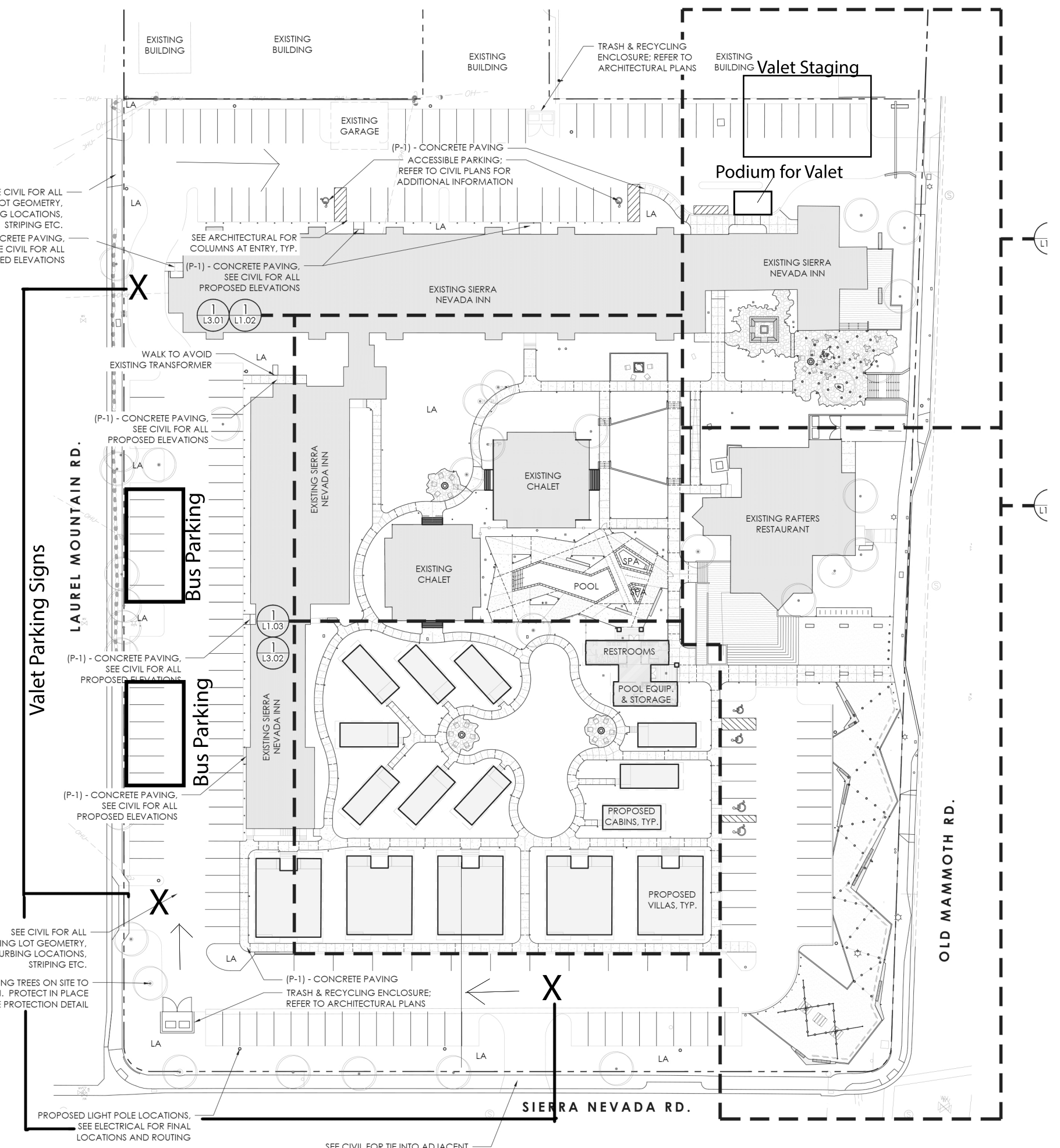


Attachment 1
Parking Management Plan

Parking Management Plan

The proposed project will implement valet parking at 85 percent occupancy of the 179-room hotel (152 occupied rooms). The valet parking operations will include three valet attendants for the parking and retrieval of guest vehicles, as well as three off-site valet parking locations: (1) Laurel Mountain Road on-street parking (approximately 10 spaces), (2) the Town parking lot at the southeast corner of the intersection of Old Mammoth Road/Tavern Road (up to 50 spaces), and (3) at 3721 main street. The location will have 10 additional spaces on an area with a compacted surface and stormwater retention. After all other parking has been filled all other vehicles will be staged and transported by Valets to this location. It would take approximately 2 minutes for a valet attendant to park or retrieve a vehicle and return to the hotel (i.e., drive/walk to/from the hotel/valet parking location) and 6 min for the 3721 location. The first 10 parking spaces on the north end of the site will be coned off to provide 150 feet of storage capacity (or 6 vehicles at approximately 25 feet per vehicle). In addition, the first 4 parking spaces just west of the hotel entry will be reserved for any guests that may request early retrieval of their valet parked vehicles.

Hotel/Restaurant guests will drop-off and pick-up vehicles in from of the Sierra Nevada Hotel main entrance. During the time valet parking is in place signs will be placed at all four entrances directing guests to the valet attendants for all parking. To minimize curbside congestion, valets will receive vehicles at the drop-off