



SOP-FSH-122

Standard Operating Procedure for Valet Parking



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Revision Table

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Section-I

Purpose

The purpose of the Standard Operating Procedure (SOP) for Valet Parking at our five star hotel is to establish a systematic and seamless process that ensures the highest level of service excellence for our guests. Valet parking is a crucial touchpoint in the overall guest experience, and this SOP is designed to create a consistent and refined service that aligns with the luxury standards of our establishment.

The primary objective is to optimize the valet parking operation, encompassing both the receiving and handing over of vehicles at the hotel's portico. By implementing this SOP, we aim to enhance efficiency, minimize wait times, and provide a personalized and secure parking experience for our guests. The procedure outlines specific steps for valet attendants, from warmly greeting guests upon arrival to professionally managing the vehicle transfer process.

Furthermore, the SOP emphasizes the importance of clear communication, attentiveness to guest preferences, and adherence to safety and security protocols. By standardizing the valet parking process, we seek to uphold the hotel's reputation for unparalleled hospitality, ensuring that every guest feels valued and receives a memorable arrival and departure experience. This SOP serves as a comprehensive guide for our valet team, contributing to the overall success of our commitment to excellence in service delivery.



Section-II

Key Stakeholders

Developing a standard operating procedure (SOP) for valet parking at a fivestar hotel involves coordination among various stakeholders to ensure a smooth and efficient process. Here are the key stakeholders for the SOP on valet parking:

1. Hotel Management:

General Manager: Oversees the overall operations of the hotel and ensures that valet parking aligns with the hotel's standards and image.

Front Office Manager: Collaborates with valet parking services to provide seamless integration with front desk operations.

2. Valet Parking Team:

Valet Parking Supervisor: Manages daytoday valet parking operations, including staffing, scheduling, and customer service.

Valet Attendants: Frontline staff responsible for receiving and delivering vehicles, providing excellent customer service, and maintaining the valet area.

3. Security Team:

Security Manager: Collaborates with the valet team to ensure the safety of guests' vehicles and prevent any security issues.

Security Personnel: Assists in monitoring the valet parking area and addressing any security concerns.

4. Guest Services/Concierge:

Concierge Staff: Coordinates with the valet team to provide information to guests regarding valet services and assist with any guest inquiries or concerns.

5. Maintenance and Facilities:

Facilities Manager: Ensures that the valet parking area is wellmaintained, including proper signage, lighting, and cleanliness.

6. Human Resources:

HR Manager: Manages recruitment, training, and performance evaluation of valet parking staff.

Training Coordinator: Assists in developing and implementing training programs for valet attendants.



Section-II

Key Stakeholders...

7. Marketing and Public Relations:

Marketing Manager: Works on promoting valet parking services as part of the overall guest experience.

Public Relations Coordinator: Manages communication related to valet parking services, especially during special events or promotions.

8. Legal and Compliance:

Legal Counsel: Ensures that valet parking procedures comply with local regulations and legal requirements.

Risk Management Officer: Identifies and mitigates potential risks associated with valet parking operations.

9. IT and Technology:

IT Manager: Ensures that any technology used in valet operations, such as ticketing systems or digital tools, is properly maintained and functioning.

10. Finance Department:

Finance Manager: Oversees the budget for valet parking operations and ensures financial accountability.

11. Guests/Clients:

Hotel Guests: The primary users of valet parking services, whose satisfaction is crucial to the success of the valet parking SOP.

Collaboration and effective communication among these stakeholders are essential for developing and implementing a successful valet parking SOP that aligns with the hotel's standards and enhances the overall guest experience.



Section-III

Key Systems

Developing a standard operating procedure (SOP) for valet parking in a fivestar hotel involves considering various software, applications, tools, and equipment to ensure a smooth and efficient process. Here's a list of key items that can be helpful:

1. Valet Management Software:

Flash Valet or SMS Valet: Software specifically designed for managing valet operations, including ticketing, tracking, and customer communication.

2. Reservation and Pre-Check-In Software:

OpenTable or similar reservation system: To manage valet parking reservations and streamline the check-in process.

3. Customer Communication and Experience:

Text Messaging Apps (e.g., Twilio or similar): For realtime communication with guests regarding their vehicles and service updates.

Customer Feedback Software (e.g., SurveyMonkey): Collect feedback to continuously improve the valet service.

4. Parking Management System:

Automated Parking Systems: Utilize technology to optimize parking space and enhance efficiency.

