of its membership in the last annual renewal period
- In the award term, the NCA Chapter achieved an increase in the number of NCA Certifications, Accreditations, Endorsements of members
- In the award term, the NCA chapter has held one or more successful membership drives

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- In the award term, the NCA Chapter has gained media attention for its membership initiatives
- In the award term, the NCA Chapter has pioneered a new membership benefit



National Concierge Association

ONE FORM PER EACH NOMINATED CATEGORY

Award term is May 1st to April 30th

AWARD TITLE:

Name of Individual/NCA Chapter:

Contact information:

Contact Name:		Email:	
Phone:		Cell:	
Address:		City, State, Zip	

Nomination Summary: (500 words or less, Font Calibri 10 pt)



National Concierge Association

NCA LEADERSHIP AWARD

The National Concierge Association (NCA) “Leadership Award” honors an individual who has served on an NCA National and/or Chapter or Pre-Charter board of directors or committee for a minimum of two years, to include the current award term. The nominee must have demonstrated excellence in leadership via the following traits:

- Vision & motivation
- Effective team leader
- Delegation of duties
- Honesty, integrity, creativity, accessibility & communication
- Proven track record of supporting the NCA Diversity, and Inclusion statement

In addition to the above traits, the candidate must have, in the current award term, successfully initiated a new NCA Chapter/National program, event or project which demonstrably benefits the majority of the NCA membership and is directly attributable to the leadership of the nominee. They have been involved and provided leadership through other community events and organizations.

The NCA Leadership Award is a self-nominated award or the person can be nominated by a member with the NCA. The nominee must be a Certified Concierge, Accredited Associate or Endorsed Affiliate Partner.

EXTRA CONSIDERATION MAY BE GIVEN FOR THE FOLLOWING

- Nominee has successfully chaired one or more NCA National/Chapter committees.
- Nominee has successfully served on the NCA Executive Board prior to nomination.
- Nominee has received Leadership or comparable community honors in the Award Term

◇ To apply for the NCA Leadership Award:

- A nomination application to include the category cover page, which includes your statement on why you believe you should be awarded this honor, and documentation showcasing the work you have done as a leader.
- Requested documentation needs to be assembled into one document and saved as a Word document and as a separate file attachment. Please use the following format to name your file: LEADER-Last Name First Initial-YEAR OF AWARD TERM For example: **LEADER-Brengman P-2022.doc**
- A professional photo as well as a photo in a leadership roll should be sent in a jpg or png format should included in the email as a separate file attachment.
- The application document submission must be emailed to the NCA Chief Executive Officer no later than June 1st annually at info@ncakey.org.
- **Documentation received by the NCA CEO after June 1st will not be considered for an award. There is NO exception to this rule.**



National Concierge Association

NATIONAL NCA LEADERSHIP AWARD

EXAMPLE-Please use form in Leadership Packet

Name of Individual:

Contact information:

Contact Name:		Email:	
Phone:		Cell:	
Address:		City, State, Zip	

Nomination Summary: (500 words or less, Font Calibri 10 pt)



CONCIERGE OUTSTANDING SERVICE AWARD APPLICATION (COSA)

The National Concierge Association (NCA) Concierge Outstanding Service Award annually honors individual NCA Certified Concierge members who consistently exhibit a stellar level of Concierge services to their clientele while promoting the values and educational mission of the National Concierge Association in the current awards presentation term.

The following is an explanation of the NCA Certified Concierge Outstanding Service Award Criteria and Process

- ◇ This award is presented annually in conjunction with other NCA National awards.
- ◇ More than one NCA Certified Concierge member may be honored each term.
- ◇ This is a **self-nomination** process, as NCA Certified Concierges nominate themselves for this award. No other NCA member is authorized to submit an application on behalf of an NCA Certified Concierge member.
- ◇ The award is based on an evaluation system which measures three levels of service; Concierge services the nominee personally provides, their activity/engagement in the NCA on the National and/or Chapter level, and involvement in the hospitality community.
- ◇ The nominee must have received their Certification designation at least six months prior to applying for this award.
- ◇ Each application (and all documentation) is reviewed by The NCA Executive Board of Directors (EBOD) and the NCA Executive Awards Committee prior to voting for their choice of NCA Award honoree(s) annually. The collective majority votes of both the EBOD and the Awards Committee determines who will receive an award each year. The results of the collective voting is confidential and will not be disclosed at any time.
- ◇ Honorees, will be announced at the annual conference gala awards ceremony.
- ◇ **To apply for the NCA Certified Concierge Outstanding Service Award:**
 - A nomination application to include the category cover page, which includes your statement on why you believe you should be awarded this honor, and all requested documentation listed on criteria checklist page is presented to the NCA CEO.
 - Requested documentation needs to be assembled into one document and saved as a Word document and attachment. Please use the following format to name your file: COSA-Last Name First Initial-YEAR OF AWARD TERM

