

# Marquee Limousines

## CHAUFFEUR TRAINING MANUAL 2024



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## **1. Expected Behaviour of Chauffeurs**

As a professional Chauffeur you are expected to:

- Be courteous, polite and helpful to clients – greet each and every client respectively e.g. “Good morning Mr/Mrs/Ms Jones, how was your flight”
- Know and follow the road rules
- Understand, read and speak English
- Be honest – if a passenger leaves an item in the vehicle, contact the passenger immediately. If you do not have the passenger’s mobile number, contact the Operations Manager immediately.
- Carry your accreditation – it is a requirement you always carry your NZ Drivers Licence as well as your Passenger Licence.
- Be ethical

## **Knowing and Obeying the Road Rules**

You must obey the NZ road rules at all times as you will be the person who will pay for any infringements and loss of demerit points. You can find all about the NZ road rules from the NZTA web sites, although it is expected you should already know them. Sometimes clients will ask you to do things that are unreasonable or illegal, such as speeding because they are running late or doing an illegal U turn or parking illegally to drop them off. You should always follow the road rules and if the client appears annoyed you have not broken the law for them, make sure you immediately inform your Operations manager.

## **Use of Mobile Phones**

It is illegal to use a mobile phone while you are driving, including when the vehicle is moving or stopped in traffic, unless you are:

1. Making or receiving a phone call using voice activation (hands free), or the mobile is in an approved holder.
2. Using a map application with the mobile in an approved holder.

While you are driving you must NOT

- Send or receive a text message
- Send or receive emails or any similar message communication

If you need to use your mobile to send or read a text message, pull over and park legally on the side of the road.

## **Seat belts for passengers**

All passengers are expected to wear seatbelts. If you are caught by a police officer, both you and the passenger will be issued an infringement notice.

You are responsible for making sure that:

- All passengers are wearing seatbelts

- There is only one person in each seating position

## Touting

It is illegal for you to tout for hire car services. Touting is when you approach a potential passenger offering the use of the car

SITUATION	TOUTING OR NOT TOUTING
A woman at the airport notices your car and asks you for your business card so she can use your services next time	This not touting as long as she does not proceed to immediately get in the vehicle.
You approach a family coming out of the airport terminal and ask if they would like to hire you	This is touting
You have dropped off a client at an event. A group approach you and ask for your card so they can call you at the end of the event	This not touting as long as she does not proceed to immediately get in the vehicle.
You see a group of people trying to hail a taxi. You approach them and offer our hire care services	This is touting

## Discrimination

You are not allowed to discriminate against people based on their culture, race, language, gender, age, disability or sexual orientation. As a Hire Car driver, you must treat all clients with politeness, courtesy and respect.

## Assault

It is not acceptable for you to assault a passenger under any circumstances, even if the client is being offensive or racist towards you. If you feel you are being abused in any way, start recording the abuse immediately. Allow the client to continue their verbal abuse of you whilst you are recording what they are saying and pull over and park legally. REMAIN CALM. Do not try to argue back, do not try to talk over the client. Do not kick the client out of the vehicle unless you feel they are about to become physical. Once the client sees you have pulled the vehicle on to the side of the road, they will stop the verbal abuse. This is the hard part – you MUST remain calm and professional and ask them to stop the verbal abuse (remember you are recording this and whatever you say will also be recorded). If the client continues with the abuse, call your Operations Manager.

## 2. Customer Service

### Marquee Corporate Image

We are committed to providing an exceptional client service experience. All chauffeurs must have the following:

- CLEAN white long-sleeved shirt, washed and ironed each day
- Navy Blue /Black/Charcoal Suit (no pin stripe, not double breasted, no self-patterns)
- Black leather business style belt
- Clean black leather dress shoes



- A mobile phone with credit at all times
- Bluetooth capability on your mobile phone

## Greeting Clients

If you are booked to collect a client, you must arrive at least 10 minutes prior to the booking time. You should address the client as Sir, Ma'am, and Mr/Mrs/Ms – never by their first names. Smile; Speak with a friendly voice; be polite; show respect. If waiting for a client, you must stand in front of the rear passenger door. This is the correct position to stand for all passenger pick-ups. Do not enter into a conversation with the client unless they have spoken to you first. Give a brief and concise reply and NEVER discuss business problems or your personal issues.

When you have the client in the vehicle you should confirm the following:

- Their Destination – **“Just confirming we are heading to...”**
- A choice of music – **“Is the background music suitable for you or would you prefer something else?”**
- If the air conditioning is at a suitable temperature **“Is the inside temperature comfortable?”**

PLEASE ENSURE YOU ONLY USE THE EXACT WORDS AS PER THE ABOVE, do not change any of them to suit yourself. These are the three fundamental questions you will be asked on “Mystery Rides” and if you do not ask these exactly as above, you will be failed.

## Contacting Clients:

### At the Airport:

Prior to picking up client at either of the Airport Terminals, YOU need to send them a brief SMS explaining where you will meet them. The SMS needs to be sent **before** the client's plane lands, so the first message they see is from their driver. We send this text while the client's plane is in the air.

### International Terminal 1

Good morning/afternoon Mr/Mrs **(insert surname)**, my name is **(insert your name)** I'll be your driver this morning/afternoon. I'll meet you at the main arrival hall - please turn LEFT and head to the Pre-Booked transfer desk (in front of McDonalds); Regards **(insert your name)**.

### Domestic Terminal 1 – Regional

Good morning/afternoon Mr/Mrs **(insert surname)**, my name is **(insert your name)** I'll be your driver this morning/afternoon. I'll meet you I'll meet you in the Arrival Area close to the Luggage Carousel; do you have any luggage to collect? Regards **(insert your name)**.

### Domestic Terminal 2 – AirNZ

Good morning/afternoon Mr/Mrs **(insert surname)**, my name is **(insert your name)** I'll be your driver this morning/afternoon. I'll meet you I'll meet you at the arrival hall as you come out of the glass door; do you have any luggage to collect? Regards **(insert your name)**.

### Domestic Terminal 3 – Jetstar

Good morning/afternoon Mr/Mrs *(insert surname)*, my name is *(insert your name)* I'll be your driver this morning/afternoon. I'll meet you I'll meet you in front of the steps ; do you have any luggage to collect? Regards *(insert your name)*.

### Pickup from Residential or Business Location – to be sent 5 minutes before pickup time.

Good morning/afternoon Mr/Mrs *(insert surname)*, my name is *(insert your name)* I'll be your driver this morning/afternoon. I've arrived at the pickup location and have parked outside. Regards *(insert your name)*.

### Luggage

If the client has any luggage YOU must place the bags into the boot. DO NOT allow the client to place luggage. Luggage is not lawfully allowed to be placed inside the vehicle.

### Verbal and Non-Verbal Communication

Verbal communication is what you say. Non-verbal communication is using your body to communicate, it is also called body language. Some examples are: Nodding or shaking your head; smiling/facial expressions; making eye contact; making gestures; shrugging your shoulders. There is positive and negative non-verbal communication. Positive non-verbal communication gives a good impression.

POSITIVE NON-VERBAL COMMUNICATION	NEGATIVE NON-VERBAL COMMUNICATION
Nodding to agree or show you are listening	Not giving any indication you are listening
Making eye contact with the client when you are speaking with them	Not looking at the clients face when you first meet them
Sitting straight	Reclining on the seat
Driving with both hands on the wheel in the 10 o'clock and 2 o'clock positions	Driving with one hand on the wheel and the other arm on the window

### Being a Professional Driver

Marquee limousine drivers are professionals and need to look professional and provide a professional service. The most important part is following the road rules, even if a client asks you not to. Other ideas to help you maintain a professional image and service include: Always look clean, neat and tidy; Make sure the car is clean; Drive courteously; Be polite; Know Sydney – main roads and landmarks

### Anticipate issues to determine the best route of travel

You need to take note of things such as road closures, traffic flows and special events that will affect route choice and travel times.

