



Westfield Century City

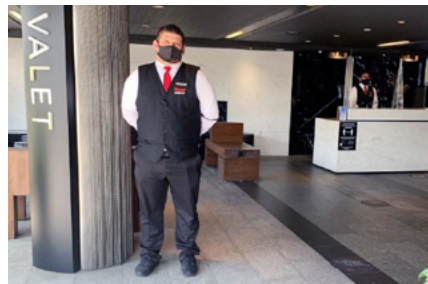
Parking Management, Valet, Janitorial and Engineering Services

Managing top-notch restaurants, business amenities and more in a competitive, vibrant urban location demands core expertise in the guest experience.

Westfield Century City is a two-level, 1.3 million-square-foot outdoor shopping mall in the Century City commercial district in Los Angeles, California.

CHALLENGE

With the COVID-19 pandemic Westfield faced the challenge of following strict re-opening procedures while also taking steps to make customers feel safe. In particular, when it came to re-opening procedures of their valet operations the challenge was to assist with both the regulations and the client safety protocols.



SOLUTION

ABM provided our client a customized plan for re-opening and updated standard operating procedures. This included: re-opening checklists, Enhanced Cleaning, valet training on social distancing, mask wearing, seat and steering wheel covers. Execution of this plan received high praises.

BENEFITS

With cleaning protocols and parking effort in place, the re-opening has showed customers and management that Valet operations are still viable, safe and profitable.



"We thought the valet experience was fantastic. Professional agents, they had all the right protection, wiped car and used UV light before delivering it, the car looked and smelled clean, and they even sanitized the key - great!"

- Louis Schillace
Senior General
Manager
Westfield Century City

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