



## Victoria Guest Services Network

**“Through fellowship and education, we will enlighten ourselves to provide unforgettable memories for visitors and guests of Victoria”**

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### Membership Profile

- ◆ The VGSN is comprised of the Board Members, Members and Guests.
- ◆ The Board Members are comprised of an elected Director, two Vice Directors acting as Secretary and Treasurer and Member(s) at large (at least 1).
- ◆ The Director will serve a minimum 1-year term and must carry a vote of confidence from at least two Board Members.

Membership with VGSN is subject to the following codes of conduct and expectations:

1. Members are to be currently employed in a *front line* position at a Victoria area hospitality venue (i.e. hotel, accommodation property or visitor’s center). The definition of *front line* may be amended according to individual cases.
2. It is expected that members serve in a position that directly impacts the guest experience within Victoria and not solely their own property.
3. New members must first attend one ‘boardroom meeting’ before being invited to attend more ‘social events’. During attendance of this first meeting, new members are to introduce themselves by name, position and property. New members will state what they hope to achieve through membership as well as what they feel they can contribute. This makes for proper introduction and familiarity with the established members.
4. Members will be expected to make every effort to attend a minimum of 4 monthly meetings and events.
5. Members are expected to serve as active ambassadors of the VGSN and volunteer their time (as deemed reasonable) to assist in events such as Showcase and various other charity contributions of the VGSN.
6. Whilst attending events and meetings, members are expected to carry themselves in a professional manner befitting both their properties and the VGSN. Members deemed to be in violation of this expectation or to have displayed undesirable behaviour will be subject to dismissal from VGSN membership.
7. Members are permitted to bring ‘Guests’ to VGSN meetings with the prior approval of the Director. ‘Guests’ of the VGSN must also be employed within the Service Industry or currently enrolled in Hospitality Schooling Program.
8. Members must first receive confirmation from the Board Members when confirming their attendance for a meeting or event.

“I understand and acknowledge the requirements above and look forward to my membership with the Victoria Guest Services Network”.

Name: \_\_\_\_\_

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

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