

DAVINCI **LIMO & TOURS**

Chauffeur Standards

“From Good To Great”

DAVINCI LIMO & TOURS provides its clients with a chauffeured ground transportation experience comparable to their experiences with private aviation and the highest rated hotels.

DAVINCI LIMO & TOURS customers experience a consistent level of service as they are transported between their lodging and their flights. DAVINCI LIMO & TOURS passengers feel safe, secure, and pampered throughout their ground transportation experience.

When setting and delivering service levels, DAVINCI LIMO & TOURS looks outside the ground transportation industry to highly regarded customer service companies such as Disney, Four Seasons Hotels and NetJets. DAVINCI LIMO & TOURS utilizes affiliates and chauffeurs who do the same.

Because these standards represent the “best practices” of the best service organizations and the best affiliates worldwide.

Chauffeur Preparedness

The DAVINCI LIMO & TOURS passenger receives that special feeling that each ride was individually and specifically prepared for him or her. Proper preparation positions the chauffeur to deliver that special feeling. Such a high-level service delivery is impossible if the chauffeur is not completely prepared prior to meeting the passenger. Displaying any uncertainty regarding the passenger's name, destination, route, etc. instantly ruins any possibility for a great customer experience.

Complete preparation is the foundation for the chauffeured ground transportation experience delivered by DAVINCI LIMO & TOURS

Prior to scheduled pickup, the chauffeur will:

Understand that the DAVINCI LIMO & TOURS passenger is not just a “regular local” passenger, but also may be an infrequent passenger. We must assume that the passenger is unfamiliar with the process and specific details of his or her upcoming chauffeured experience. Even if a particular passenger is experienced with chauffeured ground transportation, he or she may not be familiar with the airport or accepted procedures in your locale.

Be familiar with the route as well as the pickup and drop off locations.

Be familiar with the passenger's name and any special passenger needs or requests

Communicate a precise meet location to in order to prepare **DAVINCI LIMO & TOURS** for a passenger call at the pick up time.

Sample phone conversation excerpt between **DAVINCI LIMO & TOURS** and a passenger:

Passenger: "I am walking out of my hotel right now and I'm ready for my car."

DAVINCI LIMO & TOURS: "Yes, your car is ready for you. If you look to your left approximately 100 feet as you exit your hotel, you will find your black sedan and chauffeur waiting for you."

Chauffeur Appearance

The chauffeur appears as sharp and professional as his or her most professional looking passengers.

Suit: Clean, sharp, pressed, dark, conservative business suit.

Shirt: Pressed, white (or other approved color), sharp dress shirt.

Tie: Conservative and cinched up snug and neat.

Shoes: Polished and sharp.

Grooming: Chauffeurs are neatly groomed, including neatly combed hair and no five o'clock shadow. Any facial hair is clean, neatly groomed, and conservatively styled.

Scent: Neutral smelling deodorant and minimal cologne.

Greeting

Offer the passenger a warm and friendly greeting, which includes a:

- 1) A **DAVINCI LIMO & TOURS** name board (at airports and other applicable situations)
- 2) Sincere and genuine smile.
- 3) Warm, brief introduction
- 4-A) Welcome (non-airport pickups)

Chauffeur awaits the passenger in a professional stance outside the vehicle near the rear passenger side door.

Sincere offer to carry everything the passenger is carrying except purses and small personal items.

Example of the above greeting:

"Hello Mr. Smith. My name is John and I will be your chauffeur today. May I carry your bag for you?" Then shift into limited conversation mode.

4-B) Welcome (at airport pickups):

Brief explanation of where the passenger is being escorted next. (e.g. to baggage claim, to the vehicle, etc.) (applicable at airport pickups)

Sincere offer to carry everything the passenger is carrying except purses and small personal items.

Commercial airport example of the above greeting:

“Hello Mr. Smith. My name is John and I will be your chauffeur today. May I carry your bag for you? I’m happy to escort you to baggage claim if you have other bags to claim.” Then shift into limited conversation mode.

5) At airports: While escorting passenger to baggage claim or vehicle, ask the passenger if he or she needs to stop anywhere along the way (restrooms, etc.)

Vehicle Appearance and Condition

The vehicle is clean inside and out with exterior and interior cleanliness that appear in new or nearly new condition.

The vehicle should be in excellent mechanical condition, including amenities such as charger outlets, climate control, windows, etc.

Because it is frequently the first area of the vehicle to be seen by the passenger, the trunk is clean, neat and free of debris and free of chauffeur’s personal belongings.

The vehicle should smell pleasant and fresh.

The front passenger seat is moved all the way forward, providing maximum legroom for passenger in rear seat.

The back seat includes a newspaper and a bottle of water

Everything within the vehicle (head rests, newspapers, magazines, etc.) is arranged in a straight and neat manner.

Vehicle Boarding Etiquette (chauffeur outside vehicle)

As you and the passenger approach the vehicle, verbally and separately state the number of bags that will be placed in the trunk and within the cabin of the vehicle.

