



“DRIVEN TO ELEGANCE”

PARKING MANAGEMENT SOLUTIONS




ROYAL
VALET

INTRODUCTION

ABRAJ QATAR GROUP is a private 100 %. Qatari owned company. It is established in 2005. Our share growth has been both progressive and impressive and we are issuing dividends within the early stages of company's establishment. We have well planned and aggressive growth targets to consolidate our position in Qatar and prepare for international expansion. During this period, we maintained our advancement from a small establishment till we reach the position of being one of the leading acting companies in the fields of our specialization. We will bring to the market new ideas in innovation to improve our service to our customers dramatically. Everything we do will be benchmarked against world class best practices with an inspiration to demonstrate leadership in customer service.

Abraj Qatar Group has grown and diversified its interests in Operations, Consulting and Valet Services. Abraj Qatar offers exceptional parking services with a professional look. Our core strengths lie in the quality of our service and professionalism of our personnel. Our attention to detail is what separates from the rest of the parking industry.

Our passion is managing the parking service obstacles, which in turn enables us to deliver a superior experience for your customers and guests. We thrive in delighting you – our valued client – by helping you meet or exceed your business goals.

Beginning of 2015 Royal Valet was established to manage and service the VIP locations.

OUR MISSION

strategize and maximize your companies parking availability and traffic flow by outsourcing additional parking if need be to increase the all encompassing potential revenue so it will be indefinitely beneficial to both, Abraj Qatar and You, our potential client.

OUR VISION

To create a pleasant five star experience for our clients and their customers which no doubt will guarantee them to return to your establishment in the future, while still providing the utmost standards expected within a branch of the hospitality service industry



OUR CORE VALUE

CONTROL

Our company adheres to an uncompromising code of ethics. Emphasizing honesty, sincerity and reliability. We earn trust of our clients and their patrons every day. Rest assured that your guests are receiving the treatment they deserve. Quality and attention to detail are crucial in our business and our clients' businesses. We have set the bar high for superior service and are proud to exceed client expectations and deliver quality service and performance.

VALUE

We are deeply committed to fulfilling the needs of our clients. We strive to produce the answer your facility needs to outshine perceived hospitality competitors and satisfy your visitor's expectations. Our clients are the foundation of our success; therefore, we believe in treating them and their guests with the utmost respect and appreciation.

PERFORMANCE

We carefully assess our performance to make necessary improvements and ensure that our clients are receiving ideal service. With the constant need for quality service in the hospitality industry, we expect nothing but the best from our team so we undertake stringent, on-going training programs.

OUR INSURANCE

It's the most up-to-date and all-inclusive available to the industry.

Our clients quickly find that we operate differently from most national firms. There are no phone trees or filters when you call with a question or problem. You will be able to talk to your Front Line Manager, 24 hours a day and seven days a week.

OUR DUTIES

Our Valet Attendants handles every situation in an efficient, business-like manner that instills trust and respect. Our professionally-attired, screened, fully-trained and courteous valets place guests a visitors as their top priority, treating them and their vehicles with the utmost care and respect.

Duties will include many of the same performed by a Concierge. Not only will our Valet attendants expected to park, but also as an added service, will perform the following front door duties.

Provides visual and immediate eye contact with the guest; greet every guest as they enter or leave the facility; issue valet parking tickets and explain how to retrieve the vehicle when added; greeting and speaking to guests in pleasant manners and provide information directions, and any other assistance necessary to aid guests.

COMPASSIONATE PATIENTS SERVICES

Abraj Qatar Group is an experienced medical center parking provider, specializing in full and limited service parking systems for hospitals, medical centers and physician's buildings. We manage parking for primary healthcare facilities, such as Hamad Medical Corporation, Rumailah Hospital, Al-Ahli Hospital and Al Wakra Hospital. AQG is the right choice for compassionate care and efficient patient service initiatives. Managing the parking operations of hospitals, medical centers, and other healthcare facilities means delivering the most caring sort of customer assistance. It's more than right; it's a matter of someone's well-being. That's why our personnel are specially trained to deliver the most highly-attentive level of service to patients and visitors. Just as importantly, Abraj Qatar Group will consult with you to ensure that traffic flow and customer experience are designed to the needs of the patients, both physically and psychologically.



