



HOTEL  
SERVICES





HOTEL  
SERVICES

Our **SP+ Hotel Services** operating division focuses *exclusively* on the hotel market, so our personnel are experts at anticipating and meeting the service-oriented needs of the hospitality industry. We deliver red-carpet valet, self-park and transportation services with a four-star customer service flare. Our extensive knowledge of what makes a hotel special for its guests begins and ends with the delivery of excellence in customer service.

INNOVATION **IN** OPERATION®

---

[www.spplus.ca/HotelServices](http://www.spplus.ca/HotelServices)



### **Parking Management**

We're the industry leader in developing high quality parking and valet programs at four-star hotels.



### **Valet Parking**

We raise "white glove" valet service to a whole new level. Guided by the highest standards of the service and hospitality industry, our employees project a professional image and deliver service levels commensurate with that of the hotels they serve.

- > Attractive staging areas
- > Doorman services
- > Baggage handling
- > Directions and maps

### **Parking Facilities and Technology**

Our clients benefit from the latest parking technologies available for the hotel environment. We help clients procure, install and test parking equipment, and implement customized guest arrival and departure procedures.

- > Self-park operations
- > Equipment procurement
- > Revenue controls
- > Pricing optimization
- > Pro forma development and financial analysis

INNOVATION **IN** OPERATION®

[www.spplus.ca/HotelServices](http://www.spplus.ca/HotelServices)



### Staffing and Training

All our employees understand and embrace the importance of their roles as the first and last points of contact with hotel guests. By coordinating our training and employee orientation programs with hotel operations, we promote a superior customer and guest experience.

- > **SP+ University™** training
- > Automated workforce management
- > Valet Code of Conduct
- > Curbside amenities

### We're More Than Parking

**SP+** professionals can provide an expanded range of expertise and services to the hospitality industry.

### Facility Maintenance

**SP+ Facility Maintenance** offers a wide range of cleaning, and repair services to keep hotel parking facilities looking crisp and appealing.

- > Power sweeping
- > Gum and graffiti removal
- > Curbs / sidewalk cleaning and maintenance

INNOVATION **IN** OPERATION®

[www.spplus.ca/HotelServices](http://www.spplus.ca/HotelServices)



## Safety and Security

Our hotel parking facilities are always clean and well-lit, with easy-to-follow pedestrian way-finding signage and clearly marked emergency signs and exits. In select markets our **SP+ Security** team can provide professionally trained and licensed security personnel to address enhanced safety and security needs.

- > Security guard services
- > Integrated security systems
- > Risk management reviews
- > Vehicle escort services

### Learn More About SP+

We are committed to delivering added value to our clients through innovation, sustainable practices, new technology and diverse subject matter expertise.

Please visit our website for more information on our complete line of services.

[www.spplus.ca](http://www.spplus.ca)

INNOVATION **IN** OPERATION®

[www.spplus.ca/HotelServices](http://www.spplus.ca/HotelServices)





HOTEL  
SERVICES



**SP Plus Corporation Canada**  
National Support Office  
2005 Sheppard Avenue East  
Suite 303  
Toronto, ON M2J 5B4

INNOVATION **IN** OPERATION®

[www.spplus.ca/HotelServices](http://www.spplus.ca/HotelServices)