

# Parking Professional Primer

## New and Improved Front Line Training

Investing in our employees is something that will never lose its value, in fact helps our employees feel more committed to goals, connected to the clients' needs, and most importantly, feel they are an appreciated part of the company.

Nothing says thank you better than providing your team with the next level of development and that is through training. With that in mind, the benefits of empowering employees are countless.

The newly updated Parking Professional Primer (PPP) is a staff training course intended to enable organizations to provide in-house training that is both relevant to the parking industry and in an easy to follow format from course introduction through to test evaluation. Any number of employees can study the course at one time, without the high costs of sending staff off-site for training.

The course content was developed from best practices, topics and concepts and drawn together from many Canadian parking operators to produce study material of a general nature that will offer new employees a glimpse at many aspects of a parking operation.

Designed for cashiers, attendants, compliance officers, and other front line parking staff, the PPP program will assist staff in gaining a fundamental knowledge of how a parking organization works and how their jobs fit into the big picture by studying the various topics covered in the program.

Who does the training in your organization: senior staff, human resource training specialists or do you rely on your team leader to mentor new recruits? Regardless of whom the trainer will be the PPP program can be delivered in different ways to suit the manner in which your office operates.

### GETTING STARTED

The PPP program can be delivered in a variety of ways, to suit your needs. Trainees may consist of one or more staff, from new recruits to seasoned employees. The following steps will provide the information you require to initiate a successful PPP training program at your site.

- **STEP 1:** Go to the CPA web site to prepare and submit your application.
- **STEP 2:** Once your application is received, student study materials will be issued according to your application instructions. You will receive an introductory letter which outlines the study period and testing options for students.
- **STEP 3:** The course content is intended to be generic and standard so it fits most parking operations. Keep in mind, while facilitating training sessions there may be a need to elaborate on your company's specific policies or procedures. For instance, in Chapter 2 Customer Care, you might want to discuss your policy and procedures for handling customer complaints. Or, Chapter 3 Cash Environment might be the right place to introduce your organizations security plan for cash assets and cashier safety.

The PPP course content can be customized to the extent you think is appropriate for your team, or you can deliver the training materials exactly as they are written, because each chapter includes standard training that relates to the parking industry.



■ **STEP 4:** Evaluate the PPP Candidates

Once the material in the student manual has been covered, the candidates test their knowledge by completing the test questions online at the CPA's website. Achieving a score of 70% or higher results in a passing grade and a certificate will be issued.

To supplement this training program, the CPA is currently developing a program for supervisors that will allow trainers to develop a standard operating procedures manual that is customized to their own organization's policies and procedures. This new program will be available soon. ■



For more information on this or other  
CPA training programs visit  
[canadianparking.ca/certifications](http://canadianparking.ca/certifications)

## PROGRAM FEATURES

The PPP can be group-instructed on site over the course of one day, or independently studied by individuals to suit your operational requirements.

■  
A supervisor, team leader, HR specialist, or other member of staff can facilitate the training.

Preparing for and facilitating the PPP program may offer a career development opportunity for senior employees.

■  
The PPP can become a part of your new employee package and is ready to go when new staff is hired.

■  
Testing is done online, so travel is not necessary on test day.

Tailor the program quickly and easily to meet your operational requirements.

## COURSE CONTENT

Customer Service  
Customer Care  
Cash Environment  
Compliance  
Maintenance & Troubleshooting  
Operations

## A TRAINER IS IN YOUR MIDST

■  
Manager  
Supervisor  
Team or Shift Leaders  
HR Specialists  
Senior Staff  
■