

ABC WORLDWIDE TRANSPORTATION

650-401-6200

Name _____

Employee # _____

Chauffeur Manual 2016

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“The chauffeur makes the most significant impression on the client: the attitude and professionalism of a chauffeur will ultimately determine how successful a company will be in keeping their clients satisfied. A beautiful car is a wonderful thing, but it doesn’t think. A good chauffeur is really the backbone of service.”

DRESS CODE

- ◆ 2-piece or 3-piece solid dark colored pant suit or skirt suit, clean and pressed
- ◆ Solid white shirt (undershirt must also be white)
- ◆ Coat and tie must always be worn in the presence of clients, in or out of vehicle
- ◆ Dress shoes must always be polished and match the suit
- ◆ Dress socks are required for pant suits, stocking are required for skirt suits

PERSONAL HYGIENE

- ◆ Clean-shaven at all times, or beards kept neatly trimmed
- ◆ Hair must be neatly trimmed, combed and styled, long hair tied back or in a bun
- ◆ Fingernails must be clean and trimmed
- ◆ Cologne or perfume must be minimal or not worn
- ◆ Jewelry must be minimal or not worn

FORBIDDEN AT ALL TIMES WHILE ON THE JOB

- ◆ Alcoholic beverages
- ◆ Illegal drugs used personally – violators will be TERMINATED
- ◆ Smoking in the vehicle and/or in the presence of clients
- ◆ Consuming food and/or beverages in the vehicle and/or in the presence of the clients
- ◆ Rowdy or abusive behavior between employees while on duty
- ◆ Using company equipment for personal use – violator will be responsible for related charges

SAFETY CODES

- ◆ Follow state laws while driving at all time, keep a DMV handbook with you for reference
- ◆ Insure safety of the clients, yourself, and the vehicle at all times
- ◆ Act responsibly during emergency situations and always notify the dispatcher
- ◆ If clients become rowdy or abusive, advise them politely that their conduct will not be tolerated. If the clients persist, notify the dispatcher and request permission to terminate the job.
- ◆ Auto accidents and/or bodily injuries while on duty must be reported to the dispatcher immediately

CALIFORNIA STATE LAW REGARDING MINORS AND ALCOHOLIC BEVERAGES

- ◆ It is against California state laws for an adult to allow minors to drink while under his/her supervision. A chauffeur and his/her clients could be charged with contributing to the delinquency of a minor as well as be held responsible for any damages or injuries resulting from same. Under no circumstances will minors be allowed to drink alcohol and, if the minors persist, the chauffeur must terminate the charter and have the office notify the parents immediately.

DRIVING AND MAINTENANCE

1. Valid California state driver's license and DMV printout required before hiring
2. Driver's license must be clear of all violations, the company reserves the right to request periodic updates from the DMV on all employees
3. Poor driving records and/or repeated violations are subject to denied employment or dismissal
4. Auto or pedestrian accidents involving company vehicles and consequently deemed the chauffeur's fault shall make the chauffeur monetarily responsible for the other party's damages up to the current deductible amount of the company's insurance policy (\$ 2,500.00).
5. All accidents involving company vehicles require the chauffeur to record the following:
 - a) Location and time of the accident
 - b) Description of the accident
 - c) Names, addresses, and phone numbers of involved parties
 - d) Driver's license number
 - e) Description of other vehicles (s) involved
 - f) Description and/or photos of actual damages
 - g) Witnesses must be asked for name, address, and phone number
 - h) Police officer's name and other identification
 - i) Names of clients in the company vehicle during the accident
 - j) Copy of Insurance card or photo of insurance information
 - k) Any injuries sustained by the chauffeur and/or clients during the accident must be recorded and reported to the dispatcher immediately
6. Client-caused damages shall be reported to the dispatcher immediately. Vehicle interiors and exteriors must be inspected by the chauffeur prior to each job and at the end of each job. Any damages found to the vehicle must be on a written report and submitted to the office immediately. (\$200-\$400 deduction) All damages, such as cigarette burns, drink/food spills, broken glass, etc. must be reported, however minor it may seem.
7. Decorations inside and/or outside of the vehicle are not permitted (i.e. wedding decorations). Tape, paint, or other material is absolutely forbidden.
8. Do not park the vehicles too close to the curb or to other vehicles to prevent unwanted damage from car doors and curbs.
9. Traffic violations and parking tickets incurred while on duty ARE NOT the company's responsibility and the chauffeur will be financially responsible for any fines.
10. Chauffeurs are not to start up or stop abruptly, make frequent lane changes, or changes in speed while on duty, especially when clients are inside the vehicle.

