



# Hospitality Parking Management

Your Luxury Hospitality Partner

**Propark**<sup>®</sup>  
MOBILITY



## Operational Expertise

From traffic flow to staffing models, we optimize every layer of the parking and arrival experience.

## Who We Are

Propark Mobility is a premier provider of parking and mobility solutions, trusted by hospitality brands nationwide to elevate every aspect of the guest experience—from the moment they arrive to the time they depart, and beyond.



## Hospitality-Focused Approach

We act as an extension of your team, aligning our services with your brand values and guest expectations.

## Our Commitment to You

We ensure every guest interaction reflects your brand, providing exceptional service, personalized care, and consistent quality at every moment of their journey.



## Revenue-Driven Solutions

Our data-backed strategies and concierge-level services enhance guest satisfaction while boosting your bottom line.

# Core Services

Propark understands hotel operations and knows that every guest touchpoint matters. Our services are designed to deliver high-touch experiences while maximizing operational performance.

## Valet Services

Professionally trained valet teams deliver prompt and courteous service, maintaining a polished appearance and hospitality-first mindset.



## Shuttles & House Cars

Flexible, branded transportation options move guests comfortably and reliably – ideal for airport transfers, off-site attractions, and more.



## Bell, Door, & Concierge Services

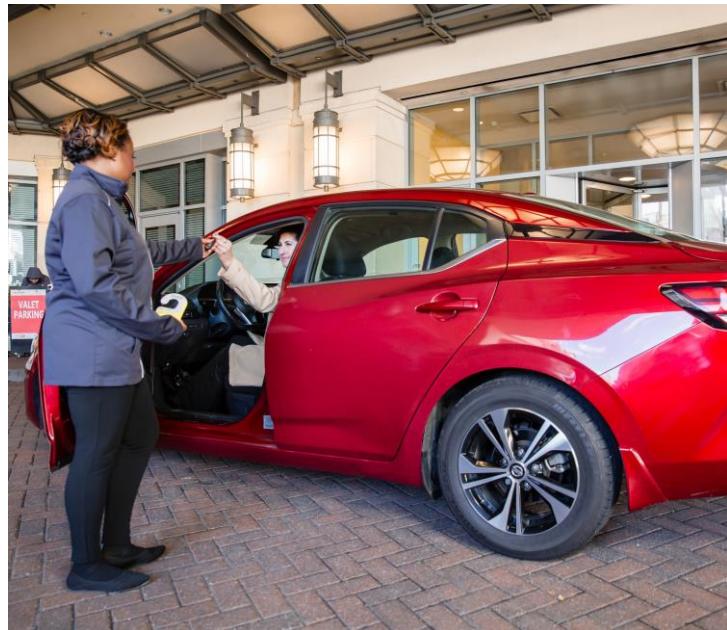
Integrated, service-first teams deliver professionalism and consistency, creating a five-star experience from curb to check-in.



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# Operational Support Services

We designed our services to enhance the guest experience while improving behind-the-scenes efficiency and performance.



## Asset Maintenance & Management

We ensure parking assets and common areas reflect your brand's excellence with proactive maintenance and cleanliness.

## Brand Standard Reviews

Regular audits and reviews protect your brand's integrity and ensure consistent service delivery across every guest touchpoint.

## Personalized Reporting & Data Insights

Real-time performance tracking through custom dashboards provides actionable insights to enhance service and operational decisions.

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# Enhancement Programs

We create memorable guest experiences and help your property stand out with customized offerings and cutting-edge solutions.



## Customized Amenity Programs

Signature experiences tailored to your brand, from bike rentals to car detailing, designed to delight guests.

## Electrification (EV Charging)

End-to-end EV solutions that support sustainability goals, enhancing guest satisfaction with accessible charging.

## Cloudpark Technology Solutions

Integrated technology platforms streamline parking, unlock new revenue, and improve guest convenience.

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# Valet Services

Valet service is more than just parking cars — it's the first and last impression your guests will remember. We deliver efficient, elegant, and personalized service to elevate the guest experience.



## Efficient Traffic Management

Expert coordination of vehicle flow during peak check-in/out periods improves guest satisfaction and operational efficiency.



