

# RRS HIRE CARS AND TOURS PTY LTD

## CHAUFFEUR TRAINING

MANUAL UPDATED 2024

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### Expected Behaviour of Chauffeurs

As a professional Chauffeur you are expected to:

- Be courteous, polite and helpful to clients – greet every client respectfully 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 /Team Developer immediately.
- Carry your accreditation – it is a requirement you always carry your SA Drivers Licence as well as your SA Accreditation Authorized Driver Licence.
- Be ethical

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

You must obey the SA road rules all the time, as you will be the person who will pay for any infringements and loss of demerit points. You can find all about the SA road rules from the SA offices or web sites, although it is expected you should already know them. Many road rules are common throughout Australia, but some are also specific to SA. 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 call the Operations Manager /Team Developer.

### **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
- Or use voice to text

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 and there is no exception to this rule in SA. 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, including the driver
- 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.

Under no circumstances are you to accept any jobs as Cash, you are to complete a Credit Card form with all the relevant details and the customer will be charged the correct amount.

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 is not touting if 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 if 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 chauffeur, 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 /Team Developer/Team Developer.

## Customer Service

### RRS Hire Cars and Tours 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 or Black 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 always
- 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 initiate 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 ask; and on “Mystery Rides” if you do not ask these exactly as above, you will be failed.

## Contacting Clients:

### At the Airport:

Prior to picking up the 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 clients' plane lands, so the first message they see is from their driver.

## Examples of Text

### International Terminal

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 Immigration Exit (A or B); do you have any luggage to collect? Regards **(insert your name)**.

### Domestic Terminal – Virgin, Jetstar, Tiger etc.

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 bottom of the escalator as you come down from the arrivals area into the baggage claim area; 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. If the client has more luggage than will fit in the boot, immediately call the Operations Manager /Team Developer/Team Developer.

## 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

RRS Hire Cars and Tours chauffeurs 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 – its 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. **Always ask if the client has a preferred route.**

A GPS may not always give you the most efficient route of travel and you need to consider all factors that may 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 various places that people may want to visit and provide information about landmarks as 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
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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	Apologise 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 CARS AND TOURS REQUIREMENTS

### Inspection of vehicle

Prior to 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

You are required to raise the level of client experience. One way of doing this is to provide simple items such as bottled water, (some drivers provide both still and sparkling), mints such as Mentos and tissues for client use. Other items which enhance the experience include newspapers and magazines. All these items are to be included in your vehicle prior to departure.

## Check List:

All areas listed below will be covered in a training session with one of the Operations Manager/Team Developers.

You will be required to go for a drive with the Operations Manager/Team Developer. 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) Confirm the destination**
- (2) Confirm temperature of the car**
- (3) Confirmed entertainment options**

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## Limousines FAQs

*Can I leave my vehicle unattended to meet my passenger(s) within the terminal?*

International – YES. You may leave your vehicle unattended to meet your passenger(s) in the designated Ground Transport Zone.

Domestic – YES. You may leave your vehicle unattended to meet your passenger(s) in the designated Ground Transport Zone.

*Where can I drop off my passenger(s)?*

Drivers setting down departing passenger(s) may do so on the roadway at the terminal frontage.

*If I have arrived to early, is there somewhere I can park and wait for my flight to arrive?*

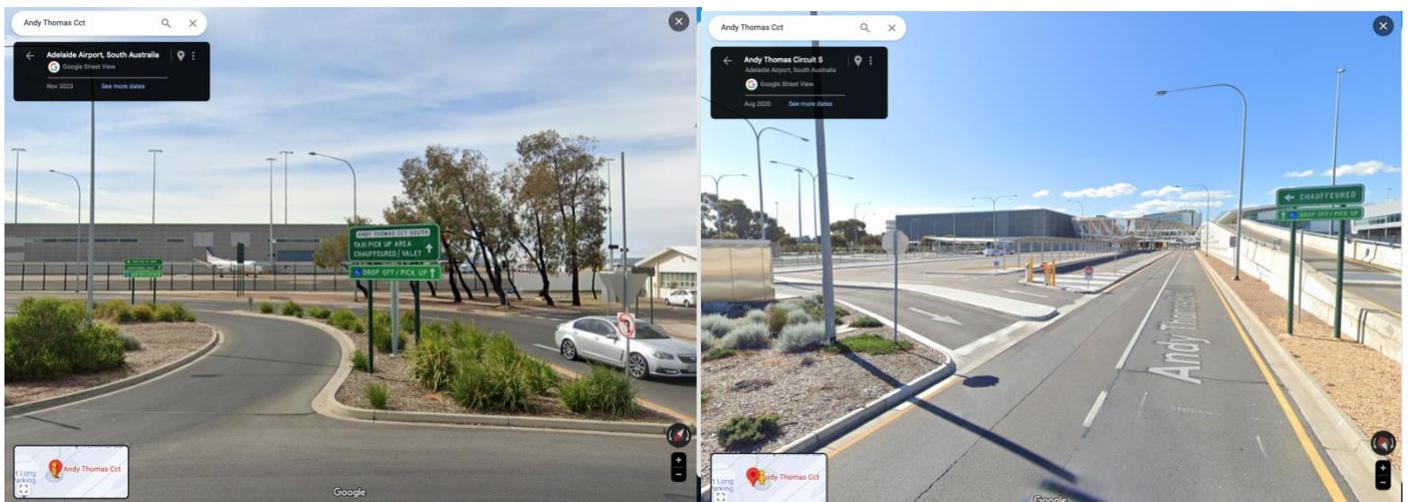
Park close to the airport and hold until your flight is about to land. Once your flight is about to land, please make your way to the designated limousine parking area near the terminal building.

