

# **RRS HIRE CARS AND TOURS PTY LTD**

## **CHAUFFEUR TRAINING**

### **MANUAL 2023**

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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 NSW Drivers Licence as well as your RMS Authorized Driver Licence.
- Be ethical

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

You must obey the NSW 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 NSW road rules from the RMS 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 NSW. 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 NSW. 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 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 Immigration Exit (A or B); do you have any luggage to collect? Regards (**insert your name**).

### Domestic Terminal 2 – 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 in the Limousine Parking Area directly outside Luggage Carousel 4/5; do you have any luggage to collect? Regards (**insert your name**).

### Domestic Terminal 3 – Qantas.

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 Base of the Escalators nearest Luggage Carousel 5; 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
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 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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Kelley Woodman – Office Manager: 0422 811 301 [kelley@marqueelimouines.com](mailto:kelley@marqueelimouines.com)

## 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 – NO. Due to the proximity to the terminal, drivers are required to remain with their vehicle always. You are not permitted to leave your car unattended and fines will apply if you do. If you are required to leave your vehicle unattended you may do so only by parking at Terminal Court.

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

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

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

Booking Service Holding Area – Sydney Airport-registered drivers only

Drivers registered with Sydney Airport, including limousines, will be able to use a new Booking Service Holding Area located between Ninth Street and Sir Reginald Ansett Drive (entry/exit via Ninth Street only). Drivers are provided with 30 minutes free parking, with charges applying for longer stays. Only drivers with Sydney Airport-registered e-TAGS are permitted to use this area.

### **New Private Hire Vehicle Holding Area**

A new Private Hire Vehicle Holding Area for UberX, GoCar and other ridesharing services will be established within the Domestic precinct, providing 30 minutes of free waiting time.

This new holding area is located on the northern side of Ross Smith Avenue, opposite the Executive Jet base. This area will be controlled by boom gates, with access via e-TAG. Charges will apply if the 30-minute limit is exceeded.

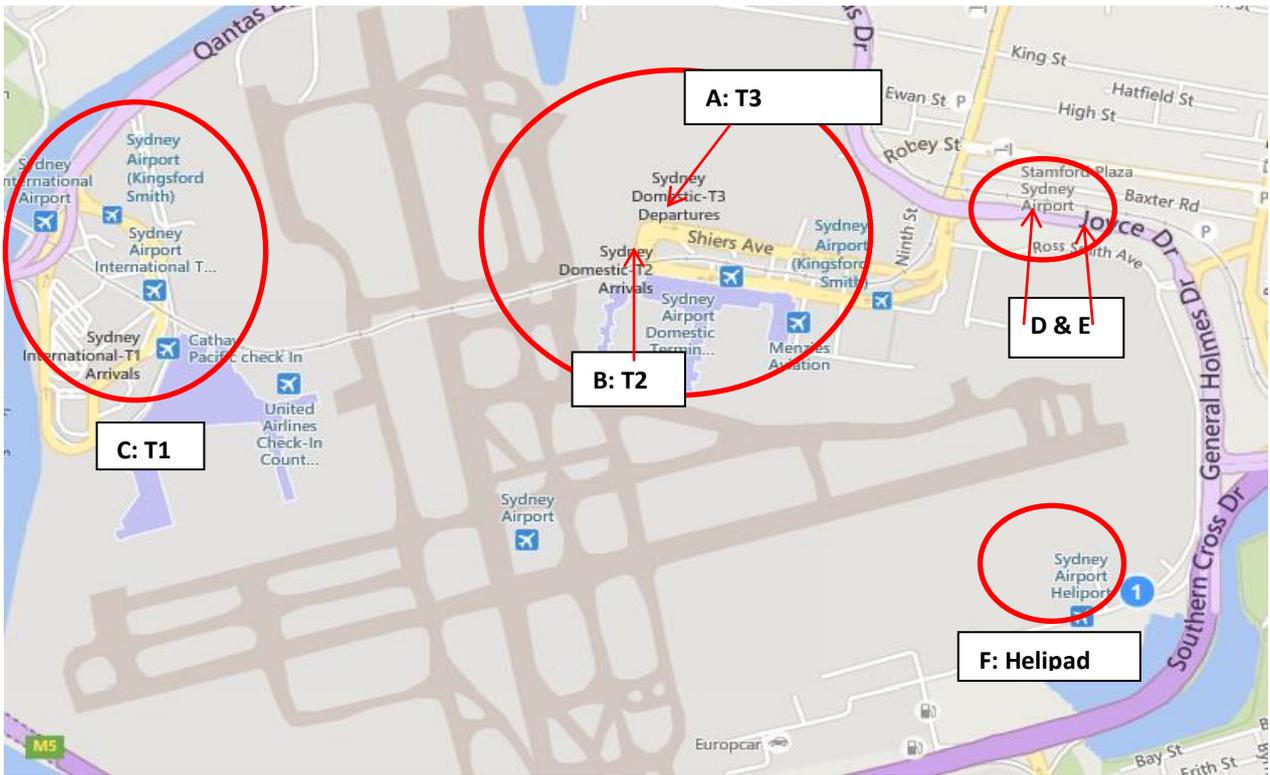
*If I do not have a pre-booking can I park in the designated Grand Transport Zone and wait for a passenger to approach me?*

