



JOB DESCRIPTION

POSITION: Valet Service Attendant / Hotel Location (VSA Hotel)

FLSA STATUS: Non-Exempt

REPORTS TO: Site Manager, Assistant Site Manager(s), Supervisors

POSITION SUMMARY

The Valet Service Attendant / Hotel Location parks guest vehicles in a safe and courteous manner.

ESSENTIAL DUTIES / RESPONSIBILITIES

- Greet guests
- Open and close car doors for guests and doors to hotel, restaurant, etc.
- Mark and issue valet tickets according to standard procedures
- Park vehicles in appropriate location as instructed
- Return vehicles to guests
- Keep the valet area clean and free of rubbish and debris at all times
- Stand in line properly on the driveway (alert and at attention, no hands in pockets)
- Examine every vehicle upon arrival and upon every interaction for any possible damage (notate all damage scratches, scuffed paint, etc.)
- Avoid adjusting vehicle controls if possible (stereo, seats, mirrors and/or A/C)
- Secure all electronic devices in glove box
- Close windows and lock doors
- Perform service recovery (work together with Shift Supervisor and/or Assistant Manager(s) and/or Site Manager to resolve parking related guest service issues)

OTHER DUTIES

- Assist guests with luggage (storage, delivery and/or retrieval) and luggage removal from car as needed
- Provide guests with information about hotel services and amenities (if applicable)
- Polish bell carts (if applicable)
- Follow all standard operating procedures (“SOP”) from the hotel location regarding Bellman duties (if applicable)
- Provide guests with direction around the immediate area
- Upon request from APS management, perform Crossing Guard duties:
 - Control vehicle and pedestrian movement
 - Monitor traffic flow to locate safe gaps through which pedestrians may cross streets
 - Direct and escort pedestrians across streets, stopping traffic as necessary



- Direct traffic movement using stop signs, reflective wands, reflective vest, and hand signals
- Claim management: Be able to locate and complete claim document with appropriate verbiage
- Team member injury management:
 - Maintain knowledge of nearest APS medical clinic location
 - Promptly address any/all employee injuries and notify your supervisor immediately
- Report and document all possible site hazards and/or issues to the property operations team immediately. Examples:
 - Oil spots
 - Potholes
 - Persons loitering
- Be aware of your working environment. Periodically observe your area for potentially dangerous individuals or obstacles and report suspicious activity
- Put away cell phones and all electronic devices; usage of these items is prohibited during shift unless previously approved by site manager or supervisor in charge
- Team member car keys must be turned into location manager upon arrival for shift
- Assist with hotel operations, delivering items, folding and bagging newspaper, etc.
- If an accident/incident occurs, do not interfere with supervisor/management and customer interaction

KNOWLEDGE, SKILLS AND ABILITIES (MINIMUM QUALIFICATIONS)

- Must have valid CA driver's license
- Must maintain a clean DMV record (DMV pull notice and driving background/record)
- Must have basic math skills
- Must have ability to multitask
- Must have excellent customer service skills
- Must have knowledge of nearby freeways
- Must be able to stand for long periods of time
- Must be able to run to and from vehicles except in designated "No Running" areas
- Must be able to drive stick shift
- Must adhere to driving speed limit of (5) five miles per hour in all APS locations
- Know the key names AND positions of the APS client
- Know your APS management structure
- Understand Visitor policy and Fraternalization policy
- Must be able to work overtime when needed
- **Attitude:** Having a positive attitude at all times makes your job more enjoyable and keeps our customers happy
- **Honesty:** Honesty is imperative at APS; it is essential in building a successful workplace. Dishonesty will not be tolerated at our organization
- **Teamwork:** Helping each other, exchanging ideas, and working together make a successful team
- **Hospitality:** Being amicable and friendly to all customers and coworkers helps build a positive and comfortable environment



- **Presentation:** Clean, orderly uniform and being neatly groomed not only helps the team member look better, it also makes you feel better and conveys a professional image
- **Service:** Service is what APS is here to perform, and it is what we sell
- **Discipline:** Knowing how to follow instructions is key to APS success
- **Respect:** Respect everyone that you are in contact with
- **Smile:** Remember to smile; it is good for you and everyone around you

PHYSICAL DEMANDS

Please see below.

WORK ENVIRONMENT / CONDITIONS

Mostly outdoors, noise levels are moderate, weather conditions vary and frequent dust/fume.

Nothing in this job description restricts management's right to add or reassign duties and responsibilities to this job at any time.

PHYSICAL ACTIVITIES & REQUIREMENTS, VISUAL ACUITY, AND WORKING CONDITIONS OF THE:

VALET SERVICE ATTENDANT / HOTEL LOCATION

1. The physical activity of this position.

- A. Sitting. Must be able to remain in a stationary position for 50% of the time.
- B. Climbing. Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.
- C. Balancing. Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- D. Stooping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- E. Kneeling. Bending legs at knee to come to a rest on knee or knees.
- F. Crouching. Bending the body downward and forward by bending leg and spine.
- G. Crawling. Moving about on hands and knees or hands and feet.
- H. Reaching. Extending hand(s) and arm(s) in any direction.



- I. Standing. Particularly for sustained periods of time.
- J. Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- K. Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- L. Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- M. Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- N. Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- O. Grasping. Applying pressure to an object with the fingers and palm.
- P. Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Q. Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- R. Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- S. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

2. The physical requirements of this position.

- A. Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- B. Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
- C. Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- D. Heavy work. Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- E. Very heavy work. Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.



3. The visual acuity requirements including color, depth perception, and field vision.

- A. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
- B. The worker is required to have visual acuity to perform an activity such as: operates machines, such as lathes, drill presses, power saws, and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenter, technicians, service people, plumbers, painters, mechanics, etc.
- C. The worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.
- D. The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.).

4. The conditions the worker will be subject to in this position.

- A. The worker is subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.
- B. The worker is subject to outside environmental conditions. No effective protection from the weather.
- C. The worker is subject to both environmental conditions. Activities occur inside and outside.
- D. The worker is subject to extreme cold. Temperatures typically below 32 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
- E. The worker is subject to extreme heat. Temperatures above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
- F. The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.
- G. The worker is subject to vibration. Exposure to oscillating movements of the extremities or whole body.
- H. The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.
- I. The worker is subject to atmospheric conditions. One or more of the following conditions that affect the respiratory system or the skin: fumes, odors, dust, mists, gases, or poor ventilation.
- J. The worker is frequently in close quarters, crawl spaces, shafts, man holes, small enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.
- K. The worker is required to function in narrow aisles or passageways.
- L. None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work.)



LEGEND					
N	Never/Not Required				
I	Intermittent < 1 hr				
O	Occasional 1-3 hrs				
F	Frequent 3-6 hrs				
C	Continuous 6+ hrs				
ENVIRONMENT	N	I	O	F	C
INSIDE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OUTSIDE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEAT	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COLD	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DUST/FUMES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NOISY	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Requirements	N	I	O	F	C
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Driving/Operating Foot Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk/Run-Level Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk/Run-Uneven Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crouch/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hand Use – R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	N	I	O	F	C
Grasping R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squeezing R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mouse/Keyboard R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Pull	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>