A NATIONAL FOOTPRINT



NORTHWEST REGION

1000 Van Ness Suite 108 San Francisco, CA 94109 415-550-8740



NORTHEAST REGION

Four Copley Place Suite 4400A Boston, MA 02116 617-426-0604



SOUTHWEST REGION 10635 Santa Monica Bd Suite 145 Los Angeles, CA 90025 310-446-7925



MID-ATLANTIC REGION

2001 S Street, NW Suite 610 Washington, DC 20009 202-667-3030



CENTRAL REGION

33 W Monroe Street Suite 270 Chicago, IL 60603 312-577-7985



SOUTHEAST REGION 3500 Lenox Rd. N.E. Suite 700 Atlanta, GA 30326 404-266-9391



TEXAS REGION 1310 Elm Street Suite 110 Dallas, TX 75202 214-720-7275



FLORIDA REGION

1000 5th Street **Suite 1311** Miami Beach, FL 33139 305-531-1725



IT'S ABOUT PEOPLE SERVICE **PROFITABILITY** RELATIONSHIPS **OPENING DOORS** FOR PEOPLE ULTIMATE HOSPITALITY

IT'S ABOUT PEOPLE

SUCCESSFUL ORGANIZATIONS ARE COMPRISED OF SUCCESSFUL INDIVIDUALS.

We understand that people make the difference, and our culture is dedicated to finding the best people and creating opportunities for them. Our associates are the key to our success. Our staff is comprised of individuals with hospitality parking management training and experience.

Nearly all of our associates have worked in the hospitality and/or parking industries for many years and rely heavily on that combined experience and knowledge base to promote firstrate hospitality management and professional guest service at your property.

IT'S ABOUT PROFITABILITY

THE NAME OF THE GAME IS REVENUE CONTROL, AND WE PLAY IT BEST.

Your parking business is a valuable asset. Many properties overlook the financial opportunity inherent in their parking business and operate it at a loss or a level of profitability far below its true potential.

That's where our expertise is most valuable in the true sense of the word. Our bestpractice policies and procedures and to the bottom line.

experience ensure that all parking revenue is captured on a daily basis whether your operation utilizes self-parking, valet parking, or both. This is the essence of revenue control. For many properties, it can mean gross revenue increases of 25 to 50 percent. In some cases, it exceeds 100 percent. In all cases, the additional revenue flows directly

WHERE PARKING AND HOSPITALITY MANAGEMENT BECOME ONE



IT'S ABOUT SERVICE

YOUR GUESTS ARE OUR GUESTS.

Your guests are our guests. That's our motto. Serving our clients is important. Serving our clients' guests is paramount. This philosophy pervades everything we do. It is ingrained in every one of our valued employees.

In fact, that's where superb guest service starts: superb guest servants. That's why LAZ Ultimate Hospitality employees are hired only after an extensive screening process, including reference checks and driving record

Once hired, each employee must complete our training program encompassing hotel operations, guest service, and safety. Formal training is followed by our signature Ambassador Training - our formalized onthe-job mentoring program and evaluation system. Those employees who successfully complete all phases of our training are then given the privilege of serving your guests.

The Ultimate honor.

IT'S ABOUT RELATIONSHIPS

MORE THAN A VENDOR: A PARTNER

When we manage your guest services - bell, door, valet, concierge, or transportation service - we become an extension of your staff. In essence, our staff becomes your staff, ready and willing to respond to your needs. Our on-site managers attend team meetings to ensure that we are always working in concert with all other departments. Our managers are accountable not only to us but also to you, solidifying our partnership.

We will balance profitable parking management with high-quality guest service and provide an opportunity for you to transform what is likely a cost center, or a nominal revenue-generating operation into a profit center. Our track record shows material gross revenue and gross profit improvements that make investing time in your parking operations one of the best investments you'll make this year.

