Valet Link Proposal

From what I have observed during my time working alongside the Valet team, there are a few processes that can be more efficiently approached through the use of a technological substitute or tool.

The current state of the **Process** is as follows:

1. The Cashier must retrieve the key in question when an Hourly vehicle or a Doorman’s vehicle is requested or scanned.
2. The Cashier must observe time noted on the key and calculate the amount of time that has passed since the guest’s arrival.
3. The Cashier must calculate the amount that the guest should be charged.

What I have observed is an increase in stress, uncertainty, and unnecessary energy expenditure by the cashier to calculate and process information when this scenario is encountered.

I have developed an application that would bridge the gap for this inefficiency, and I believe the following benefits would be experienced almost immediately:

1. Reduction of human calculation errors.
2. Reduced stress by reducing responsibilities and diversion from tracking information.
3. Reduced time necessary to charge guest.
4. Coherent consolidation of charges.

I believe that this would be a pivotal tool to implement, and it would vastly improve the experience and efficiency of the Cashiers and Doormen while reducing the stress of the already stressful role. I’d be more than open to discussing this further and even providing a demo of the technology.

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