Seattle Space Needle New-Hire Handbook

 Chapter 22 - Valet Parking

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The Space Needle’s main goal is to offer a world-class experience for its guests; this starts with you and the valet. This chapter covers your tasks and responsibilities as a valet attendant.

# Arriving & Departing

This section explores the process for a guest’s arrival and departure at the valet.

## Incoming Guests

### Greeting Customers

Approach customers with a genial attitude to promote a welcoming environment. Inquire about the guest’s plans to accurately determine the best parking rate for them.

You need to know how to entice a guest to use the valet service.

### Parking Rates

The rates for valet parking at are listed in Table 1. Prices are subject to change due to events of the Space Needle or the Seattle Center. It is your responsibility to be aware of any price change.

Failure to accurately report the current rates may result in confusion.

Table 1: The Hourly Rates for Valet Parking

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Destination | 0 – 3 Hours | 4 Hours | 5 Hours | 6 Hours |
| SkyCity Restaurant | $13 | $15 | $18 | $21 |
| Observation Deck | $26 | $29 | $32 | $35 |
| Chihuly Museum | $26 | $29 | $32 | $35 |
| General Parking | $36 | $39 | $42 | $45 |
| Sources:  “Hours and Directions” *Space Needle*. spaceneedle.com., n.d. Web. 21 Oct. 2017. | | | | |

Notice that the first three hours of any destination is a flat rate. For each additional hour, three dollars is added to the customer’s grand total.

## Outgoing Guests

### Paying for Parking

Understand how to operate the cash register in event that the cashier is preoccupied. The customer is required to pay the listed predetermined rate. Taking note of any comments or concerns the customer may have, and/or answering any questions can lead to improvements in your and the valet’s performance.

The same level of hospitality as a guest’s arrival is expected of you when guests are leaving the Space Needle. This shows consistency

### Retrieving a Vehicle

Return the customer’s vehicle while displaying the utmost care and respect. Ensure the vehicle’s keys are safely inside before exiting to avoid confusion. Make sure you ask the guest if any directions are needed, or for any additional questions.

Being respectful of the customer’s vehicle shows that you care.

# Parking Vehicles

There are two areas where the valet maintains customer vehicles: the main driveway, and the garage under the KOMO building.

## The Roundabout

At the end of the main driveway to the Space Needle, is the roundabout; consisting of 25 parking spaces exclusive to the valet. Parking vehicles in backwards allows for a quick vehicle return at the end of the guest’s visit. Handing the vehicle’s keys to the cashier prevents lock-outs.

You must be wary of your surroundings while operating a vehicle on the Roundabout as it sees major foot traffic throughout the day.

## KOMO Garage

The Roundabout often hits capacity during busy seasons or events; rarely is it used during Winter months. You must park a vehicle backwards in one of the 30 spaces the valet reserves in the KOMO garage. It is your responsibility to secure vehicle keys in the designated lock-box before leaving the garage.

Moving overflow to the KOMO garage allows the valet to serve more guests.

# Ensuring Safety

The safety of you, visitors, and customer vehicles is always the main priority.

## Dealing with Accidents

### Reporting Incidents

When you are involved in an accident, contact the security office immediately. You, and any attendant who was present, are required to complete a witness statement. The security office will review footage from the cameras the day of the incident, and notify your supervisor promptly.

You need to be careful operating guests’ vehicles to avoid consequences.

### Insurance Policy

The Space Needle covers any damage to vehicles you cause.

That being said, don’t take this for granted, as too many incidents can result in your termination. Stay safe and keep inside your comfort level.

## Dealing with Third Parties

Contact the security office to report any suspicious behavior of any guest that is displaying inappropriate or unwanted actions. Allowing a security officer to handle the situation is the correct way to deal with third parties.

Knowing how to handle situations regarding visitors that are soliciting about or causing trouble keeps others safe.

# References

* “Hours & Directions.” *Space Needle*. spaceneedle.com, n.d. Web. 21 Oct. 2017.
* “What's UP for the Holidays at the Space Needle.” *Space Needle*. spaceneedle.com., n.d. Web. 24 Oct. 2017.

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