



MVP

STANDARD OPERATING PROCEDURE



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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'RE 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.

LATE

CLOCKING IN



- Use the clock in system or the time sheet at the podium to clock in or write down your clock in time.
- If you are using a timesheet, make sure your handwriting is legible.
- Do not under circumstance clock in or log in for any other employees.

- If you are caught forging timesheets for you or any other employee this could result in immediate termination.
- If there is someone you are taking over for, (prior shift) be sure to get filled in on any important information about vehicles, residents or events that may be occurring on the property.



CLOCK IN

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



IF YOU CANNOT



KEEPING A NEAT WORK AREA

- Stay alert for incoming guests or residents.
- Greet any guests or residents that pass by.
- Open lobby doors whenever possible.
- If you have a water bottle make sure it is secure and not dripping any liquid.

WHEN A GUEST

IF THE GUEST WOULD LIKE TO SELF PARK

- Use building rules to determine if this would be allowed.

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 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. change the station.
- Turn down radio volume but do not



- Obey any and all street signs, lights, rules and regulations when driving.
- Use the vehicle's turn signals whenever making a right or left.
- Make your way slowly to the lot.

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 guest's 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.

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.

- Use the retrieval ticket and key

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.