

The Standard of the Service

Doormen

- To greet residents/visitors
- To open doors (car and main entrance)
- To announce the visitors
- To provide assistance with luggage/packages
- To deposit luggage on the Trolley to the elevator (except for people with reduced mobility)
- To control the entries and exits of Le Château and access to the premises of Le Château
- To make sure that the entrances are always closed at evening
- Never leave the doors of the building without surveillance
- To face emergencies (*protocol to follow*)
- See to the parking right (vignette)
- To issue parking tickets to visitors
- To move cars if needed
- To keep a daily report of the complaints concerning problems in the parking
- To record the incidents or accidents and follow-up with the administration
- To check the gates (see time of openings and closings)
- To sweep the entrances of the towers and sidewalks
- To maintain the entrance halls clean
- To remove snow, spreading salt/calcium at the entrances and sidewalks (when needed)

Car jockeys: (Valet)

Park the cars on the premises or in the garage for garage owners and their guests with the authorization of the management.

Record the accidents or incidents and follow-up with the administration.

Remove snow, spread salt/calcium (when needed)

See to the parking right (vignette)

Check the gates (see time of openings and closings)

Assist the doorman when needed for luggage and packages

Ensure of the smooth running of the parking

At no time, the service must be given with the expectation of a tip.