location and immediately move to into the area across from the entry way so they can be parked after any rush. Short term guests who would like to self-park will be directed to local public parking options. Valets will prioritize accommodating short-stay-guest vehicles on-site and long-stay-guest vehicles off-site. Protocols for guest vehicle pick-up will ensure the drop-off and pick-up location does not remain occupied unnecessarily. Parking for tour busses will be in roped off areas. A typical buss is 45 ft in length (approximately 5 parking spaces) and consists of up to 25 rooms of occupancy creating additional available parking for other guests.



EXISTING BUILDING

EXISTING BUILDING

EXISTING BUILDING

TRASH & RECYCLING ENCLOSURE; REFER TO ARCHITECTURAL PLANS

EXISTING BUILDING

Valet Staging

EXISTING GARAGE

(P-1) - CONCRETE PAVING
ACCESSIBLE PARKING;
REFER TO CIVIL PLANS FOR
ADDITIONAL INFORMATION

Podium for Valet

SEE ARCHITECTURAL FOR
COLUMNS AT ENTRY, TYP.
(P-1) - CONCRETE PAVING,
SEE CIVIL FOR ALL
PROPOSED ELEVATIONS

EXISTING SIERRA
NEVADA INN

EXISTING SIERRA
NEVADA INN

WALK TO AVOID
EXISTING TRANSFORMER

(P-1) - CONCRETE PAVING,
SEE CIVIL FOR ALL
PROPOSED ELEVATIONS

EXISTING SIERRA
NEVADA INN

EXISTING
CHALET

EXISTING RAFTERS
RESTAURANT

EXISTING
CHALET

POOL

SPA

RESTROOMS

POOL EQUIP.
& STORAGE

PROPOSED
CABINS, TYP.

PROPOSED
VILLAS, TYP.

(L1.03)

(L3.02)

(P-1) - CONCRETE PAVING,
SEE CIVIL FOR ALL
PROPOSED ELEVATIONS

Bus Parking

(P-1) - CONCRETE PAVING,
SEE CIVIL FOR ALL
PROPOSED ELEVATIONS

(P-1) - CONCRETE PAVING
TRASH & RECYCLING ENCLOSURE;
REFER TO ARCHITECTURAL PLANS

SIERRA NEVADA RD.

OLD MAMMOTH RD.

Valet Parking Signs

LAUREL MOUNTAIN RD.

