

Driver Service Standards – Capella Hotel (SUMMARY)

To ensure a seamless and luxurious experience for guests of the Capella Hotel, please adhere to the following service standards:

1. Pre-Pickup Preparation:

- Arrive at the pickup location **10 minutes before the scheduled time**.
- Ensure the vehicle is clean, with air conditioning running, and ready to provide a comfortable environment.
- Have Capella-branded water placed in the back for the guest's convenience.
- Play the designated Capella music playlist to enhance the guest experience.

2. Pickup Procedure:

- Wait outside the pickup point with the car running, ready for the guest's departure.
- Greet the guest warmly and confirm their comfort:
 - “Do you have enough air conditioning, or would you like me to adjust it?”
 - “There is Capella water in the back for your convenience.”
 - “I have the Capella music playing; would you like to keep this, or change it?”
- Inform the guest of their estimated time of arrival (ETA):
 - “Your ETA is approximately [X minutes].”

Must Know History of Capella (7 facts):

Capella Hotel group founded in 2006 by Pontiac Land Group, led by Ritz Carlton Co-founder Horst Shultz

Built in two horseshoe-shaped sections- Department of Education completed in 1912 and Department of Agriculture completed in 1930

Capella Sydney includes Department of Education and Department of Land (2024)

192 Guest Rooms

Architect George McRae; Also designed QVB. Edwardian Baroque design

3 dining outlets; Brasserie 1930, McRae Bar and Aperture

Auriga Spa treatments designed around the Luna cycles

Capella Sydney - Limousine Transfer and Front Office Standard Operating Procedure

Our Promise:

- **Our Guests:** We help each guest celebrate life.
 - **Our Colleagues:** We genuinely care for each other and are committed to creating a vibrant environment.
 - **Our Community:** We are responsible to act as mentors to the youth of our local community.
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Service Pillars:

The Perfect Host | Relationship Building | Attention to Detail | Continuous Improvement | Capella Ambassadors

Scope:

Efficient arrival and departure transfers set the first and last impression of Capella Sydney. Limousine services should align with luxury brand and service standards to provide a seamless and memorable guest experience.

Driver Grooming and Attire:

Drivers are to be well-groomed and neatly attired in line with Capella Sydney's grooming guidelines, ensuring a professional and welcoming first impression.

Vehicle Standards:

1. **Vehicle Options:**
 - Luxury Sedan
 - Luxury SUV
 - Luxury People Mover
2. **Vehicle Condition:**
 - Vehicles must be clean, well-maintained, free of clutter or debris, and defect-free.

3. **Vehicle Amenities:**

- Capella Sydney bottled water per passenger, placed in the drink holder (chilled between November – March).
 - Personal-sized scented hand sanitizer and high-quality face mask.
 - Cold scented towels between November – March.
 - Capella curated playlist.
 - Wi-Fi connection.
 - Two high-quality lifestyle magazines.
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Driver Interaction and Communication:

- Drivers should only initiate conversations if the guest does so, remaining respectful of the guest's circumstance, traveling party, time of day, length of travel, and mood or behavior.
 - Drivers must introduce themselves by name and ensure all communication reflects professionalism and attentiveness.
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Sequence of Service: Arrival Transfers

1. **Meeting the Guest:**

- The driver is to wait at the agreed meeting point displaying only the Capella Sydney logo.
- Upon meeting the guest, the driver confirms the full name of the guest verbally.

2. **Assistance with Luggage:**

- Assist the guest with all luggage and offer to place any hand luggage in the luggage net or on top of the luggage cart.
- Outline the location of the parked vehicle and the estimated time to walk there.

3. **At the Vehicle:**

- Confirm the number of luggage pieces with the guest before placing them in the boot/trunk.
- Offer the guest the option to place small personal items in the cabin or boot/trunk.

4. **In-Vehicle Service:**

- Ensure the guest is connected to Wi-Fi if required.
- Confirm the temperature and fan speed of the air conditioning and adjust music settings to the guest's preference.

5. **Arrival at Hotel:**

- Provide a 10-minute callout to the hotel on approach.
- Upon arrival, allow bell attendants and the Assistant Manager – Front Office to greet the guest and escort them to their room without delay.

6. **Guest Failure to Arrive:**

- Notify Capella Sydney of the missed meeting and await instructions before leaving the pick-up location.
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Sequence of Service: Departure Transfers

- 1. Preparation:**
 - The driver is to be waiting alongside the vehicle prior to the guest's departure time.
 - 2. Luggage Assistance:**
 - Allow hotel staff to load the vehicle and bid farewell to the guest.
 - 3. Guest Interaction:**
 - Introduce yourself by name and confirm the destination and terminal if heading to the airport.
 - Provide an estimated travel time to the destination.
 - 4. In-Vehicle Service:**
 - Confirm the temperature and fan speed of the air conditioning and adjust music settings to the guest's preference.
 - Ensure Wi-Fi is available and assist with connection if needed.
 - 5. Arrival at Destination:**
 - Confirm the number of luggage pieces and unload them in the appropriate location.
 - If at the airport, direct the guest to the specified airline's check-in desk.
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Attention to Detail:

- Drivers must ensure all guest interactions and services provided reflect Capella Sydney's commitment to luxury and personalized service.
 - Continuous improvement and adherence to the outlined standards ensure a seamless guest experience.
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