



National Concierge Association

NATIONAL AWARDS PROGRAM

Concierge Outstanding Service Award

Application

FOR NATIONAL NCA AWARD NOMINATIONS:

Deadline to submit nominations is June 1ST Annually

2023 EDITION



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

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.