SEE CIVIL FOR ALL
LOT GEOMETRY,
CURBING LOCATIONS,
STRIPING ETC.
CONCRETE PAVING,
SEE CIVIL FOR ALL
PROPOSED ELEVATIONS

SEE CIVIL FOR ALL
LOT GEOMETRY,
CURBING LOCATIONS,
STRIPING ETC.
PROTECT TREES ON SITE TO
REMAIN. PROTECT IN PLACE
PROTECTION DETAIL

PROPOSED LIGHT POLE LOCATIONS,
SEE ELECTRICAL FOR FINAL
LOCATIONS AND ROUTING

SEE CIVIL FOR TIE INTO ADJACENT

Valet Person

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Valet Person

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Valet Person

TASK 01: Handle Guest Inquiries/Requests

- Greet guests warmly with proper salutation.
- Always volunteer to assist guest with requests. Do not wait to be asked.
- When a guest makes an inquiry:
 - 1) Listen attentively.
 - 2) Get all the facts.
 - 3) Ask questions to clarify the inquiry.
 - 4) Assist as required.
 - 5) Offer alternative solutions.
- Should a guest ask for assistance, their request becomes a priority. If you can service it, then do so in a quick and efficient manner. If not, then clearly communicate the request to the manager.
- Be knowledgeable of:
 - 1) Daily Event Sheet
 - 2) Outlet hours, locations and specialties
 - 3) Entertainment
 - 4) Housekeeping services (laundry and pressing)
 - 5) Check in/out times
- All guest requests handled efficiently and within 15 minutes.
- Guest's questions are answered correctly.
- Staff is familiar with facilities, restaurants, bars and hours of operation.
- Staff upsells property features first.
- Daily Event Sheet referred to for information.
- Guest inquiry/request is handled to ensure complete guest satisfaction.

Valet Person

TASK 01: Handle Guest Inquiries/Requests (cont'd)

- 10) Sporting and social activities
 - 11) Local attractions
 - 12) Local night spots
 - 13) General geography of area
-
- Enthusiastically recommend the use of the property's facilities and services.
 - Be willing to answer questions on all of the above and show that you care.
 - Know which departments and names of management personnel to direct guests for further assistance.

Valet Person

TASK 02: Shift Briefing

- Check in with the supervisor at the start of the shift. Review the following information before starting work:
 - 1) House count, departures/arrivals
 - 2) V.I.P. and special guest arrivals
 - 3) Group activities
 - 4) Catering functions (times and locations)
 - 5) Special activities/events/promotions
 - 6) Standard of the Week training
 - 7) Changes in policy/procedures
 - 8) Problem areas, complaints and guest comments
- Report to your supervisor upon arrival each day.
- Familiar with anticipated business levels for the shift.
- Daily activities are reviewed for familiarity.
- Able to acknowledge arriving V.I.P.'s and repeat guests by name.

Valet Person

TASK 03: Logbook

- Review all previous days in logbook since last shift worked.
- Legibly record the following information in the logbook during the shift:
 - 1) Special guests/V.I.P.'s
 - 2) Follow up items
- Logbook is used on a regular basis to record activities on each shift.
- All special concerns must be recorded in the logbook.
- No personal or unprofessional comments in logbook.
- Entries written legibly.
- All entries reviewed by each staff member at start of shift.

Valet Person

TASK 04: Review Group Activities

- Review Daily Event sheet and pay close attention to:
 - 1) Group name or banquet
 - 2) Meeting time or time of banquet activity
 - 3) Location of meeting/banquet
- Be familiar with meetings and banquets during your shift to best anticipate guests needs and direct guests most efficiently.
- Valet Person is aware of daily group activities and their locations.

Valet Person

TASK 05: Assign Duties

- Assign specific duties as they arise according to the Valet staff rotation sequence. In general, tasks that involve no tipping go to the last person and gratuity opportunity tasks go to the front person.
- Standard daily activities such as sweeping the luggage closet is assigned on a rotational basis daily.
- All bell persons to polish bell carts at the end of their shift.
- All duties are assigned by the management based on front person, last person and general rotation.

Valet Person

TASK 06: Hotel Facilities And Hours Of Operation

- Become familiar with the different outlets and hotel facilities by reviewing all hotel literature carefully and by touring property in depth.
- Review all information and/or memorandums regarding outlet hours, services, and special activities.
- Know the particulars:
 - 1) Menu offerings.
 - 2) Style of restaurant and hours of operation.
 - 3) Entertainment offered in lounge.
 - 4) Equipment within the Fitness Center, hours and location.
- Every valet person must be familiar with the entire hotel facility to include each outlet, store, amenity, and the hours of operation.

