

# THE 5 C'S FOR CHAUFFEURS

Maximize Your Earning Potential



1

## CHARACTER

Dress professionally and act in a welcoming manner.



2

## COMPETENCY

Be punctual. Use the navigation system instead of asking the passenger.



3

## CHEMISTRY

Ensure the music & temperature is optimal. Engage in conversation if initiated.



4

## COMPASSION

Be patient & attentive. Assist with their luggage. Limit your phone calls.

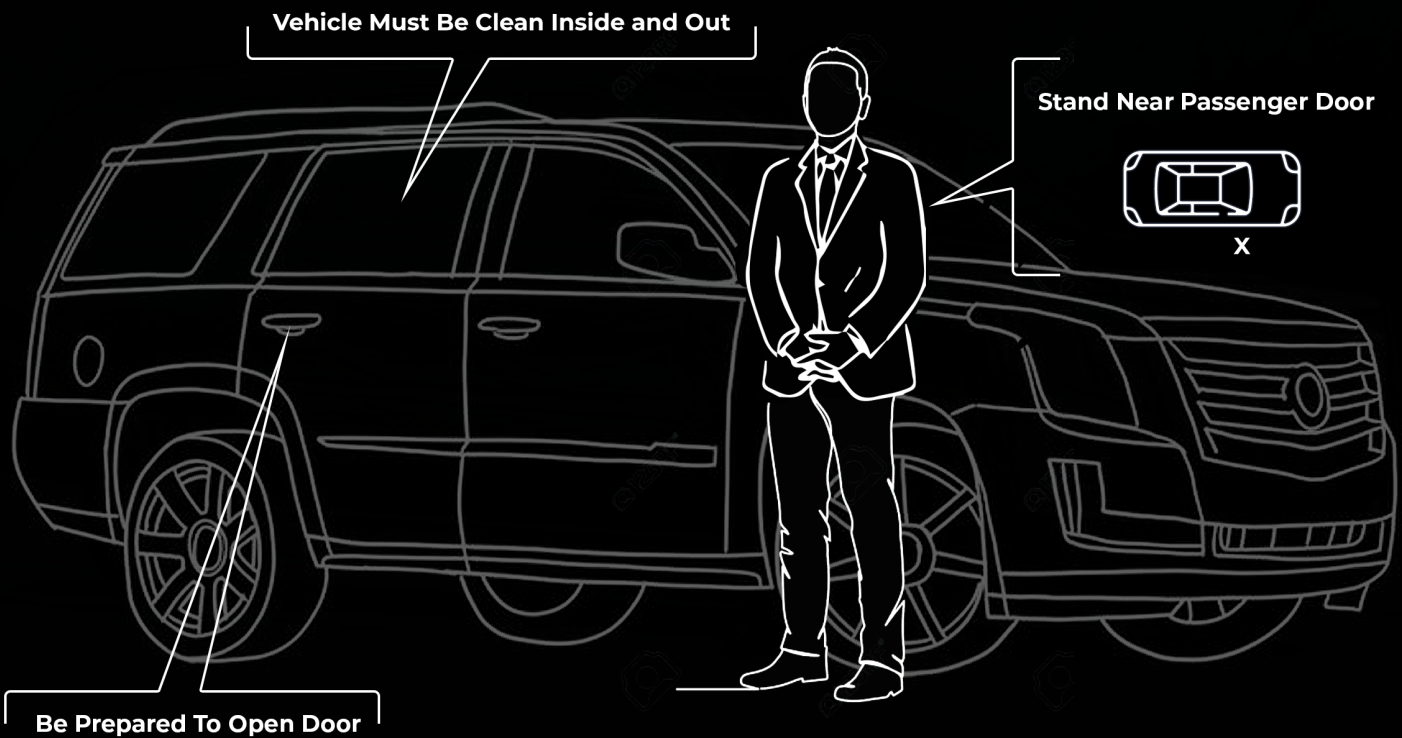


5

## COMPLIANCE

Drive safely. Always keep your documents up-to-date.

# 5 WAYS TO MAXIMIZE YOUR EARNING POTENTIAL



## DRIVER STANDARDS

1

### Route Planning

Know the city inside and out. To avoid delays, please be informed of road closures, traffic patterns, and alternative routes to the same place. They must be well-versed in the landmarks so that they can respond to any questions from clients.

2

### Anticipatory Needs/Service

Always go above and beyond customer expectations. Spend time learning as much as possible about the client and their needs, from keeping preferred cold beverages on hand to be familiar with the local weather forecast.

