



MVP

Policies & Procedures



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Valet Runner

Job Overview

The runner works under the supervisor in a supervisory capacity. Responsibilities include greeting residents and guests with a smile, holding doors open, assisting concierge with the phone, maintaining the safety of residents and guests on the lot and in the lobby, assisting with mail and packages, valeting guest vehicles in a safe and timely manner and inspecting lot conditions for trash or hazards.

Functions

- Greeting residents and guests alike by opening doors and smiling
- Valet guest vehicles to the designated lot in a safe and efficient manner
- Assist with packages, deliveries and luggage
- Keep the lot and lobby hazard and trash free
- Reports all disciplinary problems to the supervisor
- Maintain safety in the lot and lobby at all times. Ex: Calling emergency services in case of emergency
- Oversee the surveillance system and notify the proper authority if encountered with suspicious activity
- Night Runners (11pm-7am) must hit checkpoints once every hour



Employment Standards

- Proven leadership capabilities
- Planning, organization and prioritization
- Analytical problem solving
- Management control
- Interpersonal sensitivity
- Understand and follow protocol for the proper lines of communication
- Clear understanding of company mission and values
- Ability to work independently and as part of a team

POLICIES

Dress Code Policy

- Clothing considered suitable for hanging out, hunting, yard work, exercise sessions, or social events is not appropriate for the work environment.
- You are required to wear the MVP polo on all days.
- Black pants or (in most buildings) black cargo shorts are required.
- Black sneakers or dress shoes are required.
- Your clothes should never be wrinkled and your shirt must stay tucked in.
- Torn, dirty, or frayed clothing is unacceptable.
- If you are cold you must purchase an MVP sweater/windbreaker. No other sweaters will be acceptable.
- Employees must be well groomed at all times. Messy beards, untamed hair and unruly body odor are not permitted in any location.

DRESS CODE POLICY

Footwear and Misc.

- Shoes and Footwear: Black sneakers or dress shoes are acceptable in any location.
- Flip-flops, slippers, and any shoe with an open toe are not acceptable.
- Inappropriate attire for work includes:
 - a. Any polo that is not an MVP uniform
 - b. Basketball shorts
 - c. Jogging pants
 - d. Jeans of any kind
 - e. Any jacket/sweater that is not MVP uniform



Jewelry, Makeup, Perfume, and Cologne

- Jewelry, makeup, perfume, and cologne should be in good taste. Remember, that some co-workers, customers or visitors may be allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.
- Body piercing should be limited and in some instances removed or covered, in order to compile with safety regulations.
- Tattoos should be limited and in some instances covered, especially if they may be offensive to co-workers, customers or visitors. The use of an arm sleeve is permitted if tattoos are present.

Hats and Head Covering

- Hats are not appropriate in any location.

If clothing fails to meet these standards, as determined by the employees and supervisor, the offending employees will be reprimanded in accordance with the disciplinary policies and procedures of the company. If the problem persists, progressive disciplinary action will be applied for each dress code violation.

Tobacco Free Workplace Policy

Most Valuable Parking's Tobacco Free Policy is dedicated to providing a healthy, comfortable, and productive work environment for our employees. Numerous studies have found that secondhand smoke is a major contributor to indoor air pollution. Breathing secondhand smoke (also known as tobacco smoke pollution) is a main cause of disease in healthy nonsmokers, including heart disease, stroke, respiratory disease, and lung cancer. The National Cancer Institute determined in 1999 that secondhand smoke is responsible for the early deaths of up to 65,000 Americans annually. The Americans with Disabilities Act, which requires that disabled persons have access to public places and workplaces, deems impaired respiratory function to be a disability. The U.S. Surgeon General has determined that the simple separation of smokers and nonsmokers within the same air space may reduce, but does not eliminate, the exposure of nonsmokers to secondhand smoke. The Environmental Protection Agency has determined that secondhand smoke cannot be reduced to safe levels in businesses by high rates of ventilation. Air cleaners, which are only capable of filtering the particulate matter and odors in smoke, do not eliminate the known toxins in secondhand smoke. A significant amount of secondhand smoke exposure occurs in the workplace. Employees who work in smoke-filled businesses suffer a 25-50% higher risk of heart attack and higher rates of death from cardiovascular disease and cancer, as well as increased acute respiratory disease and measurable decrease in lung function. Smoke-filled workplaces result in higher worker absenteeism due to respiratory disease, lower productivity, higher cleaning and maintenance costs, increased health insurance rates, and increased liability claims for diseases related to exposure to secondhand smoke. In light of these findings, Most Valuable Parking shall be entirely tobacco free. Smoking shall not be permitted in any enclosed area. This includes common work areas, offices, lobbies, conference and meeting rooms, private offices, elevators, hallways, cafeterias, employee lounges, stairs, restrooms, vehicles, and all other enclosed facilities. This policy applies to all employees. Copies of this policy shall be distributed to all employees.

