





LEADERS IN AUTOMOTIVE HOSPITALITY



MP PARKING Headquarters

 1110 Brickell Avenue, Suite 430, Miami, FL 33131

 (305) 677-6617

 www.parkmp.com



PARKING

Leaders in Parking Hospitality

With over 20 years experience, at MP Parking we pride ourselves in providing the highest standards in valet parking services in the hospitality and automotive industry.

Our carefully selected and meticulously trained attendants provide efficient and professional parking services, and various other automobile services, but more importantly they are highly skilled Service Professionals that act as Brand Ambassadors for your business.

We gladly accept the responsibility of becoming an extension of your brand by creating a positive and lasting first and last impression for your customers.

From a warm, pleasant greeting by well trained, well groomed, caring employees, to the opening of all doors, providing information and directing guests to utilizing the latest technology, you can count on us to go the extra mile at any opportunity to create a lasting impression.

Experts in the Automotive Industry

Service Logistics

When a dealership subcontracts our service it benefits from better insurance coverage, enjoys no liability and increased efficiencies as our professional auto logistics services provides the highest level of efficiency and the best customer service possible.

At a busy vehicle service department, MP typically moves 200+ vehicles per day. Each vehicle is moved through all areas within the service department (Check-in Driveway, Service Advisors, Technicians, Storage, Car Wash, Gas Fill-up, Staging, Delivery).

Loaner vehicles are accepted, inspected and provided to the customer while their vehicle is in repairs. MP can further provide shuttle services for customers if required.

MP also provides porters, parts deliveries or any other services required for your bespoke needs. Wheel alignment, tires pressure, water and oil checks are further examples of the additional services we provide.

Dealership Sales

MP also offers services to assist dealership sales. Potential car buyers are immediately greeted by service professionals at the door, experiencing VIP service from the moment they arrive until their final moment of departure. This allows the dealership representatives to fully focus on sales, while MP takes care of the augmenting client experience.





Service and Employees You Can Trust

MP's owners have over 20 years experience in the valet parking industry and have managed over 150 on-going valet parking concessions. Our experience has enabled us to optimize our attendant hiring and training process to identify true service professionals, find the most advanced parking technology to support efficient service and ensure the right coverage to give you and your customers peace of mind.

Hiring

Our company's biggest asset: Our People!

MP uses meticulous hiring practices to ensure the highest caliber employees. All employees are thoroughly background checked, drug tested at hiring and at random and have a 100% clean driving record. All our staff captains speak fluent English and Spanish.

Training

MP has an extensive and on-going training program, including service standards and behavior training as well as driving skills verification for luxury and sport vehicles. All of our operation managers are certified in valet parking by the NPA (National Parking Association).



Employee Management and Supervision

Our management ensures that qualified personnel is performing their duties at all times. MP managers and supervisors are on duty during all service hours, performing quality control and providing immediate support and assistance as required.

Uniforms

MP's high professional standards provide strict uniform and personnel appearance guidelines, projecting an upmarket, professional image. As per client requirements we include white gloves, name tags, logos and embroidery in our attire, with custom made options available.



An Efficient And Convenient Service Experience

To ensure efficient and convenient service for your customers and your business, we utilize the latest technology and equipment.

Equipment

Our equipment includes IPAD tablets, new stanchions, 2-way radios with earpieces, custom signage, parking lot safety cones, cameras, cleaning utensils, paper mats and plastic covers to safeguard car interiors.

VIP Parker App

MP uses and helped develop the SMS valet system and VIP Parker APP.



The SMS Valet system monitors all activity at the location, including the times each car is being parked, requested and delivered, the employee responsible and the allocated parking space. The system records any vehicle damages, enables satisfaction surveys and provides real-time information on all staff on duty.



For your customers' convenience, vehicles can be requested ahead of time.