DRIVING AND MAINTENANCE (CONTINUED)

11. Use lower gears for climbing and descending hills. For the protection of the transmissions in stretch limousines, it is advisable to use 3rd gear while on city street.
12. Curb wheels and set the emergency brake when parking on an incline.
13. Defensive driving techniques must be used at all times – do not force the right of way!
14. Fluid levels in the vehicle must be checked each time the vehicle is fueled or when taking possession of a different vehicle.
15. Headlights, brake lights, parking lights, and interior lights should be checked for operation prior to using the vehicle. Report missing or defective lights to the dispatcher immediately and include in VIR report.
16. Tire pressures should be checked frequently and brought up to standard if necessary. Use 35# for all vehicles.
17. **VEHICLE INSPECTION REPORTS** must be completed every time you use a different vehicle.
18. Vehicle mechanical problems or potential mechanical problems must be reported to the office immediately to receive instruction and clearance before proceeding on the job. If vehicle repairs become necessary, the chauffeur must obtain permission from the office to seek repairs and obtain a receipt for billing or reimbursement purposes.
19. **Clean and fully fueled vehicles are required prior to each job and at the end of the last job.**
20. **All vehicles are to be kept clean and shining. Hand wash only. Clean windows, drinking glasses in limousines, and carpets after each job and during charters while clients are out of the vehicle.**
21. The front seat area must be kept as clean as the rear compartment at all times. No trash on the floor or dashboard will be permitted. The front area must be presentable in the event the client decides to ride up front. The trunk must also be kept neat and uncluttered as our clients usually supervise the loading and unloading of their luggage.

WORK ROUTINE

1. Chauffeurs must obtain the next day's work either in person or by phone no earlier than 17:30 for early AM shifts and no earlier than 19:00 each day for all other shifts, no exceptions.
2. All addresses must be mapped out and x-streets obtained before leaving for each job – ask the office for maps or more information if necessary – do not call the client for directions!
3. **10 MINUTES EARLY** to each pick-up location is the standard rule, allow yourself sufficient driving time to each job and always monitor the traffic, weather conditions, and construction blocks that may affect your route.
4. Submit VIR paperwork, receipts and vehicle inspection reports to the office immediately and after your last job of the day – all work must be turned in before leaving.
5. Cellular phone must be properly maintained, charged and kept in good working condition at all times. Report any damaged or defective equipment to the office immediately. Cell phones are not to be used for personal use and you will be responsible for any unauthorized charges. Repeated violations will be grounds for suspension or termination.
6. All information regarding your jobs must be kept confidential – names, addresses, and phone numbers are not to be copied or distributed or shared with others including, but not limited to, telling other passengers, posting online, etc. Violators will be subject to suspension or termination.
7. Health problems must be reported to the office immediately. Work-related injuries must be reported verbally **as soon as the injury occurs and a written report of the injury must be submitted immediately**. Authorization to seek medical assistance at a company-approved facility for work-related injuries must be obtained from the office in writing and signed by the supervisor. The company will not be responsible for the cost of treatment unless written authorization is given.
8. Missing a pick-up is **NOT ACCEPTABLE** and grounds for suspension or termination. If you know you are unable to do a scheduled job due to health or personal reasons, or you anticipate that you will be late for a pick-up, you **MUST NOTIFY THE DISPATCHER IMMEDIATELY** so the office can contact the clients appropriately or re-assign the job as needed. Never attempt to contact the client yourself, and never “trade” jobs with another chauffeur or ask another chauffeur to cover your job.
9. Requesting a special job or charter from dispatch is not permitted. Refusing a job from dispatch is not permitted either if you are on duty. If you have a problem with the work that you are assigned, you must speak to the Chauffeur Manager immediately.
10. Chauffeurs must remain in contact with dispatch at all times during a job. This includes reporting to base when you have received the page/order (Code 1), when you are on the way to the pick up (Code 2) when you have arrived at a pick-up location (Code 3), when you have picked up our clients (Code 4), and when you have dropped off your clients and are clear (Code 5). Know your radio codes well and use them.
11. Arrive for work in the proper attire (see DRESS CODE section), and continually check yourself throughout the day to maintain a professional appearance. Please remember that your appearance makes a lasting impression on your/our clients.