If there are delays on the most direct route to a client's destination, you should:

- Advise of possible delay
- Suggest an alternative route
- Let the client decide which route to take.

A GPS may not always give you the most efficient route of travel and take into account all factors that affect travel times.

## Responding to Client's Needs

It is important that you try to respond as much as possible to your client's needs. This may include helping with luggage, assisting an elderly passenger with their seatbelt and providing advice or information to tourists. However you should always ask first if you can help and only do so if the client say yes.

As a professional driver you should be able to recommend places which people various may want to visit and provide information about landmarks you pass. This allows you an opportunity to provide an enhanced service to your passengers.

## Dealing with Difficult Situations

As a driver you will occasionally face difficult and challenging situations with clients. Here are some examples and strategies for how to deal with them:

Examples of difficult situations	Strategies to deal with these
You are a few minutes late arriving to pick up a client	Apologise to the client in a polite and calm voice and explain briefly why you were delayed
Going the wrong way	Apologise to the client in a polite and calm voice. Explain that you have made a mistake and correct your route
Having an accident or near miss	Apologise to the client in a polite and calm voice. If appropriate explain that you were not at fault
Complaints about the radio station you are listening to	Politely offer to turn it off or ask if there is a radio station the passenger would prefer
Someone commenting negatively on your driving	Apologist in a polite and calm voice. If you are driving safely then explain that this is the case. Consider slowing down or taking similar actions to reassure the passenger.

## Driving Safely - Managing Fatigue

Driver fatigue is a risk to your health and safety and to your passengers. Being able to see the signs of fatigue can help you to decide if it is safe for you to drive. Fatigue is more likely to occur at night.

Some signs of fatigue are;

- Poor concentration
- Difficulty remembering periods of time when driving
- Not being able to see clearly
- Having blurred vision
- Sore or heavy eyes
- Difficulty keeping eyes open and on the road
- Frequent yawning
- Falling asleep
- Wanting things done quickly (or having a short temper)
- Poor control when driving
- Difficulty maintaining a steady speed



An important tip – not drinking enough water can also make you feel tired.

Stop driving if you find it hard to keep your eyes open and your head is nodding. These often happen after microsleeps.

Get out of the vehicle and have a break. Even a 10 minute break will help fatigue. Keep well hydrated as this will help to keep you aware and thinking clearly.

## **RRS HIRE CAR REQUIREMENTS**

### **Inspection of vehicle**

After accepting a vehicle you are required to inspect the car for any damage to either the bodywork or wheels. If any damage is not listed and is checked by the following driver showing damage you will be required to pay the excess or pay for repair of wheels. To help overcome any charges which were not from you, there is a Shift Inspection Report. You must complete this before you accept the car. Details include:

- Date
- Inspected by
- Km's travelled
- A detailed map of a vehicle to indicate damage to body
- Comments for Internal and External condition
- Details of any damage to wheels

### **Consumables**

One way to raise the level of client experience is to provide simple items such as bottled water, and tissues for client use. Other items which enhance the experience include newspapers and magazines. All of these items are to be included in your vehicle prior to departure.

### **Other Items**

A multi-charging cable has been provided in the vehicle. You must ensure that you use the correct cables to keep the phone/tablet charged.

### **Check List:**

All areas listed below will be covered in a training session with one of the Operation teams.

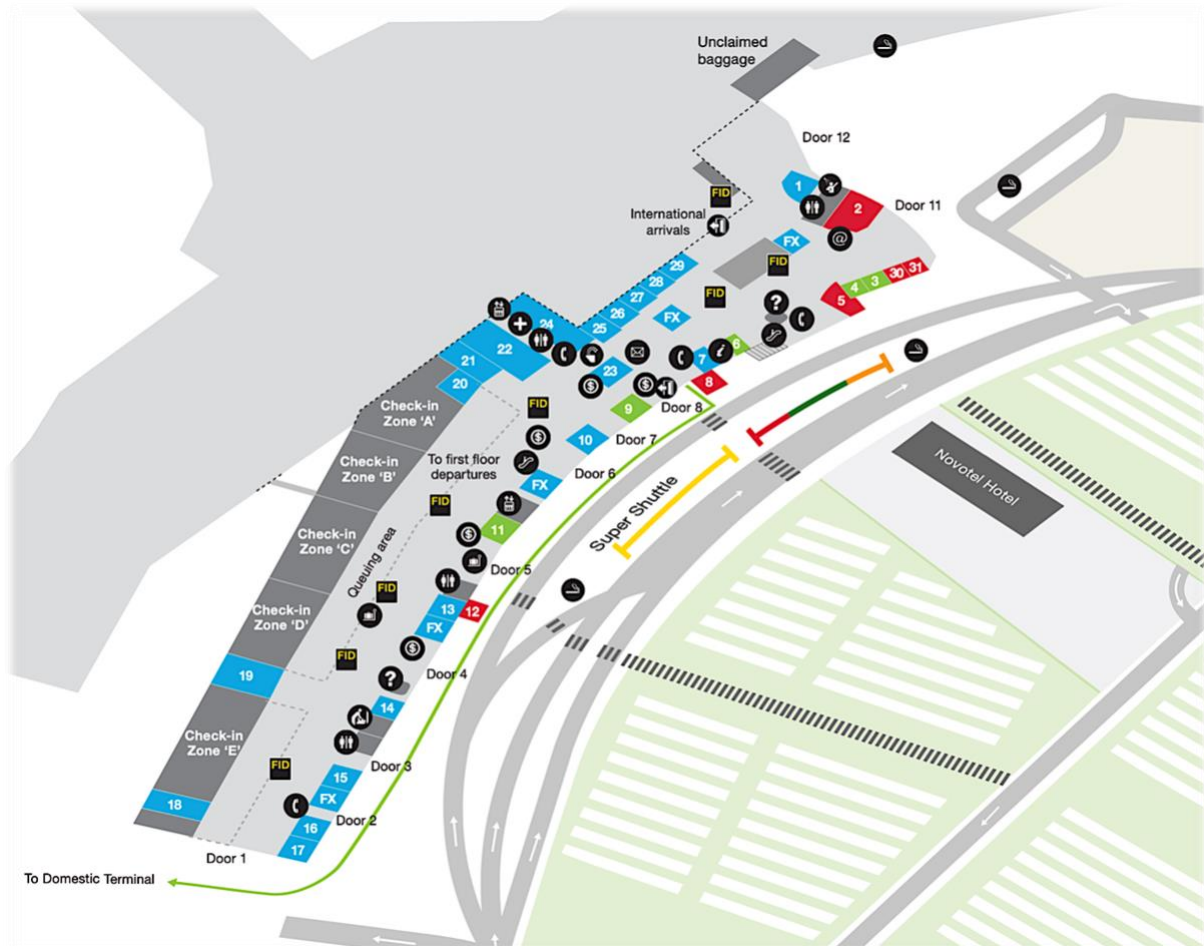
You will be required to go for a drive with the Operations team. All the attached points will be demonstrated, this document is designed as a reference and you are expected to learn and know all the points listed.

At the completion of the training drive you will be required to sign off that all areas have been covered and understood.

