



**HOTEL
SERVICES**



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Our **SP+ Hotel Services** operating division focuses *exclusively* on the hotel market, so our personnel are experts at anticipating and meeting the service-oriented needs of the hospitality industry. We deliver red-carpet valet, self-park and transportation services with a four-star customer service flare. Our extensive knowledge of what makes a hotel special for its guests begins and ends with the delivery of excellence in customer service.

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Parking Management

We're the industry leader in developing high quality parking and valet programs at four-star hotels across the country.



Valet Parking

We raise "white glove" valet service to a whole new level. Guided by the highest standards of the service and hospitality industry, our employees project a professional image and deliver service levels commensurate with that of the hotels they serve.

- > Attractive staging areas
- > Text / call ahead retrieval service
- > Doorman services
- > Baggage handling

Parking Facilities and Technology

Our clients benefit from the latest parking technologies available for the hotel environment. We help clients procure, install and test parking equipment, and implement customized guest arrival and departure procedures.

- > Self-park operations
- > Equipment procurement
- > Revenue controls
- > Pricing optimization
- > Pro forma development and financial analysis

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Staffing and Training

All our employees understand and embrace the importance of their roles as the first and last points of contact with hotel guests. By coordinating our training and employee orientation programs with hotel operations, we promote a superior customer and guest experience.

- > **SP+ University™** training
- > Automated workforce management
- > Valet Code of Conduct
- > Curbside amenities

We're More Than Parking

SP+ professionals can provide an expanded range of expertise and services to the hospitality industry.

Transportation

SP+ Transportation operates a well-maintained fleet of shuttle vehicles that can transport hotel guests to and from airports and nearby attractions. Our roster of transportation services includes fleet procurement and maintenance, as well as routing and scheduling.

- > Vehicle selection and financing
- > ADA compliance
- > Routing and scheduling
- > Employee, staff and guest options

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Facility Maintenance

SP+ Facility Maintenance offers a wide range of cleaning, painting and repair services to keep hotel parking facilities looking crisp and appealing.

- > Power sweeping
- > Painting
- > General housekeeping
- > Concrete and asphalt repairs

Safety and Security

Our hotel parking facilities are always clean and well-lit, with easy-to-follow pedestrian way-finding signage and clearly marked emergency signs and exits. In select markets our **SP+ Security** team can provide professionally trained and licensed security personnel to address enhanced safety and security needs.

- > Security officer services
- > Integrated security systems
- > Risk management reviews
- > Vehicle escort services

Learn More About SP+

We are committed to delivering added value to our clients through innovation, sustainable practices, new technology and diverse subject matter expertise.

Please visit our website for more information on our complete line of services.

www.spplus.com

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