License Plate Recognition (LPR) Systems: Streamline checkin and checkout processes by automatically recognizing license plates.

5. Mobile PointofSale (mPOS) System:

Square or similar mPOS systems: Enable valets to handle payments securely on mobile devices.

6. Traffic Management and Directional Tools:

Traffic Cones and Signage: Clearly mark valet dropoff and pickup zones.

Portable Barriers: Manage traffic flow and designate specific areas for valet services.

7. Ticketing and Tracking Systems:

Automated Ticket Printing Systems: Ensure efficient tracking of vehicles.

Barcode or RFID Technology: Streamline the process of identifying and retrieving vehicles.



Section-III

Key Systems...

8. Security and Surveillance Systems:

Surveillance Cameras: Install cameras in the valet area for security and monitoring purposes.

9. Weather Protection Equipment:

Valet Podiums with Canopy: Protect valet attendants and guests from weather elements.

Umbrellas: Offer to guests during inclement weather.

10. Training and Communication Tools:

Training Modules or Apps: Develop training materials for valet attendants to ensure a high level of service.

Two Way Radios or Communication Apps: Facilitate communication among valet attendants and with hotel staff.

11. Emergency Response Equipment:

First Aid Kit: Ensure the availability of basic medical supplies.

Emergency Response Plan: Clearly outline procedures for handling emergencies.

12. Performance Tracking and Reporting Tools:

Analytics Software: Track key performance indicators (KPIs) such as \ service times, customer satisfaction, and volume.

Reporting Tools: Generate reports to analyze trends and make Data driven improvements.

Ensure that your valet attendants are welltrained in using these tools and that the SOP is regularly updated to incorporate any changes or improvements to the valet parking process. Additionally, consider the integration of these tools into a comprehensive valet management system for seamless operations.



Section-IV

Procedure

Developing a comprehensive standard operating procedure (SOP) for valet parking at a five-star hotel involves a series of detailed steps. Here's a suggested framework with headings and explanations:

- 1. Introduction:** Provide an overview of the valet parking service, its importance, and the commitment to delivering a seamless and luxurious experience for guests.
- 2. Purpose:** Clearly state the purpose of the SOP, emphasizing the importance of efficiency, safety, and exceptional customer service in the valet parking process.
- 3. Scope:** Define the scope of valet parking services, specifying that it includes both receiving and handing over vehicles at the hotel's portico.
- 4. Roles and Responsibilities:** Outline the responsibilities of valet attendants, supervisors, and any other relevant staff members involved in the valet parking process.
- 5. Training and Qualifications:** Specify the training requirements and qualifications for valet attendants, ensuring they are well-versed in customer service, driving skills, and safety protocols.
- 6. PreArrival Preparation:** Detail the steps to ensure that the valet parking area is ready for guest arrivals, including cleanliness, signage, and organization of key equipment.
- 7. Guest Arrival:** Describe the procedure for welcoming guests as they arrive at the hotel's entrance, providing a warm greeting, and seamlessly transitioning to the valet parking process.
- 8. Vehicle Inspection:** Explain the systematic inspection process for incoming vehicles, checking for existing damages, noting mileage, and documenting any preexisting conditions.
- 9. Documentation and Ticketing:** Provide guidelines for accurately documenting each vehicle, issuing valet tickets, and explaining the retrieval process to the guests.
- 10. Parking Procedures:** Detail the safe and organized parking of vehicles, including designated parking areas, adherence to parking guidelines, and optimizing space for maximum efficiency.



Section-IV

Procedure...

11. Communication Protocol: Establish a clear communication system between valet attendants, ensuring efficient coordination during highvolume periods and maintaining a professional demeanor with guests.

12. Retrieval Process: Outline the systematic retrieval process, including ticket verification, prompt communication with guests, and ensuring the vehicle is prepared for handover.

13. Vehicle Handover: Describe the procedure for handing over the vehicle to the guest, emphasizing politeness, courtesy, and a thorough explanation of any relevant information.

14. Customer Interaction: Provide guidelines for handling customer inquiries, complaints, or special requests, ensuring a positive and accommodating interaction.

15. Safety Measures: Emphasize safety protocols for valet attendants, guests, and vehicles, including traffic management, speed limits, and emergency procedures.

16. Quality Assurance: Implement a system for regular quality checks to ensure adherence to standards, identify areas for improvement, and maintain the highest level of service.

