INTRAK

The valet bid *scorecard.*

Compare 2 or 3 valet bids side by side · for boards and property managers

How to score. For each line, give every bid 0, 1 or 2 points. Ask each company to answer in writing.

0 = not offered **1** = only on request or at extra cost **2** = standard and included in the bid.

WHAT TO CHECK	BID A	BID B	BID C
Proof and records			
1. A photo of every car at check-in **and** at check-out, stored with its ticket This is what settles a damage claim.			
2. A time-stamped record for every car Who took it, when, and where it was parked.			
3. A written process when a resident reports damage Who responds, how fast, and what the photos show.			
Visibility for the manager			
4. A daily activity report sent to the manager Cars handled, requests, and anything that needs attention.			
5. A resident vs. guest log Plates checked against the resident list, with mistakes flagged.			
6. Clear fee rules in writing Who pays what, who keeps tips, how complimentary guests are handled.			
The resident experience			
7. Residents request their car from their phone No app to install, no waiting at the desk.			
8. A digital ticket Nothing on paper to lose.			
9. Wait times tracked and shared with the board Ask for the average at the busiest hour.			
The team and the contract			
10. The same dedicated team at your building every day Residents get to know them, and they know the garage.			
11. Every attendant background-checked and trained, with a named supervisor			
12. A written switchover plan, a clear term and exit, and references from buildings like yours			
Total (out of 24)			

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Valet & front-desk teams · Plantation, Florida
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QUESTIONS FOR EVERY COMPANY

Ask each bidder these five

1. Can I see a sample of the daily report your manager receives?
2. If a resident says there is a new scratch, what exactly do you show me?
3. How do you tell a resident's car from a guest's, and what happens when it's wrong?
4. Who is the supervisor at my building, and who covers when someone calls out?
5. What does the switchover look like for the first 14 days, and who do residents call?

HOW INTRAK ANSWERS

Our answers, line by line

LINES 1-2

Photos and records

Every car is photographed at check-in and check-out, and the photos are stored with its ticket.

LINE 4

Daily report

The manager gets a daily activity report from our system: cars handled, requests, and anything that needs attention.

LINE 5

Resident vs. guest

Plates are checked against the building's resident list, and the valet and the manager are alerted if a guest is logged as a resident.

LINES 7-8

Phone requests, digital ticket

Residents get a digital ticket by text and request their car from their phone, with no app to install. They get a text when it is ready.

LINE 10

A dedicated team

The same attendants work your building every day and learn your residents, rules and garage.

LINE 11

Screening and supervision

Every attendant is background-checked and trained. A supervisor is on site at peak times.

For lines 3, 6, 9 and 12 we answer in writing in the proposal, built around your building: your hours, your garage and your resident list.

NEXT STEP

A free assessment

We walk your property with the manager, time retrievals at a busy hour, and then write a proposal that answers every line of this scorecard. It is free.

The lowest price is not the only measure. Florida law requires competitive bids above set thresholds but does not require a board to choose the cheapest bid. Your association's attorney can confirm what applies to your building.

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