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## **VPNE Parking solutions ensures great customer service with parking and garage management**

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### Parking and Garage Management Services

Parking lots and garages are crucial assets. When managed well, they produce significant revenue, help you offer differentiating parking solutions to customers, owners, and tenants, and deliver strong return on your capital investment. But too often, parking facilities get under managed by discount vendors or overworked security staffs, resulting in inadequate parking service, poor financial performance, and diminished overall value to your property. And that hurts your business and brand. VPNE's expert parking management services can transform your parking facilities into business-building assets. Our customer-driven staff, revenue control expertise, and accountable, on-site management can help you maximize revenue, improve customer service and satisfaction, and increase the overall value of your parking assets. VPNE can help you deliver on your business promise in your garages and lots.

As your business partner, VPNE will also help you identify new revenue opportunities, such as off-peak usage, valet partnering, transient parking, and shared-space options, and strike mutually beneficial partnerships designed to realize these opportunities and build valuable relationships.

VPNE designs parking management solutions that exactly fit your business plan, your strategic goals, your infrastructure and technology, and your customer care requirements. We will work closely and carefully with you to design entrance, exit, rate, and staffing structures that ensure absolute safety and security, while helping you achieve the best and highest use of your facilities at all times.

Our parking management partnership can help you:

- \* Maximize and sustain revenue,
- \* Create new and repeat business,
- \* Enhance overall satisfaction among all parkers,
- \* Provide differentiating parking offerings to current and potential constituents,
- \* Minimize operating costs, and
- \* Push your NOI further into the black.

Our mission is simple: to help you to drive business and maximize the value of your parking assets.

### Valet Parking Services

Deliver unparalleled customer care while enhancing your brand and bottom line with VPNE as your valet parking partner.

Smooth, professional valet services give your customers and guests premium, attentive parking care that enhances your brand and your customer care reputation. But poor service at the valet stop, long wait times, and unnecessary claims can easily turn those gains around, denting your hard won

reputation and your bottom line as well. Trust VPNE, a valet parking partner who consistently delivers great customer experiences in your valet operations, helping you earn new and repeat business, enhance your brand, maximize revenue, and solidify your reputation among discerning customers and guests.

VPNE built its business and reputation for extraordinary customer care standards by delivering white-glove valet parking care for prestigious enterprises whose success depends on their ability to provide top-quality care to their customers. We know great customer care is more than just value-added to the bottom line—for New England's prestigious care-driven enterprises, it is the bottom line.

A VPNE-managed valet operation is a significant business-building asset. They know VPNE consistently delivers great customer experiences, which lead to new and repeat business and enhanced brand and reputation.

As your valet parking partner, we'll help you maximize the value of your valet operation and get the most of your valet investment with our expert management skill, honed operations plans, and airtight revenue control.

### Extraordinary People Mean Extraordinary Care

Our business promise starts with our extraordinary valets. VPNE's smiling, polished, professionally-attired valets are recruited, trained, motivated, and rewarded to deliver great customer experiences in everything they do.

Our authentic, proven commitment to care has made us the valet provider of choice at New England hospitals, where the need to deliver great patient care goes hand-in-hand with the need to move hundreds of cars safely and quickly in often challenging traffic circumstances.

With expert management skill, VPNE operates multiple high-volume valet services simultaneously in Boston's Longwood Medical Area (LMA) with clockwork precision. Our LMA clients rest easy, knowing no matter what the circumstance, their patients and staff will get the care they need.

Kevin Leary is chairman and CEO of VPNE Parking Solutions, Boston, Mass.

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