



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

EMPLOYEE GUIDELINES FOR VALET ATTENDANTS

1. **THE GUEST** is the **MOST IMPORTANT** person in our business. We depend on them. Please show them the respect they deserve. **ANY** disrespect will result in termination. **NO EXCEPTIONS!**
2. Please report all complaints to the valet manager who will handle all problems.
3. Reckless driving will not be tolerated. Handle all guest vehicle with extreme care.
4. You're **NOT** allowed to drive handicapped vehicles equipped with special handicap gear.

Uniforms: ParkMed polo shirt, black pants with a dark belt, black sneakers, a badge (if your hospital provides ParkMed employees with a badge), and a "MAY I HELP YOU BUTTON" on the opposite side of the ParkMed logo. No other pins are allowed on the uniform. The only ball caps or beanies allowed are the ones issued by ParkMed. Every effort should be made to keep your uniform as clean and wrinkle-free as possible.

5. Appearance and personal hygiene are very important in establishing a positive guest interaction.
6. No eating, smoking, or using cellular phones are permitted while working.
7. Valets must report any unsafe or defective equipment (i.e. brakes) to the manager immediately.
8. No eating, smoking, or using cellular phones are permitted while working.
9. **Termination:** It is our intention to be fair and honest in dealing with all of our valets, however, there are certain acts that will result in immediate termination as follows:
 - a) Acts of violence, theft, or dishonesty directed towards either guests or fellow coworkers.
 - b) Drinking or drug use either before or during work hours.
 - c) Drug possession or use of it anywhere on the premises.
 - d) Failure to report to work without previously notifying management and arranging for your own replacement.
 - e) Confrontation with a guest concerning gratuity, or any reason at all.

Employees can also be terminated for various other reasons including but not limited to, lack of quality performance or poor attitude toward the job. In most of these instances at least two warnings will be given to the valet prior to termination, but this is not necessary. We are strongly committed to these policies and all valets should fully understand these so that they may maintain employment with ParkMed Hospitality. Please acknowledge this by signing below. Thank you.

X: _____ Date : _____