Valet Person

TASK 07: Maintain Posture

- Remain in posted positions by lobby as directed by supervisor.
- While at post, remain looking forward, hands at sides, front or back with an attentive and pleasant appearance, alert to guest needs.
- Correct posture and attentive stance maintained at all times.
- Do not lean against anything.
- Do not put hands in pockets.
- No arms crossed at chest, no pointing, use palm.

Valet Person

TASK 08: Solicit Guest Response

- Solicit responses from all hotel guests concerning their satisfaction while at the hotel.
- Address any guest remarks implying dissatisfaction prior to the guest's departure or contact the supervisor for follow-up and resolution.
- If guests offer feedback about their stay, extend a Guest Comment Card to the guest by saying, "Mr./Mrs. ____, would you mind sharing your comments on your stay at the hotel so that we may better serve you in the future?"
- All guests asked for feedback on hotel experience.
- No guest is to leave hotel dissatisfied.
- All guest's comments will be logged.
- Each guest to receive and is asked to fill out Guest Comment Card, if guest offers feedback about his/her stay.

Valet Person

TASK 09: Receive Assignments

- Return immediately to valet stand after each assignment and ensure valets Log Sheet is logged with your initials.
- Check for additional assignments pending on the log sheet:
- Valet staff must return to back office after each assignment.
- Valet's Log Sheet must be checked for additional assignments upon completing a front.
- React quickly to instructions.

Valet Person

TASK 10: Greet Guests

- When guests are entering/exiting their vehicles or the hotel, greet them with a warm smile and say:
 - 1) Good morning/afternoon/evening.
 - 2) Welcome to the **Sierra Nevada Resort**.
 - 3) Welcome back to the **Sierra Nevada Resort**.
 - 4) How may I assist you?
 - 5) Thank you for staying/visiting The **Sierra Nevada Resort**.
 - 6) Have a safe trip home.
- Whenever possible, use the guests' names (especially hotel guests and V.I.P.'s).
- All guests must be greeted with a smile, eye contact and proper salutation.
- Maintain positive body language and correct posture.
- Guests greeted within a 5 foot distance.
- Use the guests' names whenever possible during conversation.

Valet Person

TASK 11: Open Vehicle/Property Doors

- If doorman is not available.
- As a vehicle is approaching the front, be in motion so you will be at the stopped vehicle to open all doors for the passengers/driver to get out.
- Open doors on the right side of the vehicle first.
- Assist all ladies, elderly persons, disabled guests and children out of their vehicles.
- Provide assistance with steps or wheelchair access areas.
- Greet and welcome each guest with enthusiasm, and appropriate salutation.
- The Valet Person will open the hotel and vehicle doors promptly and graciously.
- Do not wait for cars to stop before approaching.
- Passengers and drivers assisted out of their vehicles when possible.
- Always open the doors on the right side of the vehicle first.
- Maintain eye contact, smile and correct posture.
- Guests given positive first and last impression of the hotel.

Valet Person

TASK 12: Explain Parking Facilities

- Determine if guest in arriving vehicle is:
 - 1) Currently staying at the hotel
 - 2) Checking into the hotel
 - 3) Attending a meeting or banquet activity
 - 4) Using dining facilities
- Advise guest of appropriate parking procedure involved with valet parking for hotel guest/visitors.
- Parking status of guests determined, and guests are properly advised on procedures parking areas.
- Accurate information stated clearly to guests.

Valet Person

TASK 13: Orient Guest To Hotel Services

- Vary the information based upon whether our guest is a first-time visitor or a return guest.
- Determine how receptive the guest is to your information and tailor your discussion accordingly.
- Fully explain all your hotel services, facilities, and hours of operation:
 - 1) Restaurants, lounges.
 - 2) Entertainment in hotel
 - 3) Other services
 - 4) Shops within the area
 - 5) Recreation amenities
- Promote hotel outlets before local restaurants. Explain the type of cuisine and style of restaurant.
- Be knowledgeable in Hotel Fire Procedures and Systems.
- Do not impose any conversations in which the guest does not wish to participate.
- Remain sensitive to the guest's needs in all interactions.
- Relay accurate information and maintain complete familiarity with all the particulars of hotel outlets, facilities and services.
- Avoid sounding mechanical or rehearsed when relaying information.

