

## GUIDELINES FOR VALET PORTERS

1. **THE CUSTOMER** 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 customer complaints to the Valet Manager that will handle all problems.
3. Care should **ALWAYS** be taken when operating customer vehicles. The car you are driving is not yours. We will not tolerate **ANY** reckless driving!
4. **Uniforms:** Our standard issue uniform shirt with navy blue pants and black shoes. Every effort should be made to keep your uniform as clean and wrinkle-free as possible.
5. Appearance and personal hygiene are extremely important in establishing a positive guest interaction.
6. Teamwork is important to a successful accident prevention program. All valet porters are required to report any unsafe or defective equipment (i.e. brakes) to the manager immediately.
7. No eating, smoking, or using cellular phones are permitted while working.
8. **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.

It is important to understand that 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 Automotive Hospitality of America, Inc. Please acknowledge this by signing below. Thank you.

**Signature:** \_\_\_\_\_ **Date :** \_\_\_\_\_