17. Closing Procedures: Detail the steps for closing the valet parking operation, including securing the parking area, organizing equipment, and preparing for the next shift.

18. Customer Feedback: Establish a process for collecting and analyzing customer feedback, emphasizing continuous improvement and addressing any issues promptly.

19. Emergency Protocols: Clearly outline emergency procedures, including fire drills, medical emergencies, or any other unexpected situations, ensuring the safety of guests and staff.

20. Record Keeping: Specify the documentation and recordkeeping requirements for valet parking transactions, including vehicle logs, incident reports, and customer feedback records.

21. Review and Update: Highlight the importance of regularly reviewing and updating the SOP to adapt to changing circumstances, technology, or customer expectations.

By following this framework, you can create a comprehensive SOP that ensures a smooth and exceptional valet parking experience for guests at the fivestar hotel.



Section-V

Exceptions

When developing a standard operating procedure (SOP) for valet parking at a fivestar hotel, it's important to consider potential exceptions to ensure a smooth and efficient process. Here are some typical exceptions you may encounter in the valet parking SOP:

- 1. Unusual Vehicles:** Handling unique or oversized vehicles that may require special attention or different parking arrangements.
- 2. Special Requests:** Addressing specific customer requests, such as handling delicate items inside the car, providing extra assistance, or accommodating unique preferences.
- 3. VIP Guests:** Implementing a protocol for handling VIP guests, including prioritized service, additional security measures, or personalized greetings.
- 4. High Traffic or Events:** Dealing with increased traffic during special events, holidays, or peak seasons, requiring enhanced coordination and possibly alternative parking arrangements.
- 5. Emergency Situations:** Establishing procedures for emergency situations, such as medical emergencies or vehicle breakdowns, to ensure a quick and appropriate response.
- 6. Lost Tickets:** Dealing with situations where guests lose their valet ticket, including verification procedures to ensure the correct vehicle is returned to the rightful owner.
- 7. Damage to Vehicles:** Outlining the process for handling and documenting any damage to a guest's vehicle, including immediate notification and resolution procedures.
- 8. Multiple Dropoffs/Pickups:** Managing situations where guests have multiple vehicles or request multiple dropoffs or pickups during their stay.
- 9. Delayed Retrieval:** Addressing instances where there might be delays in retrieving a guest's vehicle, and providing clear communication and compensation protocols.
- 10. Remote Parking:** Establishing procedures if remote parking is necessary due to limited space, and ensuring clear communication with guests about the location and retrieval process.



Section-V

Exceptions...

11. Inclement Weather: Implementing protocols for valet parking during adverse weather conditions, such as rain, snow, or extreme temperatures, to ensure the safety of guests and valet attendants.

12. Vehicle Security Measures: Implementing additional security measures for highvalue vehicles or when requested by guests, such as extra surveillance or restricted access.

13. Guest Complaints: Outlining a procedure for handling guest complaints related to valet parking, including a mechanism for prompt resolution and feedback.

It's essential to train valet attendants thoroughly on these exceptions and regularly review and update the SOP to address any new challenges that may arise in the operation of valet parking services.



Section-VI

Global Best Practices

Developing a comprehensive standard operating procedure (SOP) for valet parking is crucial to ensure a seamless and positive experience for hotel guests. Here are the top ten global best practices for valet parking:

1. Customer Service Excellence:

- Train valet attendants to provide exceptional customer service, including a warm greeting, assistance with luggage, and addressing guests by name when possible.
- Ensure valet attendants are wellgroomed, professional, and knowledgeable about the hotel's facilities and services.

2. Efficient and Organized Operations:

- Implement an organized system for receiving and dispatching vehicles promptly to minimize wait times for guests.
- Use technology such as mobile apps or a centralized communication system to enhance coordination among valet attendants.

3. Clear Signage and Communication:

- Clearly mark valet parking areas with visible signage to guide guests.
- Provide clear instructions to guests regarding valet services, including pricing, retrieval process, and any additional services offered.

4. Secure Vehicle Handling:

- Establish a secure key management system to ensure the safety of guests' vehicles.
- Conduct regular training on safe and responsible driving practices for valet attendants.

5. Valet Ticket System:

- Implement a reliable valet ticketing system to efficiently track and manage vehicles.
- Clearly communicate the ticket retrieval process to guests, ensuring a smooth handover of their vehicles.



Section-VI

Global Best Practices...

