



## LOCATION HIGHLIGHT

# Hotel Indigo



ATLANTA, GA

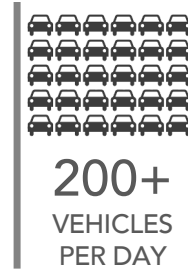
HOSPITALITY



CUSTOMER  
SATISFACTION



Safety



200+  
VEHICLES  
PER DAY



VALET  
ATTENDANTS

## Situation

- Hotel General Manager has named the valet team as one of the top performing customer service departments at the Hotel Indigo.
- Zero negative customer experience reports in hotel guest surveys each month; frequent mentions of excellent service.
- The Hotel Indigo monthly revenue budget is regularly exceeded by the valet program.
- We have maintained outstanding safety performance in valet operations far exceeding industry standards, with only three claims paid in the first 20 months of operation and over 30,000 vehicles parked.
- We have built a positive work environment and team culture, with zero voluntary valet terminations occurring in the first 20 months of operations and most staff employed for over one year.