No. All limousine services to and from Sydney Airport are required to be pre-booked. It is an offence under the Passenger Transport Regulation 2007 (NSW) (**Regulation**) for an operator or their employee, agent or contractor to tout or solicit passengers. Fines are payable for a breach of the Regulation.

*Is there a fee payable for picking up a passenger from Sydney airport?*

Yes. The applicable Access Fees for limousines are displayed on the [Resources for registered limousines, buses and coaches](#) page. Your registered e-tag will be scanned at the entry point to the designated Ground Transport Zones. Upon exiting the Ground Transport Zone, your e-tag will be scanned, and Fees will be applied accordingly.

## Sydney Airport Map



### Key Notes:

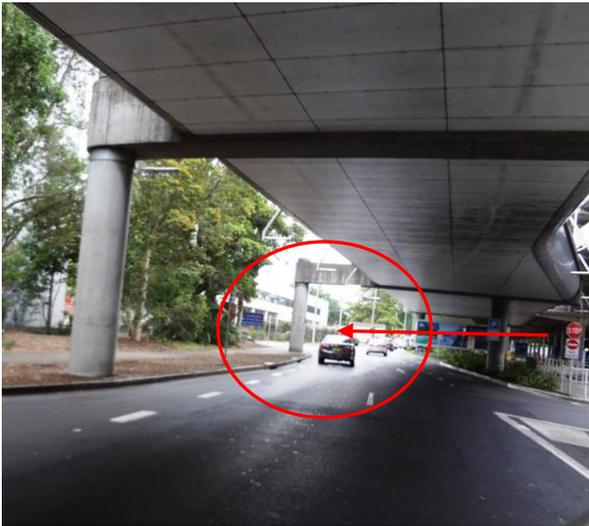
- A:** Qantas Valet Parking & Pickup  
Qantas Crew Domestic  
Comcar T3  
General T3 (Qantas Terminal)
- B:** T2 (Jetstar, REX, Virgin, Tiger)
- C:** Qantas International Crew  
International Parking  
T1 (Sydney International Terminal)
- D:** Private Jet Base – Hawker Pacific
- E:** Private Jet Base – ExecuJet
- F:** Helicopter Airport

### A. QANTAS VALET PARKING & PICKUP

Valet Parking (Qantas VALET)



