

Professional Conduct Guide

Setting the standard for excellence in service



Customer Service Excellence

Core Principles

- ✓ Prompt and professional service
- ✓ Courteous greeting and farewell
- ✓ Assistance with luggage
- ✓ Clean and comfortable environment
- ✓ Route confirmation with passenger

Service Standards

- ✓ Arrive within estimated time
- ✓ Follow preferred route
- ✓ Maintain vehicle cleanliness
- ✓ Professional demeanor
- ✓ Focus on passenger safety

Customer Experience

- ✓ Temperature comfort check
- ✓ Music volume preferences

- ✓ Conversation appropriateness
- ✓ Special requests accommodation
- ✓ Smooth driving experience



Communication Guidelines

Do's

- ✓ Greet passengers by name
- ✓ Speak clearly and professionally
- ✓ Confirm destination and route
- ✓ Listen actively to requests
- ✓ Use appropriate language
- ✓ Maintain appropriate volume

Don'ts

- ✗ Use slang or informal language
- ✗ Discuss controversial topics
- ✗ Share personal problems
- ✗ Make unsolicited conversation
- ✗ Use phone while driving
- ✗ Play loud music



Conflict Resolution

Prevention

- ✓ Set clear expectations
- ✓ Maintain professional distance
- ✓ Follow all protocols
- ✓ Stay calm and composed
- ✓ Document any concerns

Resolution Steps

- ✓ Listen without interrupting
- ✓ Acknowledge the concern
- ✓ Offer solutions if possible
- ✓ Contact support if needed
- ✓ Document the incident

Escalation Protocol

- ✓ Use Live Chat support
- ✓ Pull over safely if needed
- ✓ End trip if necessary
- ✓ Report serious incidents
- ✓ Follow up appropriately



Personal Presentation & Hygiene

Personal Hygiene

- ✓ Daily shower or bath

Clothing Standards

- ✓ Clean, well-maintained clothing

- ✓ Clean and well-managed hair
- ✓ Fresh breath and oral hygiene
- ✓ Use of deodorant
- ✓ Clean hands and trimmed nails
- ✓ Subtle or no fragrances

- ✓ Wrinkle-free garments
- ✓ No offensive text or imagery
- ✓ Appropriate fit and coverage
- ✓ Clean footwear
- ✓ Fresh clothes daily

Professional Presentation

- ✓ Neat and tidy appearance
- ✓ Well-groomed facial hair if applicable
- ✓ Professional level of cleanliness
- ✓ Regular clothing maintenance
- ✓ Clean vehicle interior
- ✓ Overall presentable appearance