

Standard Operating Procedure (SOP)

Valet Ticket Issuance and Tracking Protocols

This SOP defines the **valet ticket issuance and tracking protocols**, covering procedures for issuing tickets to customers, recording vehicle details, managing ticket distribution, tracking vehicle locations, handling lost or damaged tickets, and ensuring efficient vehicle retrieval. The goal is to streamline valet operations, enhance customer service, prevent vehicle misplacement, and maintain accurate records for accountability.

1. Purpose

To establish standardized processes for valet ticket issuance, tracking, and vehicle management to guarantee efficiency, accuracy, and customer satisfaction.

2. Scope

- All valet staff and supervisors at [Property/Facility Name].
- All customer vehicles utilizing valet parking services.

3. Definitions

- **Valet Ticket:** Numbered ticket(s) used to identify each customer vehicle and facilitate retrieval.
- **Issuance Log:** Document (paper or digital) for recording ticket and vehicle details.
- **Valet Supervisor:** Staff member in charge of overseeing valet processes and reconciliation.

4. Responsibilities

- **Valet Attendants:** Issue tickets, complete vehicle records, park and retrieve vehicles, communicate with customers.
- **Valet Supervisor:** Manage ticket supplies, perform audits, handle exceptions (lost/damaged tickets), oversee adherence to SOP.

5. Procedure

1. Ticket Issuance

- On vehicle arrival, greet customer courteously.
- Assign and issue the next available numbered valet ticket to the customer.
- Retain matching ticket stub (or copy) for tracking.

2. Vehicle Details Recording

- Record the following in the Issuance Log :
 - Ticket number
 - Vehicle make, model, color, license plate
 - Arrival time and date
 - Customer name/contact (if required)
 - Assigned parking location

3. Parking & Location Tracking

- Park vehicle in designated area, noting exact location (e.g., row, spot number) in the log.
- Do not leave keys in the vehicle unless policy requires. Store securely.

4. Ticket Control and Distribution

- Maintain sequential control of tickets. No gaps or duplicate issuance.
- Report and investigate any missing tickets immediately.

5. Vehicle Retrieval

- Upon ticket presentation, verify ticket number and match against the log and stub.
- Retrieve vehicle and confirm customer identity if required.
- Update log with retrieval time and attendant's name/initials.

6. Handling Lost or Damaged Tickets

- Request customer identification matching vehicle records.
- Have customer complete a lost ticket form as per policy.

- Obtain supervisor approval and authorization before vehicle release.
- Mark ticket in log as "Lost" or "Damaged" and maintain exception records.

7. End-of-Shift Reconciliation

- Supervisors conduct ticket and vehicle count reconciliation.
- Report and resolve discrepancies immediately.

6. Records and Documentation

- All ticket logs, vehicle records, and exception reports are retained as per company policy.
- Documentation is stored securely and reviewed regularly by supervisors.

7. Training and Review

- All valet staff receive SOP training prior to duty commencement and during periodic refreshers.
- Procedures are reviewed annually to ensure effectiveness and compliance.

8. References

- Company Security and Parking Policies
- Data Privacy Guidelines
- Local Regulations