WWW.NO-SMOKE.ORG This policy in no way supersedes the county/school policy.



Drug Free Workplace Policy

Most Valuable Parking is committed to providing a safe work environment and to promoting and protecting the health, safety, and wellbeing of our employees. This commitment is jeopardized when any MVP employee engages in use, possession, sale, conveyance, distribution or manufacture of illegal drugs, intoxicants, controlled substances or abuses prescription drugs or alcohol. Substance abuse is a significant public health problem, which has a detrimental effect on the business community in terms of productivity, absenteeism, accidents, medical costs, theft, and workers' compensation costs. Therefore, MVP has established the following policy:

- It is a violation of company policy for any employee to use, possess, sell, convey, distribute, or manufacture illegal drugs, intoxicants, or controlled substances, or to attempt to do the same.
- It is a violation of company policy to use or be under the influence of alcohol anytime during hours of business operation while on or using company property.
- It is a violation of company policy for anyone to use prescription drugs illegally. It is the responsibility of the employee to report the use of prescribed drugs, that MAY (per warning labels provided by the pharmacy) affects the employee's judgment, performance, or behavior.
- Violations of this policy are subject to disciplinary action up to and including termination of employment and expulsion from school per your county school board policies. MVP values its employees and recognizes the need for a balanced approach to achieving a drug free workplace. Our comprehensive program includes the following components: Most Valuable Parking's drug free workplace policy is intended to comply with all state laws governing drug and alcohol testing and is designed to safeguard employee privacy rights to the fullest extent of the law.

Weapon-Free Workplace Policy

The purpose of this policy is to ensure that MVP maintains a workplace safe and free of violence for all employees, the company prohibits the possession or use of perilous weapons on company property. A license to carry the weapon on company property does not supersede company policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination or expulsion from the Simulated Workplace program. School and county policies for disciplinary measures regarding weapons on a school campus will be upheld. All company employees are subject to this provision, including contract and temporary employees, visitors and customers on company property. "Company property" is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property. "Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that

might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy. Most Valuable Parking reserves the right at any time and at its discretion to search all company-owned or leased vehicles and all vehicles, packages, containers, briefcases, purses, lockers, desks, enclosures and

persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including a termination. This policy is administered and enforced by the Simulated Workplace supervisor and school administration.



Cell Phone Policy

The cellular phone policy applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to email whether the device is company-supplied or personally owned. Cell Phones or Similar Devices at Work To ensure the effectiveness of instruction/hands-on activities, in addition to safety of all employees; all employees are asked to leave cell phones in the break room locker out of the working environment. Nevertheless, on the unusual occasion of an emergency or anticipated emergency that requires immediate attention, please inform your supervisor and ask for guidance. Employees who violate this policy will be subject to disciplinary actions, up to and including EMPLOYMENT TERMINATION.

This policy in no way supersedes the county policy.

Computer and Internet Policy

Voice mail, email, and Internet usage assigned to the concierge computer or telephone extensions are solely for the purpose of conducting Company business. Some job responsibilities at MVP require access to the Internet and the use of software, in addition to the Microsoft Office suite of products. Only people appropriately authorized, for Company purposes, may use the Internet or access additional software.

Internet Usage

Internet use, on MVP's time, is authorized to conduct Company business only. Internet use brings the possibility of breaches to the security of confidential Company information. Spyware allows unauthorized people, outside the Company, potential access to Company passwords and other confidential information. For this reason, and to assure the use of work time appropriately for work, we ask employees to limit internet use. Additionally, under no circumstances may Company computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related Internet

sites. Doing so can lead to disciplinary action up to and including TERMINATION OF EMPLOYMENT. Viewing pornography, or sending pornographic jokes or stories via email, is considered SEXUAL HARASSMENT and will be addressed according to the company's sexual harassment policy.