Approaching valet from the road



Parking Space Numbers

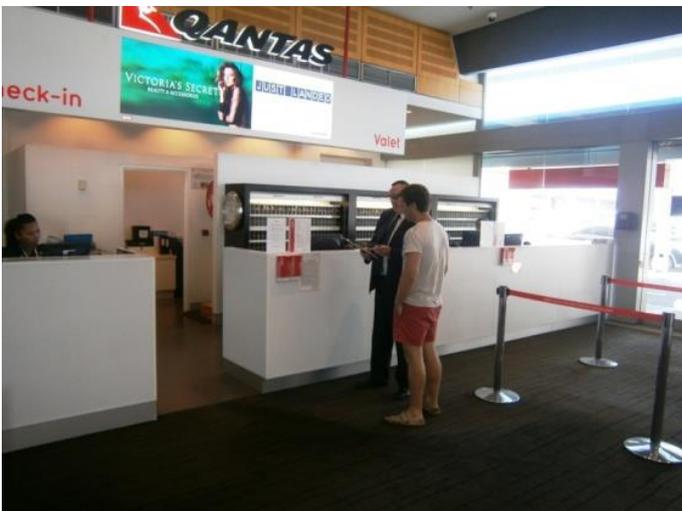


Valet spaces to park

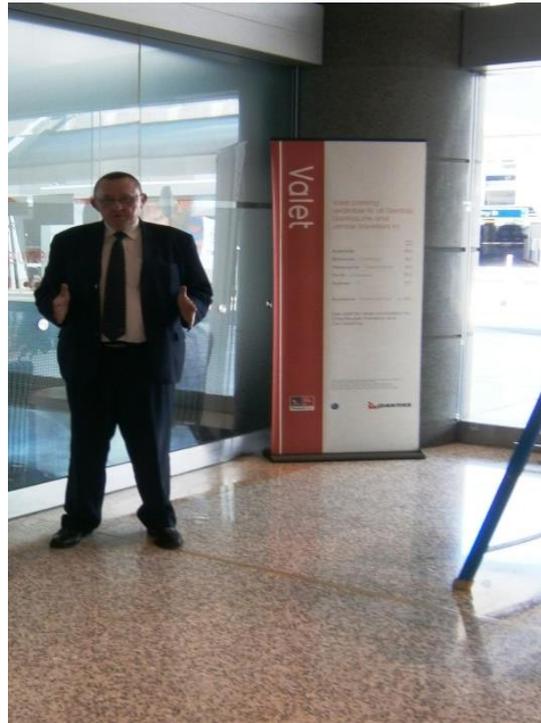
61 and 62

### A. QANTAS VALET PARKING & PICKUP

Sign in procedure



Waiting point for the clients



**A. QANTAS CREW DOMESTIC**  
Crew Pick up points (Qantas)

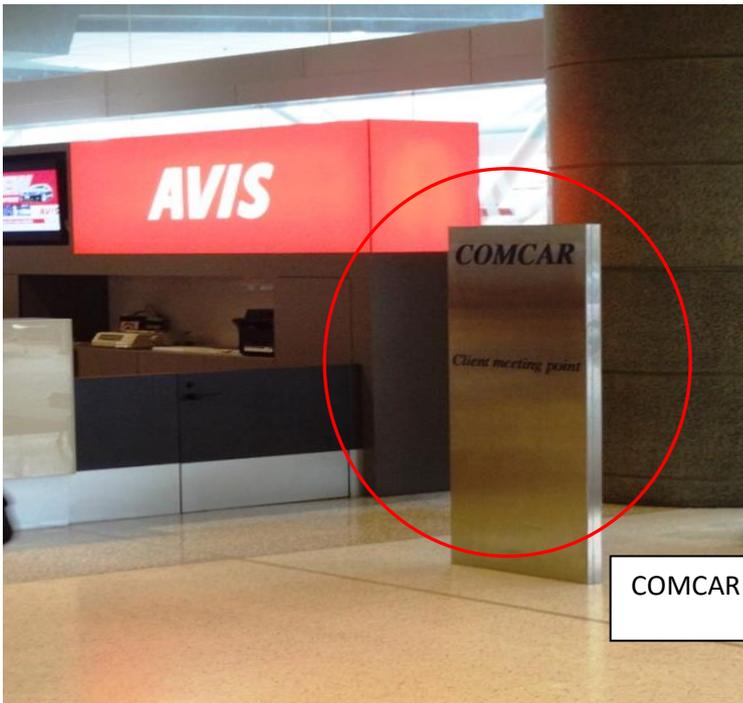
Domestic



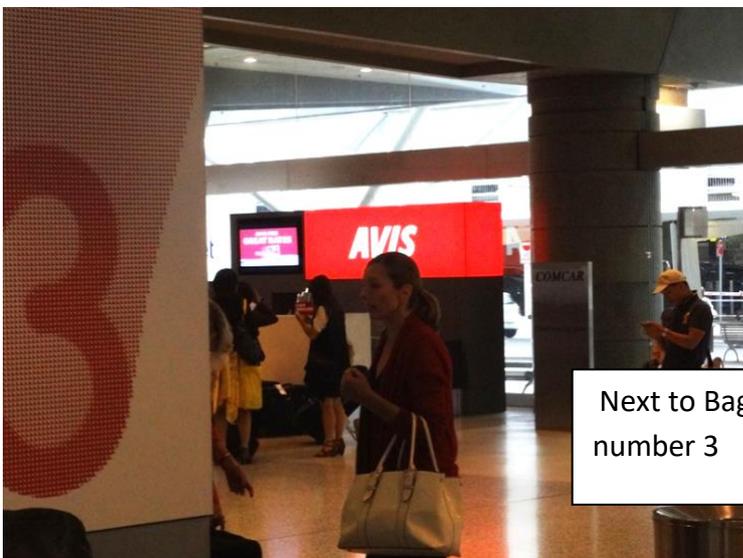
Domestic Crew collection and waiting point



**A. COMCAR COLLECTION POINT – T3**



COMCAR MEETING POINT



Next to Baggage collection number 3

All COMCAR collections, drivers must have phone with them always.