## Adelaide Airport Map:

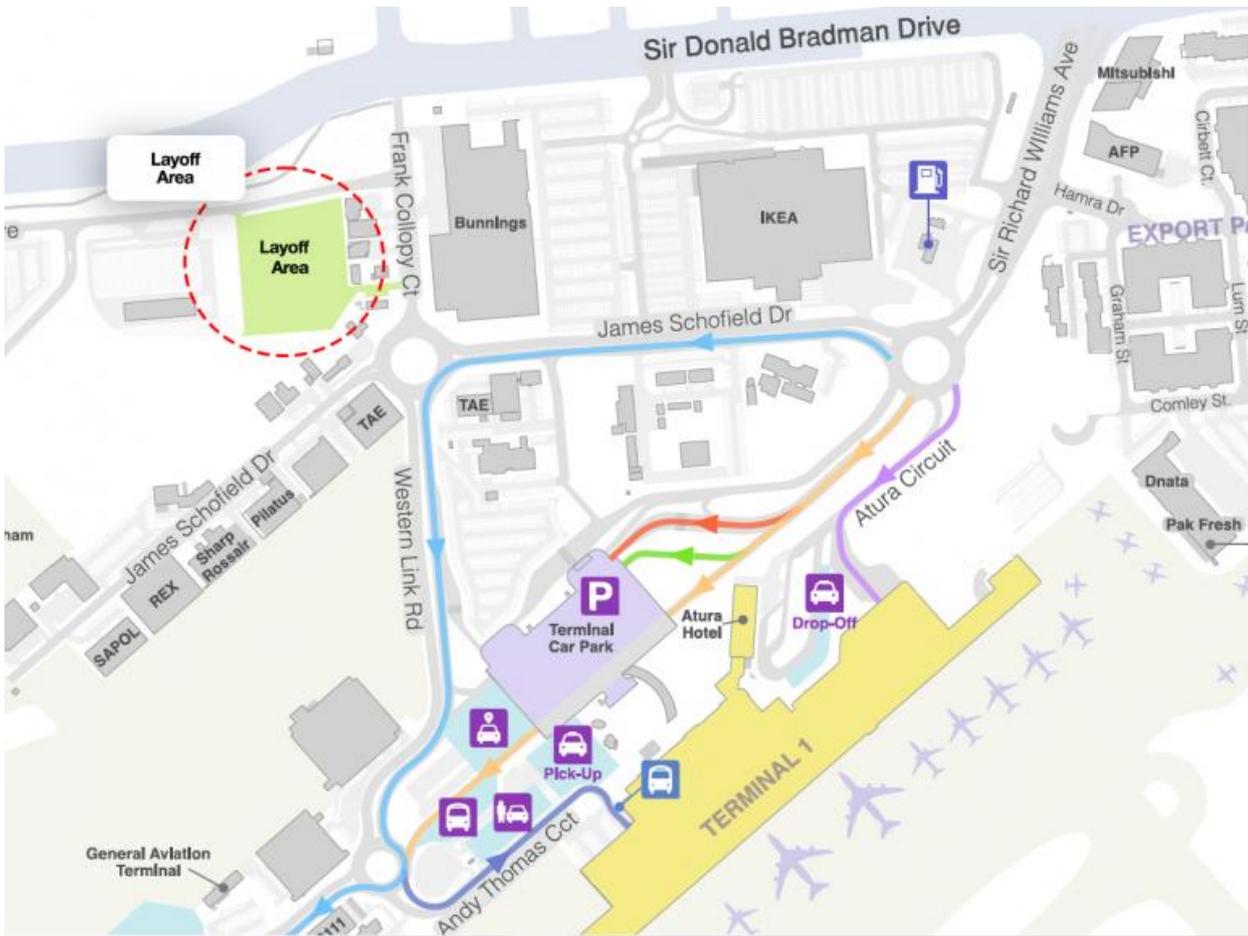
Chauffeur/pre-booked car on Andy Thomas Circuit