PROFESSIONAL SERVICE TO OUR CLIENTS

- 1.** Upon arrival at your pick location, immediately introduce yourself with your first name and the company name “Good morning, my name is _____ from ABC Worldwide Transportation.” Do not shake hands with the client unless the client initiates it.
- 2.** Open doors for clients and always wait to close them. This includes the right front door. Always offer your hand to assist the clients in and out of vehicles, especially limousines, vans, and minibuses.
- 3.** Immediately take the client’s luggage to the vehicle, make 2 trips if necessary, and be extra careful that you do not drop or mishandle the luggage.
- 4.** Make sure a current newspaper is in the rear seat of the vehicle folded neatly. Inquire if the client would like to listen to radio and which station. Do not listen to the radio unless our client requests it turned on. Never impose your personal preferences on the client.
- 5.** Only ask the client pertinent information regarding the trip, such as verifying which airline or the drop location. Always let the client initiate any prolonged conversation, speak only when spoken to and be polite.
- 6.** For airport drop offs, place passenger baggage on the curb next to the most available skycap. Do not leave until you know the clients have all of their luggage and all of their belongings are out of the vehicle. Check the vehicle before you leave.
- 7.** For airport pick ups, update the flight arrival time, check which terminal and gate number you’ll be going to. If your client has carry-on luggage, always offer to carry it and then ask if you will need to go to baggage claim for more luggage. Offer to get a luggage cart for the clients. Escort the client to the baggage area and assist with bringing the luggage to the curb. Always let your clients know where you will bring the car to meet them and give them a description of the vehicle and how many minutes it will take you to return. Have clients wait inside if the weather is bad.

PROFESSIONAL SERVICE TO OUR CLIENTS (CONTINUED)

8. For airport parking, always know where your parking ticket is and write down your parking location if necessary. Pay attention to the designated parking areas for commercial vehicles to prevent ticketing or towing. Always carry extra money to cover parking fees in case flight is delayed and you need to wait. Lock the doors and secure vehicle before leaving.
9. In the event of cancelled flights, contact the office for further instructions. This is **VERY IMPORTANT** if you have another job immediately following and the change may cause you to be late for your next job.
10. On occasion, a client may be a **NO-SHOW**. Do not leave the pick up location until you have contacted dispatch and are instructed to do so.
11. Solicitation of clients is **ABSOLUTELY PROHIBITED** and is considered a direct violation of an **ABC WORLDWIDE TRANSPORTATION** charter permit and may be cause for immediate dismissal.
12. Before leaving for the day, make sure you have submitted all iPads, receipts, Vehicle Inspection Reports and other company belongings and make sure you have properly checked out with the dispatcher.

CHARTERED JOBS

1. All chauffeurs must be aware that for charter work to be successful, all of the duties previously outlined pertaining to professionalism, promptness, clean vehicles, neat appearance, courteousness, etc. must really be accentuated while working on chartered jobs. The client is paying for all of these company standards plus the elegance of chartering a special vehicle for a special occasion. The importance of doing a complete job will reflect on the final gratuity and whether or not the client uses our company in the future and recommends our service to friends and business associates. Quality service maintains the company's good reputation, as well as the chauffeur's good reputation.
2. On business charters, the chauffeur should have a copy of the Wall Street Journal and/or local paper in the vehicle.
3. If the charter has been supplied with an itinerary beforehand, the chauffeur should always have the necessary routes planned out in advance. Never rely on the client to direct you to the specified locations and never ask for directions from the client. If you are unfamiliar with the territory, you must map it out in advance and reference your iPad and GPS for changes. Also be sure to check for possible construction sites along your route, which may cause detours and the need to find alternate routes in advance.
4. Stretch limousine charters must always be stocked with the complimentary soft drinks and alcohol dispensers filled to the minimum levels. Special items requested in advance by the client must be in the vehicle before proceeding on the charter assignment – be sure and check with the office if the special items are already purchased or if it is your responsibility to pick up the items and put them in the vehicle.
5. Chauffeurs must always stay with their vehicles throughout the entire job and never leave from a designated location without the client's permission or dispatch's direction. Remember that clients are paying for the vehicle for the entire trip and are entitled to have the vehicle at their complete disposal, even if it means waiting with the vehicle for several hours at a time. For charters to ballgames, restaurants, concerts, etc., the chauffeur must remember to take care of personal business (eating, drinking, bathroom etc.) prior to the start of the charter.
6. During waiting time and while the client is out of the vehicle, the chauffeur must do a quick check of the client's seating area and do any necessary clean ups. Never touch or move a client's personal items if the items are left in the vehicle. You may only clean around the items carefully. Cleaning includes cleaning used drink glasses, wiping up spills, shaking out floor mats, cleaning windows, and disposing of trash. Also check if the ice needs to be restocked, but do not leave the vehicle or move the vehicle from the designated area – check with the clients when they return if they would like additional ice and ask if you can do a quick stop at a store with their permission.
7. Continue to stay in communication with dispatch at all times, please report your location to dispatch whenever you depart from a site and whenever you arrive at another site. Also, notify dispatch if it appears that your charter will go longer or shorter than the allotted time, this is very important. Never assume that dispatch knows what changes the client may make during the job. Any changes may effect your next assignment, so always be aware of your client's itinerary.