**GENERAL T3 (QANTAS TERMINAL)**  
Dropping off Passengers at Domestic T3

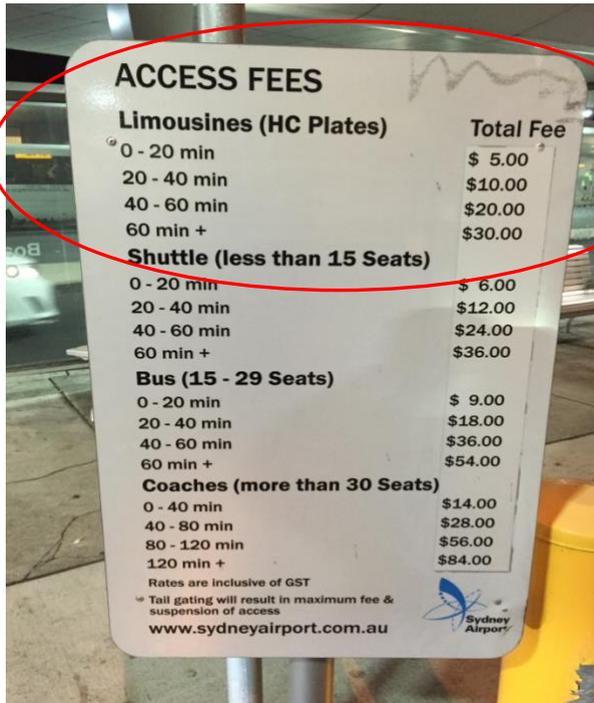


Entrance to T3 hire car parking area



## A. GENERAL T3 (QANTAS TERMINAL)

Parking fees T3 – Domestic Airport



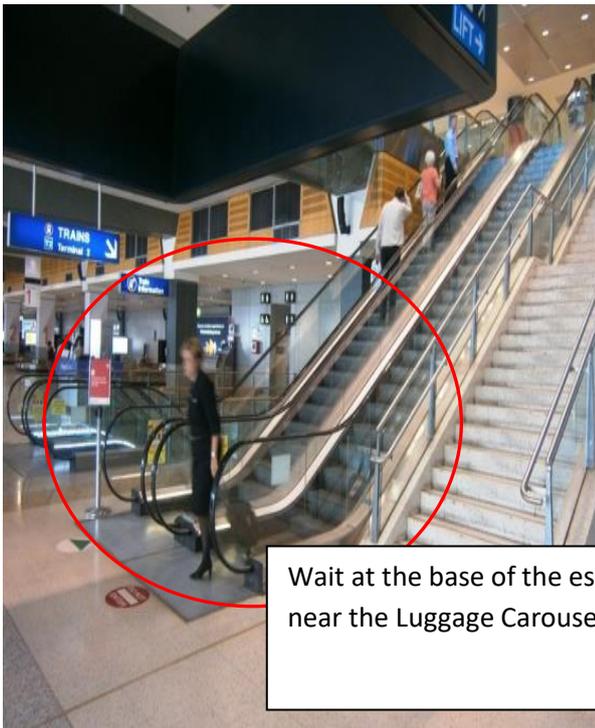
ACCESS FEES	
<b>Limousines (HC Plates)</b>	<b>Total Fee</b>
0 - 20 min	\$ 5.00
20 - 40 min	\$10.00
40 - 60 min	\$20.00
60 min +	\$30.00
<b>Shuttle (less than 15 Seats)</b>	
0 - 20 min	\$ 6.00
20 - 40 min	\$12.00
40 - 60 min	\$24.00
60 min +	\$36.00
<b>Bus (15 - 29 Seats)</b>	
0 - 20 min	\$ 9.00
20 - 40 min	\$18.00
40 - 60 min	\$36.00
60 min +	\$54.00
<b>Coaches (more than 30 Seats)</b>	
0 - 40 min	\$14.00
40 - 80 min	\$28.00
80 - 120 min	\$56.00
120 min +	\$84.00

Rates are inclusive of GST  
Tail gating will result in maximum fee & suspension of access  
www.sydneyairport.com.au

**Note:** The parking access fees will be charged according to the amount of time spent waiting for the client to your registered ETAG.

Make sure to claim the full amount in your Hughes paper work.