All chauffeurs are to remember to ask the following 3 questions each time they collect the client:

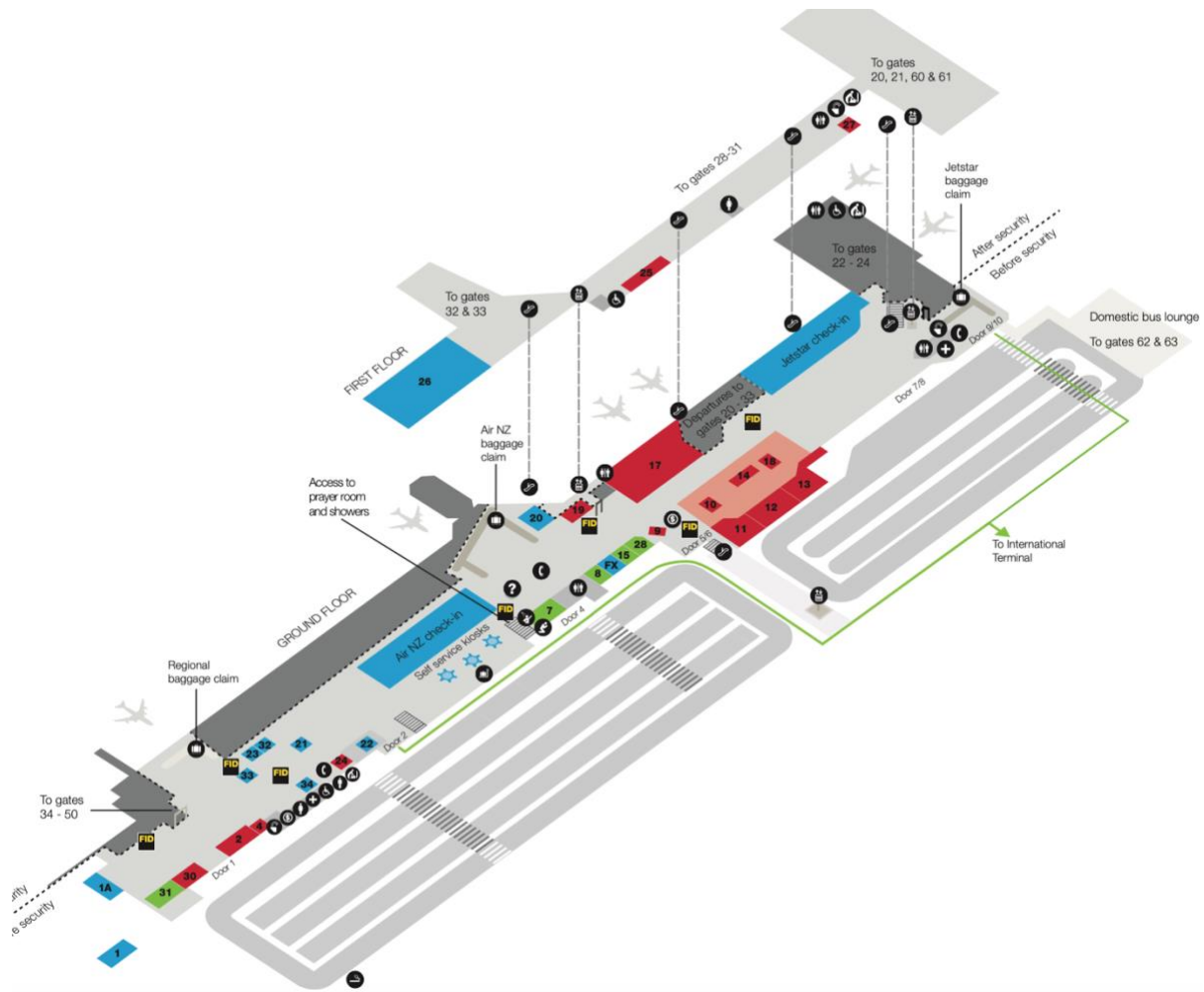
- (1) Confirmed the destination
- (2) Confirmed temperature of the car
- (3) Confirmed entertainment options

## Auckland International Airport Map



<b>FOOD &amp; BEVERAGE</b> 2 McDonalds 5 Long White Café 8 Retro Espresso 12 Retro Espresso 30 Hayama Sushi 31 Dunkin Donuts	<b>SHOPPING</b> 3 Spark 4 Vodafone 6 Relay 9 Take Home Convenience 11 Carry On	<b>AIRPORT SERVICES</b> 1 Media room / centre 7 Thrifty 10 Air NZ Customer Service & Sales 13 Malaysia Airlines 14 Qantas Ticketing 15 SmarteCarte Baggage Storage & Wrapping 16 Emirates Ticket Desk 17 Menzies Ticket Desk 18 Oversized and fragile baggage 19 Qantas Club 20 Air NZ Domestic Transfers 21 Oversized and fragile baggage 22 Air NZ Premium Check-in 23 SmarteCarte Baggage Storage & Wrapping 24 Flight Centre 25 Europcar 26 Budget 27 Hertz 28 Avis 29 Biosecurity	<b>KEY</b> Escalator Showers Lifts Smoking area Baby changing rooms Toilets ATM Internet Mailbox Help desk Drinking fountain First aid Self weighing booth (bags) Telephone Visitor information (i-Site) International Arrivals Flight Information Display Inter-terminal walkway Skybus Inter-terminal bus 380 Airporter Bus Hotel transfer, PnR, Inter city transfer (Hamilton) and Airporter 380
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## Auckland Domestic Airport Map



FOOD & BEVERAGE		SHOPPING		AIRPORT SERVICES		KEY	
2	Little Gipsy	7	Walker & Hall	1	Koru Valet Parking	?	Help desk
4	Krispy Kreme	8	Sunglass Hut	1A	Air New Zealand Regional Lounge	☺	Drinking fountain
9	Dunkin' Donuts	15	Relay	20	Air New Zealand Bag Services	+	Self weighing booth (bags)
10	Tank Juice Bar			21	Air New Zealand Fragile & Oversized Baggage	🧳	Bag claim
11	Hayama Sushi			22	Air Chatham's	🚶	Prayer room
12	McDonalds			23	Fly MySky	📺	Flight Information Display
13	Orleans Chicken & Waffles					🚰	Smoking area
14	Take Off Espresso					🚽	Baby changing rooms
17	The Gipsy Moth	28	3 Wise Men	26	Air New Zealand Lounge	♿	Toilets
18	Best Ugly Bagels	31	AirGo Convenience	32	Barrier Air	♿	Accessible
19	Wishbone			33	Air NZ Bag Drop B (regional flights)	🏧	ATM
24	Retro Espresso			34	Air NZ Check-in bay (regional flights)		
25	Hudsons Café			FX	Travelex		
27	Hub Convenience						
30	Subway						

