

ASTPAR4.2.2

Provide 'meet and greet' parking services



Overview

This standard is about providing 'meet and greet' parking services. It involves providing an efficient and helpful service to customers and portraying a positive image of your organisation. It includes meeting customers, picking up and/or delivering vehicles to/from a secure parking area, in accordance with arrangements agreed during the booking of 'meet and greet' parking services.

There is one element:

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Target group

This standard is recommended for those whose responsibilities include meeting customers and arranging to pick up and/or deliver vehicles where a 'meet and greet' parking service has been booked with your organisation.

This standard has been developed by the British Parking Association.

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Performance criteria

You must be able to:

- P1 meet the customer at the pre-arranged time and location, in accordance with the booking arrangements
- P2 confirm at the time of picking up and/or delivering the vehicle that the customer has the appropriate booking documentation, in line with your organisation's procedures
- P3 advise the customer of the procedure to follow for collection of their vehicle upon return, providing relevant contact details, where appropriate
- P4 inspect the vehicle for any damage, and confirm any existing damage with the customer at the time of collection, recording these in line with your organisation's procedures, where appropriate
- P5 check to ensure that there is current and valid Road Tax displayed within the vehicle, and that the tyres are within the legal limit, taking action in line with your organisation's procedures where this is not the case
- P6 ensure that the vehicle has enough fuel to enable it to be driven to, and returned from, the area where the vehicle will be stored, where appropriate, and record the mileage registered on the odometer, informing the customer that additional mileage will represent the vehicle's journeys to and from the parking area, and that this will be within reasonable limits
- P7 present a professional image and treat individuals with respect at all times
- P8 communicate clearly and concisely, and at a pace appropriate to the individual, using words suited to the individual's level of understanding
- P9 drive and park the customer's vehicle safely and securely in the storage parking area used by your organisation
- P10 check customer's vehicles for damage in advance of the time of return
- P11 drive the customer's vehicle safely and securely to the pre-arranged meeting point for vehicles being returned, meeting the customer at the agreed time and location
- P12 release vehicles safely to those authorised to receive them, confirming that no damage has occurred to the vehicle whilst it has been stored, and complete the relevant documentation in line with your organisation's procedures
- P13 deal fairly, efficiently and promptly with questions and complaints, in line with your organisation's requirements
- P14 maintain accurate and up to date records, in line with your requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements which relate to providing customers with 'meet and greet' parking services, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and the parking services which it provides in relation to providing customers with 'meet and greet' parking services
- K4 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements in providing 'meet and greet' parking services

You need to know and understand:

- K5 the ways in which it is necessary to alter communication when working with different individuals
- K6 the importance of treating the customer with respect, and methods for doing this
- K7 the importance of delivering parking services which meet client expectations
- K8 how to ensure that parking services operate within the different terms of insurance policies and liability
- K9 the importance of being able to operate different kinds of vehicles
- K10 the importance of having a valid driving licence relevant to the vehicles you are operating
- K11 factors which might render a parking area inappropriate and the actions to take where these occur
- K12 your organisation's procedures for recording the state of vehicles being stored, including any damage already present, and for confirming their state when released, and associated procedures should damage be incurred whilst the vehicle is stored
- K13 how to recognise current and valid Road Tax, and the action to take when this is not present
- K14 the legal limit for the tread on tyres, how to check tyres are within the legal limit, and the action to take when tyres fail to meet the limit
- K15 how to maintain personal safety when providing parking services

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