

Chauffeur Standards

“From Good to Great”

Elite Limousine provides its clients with a chauffeured ground transportation experience comparable to their experiences with private aviation and the highest rated hotels. Elite Limousine customers experience a consistent level of service as they are transported between their lodging and their flights. Elite Limousine’s passengers feel safe, secure, and pampered throughout their ground transportation experience.

When setting and delivering service levels, Elite Limousine looks outside the ground transportation industry to highly regarded customer service companies such as Disney, Four Seasons hotels and NetJets. Elite Limousine 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, Elite Limousine sincerely hopes that your own business is elevated in some way through your compliance with them.

Chauffeur Preparedness

The Elite Limousine 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 Elite Limousine.

Prior to scheduled pickup, the chauffeur will:

Understand that the Elite Limousine passenger is not a “regular local” passenger, but rather 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 Elite Limousine in order to prepare Elite Limousine for a passenger call at the pickup time.

Sample phone conversation excerpt between Elite Limousine and a passenger:

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

Elite Limousine. "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) An Elite Limousine 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.