MAXIMIZING COMMERCIAL PARKING OPPORTUNITIES

Commercial parking is complicated and requires a very high level of customer service, care, trust, and the ability to handle various methods of parking. Most commercial facilities are short on space and often requires for assisted parking. Valet parking, and monthly permit parking requires for a successful operation of your facility.

Abraj Qatar Group approach to commercial parking management is based on three key points: anticipating your needs rather than reacting to them, maximizing revenue through intelligent analysis/planning/implementation, and always putting your customers first.

Abraj Qatar Group is a proficient parking service company in handling various methods of parking. We will insure the highest level of service and efficiency, while maintaining a keen eye on the client's profitability.

As part of our management services for commercial locations we provide:

- Parking Structure Layout
- Revenue Control Equipment
- Graphic Design and Signage
- Computerized Financial Reporting

Abraj Qatar Group, always recommends and implements the most efficient and profitable parking procedures for your property. We will evaluate your current parking procedures and develop, recommend, and implement new and improved systems of operations. As a part of our full service parking management service we will assist with planning and design phases of parking construction and traffic flow. We assist in the selection, installation, and full execution of economical and effective access-revenue control equipment that is best suited for your property.

PROFESSIONAL EVENT PARKING SERVICES

Abraj Qatar Group provides parking services for professional and major sports teams, theaters and large concert event venues. Large volume event parking requires significant talent resources and experience. Let Abraj Qatar Group event specialists design and implement a single or ongoing event parking plan to make parking success at your venue. Our management team will work closely with you or your event coordinator to ensure that your event valet services run smoothly and efficiently.

TRUCK PARKING FACILITY

Abraj Qatar Group operates and manages the Barwa Al Baraha truck facility, the largest automated truck parking facility in the region which can accommodate more than 4,200 trucks at a time with all the amenities available to end-users such as kiosks, café, restrooms, gazebos and canteen. We provide supervision, manning and cashiering at the toll booths/gates which include access control, collection of fees from customers, maintain general ledger, collecting the total sum of money from the cashier and proceed with timely deposits in the bank under the client's account name.

Also, we carry out the operations, monitoring and management of CCTV system for the facility in relation to its services. Furthermore, AQG carry out the traffic and parking management in the facility including the maintenance of traffic signage's and traffic management devices.



EXCEPTIONAL PARKING SERVICE IN SHOPPING CENTER

Nowadays shopping malls are the important part of lives of the people. Everyday especially during weekends this place is packed with people and parking area is an issue. At Abraj Qatar Group shoppers are accustomed to good service.

We manages every type of retail operation, be it shopping centers, restaurants or mixed-use facilities. These are busy customers who want a pleasant, hassle-free experience. We deliver by paying special attention to the details, making sure that everything is purposeful and efficient. We know, like you do, that it's the little things that often have the biggest impact on your guests. We'll designed your facility parking to make the most of your available space, while still providing the utmost in comfort, safety and security.

We, Abraj Qatar Group will provide your customers with a positive and engaging car park experience that will make them return – again and again. We bring you most advanced methods of car valet using the finest products and techniques on the market. Our car park solutions offer our clients the innovation, creativity, flexibility and required to provide a parking experience that delivers added-value for customers.

Our team is dedicated and focus to satisfy the parking requirements for each individual property and for our clients on a whole. We strive to improve the quality of parking both for the management, costumers and visitors. We will continue to promote the availability of quality parking as an amenity to the costumers , visitors and staff, while recognizing the policies and procedures deemed by our clients.



GUEST ORIENTED HOTEL PARKING SERVICES

Exceptional guest service requires surprising and delighting guests through creative anticipation of their needs. Abraj Qatar Group is prepared to implement our signature front door arrival protocol, designed to exceed standards in all applicable categories.