3

### Dress For Success

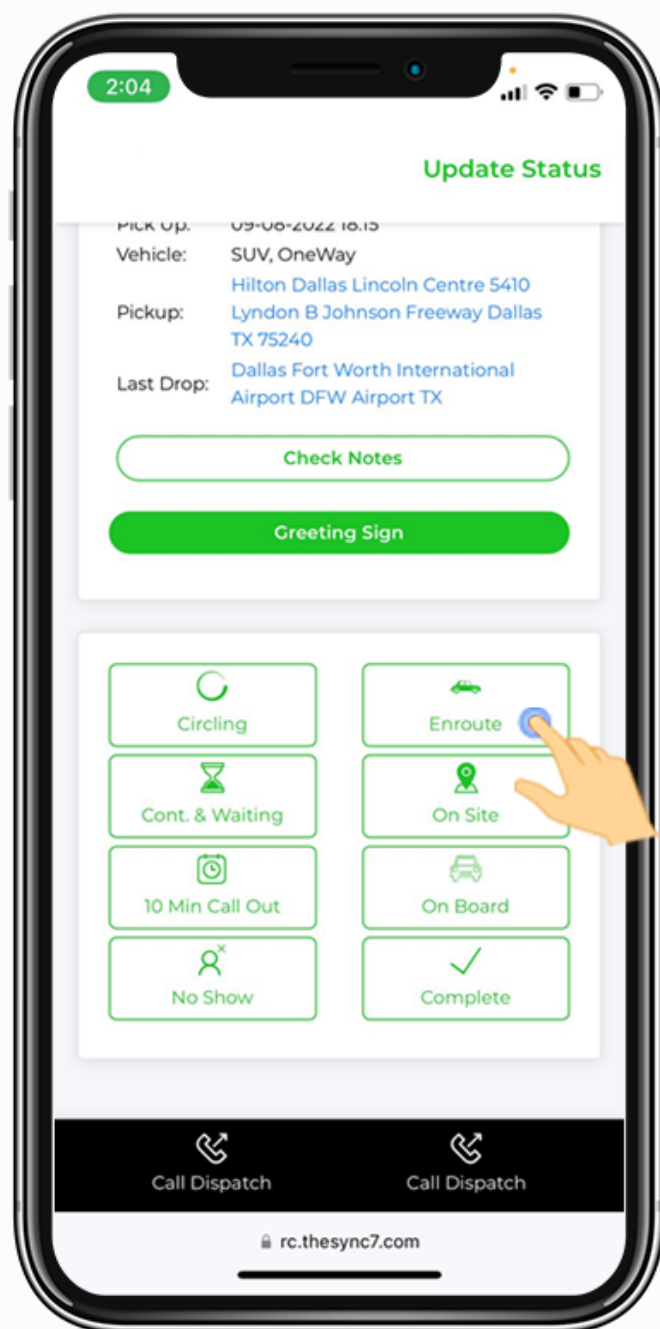
A chauffeur's appearance must reflect the role. Having an appropriate wardrobe and being well presented in both person and attire—neat, tidy, pressed, and well-groomed.

4

### Money Making Attitude

A chauffeur must practice good manners and etiquette. They must be proficient at following the protocol related to their duties and be able to gracefully handle uncomfortable situations while preserving the dignity of people and the situation.

# HOW TO UPDATE **YOUR TRIP STATUS**



Open the link sent to you.  
Tap on the buttons to  
update accordingly.

## **Circling**

When **unable** to **stage** at  
the **airport**

## **Cont. & Waiting**

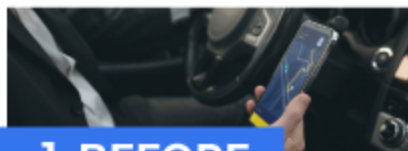
After the **passenger** has  
been **contacted**

## **10 Min Call Out**

When you're 10 mins away  
from **pick up location**

## **No Show**

If the **passenger** does not  
**show up**



## 1. BEFORE

### Requests and Wait Time

Accommodate all special requests. Track flights for airport pickups and adjust pick-up times accordingly, maintaining the buffer time between landing and pickup.

1. Locate pick up location
2. Know alternate routes
3. Get addresses for each stop
4. Know where to park
5. Ask about landmarks

If a client asks you to use an alternate route, please oblige without any arguments.



## 3. DURING

### Music and Temperature

Ask the guest if they would like any music or temperature adjustments.

### Estimate Arrival

Inform the guest about an estimated arrival time, taking into account potential traffic.

### Safety First

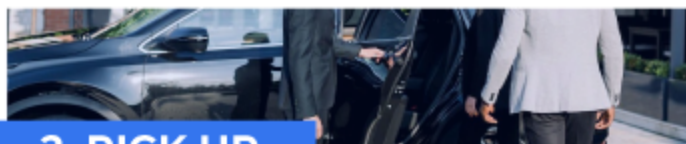
Drive safely, abide by regulations, avoid distractions, and avoid calls/texts when guests are present.