Emails That Discriminate

Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be addressed according to the company's harassment policy. These emails are prohibited at MVP. Sending or forwarding non-business emails will result in disciplinary action that may lead to EMPLOYMENT TERMINATION

Company Owns Employee Email

Keep in mind that the Company owns any communication sent via email or that is stored on company equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time. Do not consider your electronic communication, storage or access to be private if it is created or stored within the company networking system.



Social Media Policy

MVP recognizes the importance of the Internet in shaping public thinking about your company and our current and potential products, employees, partners, and customers. MVP also recognizes the importance of our employees joining in and helping shape industry conversation and direction through blogging and interaction in SOCIAL MEDIA. Consequently, these guidelines in this blogging and social media policy will help you make appropriate decisions about your work-related blogging and the contents of your blogs, personal websites, postings on wikis and other interactive sites, postings on video or picture sharing sites, or in the comments that you make online on blogs, elsewhere on the public Internet, and in responding to comments from posters either publicly or via email. These guidelines will help employees open up a respectful, knowledgeable interaction with people on the Internet. They also protect the privacy, confidentiality, and interests of (Name of Company), as well as current and potential products, employees, partners, customers, and competitors.

Guidelines for Interaction about MVP on the Internet

- If employees are developing a Web site or writing a blog that will mention MVP and/or current and potential products, employees, partners, customers, and competitors, identify that you are an employee of MVP and that the views expressed on the blog or Web site are yours alone and do not represent the views of the company.
- Unless given permission by your supervisor; employees are not authorized to speak on behalf of MVP, or to represent that you do so.
- If you are developing a site or writing a blog that will mention MVP and/or current and potential products, employees, partners, customers, and competitors, as a courtesy to the company, please let your manager know that you are writing them. Your supervisor may choose to visit from time to time to understand your point of view.

Confidential Information Component of the Blogging/Social Media Policy

- Employees may not share information that is confidential and proprietary about the company. This includes information about trademarks, finances, number of employees, company strategy, and any other information that has not been publicly released by the company.
- These are given as examples only and do not cover the range of what the company considers confidential and proprietary. If you have any question about whether information has been released publicly or doubts of any kind, speak with your manager and the Public Relations department before releasing information that could potentially harm MVP or our current and potential clients, employees, partners, and customers. Employees may also want to be aware of the points made in the non-disclosure agreement signed when they joined MVP.
- Company logos and trademarks may not be used without explicit permission in writing from the company. This is to prevent the appearance that employees speak for or represent the company officially. Respect and Privacy Rights Components of the Blogging/Social Media Policy
- Speak respectfully about the MVP and current and potential employees, customers, partners, and competitors. Do not engage in name calling or behavior that will reflect negatively on MVP reputation. Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favorably by MVP and can result in disciplinary action up to and including EMPLOYMENT TERMINATION.
- MVP encourages employees to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about MVP and its employees, partners, and products.
- Honor the privacy rights of current employees by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.

Competition Component of the Blogging Policy

- Employees may not sell any service that would compete with any of MVP services without permission in writing from the president. If in doubt, talk with your manager and the president.



Your Legal Liability Component of the Blogging Policy

• Recognize that you are legally liable for anything you write or present online. Employees can be disciplined by the company for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a HOSTILE WORK ENVIRONMENT. Employees can also be sued by company employees, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

Media Contact Component of the Blogging Policy

• Media contacts about MVP and current and potential employees, partners, customers, and competitors should be referred to your supervisor.

I understand that Florida is an “at-will” employment state, meaning that MVP can terminate my employment at any time and without any advance warning. However, even with my employment being “at-will,” my employer cannot terminate my employment for an illegal reason.

Employee Signature

Date

Policy Against Workplace Harassment

MVP is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and to show respect for their co-workers. MVP commitment begins with the recognition and acknowledgment that sexual harassment and other types

of discriminatory harassment are, of course, unlawful. To reinforce this commitment, MVP has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes field trips and school-related social events. MVP property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. MVP policy against harassment covers employees and other individuals who have a relationship with MVP which enables MVP to exercise some control over the individual’s conduct in places and activities that relate to MVP work (e.g., directors, officers, contractors, vendors, volunteers, etc.).