## Personalized Service

Our valets, trained by former luxury hotel managers, provide exceptional service with poise and attention to detail.



## Seamless Arrivals & Departures

From the curb to the lobby, we ensure smooth, frictionless experiences, minimizing wait times and streamlining guest flow.



## Branded Scripting

Our teams use tailored scripting to reinforce your brand's tone, creating a cohesive and elevated experience for every guest.



## Brand Standard Reviews

Regular service audits ensure valet operations continuously align with your brand's standards and expectations.



## Hospitality Management

# Shuttles & House Cars

We provide seamless, on-brand travel experiences with transportation options designed to meet guest needs and enhance your property's service offerings.



## Airport & Local Shuttle Service

Timely, scheduled transportation services for enhanced guest convenience to airports, attractions, and key destinations.

## Personalized Guest Experience

Tailored services reflect individual guest preferences, ensuring comfort and brand alignment in every ride.

## Customizable Routes & Schedules

Designed to fit your property's unique needs, offering flexibility without compromising consistency or reliability.

## Operational Efficiency

Smart logistics and coordination streamline operations, reducing delays, easing congestion, and improving guest flow.

## Elevated Brand Standards

Trained transportation professionals uphold the same luxury service standards your guests expect throughout their stay.



## Hospitality Management

# Bell, Door, & Concierge Services

From the moment a guest arrives at your property, Propark's bell, door, and concierge teams deliver exceptional, brand-aligned service, setting the tone for a memorable stay.

## Service with a Personal Touch

Our bell staff provides courteous, attentive support, from luggage handling to personalized guest introductions, for a welcoming experience.

## Professional Door Ambassadors

Our trained door teams greet guests with poise and professionalism, creating an elegant and refined first impression.

## Branded Scripting & Service

We use custom scripting to ensure each guest interaction aligns with your brand's tone, values, and luxury standards.

## Seamless Arrival Coordination

Luggage handling is prompt and professional, facilitating smooth check-in flow while minimizing the burden on front desk teams.

## Concierge-Level Expertise

Our team offers personalized local recommendations, organizes special requests, and creates memorable experiences.



# Asset Maintenance & Management

A polished arrival begins long before a guest reaches the curb. We ensure your parking and mobility infrastructure runs at peak performance with our comprehensive asset management services. From routine maintenance to revenue optimization, we manage the details, allowing your team to focus on delivering exceptional hospitality.



## Internal Auditing & Reconciliation

Regular audits verify revenue accuracy, identify opportunities for optimization, and provide transparent financial insights.



## PARCS & Equipment Expertise

Our experienced technicians manage everything from installation to ongoing maintenance of your equipment, ensuring reliability.



## Surface Lot Monetization

Maximize revenue from underutilized spaces with our Lightning Pay system, generating income without additional hardware.



## Full-Service Maintenance & Upkeep

Preserve the quality and appearance of your parking assets with regular maintenance and cleanliness that reflects your brand standards.



## Aggregator & Vendor Management

We manage third-party relationships and vendors, optimizing occupancy while ensuring quality through trusted partnerships.

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# Brand Standard Reviews

In hospitality, consistency is key. We understand your brand is built on delivering a distinct experience, and our brand standard reviews ensure every guest interaction aligns with that vision. Through structured audits and service assessments, we uphold your brand's expectations.



## Structured Service Audits

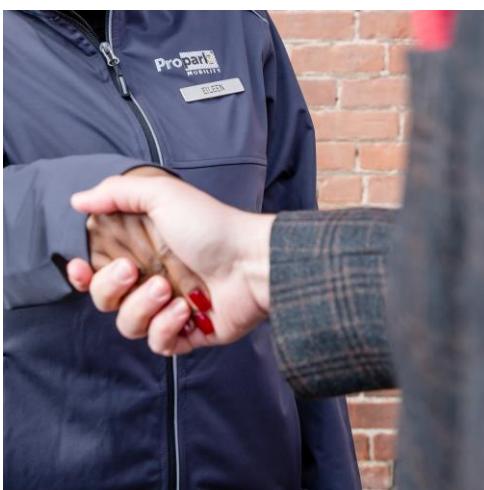
Regular reviews of service delivery ensure alignment with your property's standards, from valet greetings to arrival flow and uniform presentation.

