



HOSPITALS & MEDICAL CENTERS

To learn more about why Towne Park is the premier provider of hospitality services, please visit us at townepark.com or call us at

800-291-6111

Experienced Hospitality Professionals

At hospitals and medical centers across the country, Towne Park employees provide unrivaled service to their clients and customers thousands of times each day. With more than 20 years of industry experience, Towne Park's 6,000 employees are **"Driven to Serve"** more than 300 clients in over 50 markets, making us the national leader of hospitality staffing services and parking solutions.

Driven to Serve

At Towne Park, we are driven to serve not just a hospital's patients, but the hospitals themselves. We hire, train and retain only the very best people. Our employees are customer-focused and passionate about service. They recognize that delivering unparalleled customer service produces results for clients.

Industry-Leading Processes and Proven Solutions

Through defined, industry-leading processes, Towne Park delivers hospitality staffing solutions that are proven to increase both patient and visitor satisfaction, as well as property revenue. We strive to identify inefficiencies, correct deficiencies and refine processes.

Towne Park clients receive

- Real-Time Financial Analysis
- Defined Auditing Processes
- Proactive Management

Our continual innovation in technology and reporting systems support our clients' service and financial needs. That's why some of the biggest names in healthcare trust Towne Park with their patients - and their bottom line.



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Towne Park Understands Service

More than any other company, Towne Park understands the importance of a patient or visitor's first and last impression of a hospital or medical center. Our employees do not simply greet people and park their cars. Parking cars - or performing any of the many other services we offer - is not what drives Towne Park. It's the satisfaction of making a patient or visitor feel at ease and welcome. It's the reward of knowing we've made a positive difference for our hospital clients and life easier and brighter for all those they serve.

Let Towne Park customize a service solution for your healthcare property's needs. With the industry's largest offering, our hospitality services include:

- **Valet Parking** Creating a sense of arrival and departure is an integral part of every visitor's experience. Towne Park's valets and supervisors are trained to greet every person with what we call "aggressive hospitality." We strive to create a positive experience with every interaction.
- **Hospital Greeter** When extending door services, Towne Park valets and supervisors are responsible for pleasantly greeting arriving and departing patients and visitors, opening doors and providing directions to all hospital departments and services, as well as popular destinations in the local area.
- **Patient Discharge** Towne Park attendants assist patients to and from their rooms and assist them with their belongings and luggage so that your clinical staff can focus on patient care.
- **Concierge Service** Towne Park's concierge service responds to any patient, employee, or visitor need—providing directions, handling phone inquiries, ordering flowers or gifts, transportation and lodging arrangements and other miscellaneous requests.
- **Self-Parking Management** Towne Park can manage all aspects of your property's self-parking assets. Our focus includes auditing and ticket control, staffing and garage inventory management, claims processing and resolution, automation and parking concierges.
- **Shuttle Transportation** Let Towne Park provide driver services to transport your patients or employees to and from your healthcare property, off-site parking, points of interest and other areas. In addition, Towne Park can provide VIP town car services.