

Make eye contact, wave "hello" and guide guest into the greeting area

Pause. Allow guest to open their door(s) to maintain social distance

Hand guest ticket or record phone number

Ask guest to turn vehicle off and hand you a single key or leave it on the dash

Ask guest if they require further assistance

Wash and/or sanitize your hands after interacting with a guest



Avoid Touching
Your Face




No
Handshakes



Maintain Social
Distance

GUEST
ARRIVAL





Sanitize your hands
before each transaction

Greet guest with eye
contact and wave “hello”

Prompt guest to scan
ticket

Prompt guest to
insert/swipe credit card

Issue exit check

Sanitize your hands to
complete transaction

Safety shields installed at
all POS stations



Avoid Touching
Your Face



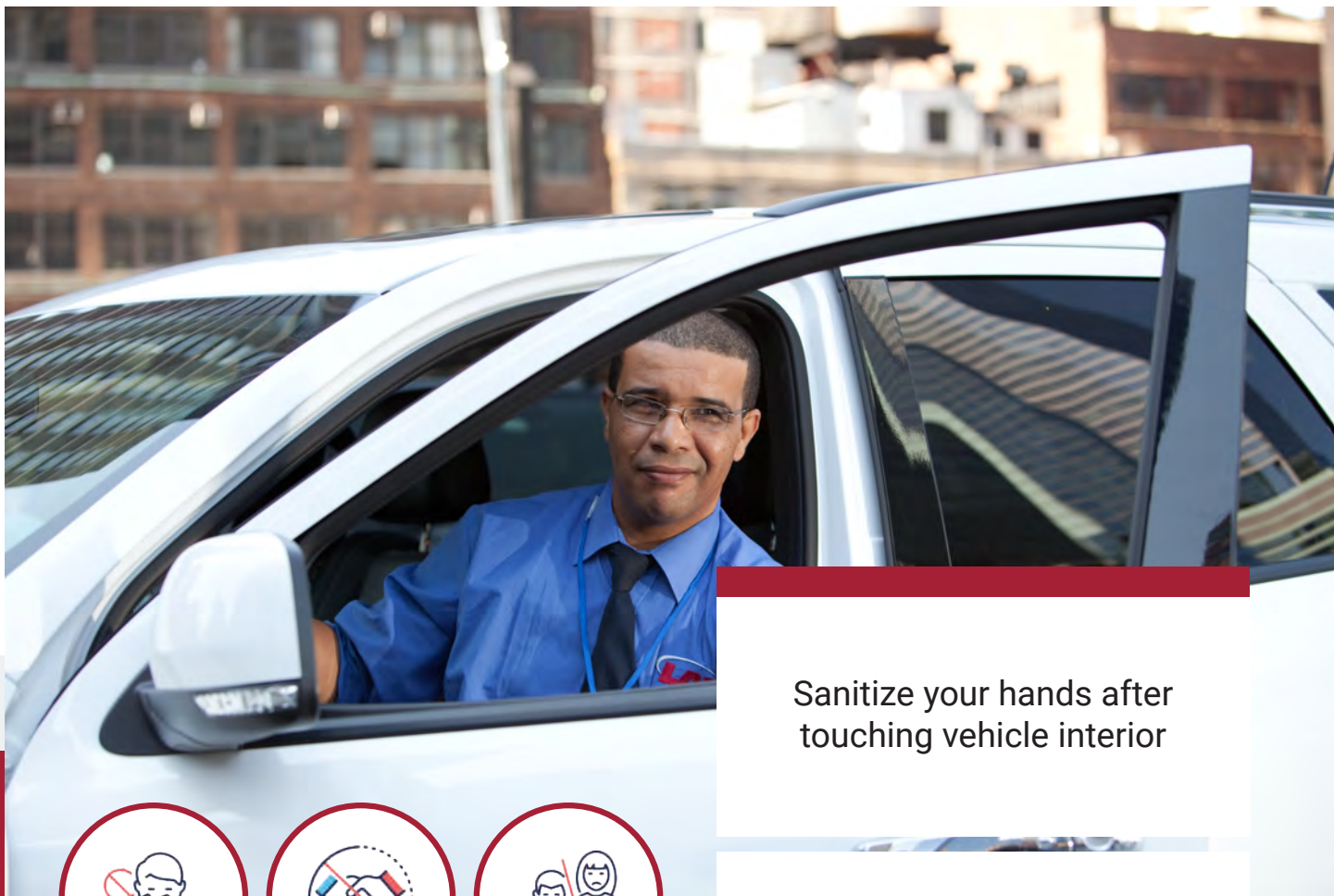
No
Handshakes



Maintain Social
Distance

CASHIER
TRANSACTIONS





Sanitize your hands after touching vehicle interior



Avoid Touching
Your Face



No
Handshakes



Maintain Social
Distance


Place keys in sanitation
station after parking

MOVING VEHICLE (PARKING/PULLING)



Core Habits for Driving

- Windows down, lights up
- Use mirrors, not back-up camera
- Slow down! Five miles per hour at all times
- Set vehicle up for "safe exit"
- Windows up, secure vehicle
- Never accelerate in/out of a parking spot



Wash and/or sanitize
your hands BEFORE
retrieving any vehicle

Drive vehicle to drop off
zone

Turn vehicle off and take
out keys



Avoid Touching
Your Face



No
Handshakes



Maintain Social
Distance

Open doors (only at
request of guest)

Match exit check to key
tag

Hand keys back to guest

Wash or sanitize hands to
complete transaction

VEHICLE
DEPARTURE

