



Parking Professional
Primer
L'Abécédaire du professionnel
du stationnement

The Parking Professional Primer (PPP) is a training program aimed at assisting organizations with orienting new front-line employees to the dynamic world of parking.

PPP PARKING PROFESSIONAL PRIMER



THE PURPOSE OF THE PROGRAM

The program is an excellent 'refresher course' for long-term, front-line staff in need of revitalization and can be used as an overview for supervisory level employees new to the parking industry.

CPA MISSION

The Canadian Parking Association is the national organization that represents the parking industry and provides a dynamic forum for learning and sharing to enhance our members' ability to serve the public and to improve the economic vitality of our communities.



canadianparking.ca

INTRODUCTION

Cashiers, attendants, compliance officers, and other front-line parking staff will gain a fundamental understanding of how a parking organization works and how their job fits into the big picture by studying various topics. After the initial company orientation by managers or human resources personnel, the Parking Professional Primer will introduce the student to parking topics such as:

- **Customer Service:** who's, what's, where's, when's, and why's of service delivery,
- **Customer Care:** how to care for difficult, angry, upset, and happy customers,
- **Working in a Cash Environment:** cash handling techniques, safety and security, accountability,
- **Enforcement/Compliance:** do's and don'ts, ticket issuing basics, appeals procedures,
- **Basic Equipment Maintenance:** troubleshooting, 'looking under the hood',
- **Vehicle Operations:** valet parking, stacking vehicles, clearances.

Course content/manual is intended to supplement your company's policies and procedures with specific parking information.

ELIGIBILITY AND FEES

Eligibility

Applicants can be members or non-members of the Canadian Parking Association. To be eligible for the CPA member's discounted registration fees, the candidate's parent organization must be either a full or affiliate member in good standing. Membership information is available on the website at canadianparking.ca. If you have questions concerning membership, contact the CPA office. Non-members are invited to join the CPA to be eligible for the discounted rates, or to register for the PPP program at the non-member rate.

Application Process

Applications can be accessed online at canadianparking.ca, or by contacting the Canadian Parking Association.

Once your application is approved and payment received, study materials will be issued. A username and password will be generated for access to the CPA online test center. You will receive an authorization email/letter with instructions on how to schedule your test online. If you do not receive the authorization email/letter within two weeks of submitting your application, contact the CPA.

Study Period

Candidates must complete the test within two months of receiving their study materials. Failure to do so will result in the forfeiture of fees and candidates will have to reapply and pay the fees again.

Fees

Members \$150 Non-Members \$200

* for more than 10 applications a 10% discount will be applied.





TESTING

The Test

The PPP test is composed of 45 four-option multiple-choice questions and is administered during a 1.5 hour testing session. A score of 70% or higher is required to pass.

The test is closed book.

Test Scoring and Reporting

Test questions are multiple-choice with one correct answer and three incorrect responses (distracters). Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.

Test results will be reported to the candidate only. If you have passed the test, your score report will indicate a "Pass". If you have failed the test, your score report will indicate a "Fail". Numerical scores will not be reported in order to evaluate candidates on a common and consistent scale range.

On-line Testing

A test site must be arranged by the applicant and/or their supervisor. For online tests, a computer and internet connection are required. A paper/pencil test can be requested if a computerized test site cannot be arranged.

Scheduling Your Test Date

Your authorization email/letter will provide you with information on how to schedule your test. You must schedule your test within 2 MONTHS from the date you receive your study materials.

Annual Scheduled Test Session

The PPP test will be scheduled and administered on Sunday morning during the Canadian Parking Association's annual conference and trade show held in the fall of each year (city and exact dates to be published at least one year in advance). Candidates who register for the PPP course two months prior to the conference may apply and write a paper/pencil test at the conference. CPA reserves the right to cancel this session, should insufficient applications be received.

Multiple Registrations

Supervisors who register on behalf of their staff members (or for multiple applicants) are responsible for scheduling tests within the prescribed time frame.

Security Guidelines

Copying, reproducing or taking any action to reveal the contents of a test in whole or in part is prohibited.



POLICIES

Refund Policy

Requests for withdrawal must be made in writing and must be received prior to CPA releasing the study materials. There is a CDN \$50 non-refundable administrative fee for withdrawal. Cancellation of applications after the materials have been issued will result in forfeiture of the entire application fee.

Refunds are not granted to candidates who have written and failed the test, or who have failed to test within the two-month window.

Transfers

Applications are not transferable except when a candidate has left the employ of the participating company. The company must contact the CPA for procedural instructions. The original candidate's Study Guide must be retained, as it will be transferred to the replacement candidate. A CDN \$50 transfer fee will apply.



GENERAL INFORMATION

Certification

Candidates who pass the test will receive a certificate suitable for framing and will be featured in CPA publications, unless the candidate requests exclusion.

Candidate Appeal Process

Please contact CPA in writing if you wish to make a comment concerning the test administration process or on a particular test question for which you wish a written response. You should provide your name, address and test date, along with your particular comment. Your letter will be researched and addressed accordingly.

Study Materials & Course Content

The study materials have been developed expressly to provide candidates with information necessary to assist them in taking the test. It includes information on the subjects covered in the test, plus individual chapter review questions.

CUSTOMER SERVICE

- Who is Your Customer
- What is Your Product
- Providing Excellent Customer Service
- Parking Professional Attitude
- Parking Professional Skills
- Parking Professional Image

CUSTOMER CARE

- Customer Characteristics
- Satisfied Customers
- Unsatisfied Customers
- Influencing Others to Change Behavior
- Complaints

CASH ENVIRONMENT

- Collecting Revenue
- Accountability
- Workplace Environment
- Cash Handling Techniques
- Cashier's Responsibilities
- Completing the Sale
- Robbery Prevention

COMPLIANCE

- What is Compliance?
- Service to Members
- Basics of Enforcement
- The Parking Control officer
- Types of Violations
- Appeals

MAINTENANCE & TROUBLESHOOTING

- Equipment
- Parking Control Equipment
- Guidelines when Parking Equipment fails
- Facility Maintenance

OPERATIONS

- Valet Parking
- Stacking Vehicles
- Inoperable Vehicles
- Clearances
- Unfit Vehicles

canadianparking.ca