6. Valet Parking Equipment:

- Invest in modern equipment such as handheld devices for ticketing, secure key storage systems, and surveillance cameras to enhance security.
- Regularly maintain and update equipment to minimize downtime and disruptions.

7. Environmental Considerations:

- Promote ecofriendly practices, such as using fuel efficient vehicles and minimizing engine idling.
- Explore options for implementing electric vehicle charging stations in the valet area.

8. Staff Training and Development:

- Conduct regular training sessions for valet attendants on customer service, safety protocols, Foster a culture of continuous improvement, encouraging feedback and implementing best practices.

9. Valet Parking Insurance and Liability Coverage:

- Ensure the hotel has comprehensive insurance coverage for valet parking services, including liability coverage for potential accidents or damages.
- Clearly communicate the hotel's policies regarding liability to guests.

10. Guest Feedback and Improvement:

- Establish a feedback mechanism for guests to provide comments and suggestions on valet services.
- Use feedback to identify areas for improvement and implement changes to enhance the valet parking experience.

By incorporating these global best practices into the standard operating procedure for valet parking, the hotel can create a positive and efficient valet service that contributes to an exceptional overall guest experience.



Section-VII

Key Skills Required

Developing and implementing a standard operating procedure for valet parking at a five star hotel requires a combination of technical skills, customer service expertise, and attention to detail. Here are the top ten key skills that would contribute to the effective performance of the valet parking standard operating procedure:

1. Driving Skills:

- A high level of proficiency in driving various types of vehicles, including luxury cars.
- Knowledge of parking techniques to maximize space and ensure efficient use of the parking area.

2. Customer Service Excellence:

- Exceptional interpersonal and communication skills to provide a warm welcome and courteous service to hotel guests.
- Ability to handle customer inquiries, requests, and concerns with professionalism and efficiency.

3. Attention to Detail:

- Keen observation skills to accurately document the condition of vehicles during drop off and pickup.
- Thoroughness in following established procedures to ensure the safe handling of guests' vehicles.

4. Organization and Time Management:

- Efficiently manage the flow of vehicles, ensuring timely drop off and pickup.
- Ability to prioritize tasks, especially during peak hours or highdemand periods.

5. Problem Solving Skills:

- Quick thinking and adaptability to address unexpected challenges, such as congested traffic or vehicle issues.
- The ability to resolve issues while maintaining a high level of customer satisfaction.



Section-VII

Key Skills Required...

6. Team Collaboration:

- Effective communication and collaboration with other valet attendants and hotel staff.
- Coordination with other departments to ensure a seamless experience for guests.

7. Knowledge of Vehicle Operation:

- Familiarity with a variety of vehicle makes and models, including high end and luxury cars.
- Understanding of advanced vehicle features and technology to assist guests as needed.

8. Professional Appearance and Conduct:

- Adherence to a professional dress code and grooming standards.
- Polite and respectful conduct at all times, reflecting the hotel's commitment to high quality service.

9. Security Awareness:

- Vigilance in monitoring the valet parking area for security purposes.
- Knowledge of protocols to prevent theft or damage to vehicles under the valet's care.

10. Hospitality Industry Knowledge:

- Understanding the hotel's brand standards and service expectations.
- Awareness of special events or promotions that may impact valet parking services.

By combining these skills, your valet parking team can contribute to a positive guest experience, ensuring a smooth and efficient process that aligns with the luxury standards of a fivestar hotel. Regular training and ongoing performance evaluations can help maintain and enhance these skills over time.



Section-VIII

Terminologies

Developing a standard operating procedure (SOP) for valet parking at a five-star hotel involves using specific terminologies and glossaries to ensure clarity and consistency. Here's a list of key terminologies with headings and explanations relevant to the SOP on Valet Parking:

