



Arguably, the three greatest innovations of modern civilization are air conditioning, the computer chip, and especially....**Valet Parking.**

Facts on successful management of a valet operation:

Quoting Richard Raskin joined Walker Parking Consultants in the USA in Los Angeles. He had previously worked for the Beverly Hilton hotel in the capacity of Director of Guest Services.

- Among his duties was the operation of the valet parking department and a **500** space self-park garage. The valet operation was responsible for hotel guest parking, as well as valet parking for over 200 major events a year. These events included The Golden Globe Awards, and the Carousel of Hope the largest charity ball in the world.*
- The valet department at the Beverly Hilton was consistently judged to be one of the most courteous and efficient operations in the nation.*
- The parking department earned in excess of **\$2,400,000** in annual gross revenue.*



Valet services are thus useful in the following situations:

- Hospitals and medical centers, in which patrons are often unable or unwilling to walk any distance.
- Hotels and resorts, so that guests can take their luggage directly into the lobby.
- Restaurants, allowing customers to enjoy dining without the travails of searching for what may be inconvenient parking.
- Special events, such as weddings or banquets, in which attendees are usually in formal dress and a long walk from parking is tiresome and sets a poor standard.
- Both on and off airport parking operations, saving frequent business travelers the time involved in hunting for available parking and then finding their way to the terminal. Upon returning, travelers can call from the arrival gate and have their vehicle waiting for them before they get out of the terminal.

Valet parking industry:

Years ago, valet parking was strictly the realm of high-end hotels, country clubs, and select restaurants. Today, one can find valet operations flourishing at airports, hospitals, and even shopping malls. We can expect valet operations to be able to grow as the need to provide better services continues to be a goal of most industries.

There are other companies using different kinds of technologies for the valet parking industry such as: kleverlogic in the US (a very costly service), SMS valet, avpmi etc... but none of them equals our application and material. Most of these companies still use ticket papers for their daily operations, we don't.

In today's parking industry none of the above can measure with VP **biometric** solution. Our equipment comes with interfaces that allow hotel valet operations the ability to attach charges directly to a guest's room before they've even checked in at the front desk. Our equipment will take digital photos of all four sides of a vehicle as it is being taken in and out of the parking garage, allowing the valet operator to have irrefutable proof of pre-existing damage to a vehicle. With our "**touch screen new system**" and **Web App**, customers will have their vehicle retrieved and waiting for them.

VP New System:

It has been designed and manufactured to fit perfectly the valet parking industry to:

- Gain time
- Save money

The valet parking solution is a Must Have

The App focuses on security and gives a follow up in real time of each vehicle and employee to the administrator.

Each customer has “**his finger print anonymously**” associated to his vehicle plate, phone number and parking spot.

The monitoring helps the business evolve and keep track of **all transactions.**

Calculating Level Service

Valet parking has its own levels of service that do not approximate those in the rest of the parking industry. As valet parking is more of a service than it is anything else, service levels should be built on foundations established in the service industry.

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

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

<u>LOS</u>	<u>Wait Time</u>
A	Less than 4 minutes
B	4 - 6 minutes
C	6 - 8 minutes
D	8 - 10 minutes
F	Exceeds 10 minutes

- A key factor in wait times, for establishing a service good level, is the distance between the entrance and the location of the parked vehicles
- If the area where the vehicles are parked is over six minutes away, the LOS can never be better than a C.

Valet operations with remote parking areas will be best operated with our new system of "**touch screen**" to help cut down on wait times.

Scheduling valet attendants should be based on the following two factors:

- Hourly activity levels for both arriving and departing patrons
- Time needed to park and retrieve vehicles

The following is a sample operation:

1. A hotel operation averages 50 departing guests' vehicles per hour in the morning hours.
2. There are generally about 15 vehicles arrivals per hour during the same period.
3. It takes a valet 5 ½ minutes to park a vehicle and return to the entrance.
4. It takes 4 ¼ minutes to retrieve each vehicle and bring it to the awaiting guests.

The table below provides calculations for staffing the attendants for the morning shift at this hotel.

Valet Attendant Staffing Calculation

Activity		Activity Time	Total Time
Arriving Vehicles	15	5.50 Minutes	82.5 Minutes
Departing Vehicles	50	4.25 Minutes	212.5 Minutes
Totals	65		295.0 Minutes

Arriving customers, on the other hand, must not be made to wait in their vehicles for any substantial length of time before they are greeted and attended to.

Usually customer's expectations while valet parking in and out, are:

- No waste of time
- No more tickets (lost or stolen)
- Security service (damages)....

"No more waiting for your car... Your car waits for you"

Why choose Planet touch:

- At arrival : customer provides his finger print and his phone number to the Valet
- A picture of the car and the license plate is taken
- A link is sent directly to customer's mobile
- At departure: customer clicks on the link to retrieve his car

VP is about Service and Time optimization

This solution is perfectly fitted for our customers to help their business grow.

In the administration console the manager supervises in real time the employees and the parking lot with complete security.