## Auckland Airport Overview



**International.**



**Domestic**



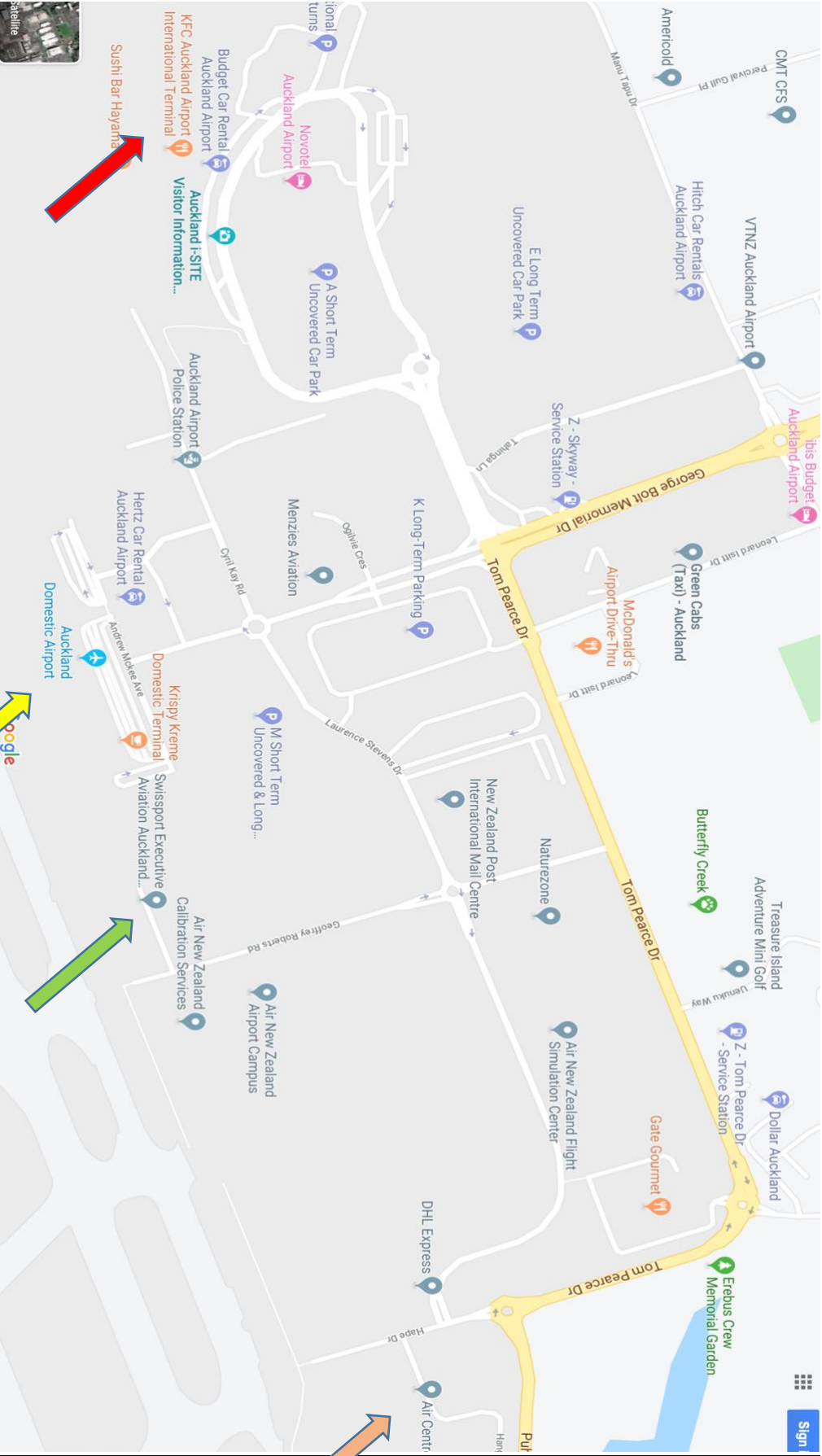
**Swissport**



**Air centre one**







## Way to Private Jet locations:

**Drive through George Bolt Memorial drive**



**Take the left lane to go to Private jet terminals**



**Turn left (Tom Pearce Drive) to go to Private jet terminals**



**Before Butterfly creek, Turn right into Geoffrey Roberts road**

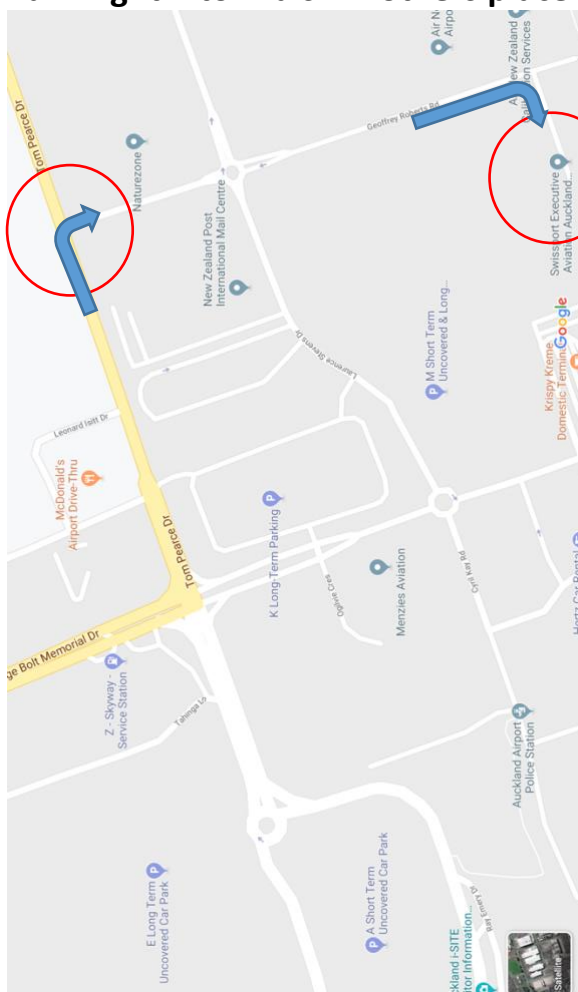


## Geoffrey Roberts road right turn



## Geoffrey Roberts road right turn map

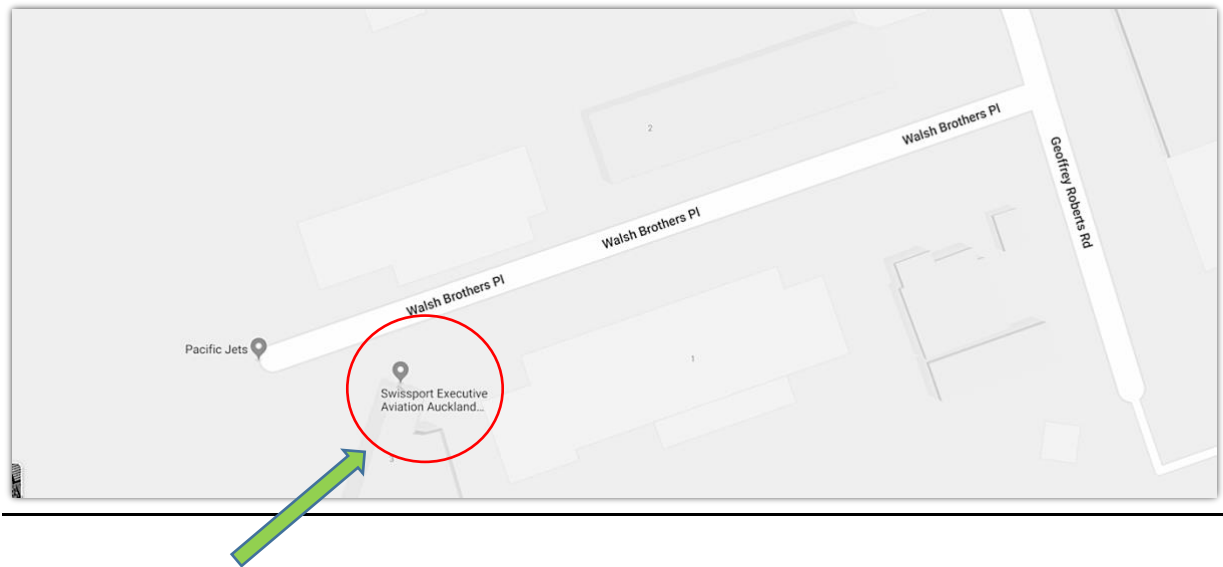
Turn right into Walsh Brothers place



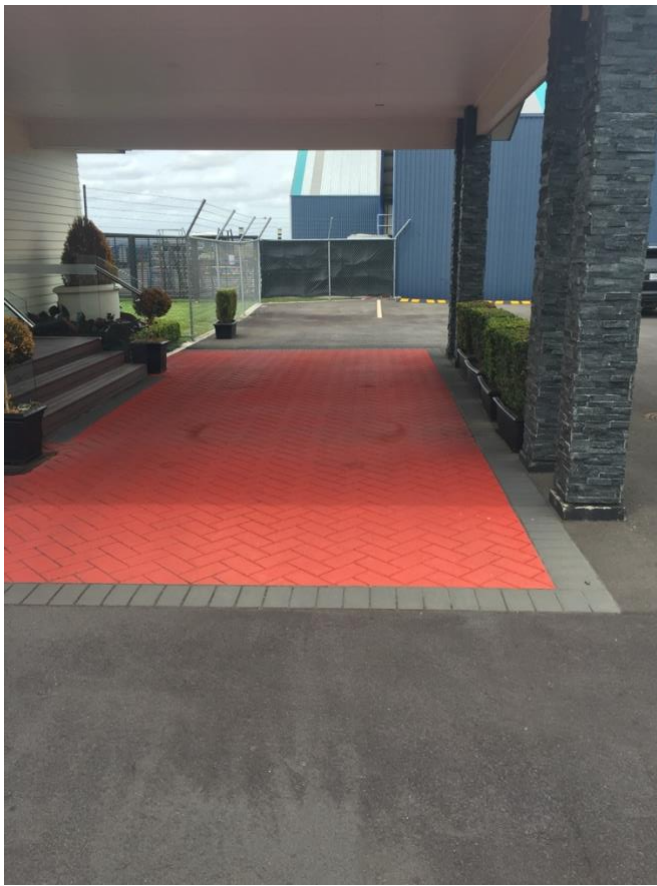
