

VEHICLE VALET

Role Overview

As customer expectations for vehicle appearance and presentation continue to rise, professional valeting plays an essential role in delivering a high-quality experience. Valeters ensure vehicles look their best inside and out, supporting customer satisfaction, brand reputation, and the overall success of repair centres, dealerships, rental companies, and fleet operations.

The role involves combining practical skill with a strong eye for detail. Using specialist cleaning products, equipment, and finishing techniques, you will prepare vehicles to a high standard, whether returning a repaired vehicle to a customer, preparing a hire car, or maintaining fleet quality.

Key Responsibilities

- ✓ **Cleaning and preparing vehicle exteriors**, including washing, waxing, polishing, and finishing to achieve a high-quality, professional appearance.
- ✓ **Performing detailed interior cleaning**, such as vacuuming, upholstery care, dashboard cleaning, window treatment, and odour removal to meet customer and company standards.
- ✓ **Using specialist equipment and products**, including steam cleaners, buffers, pressure washers, and approved cleaning chemicals safely and effectively.
- ✓ **Inspecting vehicles before and after valeting**, identifying additional cleaning needs, cosmetic defects, or damage that may require technician or customer attention.
- ✓ **Completing all associated documentation**, recording work carried out, materials used, and any observations relevant to quality control or customer communication.

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- ✓ **Ensuring vehicles are presented correctly**, including fitting protective mats, aligning seats, resetting controls, and preparing vehicles for customer handover.
- ✓ **Maintaining a clean and organised working environment**, ensuring equipment is stored correctly, consumables are restocked, and health & safety procedures are followed.
- ✓ **Supporting workflow within the business**, coordinating with technicians, service advisors, and delivery drivers to manage vehicle movements and handover schedules.
- ✓ **Engaging in continuous professional development (CPD)** to stay informed about new cleaning products, detailing techniques, and safe working practices.