- 1. Valet Parking Attendant:** A trained and uniformed staff member responsible for receiving, parking, and returning guests' vehicles.
- 2. Portico:** The covered entrance area of the hotel where guests arrive and depart, typically managed by valet attendants for efficient vehicle handling.
- 3. Valet Podium:** A designated station equipped with a podium or kiosk where valet attendants greet guests, collect keys, and manage the valet parking process.
- 4. Key Tag:** A labeled tag attached to the guest's car key, containing essential information such as the guest's name, room number, and a unique identifier for easy retrieval.
- 5. Valet Ticket:** A numbered ticket issued to the guest upon arrival, corresponding to the numbered key tag, serving as a claim check for the valet-parked vehicle.
- 6. Valet Parking Zone:** Designated and well-marked areas within the portico or parking facility where valet attendants park and retrieve guests' vehicles.
- 7. Vehicle Inspection Form:** A checklist used by valet attendants to document the existing condition of the vehicle, noting any pre-existing damages, scratches, or issues.
- 8. Concierge Services:** Additional services offered by valet attendants, such as providing information about local attractions, assisting with luggage, and facilitating guest requests.
- 9. Valet Parking Ticket System:** An organized system for managing and tracking valet-parked vehicles, often integrated with the hotel's overall property management system (PMS).
- 10. Gratuity Envelope:** A sealed envelope provided to guests for leaving tips for valet attendants, ensuring a discreet and professional process.
- 11. Valet Parking Management Software:** Software used to streamline valet parking operations, managing reservations, tracking vehicle movements, and optimizing efficiency.



Section-VIII

Terminologies...

12. Queue Management: The process of organizing and managing the flow of vehicles in the valet parking area to minimize wait times for guests.

13. Valet Parking Stand: A designated area where guests can safely wait for their vehicles, usually marked with clear signage.

14. Traffic Flow Plan: A strategic plan outlining the flow of vehicular traffic in the valet parking area to prevent congestion and ensure a smooth process.

15. Valet Parking Attendant Code of Conduct: A set of guidelines and behaviors that valet attendants are expected to adhere to, ensuring professionalism, courtesy, and guest satisfaction.

Incorporating these terminologies into your SOP will help create a comprehensive and standardized guide for valet parking operations at the five-star hotel.



Section-IX

SOP Audit

Developing a checklist for auditing the standard operating procedure (SOP) for valet parking in a five-star hotel is crucial for maintaining high-quality service and ensuring a seamless guest experience. Here's a checklist you can use for periodic audits:

1. Arrival and Greeting:

- Are valet attendants positioned prominently to welcome guests upon arrival?
- Do valet attendants greet guests in a polite and professional manner?
- Is there a clear valet parking sign visible for arriving guests?

2. Uniform and Appearance:

- Are valet attendants in uniform and well-groomed?
- Are uniforms clean and in good condition?
- Do valet attendants wear identification badges?

3. Guest Interaction:

- Do valet attendants inquire about the guest's preferences for the handling of the vehicle?
- Is there clear communication about estimated wait times and any potential delays?

4. Vehicle Inspection:

- Are valet attendants conducting a thorough inspection of the vehicle for pre-existing damage?
- Is the inspection process documented, and are guests informed about it?

5. Documentation:

- Is there a systematic process for documenting key details, such as vehicle make, model, color, and license plate number?
- Are there clear procedures for recording special requests or instructions from guests?

6. Ticketing System:

- Is there a ticketing system in place to ensure proper tracking of vehicles?
- Are tickets sequentially numbered, and is there a duplicate copy for the guest?



Section-IX

SOP Audit...

7. Parking Area:

- Is the valet parking area well-organized and efficiently laid out?
- Are designated spaces marked clearly for valet parking?

8. Security Measures:

- Are security measures in place to prevent unauthorized access to parked vehicles?
- Is there adequate lighting and surveillance in the valet parking area?

9. Timeliness:

- Are valet attendants providing prompt service to guests during both drop-off and pick-up?
- Is there a process in place for managing peak times and high guest volumes?

10. Guest Retrieval Process:

- Are valet attendants proactive in retrieving vehicles as guests arrive for pick-up?
- Is the handover process efficient, with clear communication about any charges or additional services?

11. Payment Process:

- Is the payment process for valet parking seamless and well-explained to guests?
- Are receipts provided promptly, and is there an option for electronic payments?

12. Guest Feedback:

- Is there a mechanism for collecting guest feedback on the valet parking service?
- Are guest concerns or complaints addressed promptly and effectively?



Section-IX

SOP Audit...

13. Training and Compliance:

- Are valet attendants adequately trained on the SOP and customer service standards?
- Are there regular refresher training sessions to reinforce SOP guidelines?

14. Cleanliness and Maintenance:

- Is the valet parking area clean and well-maintained?
- Are signage and directional indicators in good condition?

Periodically auditing the valet parking SOP using this checklist can help identify areas for improvement and ensure that the service consistently meets the high standards expected in a five-star hotel. Adjust the checklist based on specific requirements and feedback from the audits.



