

Parking | Express Check In | Car Cleaning | Chauffeured Transfer

valet

more than

For many of our customers, the driveway at Qantas Valet marks the very beginning of their journey with us. Alexandra Franca, one of our newly appointed Commissionaires at Sydney Domestic's T3 tells us why Valet customers are finding more reasons to be impressed each and every time they fly.

Along with a solid focus on personalised service, there is always something new happening in Qantas Valet to offer customers even more convenience through highly practical value-adds—which makes the cost of self-parking seem that much more unappealing.

Both Sydney T3 and Melbourne Valet now have dedicated Commissionaires on hand to ensure our most valued customers enjoy a hosted experience from the moment they arrive.

“We meet and greet customers as soon as they arrive,” says Alex. “It is important that they feel welcome and acknowledged. Being able to focus on one-to-one service means that every customer should feel assured that they will be well looked after. Whether it be assistance with luggage or checking in, we are basically here to accommodate their needs.”

The Valet Lounges in Melbourne and Sydney T3 have recently been refreshed, featuring an enhanced layout designed to streamline service flows and reduce wait times. Signature furniture and décor elements from the Qantas Domestic Business Lounges have also been incorporated to further



welcome

align the valet experience with the lounge environment. Q Card Readers, a key element of Faster, Smarter Check-in have been installed in the Valet Lounge, enabling Frequent Flyers to check-in within seconds.

Alex's day begins at 5am. Customers begin to drop off their cars to travel on the first Qantas flights for the day. Surprised at the new look, some of the customers voice their approval of the refresh, particularly the new signage and the way the space has been brightened up.

"We have regulars who travel three times a week on average, so it is crucial that they consistently receive the same great level of service every time they come in," says Alex.

"A lot of them have gotten to know me. I began here as a driver, which gives me an in-depth understanding of how valet operates."

"When I took up the position of Commissionaire, they were most complimentary, which was very flattering"

"Developing a good relationship with customers is what I like most about this role."

"Once you are familiar with a customer, you get to know

how they prefer to be served. It's very individual. Some people just appreciate quick and effective service, while others also like to have a nice, friendly conversation."

Traditionally, business travellers have used Qantas Valet, but now more and more leisure travellers are being drawn to the convenience. This is quite simply because Valet is about much more than parking cars.

"We have a very broad range of customers. Lots of families come through," mentions Alex.

"Every customer's needs are slightly different, but we try to anticipate them by making a variety of helpful services available to them."

"They can request to have their car washed or for a chauffeur to await them at their destination port."

"In the coming months, we are looking to offer a dry cleaning service. So that when the time comes for the customer to pick up their car, their dry cleaning will be ready for them – which will save them the extra trip."

Judging from the amount of cars coming through, it looks like the appeal of Valet is certainly catching on.