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New Valet process unveiled at CLE

System closely documents vehicle in new system

Cleveland, May 8, 2017 – New Valet customer service upgrades have been unveiled at Cleveland Hopkins International Airport (CLE). The new upgrades will better document a customer's information, their vehicle information and offer quicker payment options for Valet services.

This system is yet another customer service enhancement that will improve the customer experience while flying through CLE.

When a customer arrives at the Valet station, they are greeted by an attendant who takes a picture of the ticket assigned to the vehicle which generates an electronic file for that customer. The attendant then takes photos of all four sides of the vehicle establishing a condition report for the record.

The upgrades also includes more mobile units which will be assigned to valet personnel to help expedite check-in services, two handheld pay devices which will allow attendants to assist the cashier during peak times thereby minimizing wait times.

Starting next month there will be a pay by phone feature that will allow customers to pay for valet services in advance. When a customer requests their vehicle via phone or text message the system will send the customer a link that will allow them to pay by phone, the customer will only need to present his/her claim check ticket to the valet attendant to take position of their vehicle.

Don't forget to look for added Valet customer service features coming soon.