Swiss port



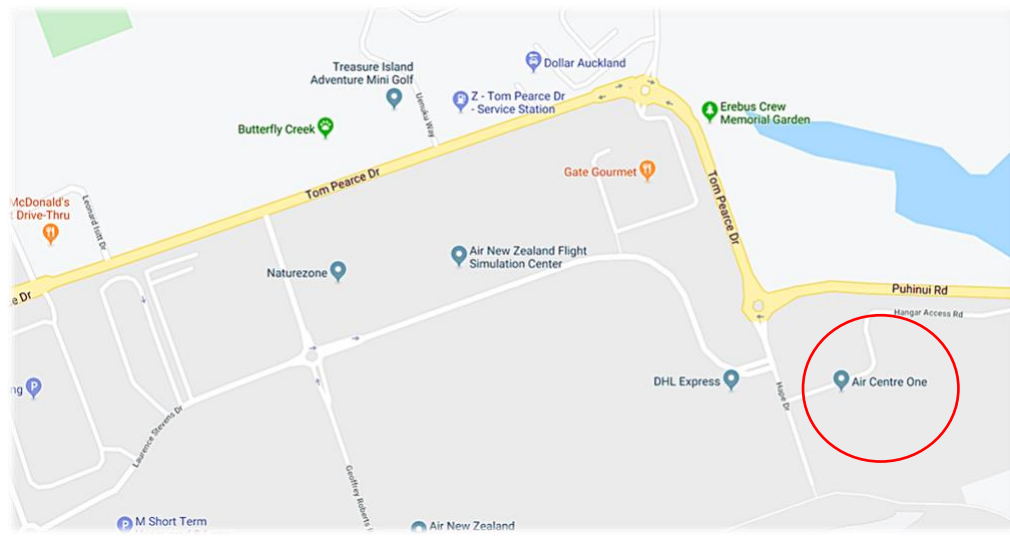
## Map of Swiss port



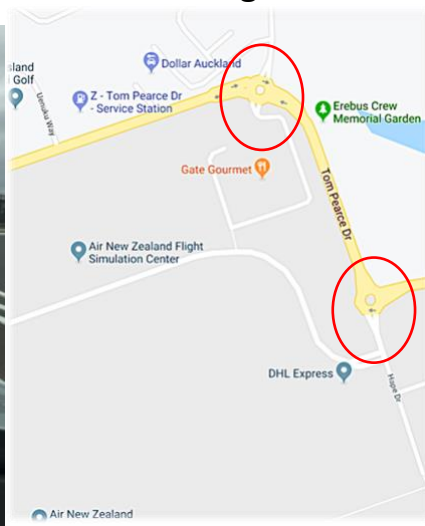
## Front entrance of Swiss port



## Way to Air Centre one



**Drive through Tom Pearce Dr, at the end take right at the round about**



**Driver through until the next round about and go straight**



**Hape drive starts from here**



**Drive 50mts and you will see Air centre one on the left**





## Entrance



## Drive way



## Drive way (pic from road)



**Drive way (Picture from location parking space)**

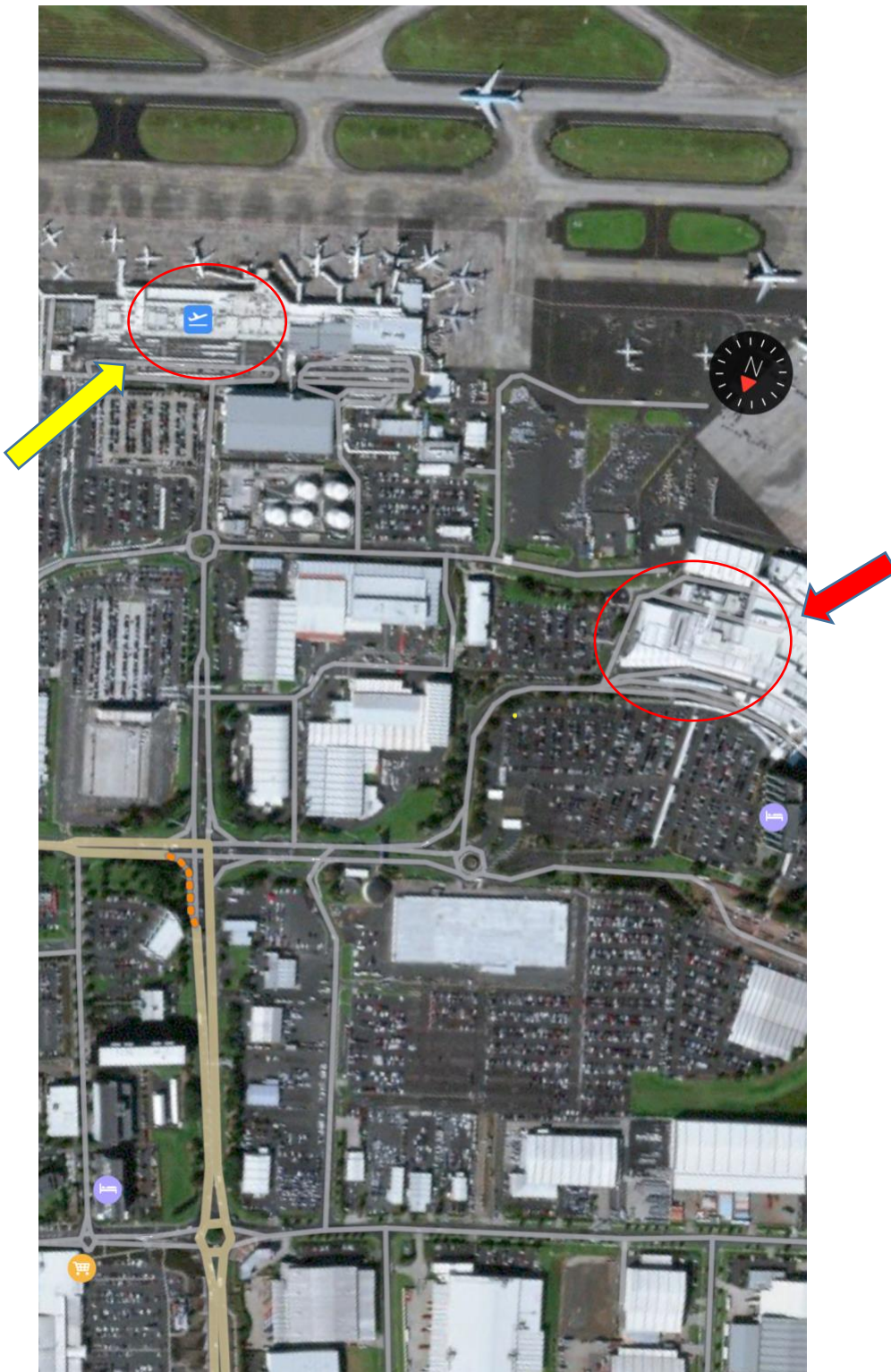


**Park here – Air centre one**

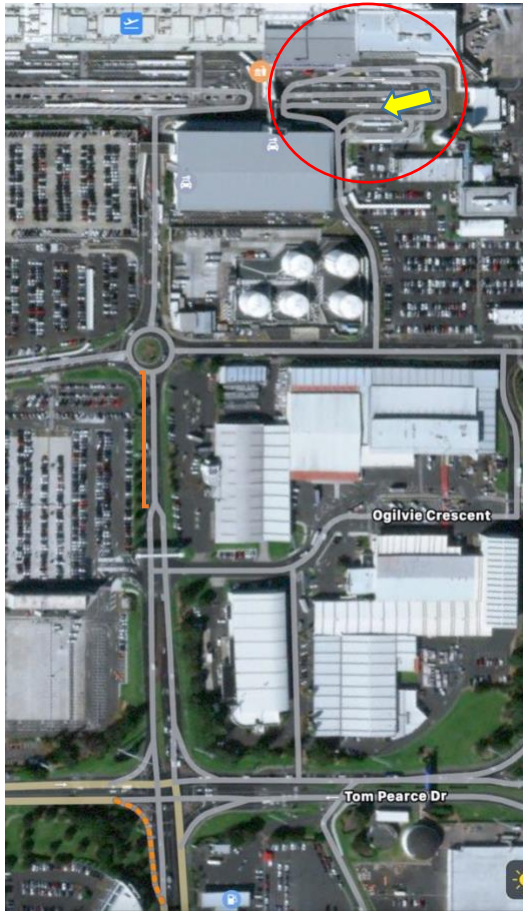