Some Benefits to Auto Dealerships Include:

- ZERO LIABILITY and Claims are Handled and Processed by MP Parking
- Raised CSI Scores
- Reduced Overhead Costs
- Freed-Up Management
- Innovative Technology
- Efficiency in Operations Supervision Outsourcing
- Consistently GREAT Service

CSI Scores Rise Rapidly When You Hire Us

2. CSI Scorecard Report
Report for: 5/20/2019 8:23 AM MET
Data current as of: 5/20/2019 8:23 AM MET

REPORT OVERVIEW

Facility Name: HONDA - Audi North Main
Date of Survey: 5/16/2019 12:15 PM MET
Service Program Type: 3 Month Year
City: Auburn, ME 04290

AUD NEXUS BY SERVICE - LIVE/ALREADY OLD BY SERVICE - LIVE

Service CSI	965.3	Current Month	Previous Month	15
Service Initiation Score	965.3	979.2	961.1	
Ease of Scheduling	967.0	977.8	959.9	
Timeliness of Drop-Off Process	97.7	93.8	97.1	
Adviser Knowledge	93.8	93.8	93.1	
Service Advisor Score	975.4	986.6	971.4	
Consultant Courtesy	93.7	93.9	93.9	
Consultant Responsiveness	93.7	93.9	93.9	
Adviser Thoroughness	93.8	93.9	93.9	
Adviser Knowledge	93.8	93.9	93.9	
Facility	959.3	985.0	961.1	
Ease Driving In/Out	93.8	93.9	93.9	
Cleanliness	93.8	93.9	93.9	
Waiting Area Comfort	93.7	93.9	93.9	
Professionalism	93.7	93.9	93.9	
Adviser Knowledge	93.8	93.9	93.9	
Availability of Valet	93.8	93.9	93.9	
Vehicle Pickup Score CSI	965.3	979.2	961.1	
Fairness of Charges	93.8	93.9	93.9	
Helpfulness of staff	93.7	93.9	93.9	
Pickup Timeliness	93.7	93.9	93.9	
Service Quality Score	962.0	973.3	951.1	
Time to Complete	93.8	93.9	93.9	
Thoroughness of Work	93.7	93.9	93.9	
Condition on Return	93.8	93.9	93.9	

Experience met expectations	# of Surveys	Service CSI	Facility	Service Advisor Score	Service Pickup Score
Above my expectations	114	989.7	985.0	999.0	987.1
Below my expectations	2	423.2	850.0	128.3	125.1
Met my expectations	15	852.3	868.2	909.4	783.1

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AUD NEXUS BY SERVICE - LIVE/ALREADY OLD BY SERVICE - LIVE

Service CSI	979.2	Current Month	Previous Month	15
Service Initiation Score	977.8	978.6	959.9	
Ease of Scheduling	977.8	978.6	959.9	
Timeliness of Drop-Off Process	93.8	93.8	93.1	
Adviser Knowledge	93.8	93.8	93.1	
Service Advisor Score	986.6	991.3	971.4	
Consultant Courtesy	93.9	93.9	93.9	
Consultant Responsiveness	93.9	93.9	93.9	
Adviser Thoroughness	93.9	93.9	93.9	
Adviser Knowledge	93.9	93.9	93.9	
Facility	985.0	991.3	971.4	
Ease Driving In/Out	93.9	93.9	93.9	
Cleanliness	93.9	93.9	93.9	
Waiting Area Comfort	93.9	93.9	93.9	
Professionalism	93.9	93.9	93.9	
Adviser Knowledge	93.9	93.9	93.9	
Availability of Valet	93.9	93.9	93.9	
Vehicle Pickup Score CSI	979.2	991.3	971.4	
Fairness of Charges	93.9	93.9	93.9	
Helpfulness of staff	93.8	93.9	93.9	
Pickup Timeliness	93.8	93.9	93.9	
Service Quality Score	973.3	976.3	951.1	
Time to Complete	93.9	93.9	93.9	
Thoroughness of Work	93.8	93.9	93.9	
Condition on Return	93.8	93.9	93.9	

Experience met expectations	# of Surveys	Service CSI	Facility	Service Advisor Score	Service Pickup Score
Above my expectations	156	980.0	991.5	994.4	981.2
Below my expectations	2	850.1	953.3	887.8	873.8
Met my expectations	19	929.6	934.6	932.3	912.8

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Service Program Type: 3 Month Year
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AUD NEXUS BY SERVICE - LIVE/ALREADY OLD BY SERVICE - LIVE