Valet Person

TASK 14: Direct Traffic At Front Entrance

- Constantly monitor traffic and professionally direct traffic to ensure all vehicles are moving in an orderly fashion.
- Make sure all driveways and loading zones are clear and vehicles are not left in illegal parking spaces.
- All traffic in front of the hotel must be directed in an orderly fashion.
- Cars are not parked or left standing in illegal spaces.
- Vehicles are not left unattended.
- Traffic must flow smoothly and efficiently.
- No driveways are blocked.

Valet Person

TASK 15: Take Possession Of Vehicle

- Allow guests sufficient time to comfortably exit vehicle.
- After determining that guest wants vehicle valet parked, smile, greet guest warmly with "Good morning/afternoon/evening, Sir/Ma'am".
- Do not change anything inside the car while driving (i.e. radio, seats, mirrors, etc.). If seat is moved, return to original position
- Remove the vehicle keys.
- Slowly and carefully exit the front entrance to a designated parking space.
- If guest insists on leaving a valuable item in the car, suggest that he/she secure it in the glove box or trunk.
- All cars are to be driven safely and handled professionally.
- No keys are left in vehicles after parking in assigned area.
- Request that guest secures valuables within car.

Valet Person

TASK 16: Determine Parking Status

- Determine guest parking status by asking guest if he/she will be staying at hotel or just visiting.
- Parking status of all arriving vehicles determined before giving guest claim ticket.

Valet Person

TASK 17: Park Vehicle

- Park the vehicle by driving it slowly and carefully to the first available parking spot.
- Do not change anything inside the vehicle while driving (i.e., radio, seats, mirrors). If seat moved return it to original position.
- After parking the vehicle, note the exact location of the parked vehicle
- All vehicles correctly parked.
- All vehicles driven safely.
- No personal use of vehicles.
- No accidents/car damages.
- Location of parked guest vehicle is known.

Valet Person

TASK 18: Secure Vehicle

- Before you leave the vehicle, make sure you have the keys with you.
- Lock the vehicle securely.
- Ensure all lights are out.
- Close all windows.
- Hang keys on key rack with corresponding number.
- All vehicle doors and windows closed.
- No keys left in vehicle.
- All vehicle doors are locked securely.
- Vehicle keys are secured in key lock box.
- Location of parked is noted on parking tag.

Valet Person

TASK 19: Retrieve Guest Vehicle

- Go to the correct vehicle, as indicated by guest valet tag
- Drive the vehicle slowly and safely to the designated area in the hotel front.
- Exit vehicle and stand at driver's door.
- Have door open for guest on driver's side.
- Assist with driver's side passenger door.
- Close door for guest.
- Provide following salutation: "Have a pleasant morning/afternoon/evening. Hope to see you again."
- All vehicles driven safely.
- All vehicles driven to correct location.
- All doors opened for guests.
- All doors securely closed for guests.
- All departing guests given a polite farewell.
- Correct vehicle returned to guest.

Valet Person

TASK 20: Assist Guests At Hotel Entrance

- Determine a guest needs:
 - 1) Vehicle brought up to the front
 - 2) Time when vehicle is needed
 - 3) If guest wants something brought out of the vehicle
 - 4) If guest requires public or other transportation.
- Give accurate and complete information to all guests.

- All guest needs determined as stated.

Valet Person

TASK 21: Close Work Shift

- When all assignments are completed, check out with the supervisor before leaving.
- Make sure the work area is ready for the next shift.
- Brief oncoming staff of any information for follow-up pertinent to operation during their shift.
- Sign out/punch out at designated location.
- Sign out/punch out for yourself only at the actual time of departure.
- Assigned work completed prior to asking permission to leave.
- Work areas are clean, neat and free of debris. All supplies restocked.
- Next shift has been informed of any pertinent information.