Our front door services include: Concierge, Way finders, Cashiers, Traffic Controllers, and Greeters. Part Personal Assistant and part Interactive Directory, our Front Door Team's sole purpose is to assist visitors, staff, and clients in any way possible. From assisting guests with parcels to escorting disabled visitors, our Front Door Team goes the extra mile to enhance and improve the experiences, when traffic becomes an issue at your facility, AQQ's Traffic Controllers step in and keeps traffic flowing through your facility with ease and expertise. In addition to providing necessary assistance, our Front Door Team is extremely knowledgeable about locations within the facility and the surrounding area. Dedicated to excellent service, our Front Door Team adds an essential layer of seamless hospitality that has become the standard in any facilities today.

Abraj Qatar Group never forgets that we are the first "Welcome!" and final "Come Again!" of your hotel facility. We do everything possible to support your brand standards, including giving you a say in the staff that works in your facility, and training them to your specifications. Our valets strive to create a five-star hotel-like environment by smiling, warmly welcoming visitors, opening and closing vehicle doors.

To this end, we even have a dedicated hospitality division staffed with former hoteliers and hospitality professionals. Strict compliance with your hotel's specific standards is ensured, as is continuous monitoring of your Guest Satisfaction metric.



CONVENIENT AND COST SAVING AIRPORT PARKING

Abraj Qatar Group Airport Parking offer fast, convenient and cost effective solutions for long-term airport parking. Our self-serve and full- service facilities offer affordable airport parking; all taxes are included in our low prices and complimentary coffee, muffins and newspapers delight our patrons daily. Be sure to check the status of your flight on our Real-Time Flight Schedule screens and if you're running late, don't worry - our free shuttle service is constantly departing and will get you to (and from) your airline gate in just minutes. At AQG airport parking management, we make a dramatic change on this two aspects:

- Traffic congestion at the entrance will be reduced.
- Customers reach boarding gates on time.

Customers are delighted because they are relieved of the time and effort spent on searching for vacant parking space as well as the hassle of walking from their parked car to the boarding gate. Since you took the parking burden from your customers, Abraj Qatar is here to help you effectively and efficiently operate your airport parking, offering you the following benefits:

- Computerized approach; from parking ticket issuance and slot allocation, to retrieval of vehicle and billing.
- Quick turn-around time in parking and retrieval of vehicles.
- Computer generated reports.



CONSULTING SERVICES

Abraj Qatar Group is an experienced parking management consulting firm whose mission is to assist leading corporations, property owners and facility managers in creating and sustaining competitive and functional parking assets. Our consultative principals have significant experience navigating through the intricacies and challenges that are unique to parking across all related industries.

We optimize the use of space and select the most effective systems for access, circulation and payment. Quite simply, when it comes to parking solutions, we do it better, faster and more cost effectively.

We provide full structural survey/assessments of all types of car park structures, providing recommendations as to the appropriate testing regime necessary to establish the structural condition of the car park, with detailed specifications for recommended repairs/restoration/refurbishment works

Our comprehensive range of consultancy service are:

- Overall car park management and operation
- Car parking management consulting services
- Installation and maintenance of access control equipment and effective signage
- Accurate, diligent and transparent reporting systems.
- Garage Layout and Traffic Flow
- Enforcement Hand-held Units, Software and Database

REVENUE CONTROL SYSTEM

Abraj Qatar Group cash control systems accurately identify daily transactions and provide accounting safeguards for all garage parking income streams. Our cutting-edge financial systems are designed for accuracy and simplicity of use, offering online e-payments and online facility reports. These real time reports are presented in a comprehensive yet readable format and include action points and basic trends analysis.

DAILY CASHIERS PROCEDURE

From cash bank issuance to supervised cash drops, Abraj Qatar Group cash handling procedures are beyond reproach. Our supervisors collect cash each day and deposit the funds in the operating bank accounts. Each deposit is conducted no later than the next business day. Our well-trained cashiers provide daily shift reports which detail all collected tickets, sorted by type and final ticket numbers.

CASH TRACK

Abraj Qatar Group innovative revenue software provides flux & variance time-flow graphs, sting reports, time freeze valuation and income-per-space data comparisons. Our system specialists track income data in real-time and provide clients with quarterly trend & review compilations.

AQG PARKING SMART OPERATING SYSTEMS

Sound financial management begins in the field. Our Parking Smart Administration Systems provide cost effective solutions for parking permits, reserved parking, construction parking, high volume event parking, commencement parking, concert parking shuttle services and violation parking management.



