

Operations Workflow Map

Standard Vehicle Journey

- 1) Check-In: valet captures ticket, vehicle basics, and optional damage notes
- 2) Stage or Park: vehicle status updates to staged or parked with spot assignment
- 3) Request Trigger: customer request or operator request moves status to requested
- 4) Retrieve: valet pulls vehicle and marks retrieved when at handoff point
- 5) Validate + Payment: apply validation benefits, collect remaining balance, confirm
- 6) Checkout: operator verifies ticket/phone/QR and closes transaction

Operational Controls

- Role-based actions prevent out-of-sequence updates
- History log captures who changed each status and when
- Transfer workflow supports cross-podium handoff
- Lost-keys and verification tools improve exception handling

Manager Visibility

- Queue and active garage views for live floor awareness
- Survey and transaction reporting to monitor quality and volume
- Payment and validation reporting to support revenue confidence