

CASE STUDY

The Post Oak | Houston, TX

Coordinating Seamless Service Across a Luxury Mixed-Use Campus

The Challenge

The Post Oak in Houston brings together a Forbes Five-Star hotel, residences, fine dining, luxury dealerships, and event spaces on one property. Delivering exceptional service for guests, residents, and VIPs across these venues requires precise coordination and a team capable of upholding the property's high standards within a complex, fast-paced environment.

The Solution

Sovereign Services, powered by Propark, implemented flexible staffing models and adaptive operational strategies to ensure consistent service across the property's diverse venues. By working closely with property leadership, the team aligned daily operations with guest experience goals and utilized regional resources to scale staffing for high-demand periods.

The Results

Managing up to 200 valets on the property's busiest days, Sovereign Services delivers polished service across the campus as thousands of guests, residents, and visitors move through the property. The team's ability to deploy additional support and adjust plans quickly allows The Post Oak to maintain exceptional standards while accommodating high-profile events without interrupting the daily guest experience.



"Everything is perfect. The valet staff are the friendliest you will ever encounter. They make you feel so welcomed."

Alisha M., Google Review