

Restaurant & Bar Guests



Vehicle Ticketing

Once you greet our Guest and determine that they are joining us for dinner at XXXXX Restaurant or drinks at XXXX Bar...



Vehicle Ticketing - Bar & Restaurant

Introduce Yourself, then...

Ask for Guest's name & add to red Rest/Bar Valet Ticket (vs. white overnight Guest Ticket)

Give Guest the bottom portion of the Valet Ticket

Remind Guest to provide Host/Hostess with Ticket to retrieve car at Restaurant door



Vehicle Ticketing - Bar & Restaurant

"My name is <name>...may I ask your last name?"

Thank you, Mr./Ms. <name>. Our valet service is complimentary.

When you're ready to leave, please give this ticket to our host/hostess and we'll deliver your car in front of the restaurant.

"Have you joined us before? The restaurant and bar are next door at the top the steps..."

Restaurant & Bar Guests



Vehicle Ticketing

With our Guests on their way to The XXXXXX Restaurant or XXXXX Bar, complete ticketing their vehicle...



Vehicle Ticketing - Restaurant & Bar

Add Vehicle Description (make, color) and "type" (van, SUV) to Valet Ticket

Secure Ticket under the Driver's side windshield wiper

Place key with ticket or leave in ignition - this alerts your colleagues that the vehicle is ready to park in the Non-overnight Guest Parking Area



A key to maintaining a productive, safe flow of guests is removing vehicles from the Drive.

Constantly look for these vehicles and park them immediately in their designated areas.

Restaurant & Bar Guests



Vehicle Retrieval

Murray Circle Restaurant staff initiates vehicle retrievals for restaurant and bar Guests.



Vehicle Retrieval - Restaurant & Bar

When restaurant staff calls with Guest Valet Ticket number(s), repeat numbers and wait for confirmation and locate Guest key in Valet Podium

Use location information to locate vehicle and drive vehicle along McReynolds Rd. (unless blocked with delivery or other vehicles) to front of restaurant

Carefully double-park, turn on emergency flashers and wait between vehicle and parked cars with passenger door open

If guest is alone, open driver's door and return key to Guest

Confirm positive experience for the Guest - if negative, offer service recovery assistance



Vehicle Retrieval - Restaurant & Bar

Restaurant: Restaurant to Valet...

Valet: Go ahead...

Restaruant: Car 505 to the restaurant please.

Valet: Copy that - car 505 to the restaurant.

Good morning/afternoon/evening. How was our breakfast/lunch/dinner service?

Are you familiar with how to exit the resort? (If not, offer direction to Guests)