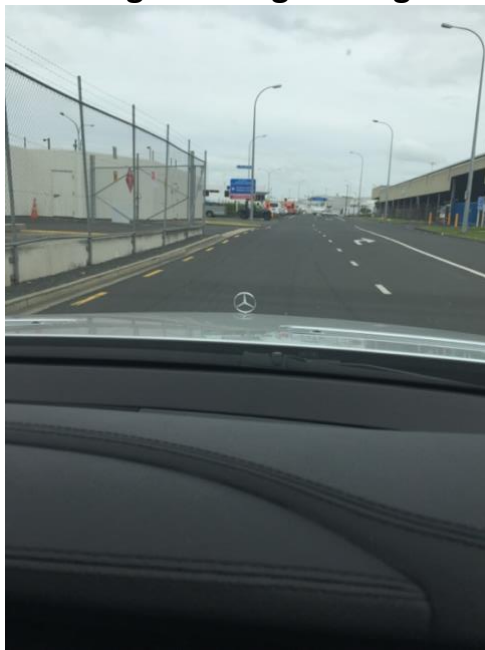
Way Domestic and International Airport



## Domestic Airport parking area



**Go straight through George Memorial Drive and at the roundabout turn right**



**Turn First left into Fred Ladd way and enter the car park**



**Barriers before entering car park - Go through the Barrier (card on the windscreen will be auto scanned and wait until arm raises)**



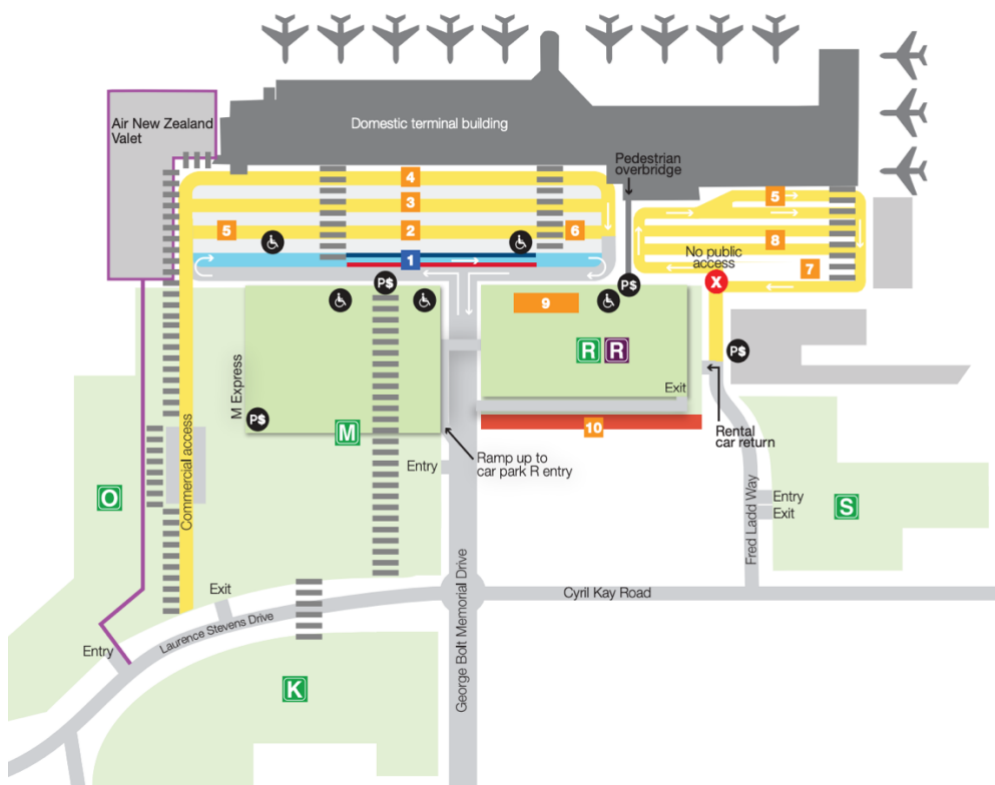


## Parking at Jetstar Dropping off Passengers at Domestic

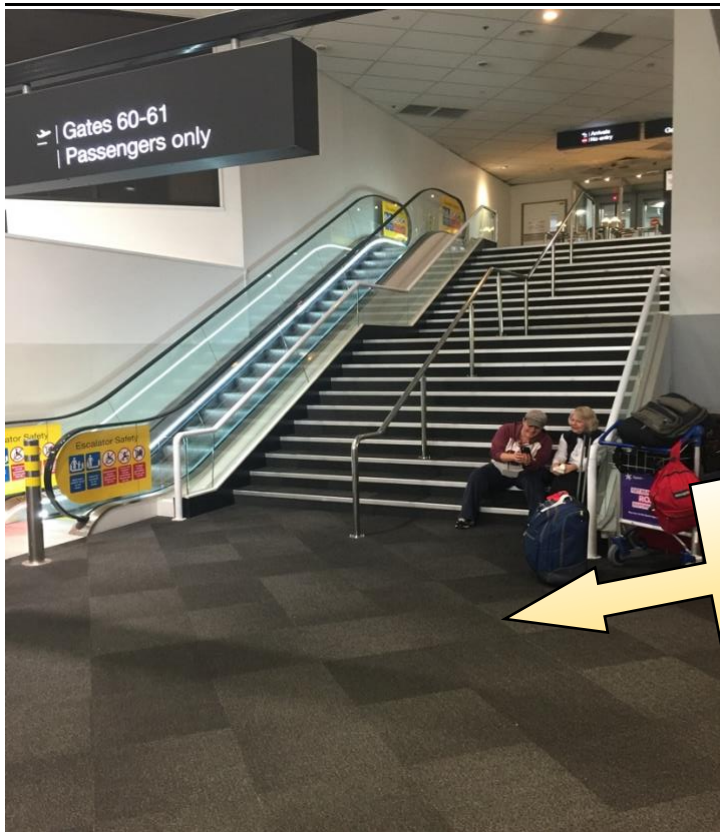
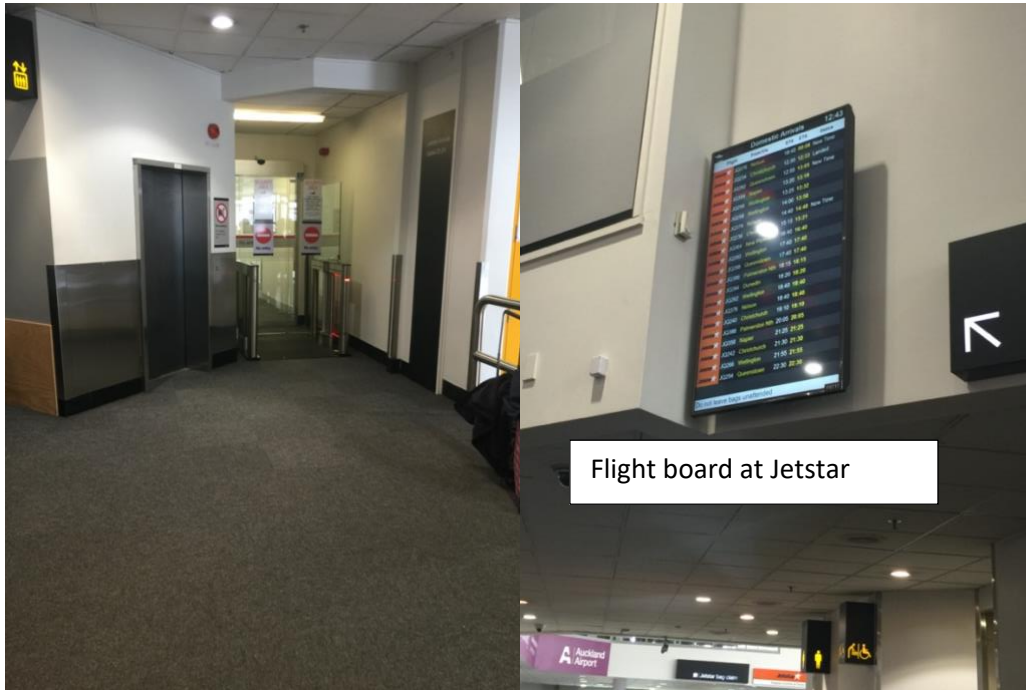
Stopping the Car, remove the luggage for the client



