



*America's Exclusive Healthcare Parking,
Transportation, and Hospitality Provider.*

DRIVING SAFETY GUIDELINES

ALL ACCIDENTS ARE PREVENTABLE. Most are caused by careless driving. Safe driving can be accomplished by following certain simple steps. **JUST MAKING THE RIGHT CHOICES** in your daily driving. It is a proven fact that by following these guidelines you will improve on your driving as well as making your work environment safer.

Because of the importance of safety issues, any team member who violates these safety guidelines will be reviewed with possible termination.

STEP 1: BEFORE ENTERING THE VEHICLE THAT NEEDS TO BE PARKED

- Conduct a damage check of the vehicle and document on the ticket
- Watch for pedestrians and other vehicles to make sure it is safe to enter throughway.
- View the area and vehicles around the one you wish to park
- Make sure there is plenty of room to maneuver the car you are parking
- Check to determine if there is another vehicle that should be moved or parked before the one you have chosen.
- If you need assistance or feel uncomfortable, **ASK FOR HELP!**
- **MAKE THE RIGHT AND SAFE CHOICES.**

STEP 2: AFTER ENTERING THE VEHICLE

- Before you do anything put your foot on the brake.
- Make sure you know if the car is on or off. **DO NOT TRY TO START** an already started car.
- Check to make sure if the vehicle is standard or automatic.
- Check to determine if the vehicle is equipped for operation by a disabled person (equipped with hand controls or other special equipment). If so, contact your supervisor and **DO NOT** operate the vehicle.
- Move visors into the up position. Make sure your pen is capped or retracted.
- Make sure the driver's seat is in a safe position for you to drive. If not, you may move the seat, but return it to the position it was in after you finish parking the vehicle.
- Once you have started the vehicle and it is ready to be parked, turn off the radio or turn the volume down all the way. Check around you to be sure the situation has not changed and it is still safe for you to move the vehicle.
- Be extremely careful with oncoming traffic or pedestrians. **NEVER DRIVE IN REVERSE UNLESS YOU ARE PARKING THE CAR OR YOU HAVE A TEAM MEMBER PRESENT TO GUIDE YOU – NO EXCEPTIONS.**
- Use your horn as dictated or needed.

STEP 3: *ENTERING THE PARKING AREA*

- Remember to follow the speed limit established at the location.
- ALWAYS turn headlights on at night or when in a parking garage.
- Be aware of pedestrians and other moving vehicles.
- Always keep your eyes on the road, not in the vehicle (adjusting radio, looking for ticket, etc).
- Never use a phone while driving
- MAKE THE RIGHT AND SAFE CHOICES.

STEP 4: *BACKING THE VEHICLE INTO A PARKING SPACE*

- Set the vehicle up in the best position to begin backing up (this should be the only time you operate the vehicle in reverse without a team member assisting)..
- Make sure you back the vehicle slowly and safely, look over right shoulder unless vision is obstructed, ask for assistance if needed.
- Back up at idle speed with you FOOT ON THE BRAKE. Your foot should not be on the accelerator at all when backing up.
- Take your time and never open the door when the vehicle is moving.
- If there are posts (pillars) near the space, as the vehicle is midway in the space, stop, look left and look right making sure you are aligned properly for the vehicle to clear the posts.
- If space allows, use every other space. Use only the designated space for large and over height vehicles.
- Make sure you leave plenty of room on all sides of the vehicle and leave the tires pointed straight.
- Do not use curb stops or any other objects to bring the car to a stop. Leave at least 4 inches between the bumper and wall or other objects. If you are not sure how close you are ask for help or get out and look. As a good practice, you should always have another valet guide you into a space.
- Make sure the vehicle is in Park, set the emergency brake on a manual transmission.
- Close all windows, lock all doors and use caution when opening door so as not to damage other vehicles.
- MAKE THE RIGHT AND SAFE CHOICES.

STEP 5: *RETRIEVING A VEHICLE OUT OF PARKING SPACE*

- Before entering the vehicle, make sure the front wheels are aligned straight.
- Always check the distance you have around the vehicle. Ask for assistance if needed.
- Put your foot on the brake!!!
- Check to see if the vehicle is manual or automatic. Depress the clutch if manual, to start.
- Turn the headlights on if it is dark, if the weather is inclement, or upon entering a garage.
- Make sure you pull forward slowly first, then turn the wheels to give clearance to the vehicles next to you.
- Make sure you have a clear path, honk you horn before and during your exit, check both directions for traffic or pedestrians.
- MAKE THE RIGHT AND SAFE CHOICES.

STEP 6: TAKING THE VEHICLE TO THE FRONT FOR A GUEST

- Before gaining ANY speed check the brakes for operation. If they feel unsafe, stop immediately and contact your manager.
- Follow all signs, safety rules, traffic patterns, and speed limits.
- Use your horn at intersections and where visibility is limited.
- Stop the vehicle at the pickup point in the staging area. Make sure it is in park (or neutral with the E-Brake set if manual transmission). If the E-brake does not work, put the vehicle in gear and turn it OFF.
- Watch for pedestrians and other vehicles to make sure it is safe to exit the vehicle.
- Place vehicle in park. Make sure your foot is off the brake and the vehicle is STOPPED before opening the door to exit.
- When it is safe exit the vehicle and assist guests into the vehicle.
- Make sure the guests are in the vehicle before closing the door.
- Do not walk away from the vehicle until you have thanked the customer and closed the door.
- MAKE THE RIGHT AND SAFE CHOICES.

Note: Vehicles that may be hazardous to operate should not be accepted. Deficiencies such as bad brakes, non functioning or burned out headlights and/or brake lights, disabled vehicles with the driver's seat removed, vehicles with expired state inspection stickers, or any condition that a **supervisor** determines to present a liability issue will be cause to refuse service. The supervisor will tactfully (following the guidelines of ParkMed Hospitality's Ambassador Service Training) explain the reason to the guest, provide them with another option (ex. Parking near entrance) and also notify the account contact if necessary. This provision is not to be abused. An identifiable mechanical reason will be required to refuse service to a guest.

VALET NAME PRINT/SIGN: _____

Date: _____

Manager: _____