Section-X

Annexure-I : List of Forms

- 1. Valet Parking Request Form:** Document guest information, vehicle details, and special requests for a seamless valet service. Obtain guest signature for authorization.
- 2. Vehicle Inspection Checklist:** Ensure a thorough inspection of each vehicle, noting existing damages. Record findings to avoid disputes and maintain transparency.
- 3. Key Log Sheet:** Log the receipt and return of keys. Track key handovers to valet attendants and maintain a secure record of key movements.
- 4. Valet Parking Ticket:** Issue a numbered ticket to guests upon arrival. Attach a duplicate to the vehicle. Essential for tracking and retrieval during pickup.
- 5. Guest Satisfaction Survey:** Collect feedback on the valet service. Evaluate guest experience to identify areas for improvement and maintain high-quality service.
- 6. Incident Report Form:** Document any accidents, damages, or incidents promptly. Include details, witness statements, and corrective actions taken for proper resolution.
- 7. Lost Item Report:** If a guest reports a lost item, record details, initiate a search, and communicate findings to the guest. Maintain a systematic process for retrieval.
- 8. Parking Space Inventory Sheet:** Maintain a record of available parking spaces. Track occupancy to manage capacity efficiently and prevent overbooking.
- 9. Training Attendance Sheet:** Record attendance for valet training sessions. Ensure all staff members are well-trained on protocols, customer service, and safety measures.
- 10. Uniform Inspection Checklist:** Regularly inspect valet attendants' uniforms. Ensure cleanliness, professionalism, and compliance with the hotel's dress code.
- 11. Vehicle Retrieval Log:** Record the time and details of vehicle retrievals. Streamline the process for quick and efficient car returns to guests.
- 12. Weather Conditions Log:** Monitor and record weather conditions. Implement necessary precautions to protect vehicles and provide appropriate service during inclement weather.



Section-XI

Annexure-II : List of Checklists...

8. Guest Departure:

- Assist with loading items.
- Thank guests for using valet services.
- Provide contact information for follow-up.
- Request feedback on the valet experience.

9. Valet Team Coordination:

- Foster clear communication within the team.
- Rotate team members for breaks.
- Conduct regular training sessions.
- Address any issues promptly.

10. Emergency Response:

- Train valet team on emergency procedures.
- Have a protocol for vehicle breakdowns.
- Coordinate with hotel security in emergencies.
- Maintain a first aid kit on-site.

Remember, ongoing training, regular audits, and guest feedback are crucial for refining and improving the valet parking SOP to ensure an exceptional and seamless experience for hotel guests.



Section X

Annexure-I : List of Forms...

13. Cash Handling Register: Maintain a detailed record of cash transactions. Account for payments, tips, and reconcile discrepancies to ensure financial accuracy.

14. Employee Performance Evaluation: Periodically assess valet attendants' performance. Address strengths and areas for improvement to uphold service standards and guest satisfaction.

15. Emergency Evacuation Plan: Provide a clear plan for valet attendants to follow during emergencies. Prioritize safety measures for both guests and staff.

Establishing and adhering to these forms and procedures will contribute to a smooth and reliable valet parking service, enhancing the overall guest experience at the five-star hotel.



Section-XI

Annexure-II : List of Checklists

1. Pre-Arrival Preparation:

- Ensure designated valet area is clear.
- Confirm sufficient staffing.
- Verify valet ticket supply.
- Brief valet team on daily schedule.

2. Guest Arrival:

- Greet guests courteously.
- Confirm reservation details.
- Provide clear information on valet services.
- Issue valet ticket promptly.

3. Vehicle Inspection:

- Conduct a thorough exterior inspection.
- Note any existing damage on the ticket.
- Record mileage accurately.
- Communicate inspection results to the guest.

4. Secure Key Handling:

- Use secure key storage.
- Avoid displaying keys in public areas.
- Use coded or numbered key tags.
- Store keys in a locked cabinet when not in use.

5. Parking Procedures:

- Follow designated parking guidelines.
- Park vehicles securely.
- Utilize available space efficiently.
- Avoid blocking access points.

6. Communication with Guests:

- Provide estimated retrieval times.
- Communicate any delays promptly.
- Inform guests of additional services (e.g., car washing).

7. Vehicle Retrieval:

- Retrieve vehicles promptly.
- Conduct a final inspection.
- Verify the valet ticket.
- Inform guests of any service charges.