International Drop Off Area – your job finishes at the curb



## Jet star arrival



Wait at the stairs basement for  
Jet star gates 60-61

## Air New Zealand Domestic pick-up



Flight board at Domestic Air New Zealand

Wait in  
front of  
glass doors

## Air New Zealand Regional pick-up



Wait in front of glass door

Flight	Origin
NZ5068	Nelson
NZ8166	Gisborne
NZ5012	Napier
NZ8200	Blenheim

Domestic Arrivals 12:48				
Flight	From/Via	ETA	STA	Status
JQ378	Nelson	18:40 00:08	New Time	
NZ8168	Gisborne	11:50 12:30	Landed	
NZ8068	Nelson	12:00 12:28	Landed	
NZ508	Christchurch	12:25 12:38	Landed	
JQ374	Christchurch	12:30 12:33	Landed	
NZ5012	Napier	12:35 12:45	Landed	
NZ424	Wellington	12:50 13:15	On time	
NZ8134	Tauranga	12:50 12:55	On time	
NZ8202	Queenstown	12:55 12:45	New Time	
NZ8203	Queenstown	12:55 12:45	Landed	
F80130	Great Barrier Island	13:00 12:55	New Time	
NZ8070	Nelson	13:15 13:12	On time	
NZ8040	New Plymouth	13:15 13:23	Delayed	
JQ354	Napier	13:20 13:19		
JQ296	Wellington	13:25 13:34		
NZ542	Christchurch	13:25 13:30	On time	
NZ8273	Bay of Islands	13:25 13:25	On time	
GB108	Great Barrier Island	13:30 13:38		
NZ8110	Palmerston Nth	13:40 13:48	On time	
GB816	Kaitia	13:45 14:27		
NZ8162	Gisborne	13:45 13:43	On time	
NZ816	Queenstown	13:50 14:04	On time	

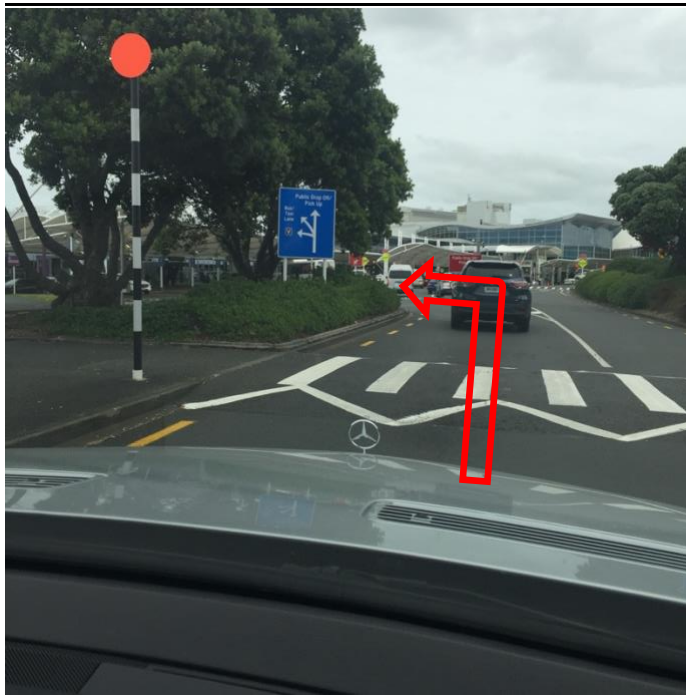
Flight	From/Via	ETA	STA	Status
JQ256	Wellington	14:00 13:58		
NZ946	Christchurch	14:25 14:22	On time	
NZ8225	Whangarei	14:25 14:18	On time	
NZ8016	Napier	14:35 14:27	On time	
NZ820	Queenstown	14:35 14:54	Delayed	
JQ374	Nelson	14:40 14:48	New Time	
NZ8112	Palmerston Nth	14:40 14:37	On time	
NZ432	Wellington	14:50 14:48	On time	
NZ8076	Nelson	14:50 14:41	On time	
NZ8170	Gisborne	15:00 14:52	On time	
NZ8212	Blenheim	15:05 15:01	On time	
JQ236	Christchurch	15:15 15:21		
NZ630	Queenstown	15:20 15:20	On time	
NZ850	Christchurch	15:25 15:22	On time	
F80150	Great Barrier Island	15:30 15:30		
GB108	Great Barrier Island	15:30 15:30		
NZ8269	Bay of Islands	15:45 15:45	On time	
NZ136	Tauranga	15:50 15:50	On time	
NZ552	Christchurch	15:55 15:52	On time	
NZ8044	New Plymouth	16:05 16:05	On time	

