



**Extending quality care beyond your doors** from the moment of arrival to departure. That's what our valet attendants do because making a positive first and last impression is so critical. Recruited and trained as talented customer service professionals, our attendants truly enjoy helping others. It's the foundation for our success, which also goes a long way in setting you apart from your competition. Your entrances now become assets that make each guest feel welcome. **WHATEVER IT TAKES.™**

**At Curbside**, we go out of our way to make people's lives better. Not just because it's our job, because it's our nature. And we understand our team is an extension of yours. Today guests have more choices than ever when selecting a facility, so it's critical to make each interaction, inside and out, a memorable one. Curbside's valet service relies on the latest technology and a uniquely trained staff to make your parking process and your facilities' entrances not only welcoming, but quick and efficient.

While advanced technology helps ensure our service runs smoothly, it's really the simple, daily gestures from our dedicated staff that have the most profound impact:

- Greeting guests with a smile
- Opening and closing doors
- Providing directions
- Helping with wheelchairs, luggage, etc.
- Holding umbrellas
- Controlling traffic
- Keeping the area clean
- Supporting security
- Hailing taxicabs
- Helping with jump starts, flat tires, lock-outs, etc.

## quote that

"Our Press Ganey® scores for Ease of Parking for outpatient care went from 66.4 to an amazing 81.3. I truly appreciate everything that Curbside employees do to make parking easier and better for our patients and visitors."

 glowing  
client review

continued on back.



“We were greeted each day by Bahani—always with a smile on his face and always helpful and compassionate. He is outstanding and helped us get through the most difficult time in our life. I cannot say enough how much this service helped us.”

- grateful hospital guests

## our success model

starts with the right people and training

backed up with operational excellence

enhanced by leading technology

improved through constant measurement

channeled back to people and training

**the curbside valet service approach.** We're a natural extension of you. That fact comes through in everything we do, how we look, how we present ourselves—from our intuitive and welcoming signage right down to our uniforms—conveying our philosophy of helping every single customer with compassion and a smile, not because we have to, because that's who we are.

**it's all about the people.** Starting with folks who have an intrinsic love for service, we train each to be even better, recognizing their natural strengths and acknowledging them when they excel. We offer opportunities for growth and retain only the best of the best. And if they move on, we start back at the beginning—never settling just to fill a role.

**operational excellence.** Quality is never a concern because corporate, regional and on-site management adhere to the same proven policies and procedures at every single location we serve to ensure consistency, customer service and safe vehicle handling.

**cutting-edge technology.** Curbside ValetManager™ provides a sophisticated vehicle tracking system that offers guests a convenient view of vehicle status on large monitors in the lobby. For you, it offers easy programmable functions: tracking of vehicle location, volume and wait times, cashiering and revenue reporting as well as economical barcode technology for faster ticket processing. All ensuring efficient and accurate transaction processing.

**service measurement that puts quality as our top concern.** Perfection is our goal. And we have processes in place that will bring you closer to it, every day—from using comment cards, mystery shops and vehicle reports to manager metrics, wait-time studies and site inspections. If a problem is identified, you can count on the fact that it will be fixed, appropriately communicated and then measured to make sure it stays fixed.

**a partnership approach to our clients.** We go out of our way to listen to our clients, assess their specific needs and help them invest in the right tools and equipment that improve service, increase revenues and tighten controls. After all, that's what partners are for.