

# Parking Validation Program

## Employee quick sheet for validation parking

Parking validation is a great way to enhance the customer experience at your restaurant. Here's how to offer parking validation effectively:

### **Step 1: Inform Customers**

Greet customers warmly and inform them about your parking validation program. Explain the validation process briefly, including any terms and conditions.

### **Step 2: Verify Eligibility:**

Ensure they are actually a customer that has made a purchase of some type

### **Step 3: Issue a Validation Ticket and explain the Validation Process:**

Briefly explain to the customer they need to use the validation upon exiting the parking facility. Mention any time constraints on the validation. (e.g., The parking ticket is only validated for **only** 1 hour. If customer stays longer than 1 hour they will have to pay the difference).

### **Step 4: Thank the Customer:**

### **Step 5: Address Questions:**

Be prepared to answer any questions about the validation process. If you're unsure, ask a manager or colleague for assistance.

### **Additional Tips:**

- Keep validation tickets/codes readily available at the host stand or cashier's station.
- Ensure staff is aware of the validation process and eligibility criteria.
- Be polite and patient when explaining the process, especially to first-time customers.