Flight board at Regional

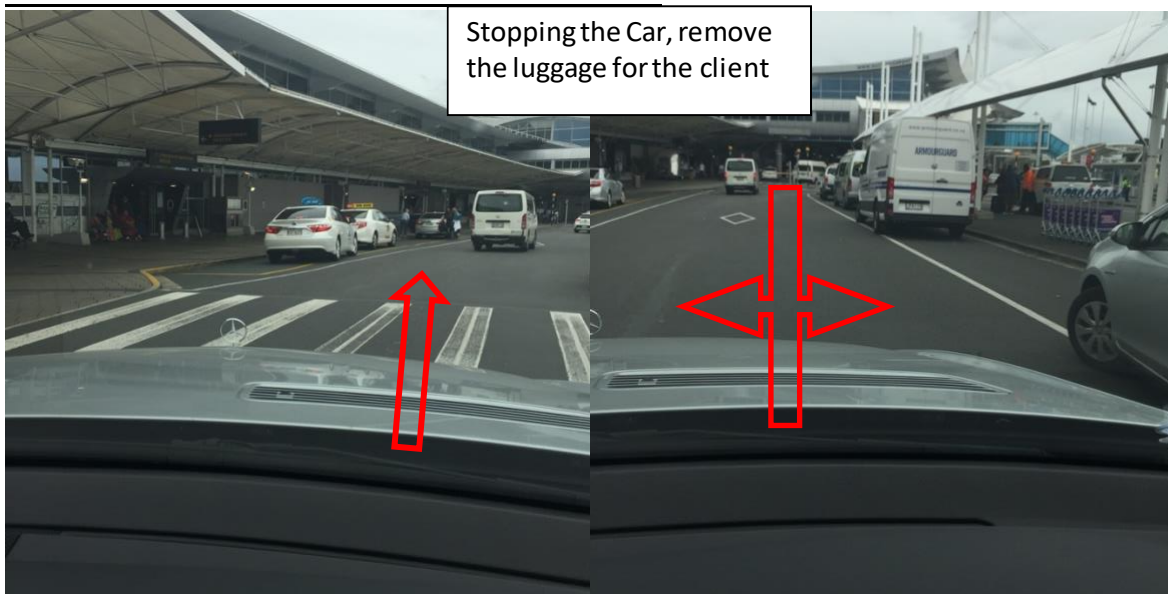


## International drop-off

Drive straight through on left lane and take bare left



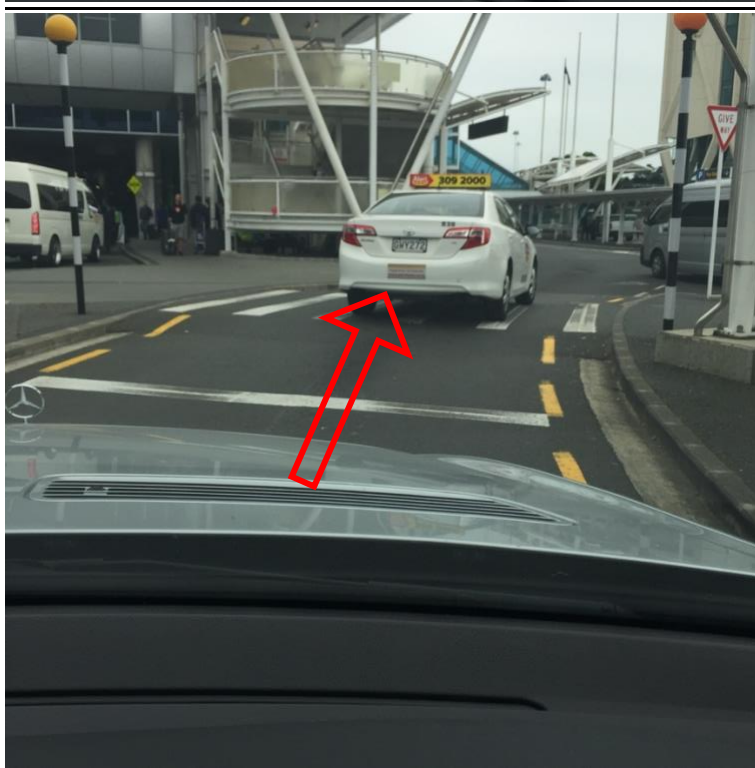
**Drive closer to the terminal and park on the left (allowed to park either side)**



Stopping the Car, remove  
the luggage for the client

International Drop Off  
Area – your job finishes at  
the curb

## Drive out of International Drop-off area



## International car park Arrival

### Drive past International airport driveway and turn left



### Turn left again





**Go through the Barrier (card on the windscreen will be auto scanned and wait until arm raises )**



**Take left**



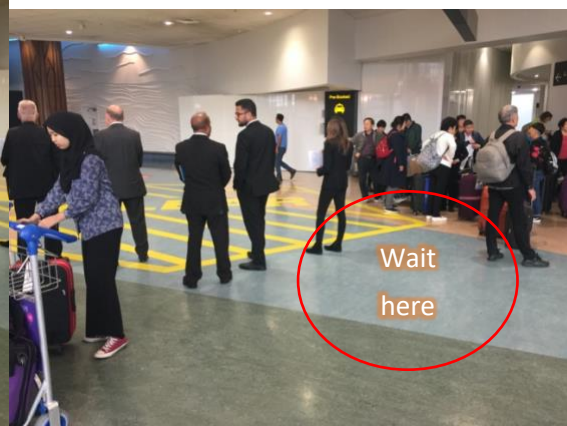
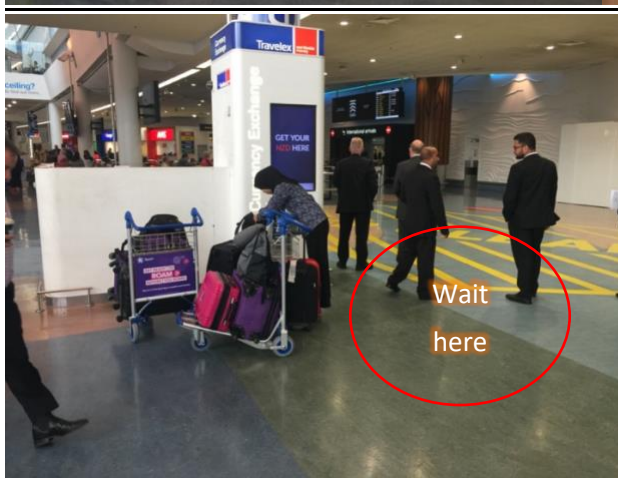
**Park anywhere in the authorised space only**



### Entrance to International pick up area



### International pick up point (Pick up passenger at International)



## Way out of Auckland International







## CAR SET UP INFORMATION

Water  
Towels  
Tissues  
Newspaper

## FITTING WEDDING RIBBON TO THE CARS



Make sure the ribbon has padding placed under to prevent scratching.



**External:** Tie ribbon to 7 series fix on bonnet release bracket.  
**Inside the car:** Tie to the handle above the door

## USEFUL INFORMATION

Explanation of the meaning of:

- PU – Pick up
- DO – Drop off

All Drivers must have the following

- CLEAN white long sleeve shirt, ironed and washed each day
- Charcoal Suit (no pin stripe, not double breasted, no self-patterns)
- Black leather business style belt
- Clean black leather dress shoes
- A Mobile phone with Credit at all times
- Bluetooth capability on your mobile

## CHECKLIST

All drivers must check they have access to (before each shift and on change over)

- Smart phone or tablet
- Blue tooth earpiece

## HANDOVER PROCEDURES

Complete the inspection by capturing photos of vehicle and save it for two weeks before deleting them.

- Check all panels of the car for damage
- Check each of the wheels for gutter damage or scrapes



- Check fuel level.
- All cars should be handed over CLEAN and FULL of Petrol.

Once you have taken possession of the car from the other driver, you have accepted it and will thus accept liability of any damage to the car.

**Report all damage on handover , or pay for its repair.**

## Airport access points

The operating procedure at Airport access points is as follows:

- An electronic tag reader is mounted at the entry and exit access points to Airport parking zones.
- The Chauffeur must approach access point for entry or exit of the parking Zone.
- The boom gates will only open for entry and exit of a parking Zone if a valid electronic tag is read and accepted by the electronic tag reader.
- The chauffeur is responsible for ensuring that the electronic tag can be read by the electronic tag reader on entry and exit, is registered with Auckland Airport, meets all other requirements for acceptance.
- The boom gates may not open if: the electronic tag cannot be read the electronic tag is not registered with Auckland Airport there are not sufficient funds in the electronic tag account any other requirements for acceptance are not met (including blacklisting)
- The Licensee must load passengers promptly and proceed to the Loading Zone exit point boom gates where the electronic tag reader will detect the electronic tag.
- The Chauffeur must not tailgate or otherwise act improperly.
- If the Licensee experiences any difficulties using the Loading Zones the Licensee may use the intercoms provided at the Loading Zone access points.

## Operating efficiently

- check flight information displays or on flight tracker app and respond accordingly to any changes in pre-booked passenger's flights
- not leave vehicles unattended at terminal frontages at any time
- act professionally and courteously in all dealings at Auckland Airport
- deal cooperatively with Auckland Airport's staff, contractors and kerbside enforcement officers
- comply with any reasonable requests of Auckland Airport's staff, contractors and kerbside enforcement officers in relation to traffic, access and parking

### *Chauffeur Acknowledgement – Chauffeur Copy*

The below signed acknowledges : I have been shown and understand all the items mentioned in this document.

Chauffeur Name \_\_\_\_\_

Date \_\_\_\_\_

Chauffeur Signature \_\_\_\_\_