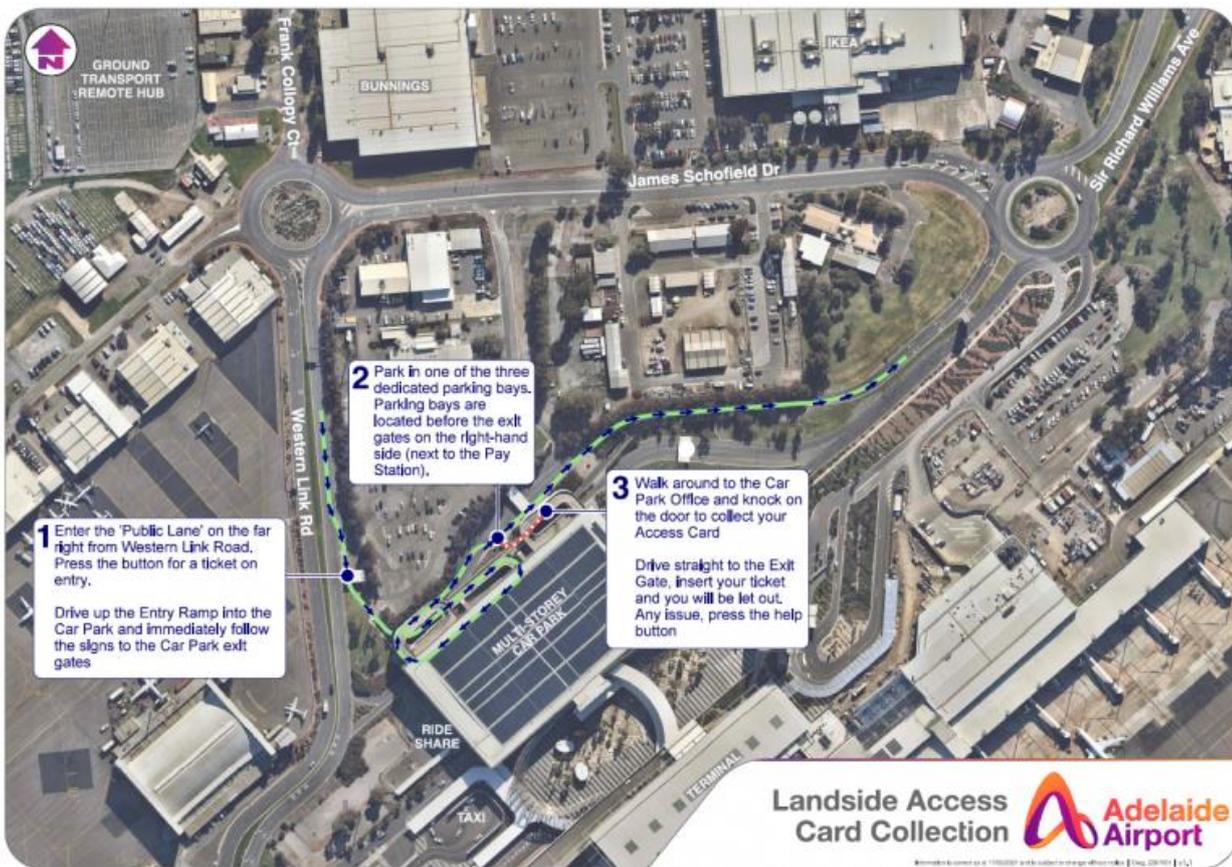
Enter the Chauffeur area off the roundabout – following the signs.



**Lay off area** - The Layoff Area is on the corner of Frank Callopy Court, near the western entrance to the airport. Drivers must proceed through the boom gates to access the layoff area



**Collecting an Assess Card**



Collect your access card from the Carpark Management Office, Level 0 of the Multi-Story Carpark. Click on the image below for instructions on collecting your Access Card (including where to park).

## Key notes for Maps:

## Parking and Pickup Points:

(photos)

The designated Chauffeur pick up & drop off area is on Andy Thomas Circuit, close to the Terminal. Drivers must proceed through the boom gates to access the Chauffeur Pick up & Drop off area.

## CAR SET UP INFORMATION

Car Set up



BMW

Air Conditioning Control

Car set up

Water/Refresher Towel/Mints

## OTHER INFORMATION

How to Use:

- Credit card payment sheet

Procedure for:

- Logging in “own Jobs” obtaining a Job number
- Completing Daily job sheets, how to,
- Driving in a client’s drive way
- Opening of car doors
- Greeting the clients, 3 must-ask questions
- Own Jobs Credit card payment procedure
- Daily email of job count
- Fitting Wedding Ribbon to the Cars

## 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:

- AD – As Directed
- T & R – Time and Waiting
- Tolls and Wait time.

Location of:

- Mechanics
- The Car wash

All Drivers must have the following

- CLEAN white long sleeve shirt, washed and ironed each day
- Navy Blue/Black 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)

- Check E-TAG yours or Full-time Drivers Tag must be registered with SYD AIRPORTS
- Ensure that you have all the items specified as per the driver's equipment list

## HANDOVER PROCEDURES

- 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.**

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*Chauffeur Acknowledgement – Chauffeur Copy*

The below signed acknowledges:

I have been shown and understand all the items mentioned in this document.

Trained by \_\_\_\_\_

Date \_\_\_\_\_

Trainer Signature \_\_\_\_\_

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

Date \_\_\_\_\_

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

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*Chauffeur Acknowledgement – RRS Hire Cars and Tours Copy*

The below signed acknowledges:

I have been shown and understand all the items mentioned in this document.

Trained by \_\_\_\_\_

Date \_\_\_\_\_

Trainer Signature \_\_\_\_\_

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

Date \_\_\_\_\_

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