For example: **COSA-Kasner S-2022.doc**
 - A professional photo in a jpg or png format should included in the email as a separate file attachment.
 - The application document submission must be emailed to the NCA Chief Executive Officer no later than June 1st annually at info@ncakey.org.
 - **Documentation received by the NCA CEO after June 1st will not be considered for an award. There is NO exception to this rule.**

THE NCA CONCIERGE OUTSTANDING SERVICE AWARD EVALUATION SYSTEM

Please note: This award system is used to measure the nominee's level of Concierge services, activity in the National Concierge Association and involvement in his or her community. The number of points achieved is not intended to be the final indicator of whether or not the nominee should be granted the award. All verifiable information about the nominee will be taken into consideration when determining whether or not the nominee qualifies for the award. Documentation and service must be within current award term.

Please fill out this form and provide documentation/information to support the following, and submit with your application. Points available are the total for the individual criteria, unless otherwise noted. **NOTE: Applicant must achieve a minimum of 55 points in order to qualify as a nominee.**

Criteria/Points Available	Points	Documentation Needed	NCA USE
Performs Concierge Services (choose one) Full-time (37.5+ hrs week) = 6pts Part-time (20-37 hrs week) = 3pts On-Call (19 or less hrs week) = 1pt			
Consistently exhibits excellence in service to nominees clientele. = 10pts		Three thank you letters, notes, or other commendation documents from nominees clientele.	
Employer Support = 10pts		A letter of commendation from his or her manager, employer or supervisor if employed. If self-employed, the nominee must submit three letters of client/vendor recommendations.	
Strives to Uphold the NCA Code of Ethics = 6pts		A letter citing instances of professional behavior from one of the following: a co-worker, an NCA Certified Concierge, Accredited Associate, Endorsed Affiliate Partner, nominee's manager, supervisor or employer.	
Meeting attendance = 6pts		Verification from a National/Chapter Membership or Board Director that individual has attended at least six.	
NCA Webinar Participation = 6pts		At least two participation emails/certificate for NCA educational webinars	
Leadership (choose all that apply) Exec. Brd of Dir (min 10 mtgs) = 10pts Chap. Brd of Dir (min 10 mtgs) = 5pts Nat. or Chap. Committee Chair = 2pts Nat. or Chap. Committee Member = 1 pt		Verification from a National or Chapter/Pre-Charter President or Board Director that nominee has met this criteria in the award term. Points are awarded for each board or committee position.	
Concierge Industry Recognition = 10pts		Proof of Concierge industry award presented to nominee	
Community/Philanthropic Service = 5pts		Examples of participation in nominee's service to community or philanthropic service	
Exemplary Concierge Service = 6pts		Nominee must furnish proof in the form of a letter citing instances in which nominee performed over and above the call of duty as a Concierge.	
Promotion of Concierge Industry and NCA = 6pts		Nominee must have demonstrative proof in the form of NCA promotion, business brochures or other Professional materials, or recruitment of a new member.	
Supporting NCA Educational Mission = 5pts		Nominee must have proof that they were a presenter for an NCA Annual or industry related conference or webinar	
Total of Points Submitted:			



National Concierge Association

NATIONAL CONCIERGE OUTSTANDING SERVICE AWARD

EXAMPLE-Please use form in COSA Packet

Nominee's Name:

Contact Information:

Certification Date:		NCA Concierge since:	
Phone:		Cell:	
Address:		Email:	
Signature of Nominee:		Date:	

Nomination Summary: Please tell us in 500 words or less, Font Calibri 10 pt why you deserve the National Certified Concierge Outstanding Service Award. Attach the Certified Concierge Outstanding Service Application along with a current professional photo wearing your NCA Certification pin.