FINANCIAL MANAGEMENT SERVICES

Abraj Qatar Group provides a wide range of accounting services to meet the parking industry's need for precise financial management. Our centralized corporate finance team works together to concentrate on our client's specific accounting and reporting needs.

Site-specific reports and tickets are reconciled by our in-house finance team each day. Drop accuracy is verified and ticket numbers are matched against the previous day's receipts. These manual audits are compared to the electronic data collected from our fee collection stations and arrival/departure readers. Our real time, browser based cash receipts program allows us to reconcile cash deposits daily, reducing any opportunity for clerical error.



INTELLIGENT PARKING MANAGEMENT SYSTEM

Abraj Qatar Group is a leader in parking command center management systems. Utilizing a network of high-resolution camera systems, combined with proactive inparking service, provides command center controllers with personal garage entrance and exit lane customer communications capabilities. Our live 365 24/7 command center provides operational audit programs that are proactive management tools designed for high-traffic time audits. Our capabilities effectively manage from an intelligent aptitude and provide us with real-time and backward verification proficiencies. Our personal customer service is enhanced with capable and friendly command center specialists providing personal situation assessment and immediate service delivery. Our specialists have dashboard access to customer account information and are able to process a transaction immediately or quickly send a customer service representative right to the site. The Abraj Qatar Command Center provides a technology and smart manpower solution for revenue optimization and personal customer service.



HIRING AND TRAINING



Our human resources department screens all employee's driving records as well as their prior employment history. Abraj Qatar Group has a comprehensive employee-training program. Our staff is trained to efficiently operate all existing parking equipment. Our key focus is placed on safety in operations and security of patrons as well as their vehicles. Additionally, our employees receive comprehensive customer relationship training, as well as mandatory semiannual operational and safety refresher programs. Our programs consist of written tests and driving instructions as well as comprehensive employee manuals that are reviewed and updated regularly with all employees.

All employees must satisfy in the following criteria:

- Valid Driver's License
- Clean DMV Record
- Proficiency in the English language
- Successful Completion of Safety and Operations Training Program
- Legal Employment Status

Our Director of Operations and HR will also verify that they conform to your internal regulations and that all patrons receive the courtesy, respect and prompt service that they deserve. Prior to beginning work, all employees attend a mandatory training session and orientation that introduces them to company policies and procedures and ensuring that each employee provides the highest level of customer service. This training, provided at the client's facility for precise learning, is conducted by our Director of Operations and supervised by our HR Manager. All employees then receive 1 – 2 hours of review training provided by AQQ management emphasizing areas of improvement and customer service.



VALET PARKING MOBILE APPLICATION

Abraj Qatar Group mobile application can be used for Apple users as well as Android users that can be downloaded by the guests and allow them to order their car with just a click by entering their ticket numbers with the location before leaving their place which will automatically appear in the parking laptop which will then follow to getting their car faster by using this service.



UNIFORMS



WE CARE PROGRAM

will implement our complimentary “We Care” Program. Based on our firm commitment towards customer service, we introduced a unique program called “We Care”. This program offers a service to your customers a free of charge. Abraj Qatar Parking will have “We Care” signs posted (as shown on the right) throughout the facility.

Abraj Qatar Parking Services will have a tow-truck operator cheerfully jumpstart dead batteries, change flat tires, unlock cars and/or provide a gallon of gas to any parking customer who needs it. Our goal is to provide the best service possible and to help make the customer feel he or she is getting more than just a parking space. The most impressive part to this program is that it is a complimentary service.

**DISCOVER THE
DIFFERENCE!**

ROYAL VALET “WE CARE” Program

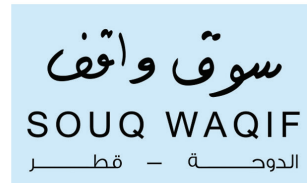
We provide these services
FREE you park with us!

1. Retrieve keys locked in car.
2. Inflate a flat or install a space.
3. Jump start a dead gas to reach the nearest 24-hour gas station.



**Make ABRAJ QATAR GROUP
your first choice because
“WE CARE”!**

OUR PARTNERS



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