## Real-Time Reporting

We deliver actionable insights through customized reporting dashboards, helping you monitor performance trends and identify areas for improvement.

## Brand-First Culture

We prioritize your brand voice and values through training programs and operational reviews to deliver a consistent guest experience across every touchpoint.



## Continuous Improvement

Insights from our reviews fuel ongoing team coaching and operational enhancements, supporting a culture of excellence and proactive service refinement.

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# Personalized Reporting & Data Insights

We believe data should do more than inform — it should empower. Our personalized reporting tools provide visibility into key performance metrics, helping you make proactive decisions that improve service, drive revenue, and elevate the guest experience.



## Real-Time Performance Dashboards

Track key operational metrics like revenue, occupancy, and guest satisfaction on one easy-to-use platform.

## Custom Reporting & KPIs

Tailor reports to the metrics that matter most to your team, aligned with service standards and goals.

## Deep Operational Insights

Identify trends in staffing, peak demand, and guest flow to streamline operations and optimize service.

## Data-Driven Strategy Support

Our team helps you turn data into actionable insights, supporting business reviews and strategic planning.

## Weekly Insights & Strategy Touchpoints

Regular updates and communication ensure alignment and proactive decision-making to optimize operations.

# Customized Amenity Programs

We design personalized and memorable guest experiences with customized amenity programs tailored to your brand, enhancing satisfaction, driving loyalty, and leaving a lasting impression.



## Personalized Guest Moments

Offer custom touches like birthday greetings, special requests, and exclusive experiences that delight guests and align with your property's culture.

## Specially Tailored Programs

Collaborate with us to create amenity programs that cater to your specific guest demographic, whether wellness, family, or luxury-focused.

## Unique Amenity Offerings

From bike rentals to complimentary bottled water after a jog, our handpicked amenities reflect your brand's identity and enhance the guest experience.

## Small Gestures, Big Impact

We offer thoughtful, everyday touches that make guests feel truly valued and appreciated, creating a lasting impression that enhances their stay.

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# Electrification

In today's hospitality landscape, EV charging isn't just a perk – it's an expectation. We simplify electrification by offering turnkey support, from planning to ongoing maintenance, ensuring guest satisfaction while meeting sustainability goals.



## Smart, Guest-Friendly Charging Stations

Provide reliable, high-speed charging with intuitive hardware that integrates easily into your existing infrastructure.



## Customized Planning & Site Assessments

Our comprehensive evaluations ensure a tailored solution that supports your property's current and future needs.



## Cost-Effective Strategy & Incentive Guidance

We help forecast capital costs and leverage available incentives to align your EV solutions with your financial goals.



## Seamless Implementation & Ongoing Support

From installation to long-term operation, we manage the entire process, minimizing disruption and delivering consistent performance.



## Strengthen Your Brand's Commitment to Sustainability

Enhance your sustainability profile and align with guest expectations by offering accessible and reliable EV charging.

# Smarter Parking, Better Stays

Technology should make hospitality feel more human – not less. Propark's suite of integrated parking technologies is designed to remove friction, enhance service, and unlock new revenue opportunities for your property. Whether you're looking to modernize your operation or streamline guest interactions, our tools create a smoother experience for your guests and team.



## Lightning Pay

### Frictionless, Revenue-Generating Parking

No gates, no hardware – just instant monetization. Lightning Pay uses QR code technology to turn underutilized spaces into guest-friendly revenue streams, ideal for surface lots or overflow parking.

## Bolt360

### Simplified Access Control

Integrate seamlessly with your existing PARCS equipment. Bolt360 is a wireless, cloud-based solution that controls your parking gates with real-time monitoring, reliable access, and no downtime – perfect for hospitality environments where consistency is key.

## Cloudpark Command

### 24/7 Guest Support

Deliver around-the-clock service with live customer support ambassadors who are trained in hospitality best practices and branded scripting. It's like having a concierge on call for your parking operation.

## Enforcement Lite

### Guest-Friendly Compliance

Ensure compliance without compromising the guest experience. Our non-adhesive "Guest-Friendly Notices" offer digital payment options and branded messaging that's respectful, clear, and easy to use.



# Propark Mobility

## Your Luxury Hospitality Partner

Connect with us today  
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