Service CSI	972.6	Current Month	Previous Month	15
Service Initiation Score	972.6	973.4	957.6	
Ease of Scheduling	972.6	973.4	957.6	
Timeliness of Drop-Off Process	93.7	93.7	93.6	
Adviser Knowledge	93.7	93.7	93.6	
Service Advisor Score	972.6	973.4	957.6	
Consultant Courtesy	93.8	93.8	93.8	
Consultant Responsiveness	93.8	93.8	93.8	
Adviser Thoroughness	93.8	93.8	93.8	
Adviser Knowledge	93.8	93.8	93.8	
Facility	972.6	973.4	957.6	
Ease Driving In/Out	93.8	93.8	93.8	
Cleanliness	93.8	93.8	93.8	
Waiting Area Comfort	93.8	93.8	93.8	
Professionalism	93.8	93.8	93.8	
Adviser Knowledge	93.8	93.8	93.8	
Availability of Valet	93.8	93.8	93.8	
Vehicle Pickup Score CSI	972.6	973.4	957.6	
Fairness of Charges	93.8	93.8	93.8	
Helpfulness of staff	93.7	93.8	93.8	
Pickup Timeliness	93.7	93.8	93.8	
Service Quality Score	961.7	961.7	958.1	
Time to Complete	93.8	93.8	93.8	
Thoroughness of Work	93.7	93.8	93.8	
Condition on Return	93.7	93.8	93.8	

Experience met expectations	# of Surveys	Service CSI	Facility	Service Advisor Score	Service Pickup Score
Above my expectations	123	986.7	997.4	995.3	981.7
Below my expectations	2	661.3	865.0	854.5	728.2
Met my expectations	15	804.4	921.1	922.5	824.4

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AUD NEXUS BY SERVICE - LIVE/ALREADY OLD BY SERVICE - LIVE

Service CSI	986.5	Current Month	Previous Month	15
Service Initiation Score	986.5	982.2	965.4	985.2
Ease of Scheduling	986.5	982.2	965.4	985.2
Timeliness of Drop-Off Process	93.8	93.8	93.7	93.6
Adviser Knowledge	93.8	93.8	93.7	93.6
Service Advisor Score	986.5	982.2	965.4	985.2
Consultant Courtesy	93.9	93.9	93.9	93.8
Consultant Responsiveness	93.9	93.9	93.9	93.8
Adviser Thoroughness	93.9	93.9	93.9	93.8
Adviser Knowledge	93.9	93.9	93.9	93.8
Facility	986.5	982.2	965.4	985.2
Ease Driving In/Out	93.9	93.9	93.9	93.8
Cleanliness	93.9	93.9	93.9	93.8
Waiting Area Comfort	93.9	93.9	93.9	93.8
Professionalism	93.9	93.9	93.9	93.8
Adviser Knowledge	93.9	93.9	93.9	93.8
Availability of Valet	93.9	93.9	93.9	93.8
Vehicle Pickup Score CSI	986.5	982.2	965.4	985.2
Fairness of Charges	93.9	93.9	93.9	93.8
Helpfulness of staff	93.8	93.9	93.9	93.8
Pickup Timeliness	93.8	93.9	93.9	93.8
Service Quality Score	986.1	973.8	967.7	948.8
Time to Complete	93.9	93.9	93.9	93.8
Thoroughness of Work	93.8	93.9	93.9	93.8
Condition on Return	93.8	93.9	93.9	93.8

Experience met expectations	# of Surveys	Service CSI	Facility	Service Advisor Score	Service Pickup Score
Above my expectations	80	990.1	997.7	994.0	987.7
Below my expectations	12	959.0	997.7	967.7	987.8
Met my expectations	12	959.0	997.7	967.7	987.8

Peace Of Mind

MP is fully insured with a top rated insurance provider with the highest claim thresholds in the industry. By adding all parties to its insurance policy, our clients are free from any liability. Any incidences will be fully managed with the utmost care and professionalism by MP and its insurance agents.

MP also carries worker's compensation insurance up to 1 million dollars.






Superior Service at Affordable Rates

Our valet parking management fees are all inclusive and highly competitive:

- Attendants / Porters / Car Wash Attendants / Shuttle Drivers
- Captains

* Varies mainly depending on the number of employees required and with State labor law variations

MP's hourly rate includes the following:

-  Uniforms
-  City Fees
-  Full Insurance Coverage & Claims
-  On-Site Valet Staff All Positions
-  Payroll & Employer Taxes
-  Hiring & Training
-  Supervision & Management
-  Equipment & Valet Office Installation
-  Valet System, Tablets, Software
-  Delineators, Two-Way Radios
-  All other Valet, Logistics and Parking Related Items





Satisfied Customers

“ Everyone loves your team here ”

- General Manager – Audi N Miami

“ I cannot say enough about how good they are compared to others... these guys are first class ”