DECLARATION OF CASH GRATUITIES RECEIVED

1. Fill out EMPLOYEE'S REPORT OF TIPS on iPad or notify dispatch. This is required to be completed and submitted to the Internal Revenue Service.

ABC

ABC Worldwide Transportation

RADIO CODES FOR COMMUNICATION

- CODE 1 RECEIVED PAGE/ORDER**
- CODE 2 ON THE WAY TO THE PICK UP**
- CODE 3 ARRIVED AT THE PICK UP POINT (MUST SEND
VERBAL CONFIRMATION)**
- CODE 4 PASSENGER IN THE VEHICLE**
- CODE 5 PASSENGER D/O ORDER COMPLETE (MUST SEND
VERBAL CONFIRMATION)**

**ALWAYS RESPOND ON RADIO BY GIVING YOUR PRESENT
LOCATION FIRST. THIS MAY BE ALL THAT DISPATCH NEEDS.**

CHECKLIST OF CHAUFFEUR RESPONSIBILITIES

The following list contains items previously reviewed in your chauffeur manual, safety manual, and personnel packet. Please read and initial each one.

- _____ Always have these items with you when you're on duty: assigned iPad, blank run sheets, paper, charged cellular phone, San Francisco map, maps for all airport pick ups, pens, and business cards.

- _____ Chauffeurs must be at all scheduled jobs 10 MINUTES prior to the pick up time.

- _____ Constant communication between the chauffeur and the dispatch office is required. Chauffeurs must use their radios to notify the office of their situation before, during and after all jobs. Employees are not allowed to use the phone for personal use or to radio another driver for anything other than ABC business.

- _____ Vehicles must be kept clean inside and outside at all times. This means vacuuming, cleaning glasses, newspapers and anything else undesirable to your clients (vomit etc.) If clients have caused severe damages, clients will be assessed a cleaning fee in the range of \$200-\$400.

- _____ Vehicle mileage must be logged on iPad before and after every assigned job.

- _____ Fuel receipts and parking receipts with run numbers noted must be submitted with your time card at end of shift. Reimbursements are included on paychecks and are paid on the next consecutive pay date. The office DOES NOT give cash reimbursements.

- _____ **Chauffeurs must stay with their assigned vehicles at all times and may not leave their vehicles unattended while waiting for clients on assigned jobs.**

CHECKLIST OF CHAUFFEUR RESPONSIBILITIES CONTINUED

- _____ Smoking, eating and drinking are never permitted inside a company vehicle by a chauffeur.

- _____ Damage to vehicles must be reported immediately to the office before proceeding on a job. Chauffeurs must submit a Vehicle Inspection Report before beginning their first job and after completing their last job of the day. Chauffeurs will be held financially responsible for all unreported damage to vehicles. **ALWAYS INSPECT YOUR VEHICLE!**

- _____ Consuming liquor and using illegal drugs while at ABC WORLDWIDE TRANSPORTATION and on duty is strictly prohibited and violators will be subject to immediate termination.

- _____ Parking tickets and moving violation fines are the CHAUFFEUR'S FINANCIAL RESPONSIBILITY.

- _____ Accidents and/or disturbing incidents involving company employees, vehicles, and/or clients must be immediately reported to Don Mahnke. Chauffeurs are responsible for obtaining all necessary information and notifying the police (if applicable) when involved in any type of accident and/or injury. Chauffeurs are responsible for following through completely and then submitting a written report about the incident to the office for evaluation.

- _____ Using company equipment and property for personal use is strictly prohibited and violators will be subject to reimbursing the company, suspension, and/or termination for repeated offenses.

- _____ Chauffeurs are responsible for keeping their own accurate records of hours worked, gratuity received, and out of pocket company expenses with receipts. The company will require chauffeurs to provide this information at any given time and it is mandatory if there are any questions regarding discrepancies in wages and gratuities.

**CHECKLIST OF CHAUFFEUR RESPONSIBILITIES
CONTINUED**

_____ Chauffeurs are expected to maintain a clean DMV record at all times while employed by ABC WORLDWIDE TRANSPORTATION. The company reserves the right to dismiss a chauffeur for having points on his/her driving record which would effect the company's insurance policy and safety standards.

ABC WORLDWIDE TRANSPORTATION has provided me with the above list to read and sign my initials which constitutes an agreement to the above listed company rules and regulations as well as the rules and regulations included in the safety manual, chauffeur manual, and personnel packet. I understand what I have read and I agree to comply with all of the terms set by my employer, **ABC WORLDWIDE TRANSPORTATION**.

Signature _____ **EMP #** _____ **Date** _____