Prohibition of Sexual Harassment: MVP policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with a employees work performance or creating an intimidating, hostile, humiliating, or offensive working environment. While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts. Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life; (2) sexually oriented comment on an individual’s body, comment about an individual’s sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into one’s sexual experiences; or (7) discussion of one’s sexual activities. While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful. It is also unlawful and expressly against MVP policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment: It is also against MVP policy to engage in verbal or physical conduct that denigrates or



shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an

individual's employment opportunities. Depending on the circumstances, the following conduct may constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in MVP premises such as on an employee's desk or workspace or on MVP equipment or bulletin boards. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above. It is also against MVP policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee, report the incident immediately to your supervisor or principal. Possible harassment by others with whom MVP has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken. MVP will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. MVP's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred. If MVP determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the supervisor or principal.



Attendance Policy

Defined Absences:

- “Excused”
 - Planned absence for a doctor appointment with an accompanying doctor note upon return.
- “Unexcused”
 - Unplanned absences for any reason not accompanied by a doctor’s note.

Planned absences will be requested, in writing and before the planned absence, with the supervisor. Planned absences must be accompanied with a doctor’s note upon return.

ALL unplanned absences (sick days) will require the employee to call and/or email the supervisor a week prior and give notification and reason for an unplanned absence. Even if a doctor’s note will be presented upon return. Each unexcused absence will result in a penalty, which will decrease the company’s overall net worth. (refer to employee handbook)

Safety Policies and Procedures

MVP Safety Program

Any policy, procedure or training used by the company to further the safety of employees while working within the Simulated Workplace environment is considered part of a workplace safety program. Workplace safety programs to reduce work-related injury and illness are concerned with:

- Promoting and rewarding safe practices at work
- Reducing injuries and illnesses at work
- Eliminating fatalities at work

MVP Injury and Illness Prevention

According to OSHA, work-related injury and illness prevention falls into three categories in order of priority:

engineering controls, administrative controls, and personal protective equipment controls. The Simulated Workplace has adapted this list to make it more applicable to career CTE programs:

- Administrative controls
- Written procedures and safe work practices
- Exposure time limitations (temperature and ergonomic hazards)
- Monitor use of hazardous materials
- Alarms, signs and warnings
- Buddy system
- Training

MVP safety initiatives can be as simple as closing and locking the front door; replacing burned out lights inside and out; closing drawers before walking away from the desk or file cabinet; knowing and using proper lifting techniques; providing adjustable workstations to accommodate differences in people’s stature and weight to eliminate repetitive motion, back, neck and shoulder injury; and using the proper tool for the job in an appropriate fashion. These and other basics should be



universally adopted safety procedures in any workplace.

Standard Operating Procedure

Arriving ready and on time

- Make sure that when you arrive at your post that you are fully uniformed in MVP attire. Have your shirt tucked in and your belt on.
- You must arrive properly groomed. No messy hair, or unruly beards will be tolerated. Nails must also be trimmed to a proper length.
- Any visible tattoos should be covered beforehand with appropriate arm sleeves or under shirts.
- Remove any hats, headbands, sunglasses or any other head apparel that are not authorized by MVP before you arrive at your post.
- Hygiene is important! Keep your hands clean as much as possible.

If you are running late to your shift

- Call ahead and notify a supervisor or the personnel from the prior shift to let that person know you're running late.
- Anything past 15 minutes will result in a loss of an hour and given to the prior shift.

Clocking in

- Use the clock in system or the time sheet at the podium to clock in.
- If there is someone you are taking over for, be sure to get filled in on any important information on vehicles, residents or events that may be occurring on the property.

If you cannot clock in

- Notify a supervisor with exact times.
- Make note of your time in and time out until changes can be made to the clock in the system.

Managing your space

- Now that you have logged in remember to keep your head up.
- Greet any residents or guests that pass by.
- Open lobby doors whenever possible.

When a guest arrives

- Open the guest's vehicle door if possible.
- Friendly greeting/welcome to (name of building).
- Ask if they need a hand with luggage or anything else, if so assist as much as possible.
- Hand the bottom portion of the ticket(retrieval ticket) to the guest.
- Attach the top portion(key identifier) of the valet ticket to the guests keychain if possible.
- Place the center portion of the valet ticket(vehicle identifier) on the dash.
- Enter the drivers side of the vehicle and DO NOT move the seat back.