- Regional Director – Group 1 Automotive

“ I had an amazing experience. You have great employees who are very considerate of their clients ”

- Customer – Audi Pembroke Pines

“ I couldn't be more pleased with the performance of your team ”

- Service Manager – Acura of Maple Shade, New Jersey

“ We love your greeters and the team here ”

- General Manager Subaru – IRA Cars Massachusetts

“ Thank you as always for the last minute efforts ”

- Service Manager – Lauderdale BMW

Satisfied Customers



Audi STUART

4/16/2019

Audi Stuart
3990 SE Federal Hwy.
Stuart, FL 34997

To whom it may concern:

It is with great pleasure that I write this recommendation letter for MP Parking. MP Parking has staffed our dealership with amazing staff and has fulfilled and overpassed our expectations. Their employees are pleasant, very professional, skilled drivers, and provide great service. MP Parking as a company has always been very responsive and attentive to any of our needs.

I highly recommend MP Parking to any business that is looking to subcontract a company to provide valet services, automobile logistics and attend to all guests upon arrival or departure.

Sincerely,

David Scott
Service Manager



3/19/2019

Holman Imports
Aston Martin - Bentley - Rolls Royce
200 E Sunrise Blvd.
Fort Lauderdale, FL 33304

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It is with great pleasure that I write this recommendation letter for MP Parking. MP Parking has staffed our dealership with amazing staff and has fulfilled and overpassed our expectations. Their employees are pleasant, very professional, skilled drivers, and provide great service. MP Parking as a company has always been very responsive and attentive to any of our needs.


I highly recommend MP Parking to any business that is looking to subcontract a company to provide valet services, automobile logistics and attend to all guests upon arrival or departure.

Sincerely,



Client Portfolio

Nationwide Clients of MP Include:


















-  GROUP 1 AUTOMOTIVE
-  HOLMAN AUTOMOTIVE
-  HOLMAN IMPORTS
-  IRA CARS OF NORTHEAST USA
-  BRICKELL MOTORS

GROUP 1
AUTOMOTIVE®



BLM
BRICKELL
LUXURY MOTORS

All Automobile Brands:

-  ASTON MARTIN
-  AUDI
-  BENTLEY
-  BMW
-  FORD
-  HONDA
-  INFINITI
-  LAND ROVER
-  LEXUS
-  MERCEDES BENZ
-  NISSAN
-  PORSCHE
-  ROLLS ROYCE
-  SUBARU
-  TESLA
-  TOYOTA
-  VW



PORSCHE

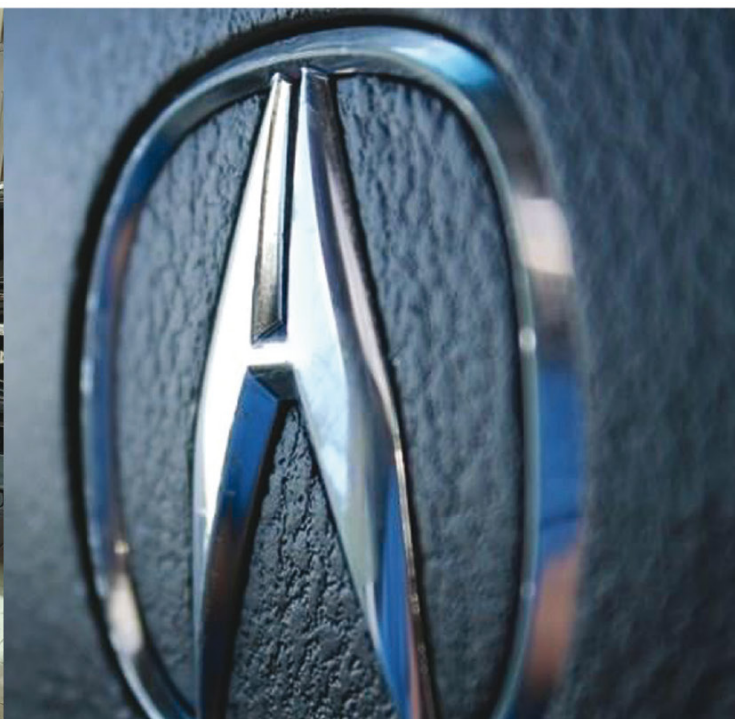
Mercedes-Benz

References and quotes will be furnished upon request



Thank you for your interest.

**We look forward
to being of service!**







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