### Take The Best Route

Know the area and use GPS when appropriate. Inform the guest about additional charges in case of extra distance or waiting time.

### Smoking

Follow company policy. If client wants to smoke offer to pull over as often as possible. If client wants to smoke inside vehicle ask supervisor.



## 2. PICK UP

### Residential

Arrive no sooner than 10 minutes in advance. If so, park elsewhere before pulling up to the location. **Do not honk.** To knock or call, wait until pickup time.

### Business or Hotel

Inform the front desk to let the guest know upon your arrival. Be polite with the doorman, front desk, policeman or any staff.

### No-shows

If the guest can't be found after attempts to contact them, call us for authorization to leave the site.

### Greet the guest

Say, "Welcome to (CITY NAME)" if relevant, MS/Mr./Ms (NAME). I am from RideCentric. We are driving to (DESTINATION), correct? Allow me to take your luggage."

### Assist the guest

Open the doors for the guests and stow any luggage or assistive devices.



## 4. DROP OFF

### Confirm Drop Off Location

Confirm all locations with the guest. Make sure the passenger exits from the curbside. Physically get out of the car to help the passengers exit.

### All-inclusive Payment

Fees, tolls, etc. are included and paid digitally for all rides. If any tips are offered, accept them.

### Drop Off The Guest

Park nearest to the building door. Open the doors and assist with the luggage. Check if the guest forgot anything in the car, and if so, contact us.

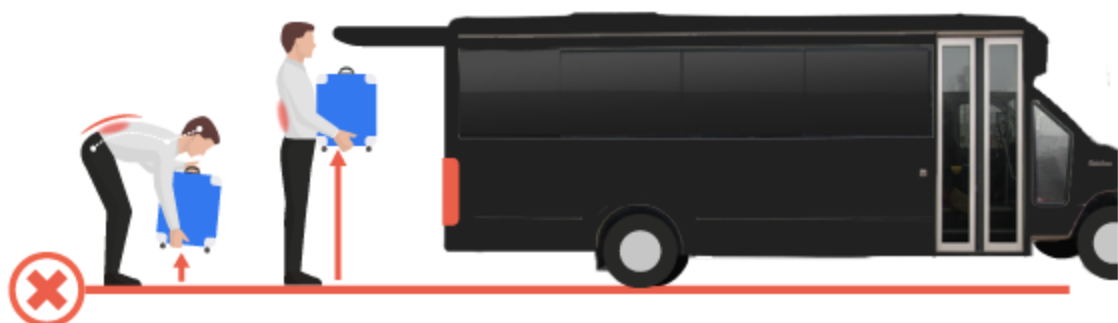
### Saying Goodbye

Say, "Thank you for riding with Ridecentric today. I hope you enjoyed your ride. We'll see you again soon. Have a good day."

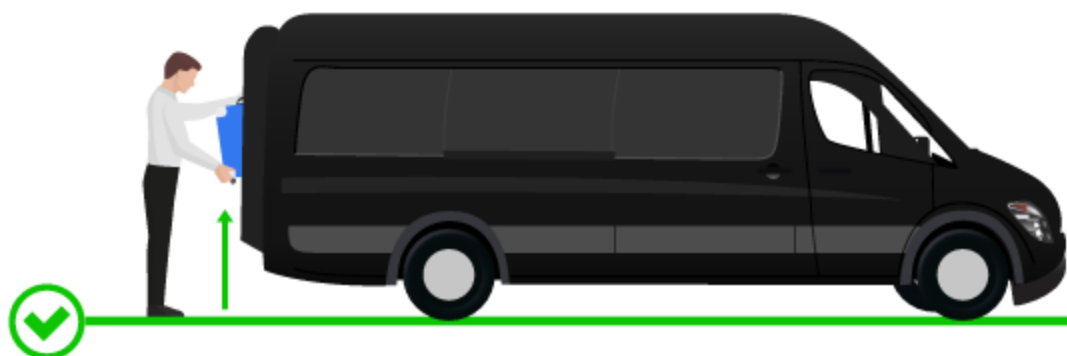
### Post Drop Off Inspection

Inspect the vehicle interior and trunk after drop-off to remove any trash, clean spots, etc.

Placing luggage in a **Mini Bus** may **hurt** the driver's **back**.



Use a **Sprinter** instead.



Or a **Motor Coach**.



### Back Brace

We highly recommend our drivers getting a back brace. We care about their safety and health in the long run.