If the guest would like to self park

- Use building rules to determine if this would be allowed.
- If it is allowed, make sure to give the guest a vehicle identifier to place on the dash of their vehicle.
- Take note of the vehicle and license plate number.
- Inform the guest that they operate in the garage at their own risk.

Inspecting the Vehicle before entering

- Inspect the vehicle for any scratches, dings or dents.
- Make note of any and all blemishes.

Driving the vehicle to the garage/lot

- Beware of your surroundings.
- Turn down radio volume but do not change the station.
- Make your way slowly to the lot.
- Obey any and all street signs, lights, rules and regulations when driving.
- Use the vehicles turn signals whenever making a right or left.

Radio volumes should be lowered and then the radio turned off so that the retracting antennas will lower. The purpose of lowering the volume is to avoid startling guests when they turn on the radio after claiming their vehicle.

Backing in the vehicle to the parking spot

- Use all available mirrors to navigate into the desired parking space.
- Beware of hazards/columns when backing in the vehicle.
- Always use caution when entering and slowly back into the desired parking space.

Always back vehicles into spaces. This practice allows retrieving valets, who are rushed, to be able to look forward as they leave the parking space, which is much safer than backing out. As many vehicles are equipped with automatic locking devices, always remove keys before closing the doors of the vehicle.

Securing the vehicle

- When exiting the vehicle make sure not to hit the car door with other cars or columns.
- Take a look at the parked vehicle and make sure there is enough space to get in and out of the vehicle.
- Make sure there is enough space for others to enter or exit their appropriate vehicles.
- The vehicle identifier ticket should be noticeable and displayed upright.
- If any windows were down, bring them up.
- Lock the vehicle doors.

Securing the key after parking

- Once the vehicle is secured, clip the vehicle key along with the key identifier onto your second key hook to prevent losing keys.



Jogging back to your post

- As you jog back to your beware of trash, traffic or hazards along the way.
- Pick up any trash in the lot/garage/passeo along the way.

Securing the key into the podium

- Remove the key and key identifier from your second key hook.
- Unlock the podium and place the guest's key on a hook.
- Make sure the key is placed in the correct numerical sequence. ex: identifier(22), identifier(23), retrieved(24), identifier(25)
- Once the key is placed in the valet podium, lock the podium.

If the key does not have a key ring

- Place the key in a kangaroo pouch along with the key identifier ticket.
- Make sure the key identifier ticket is placed in front of the key and fully visible.
- Once the key is placed in the valet podium, lock the podium.

In between guests

- Make sure to keep traffic in your lane/runway/passeo to a minimum.
- Keep your podium neat and clear of trash.
- Stay alert for approaching guests and passerbys.
- Greet anyone and everyone in your vicinity.

A guest arrives to retrieve a vehicle

- Greet the guest and smile.
- ask for the retrieval ticket to match the number to a key identifier in your podium.
- Tell the guest you will be back soon with their vehicle.

Retrieving a guest's vehicle

- Lightly jog to the lot/garage.
- Use caution jogging to the lot/garage.
- Use the retrieval ticket and key identifier to match the vehicle identifier ticket displayed on the dash.
- Once you have matched the tickets, unlock the vehicle and enter the drivers side.
- Be careful with other surrounding vehicles or columns when opening the car door.



The following are ideal levels of service (LOS) for wait times when claiming vehicles

Table 1: Valet Wait Times -- Level of Service (LOS)

LOS	Wait Time (1)
A	Less than 3 minutes
B	3 - 4 minutes
C	4 - 5 minutes
D	5 - 7 minutes
F	Exceeds 7 minutes

Arriving patrons must not be made to wait in their vehicles for any substantial length of time before they are greeted and attended to. Ideally the vehicle should be retrieved between wait times of **A** and **B**.

Driving the vehicle back to the guest

- Begin to drive the vehicle back to the guests in a calm manner.
- Do not speed, regardless of how long it has taken you.
- Once you arrive at the guest, make a slow stop and place the vehicle in park.
- Open the car door and wait with your hand on the handle for the guest to step inside the vehicle.
- Say farewell and accept any tip they offer with a smile and a thank you.
- Close the drivers door and walk back to your post.

If the guest does not tip

- If the guest does not tip, you may not under any circumstance demand a tip.
- Close the drivers door and walk back to your post.