Example: “Would you like these two bags placed in the trunk and that bag with you in the back seat?”

The above “verbal bag counting” is not only a great “Premium service touch,” but has proven to be critical for multiple practical reasons (such as A) reminding passengers that they have left a bag at the airport or hotel, and B) serving as a mental note to passengers who later discover bags missing.

Open and close the door for the passenger. While doing so....

...Look for ways to prevent the passenger from experiencing any clumsiness or anxious moments while entering the vehicle. Examples are:

Avoid water puddles, ice and snow

Modestly offer your arm (with a slightly closed, turned in hand) for the passenger's balance

Offer to temporarily hold any items the passenger may be carrying.

Except for luggage being placed in trunk, any passenger items being carried or held by the chauffeur should remain in full view of passenger.

The passenger should find the vehicle interior to be a comfortable temperature upon boarding.

Vehicle Boarding Etiquette (chauffeur inside vehicle)

Power lock all doors as soon as possible after passengers board the vehicle.

Make a concise, but friendly, statement of the trip destination and route.

Engage vehicle only after all passengers are safely secured inside the vehicle.

Ask the passenger if they need to stop anywhere along the way.

Example: "I was asked to drive you to the Four Seasons Hotel. Is that correct?"
"Unless you prefer a different route, I will be taking Highway 100. Do you need stop for anything on the way?"

Brief explanation of vehicle amenities (cigarette lighter/charging outlets, climate controls, radio controls, etc.)

Make a brief statement that the climate control and radio are intended for the passenger's enjoyment.

Example: "The air conditioning and radio are here for your pleasure. The controls are here (point) and there (point).

Driving Etiquette

The chauffeur is seated reasonably erect without excessive "tilt back" of the driver seat.

Two hands on the steering wheel.

Anticipate and avoid abrupt movements of the vehicle.

Avoid personal phone calls and minimize all forms of electronic communication.

Avoid eating, drinking, chewing, smoking and cursing.

Display no hint of anger, frustration or road rage

Do not initiate conversations

Limit replies to passenger questions to concise, but friendly and helpful, responses.

Avoid sensitive discussions such as conversations involving politics, religion, race, etc.

The **DAVINCI LIMO & TOURS** chauffeur has a driving style that is *extremely smooth*. He or she drives in a manner that *creates no distractions* for the passenger and provides the passenger with an *overwhelming feeling of safety and security*.

DAVINCI LIMO & TOURS categorizes the universe of driving styles according to the following scale:

Elegant – This smooth driving style (see “Smooth” below) is additionally distinguished because the chauffeur is completely engaged in his or her driving and is in control, but relaxed. This *chauffeur exudes a quiet confidence, which causes the passenger to feel particularly safe and secure*. This chauffeur drives the vehicle efficiently and effectively, but avoids any undue risk that might distract the passenger.

Smooth – The passenger notices no distractions due to the actions or driving style of the chauffeur. Acceleration, braking and turning are smooth, even in heavy or difficult traffic conditions.

Smooth Minus – This driving style would be considered smooth, except for one or two very minor instances that create unnecessary distractions for the passenger. Examples of such minor instances might be: slightly aggressive acceleration, waiting too long to brake for stopped or slowed traffic, crossing a centerline, etc.)

Slightly Aggressive – Braking and acceleration are consistently abrupt enough to distract the passenger.

Aggressive – Braking and acceleration are extremely abrupt.

Etiquette at the Drop Off Site

As you approach the drop off site, tell the passenger that you will stay (or try to stay) on site until you see that they are safely inside the building, etc.

Open and close the door for the passenger. While doing so....

...Look for ways to prevent the passenger from experiencing any clumsiness while exiting the vehicle. Examples are:

Avoid water puddles, ice and snow

Modestly offer your arm (with a slightly closed hand) for the passenger’s balance

Offer to temporarily hold any items the passenger may be carrying.

Except for luggage being placed in trunk, any passenger items being carried or held by the chauffeur should remain in full view of passenger

Remove any bags from trunk.

Verbally and separately state the number of bags that were removed from the trunk and within the cabin of the vehicle.

Example: "Here are your two bags from the trunk and I see you have your one bag from the back seat."

The above "verbal bag counting" is not only a great "premium service touch," but has proven to be critical for multiple practical reasons (such as A) reminding passengers that they have left a bag at the airport or hotel, and B) serving as a mental note to passengers who later discover bags missing.

Ask the passenger if they would like help finding anything.

If appropriate, remain with the passenger until he or she is safely within the building or safely in the company of his or her destination party.

Thank the passenger for traveling with us.

Announce that you will check the rear seat one last time. Proceed to check all seats used by passengers. This check is performed both visually and with a sweep of the hand across the vehicle seat(s).

Before leaving the drop off site, see that the passenger is safe and secure. See that they have entered the airport, hotel, office building, residence, etc.

These standards represent **DAVINCI LIMO & TOURS**.