Pick up Passengers at Domestic T3



**B: T2 (Jetstar, REX, Virgin, Tiger)**  
Dropping off Passengers at Domestic T2



Entrance to T2 hire car parking area



**B: T2 (Jetstar, REX, Virgin, Tiger)**  
Parking fees T2 – Domestic Airport

ACCESS FEES	
<b>Limousines (HC Plates)</b>	<b>Total Fee</b>
0 - 20 min	\$ 5.00
20 - 40 min	\$10.00
40 - 60 min	\$20.00
60 min +	\$30.00
<b>Shuttle (less than 15 Seats)</b>	
0 - 20 min	\$ 6.00
20 - 40 min	\$12.00
40 - 60 min	\$24.00
60 min +	\$36.00
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120 min +	\$84.00

Rates are inclusive of GST  
Tail gating will result in maximum fee & suspension of access  
www.sydneyairport.com.au

**Note:** The parking access fees will be charged according to the amount of time spent waiting for the client to your registered ETAG.

Make sure to claim the full amount in your paper work.

Pick up Passengers at Domestic T2



Wait beside the car unless instructed otherwise.

## A. QANTAS INTERNATATIONAL TECH CREW

(Captain, First Officer, Second Officer)

Qantas International Tech Crew, drivers must park in hire car parking area then walk to meet Tech Crew members at Santos Coffee Shop carrying a sign with the Tech Crew members' name on it. Parking will be refunded.

Entrance to T1 hire car parking area



International Parking area and E-tag collection point entrance

International Qantas Tech Crew collection – at the Santos Coffee shop located in the centre of Terminal A and B at International Terminal

## B. T1 (SYDNEY INTERNATIONAL TERMINAL)

Parking fees – International Airport

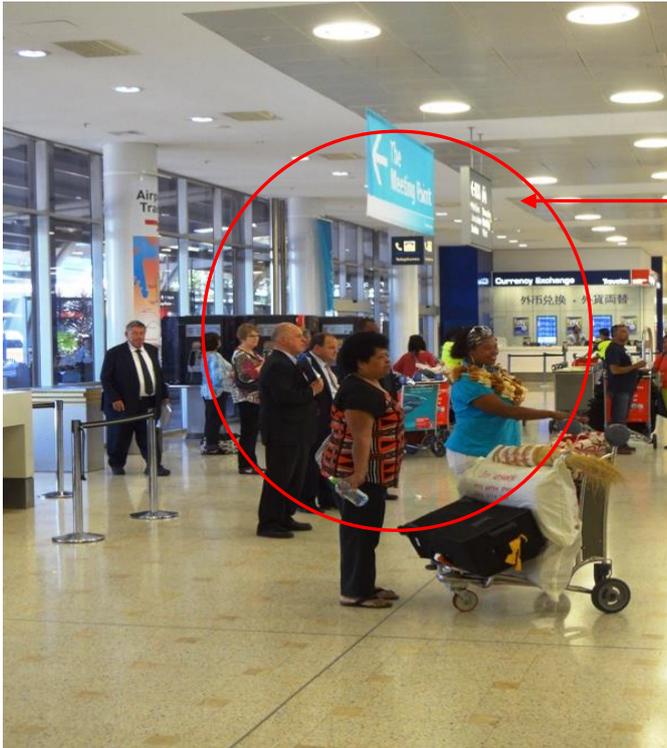
ACCESS FEES	
<b>Limousines (HC Plates)</b>	<b>Total Fee</b>
0 - 75 min	\$ 5.00
75 - 150 min	\$10.00
150 - 225min	\$20.00
225 min +	\$30.00
<b>Shuttle (less than 15 Seats)</b>	
0 - 30 min	\$ 6.00
30 - 60 min	\$12.00
60 - 90 min	\$24.00
90 min +	\$36.00
<b>Bus (15 - 29 Seats)</b>	
0 - 30 min	\$ 9.00
30 - 60 min	\$18.00
60 - 90 min	\$36.00
90 min +	\$54.00
<b>Coaches (more than 30 Seats)</b>	
0 - 40 min	\$14.00
40 - 80 min	\$28.00
80 - 120 min	\$56.00
120 min +	\$84.00

Rates are Inclusive of GST  
\* Tail gating will result in maximum fee & suspension of access  
[www.sydneyairport.com.au](http://www.sydneyairport.com.au)

**Note:** The parking access fees will be charged according to the amount of time spent waiting for the client to your registered ETAG.

Make sure to claim the full amount in your paper work.

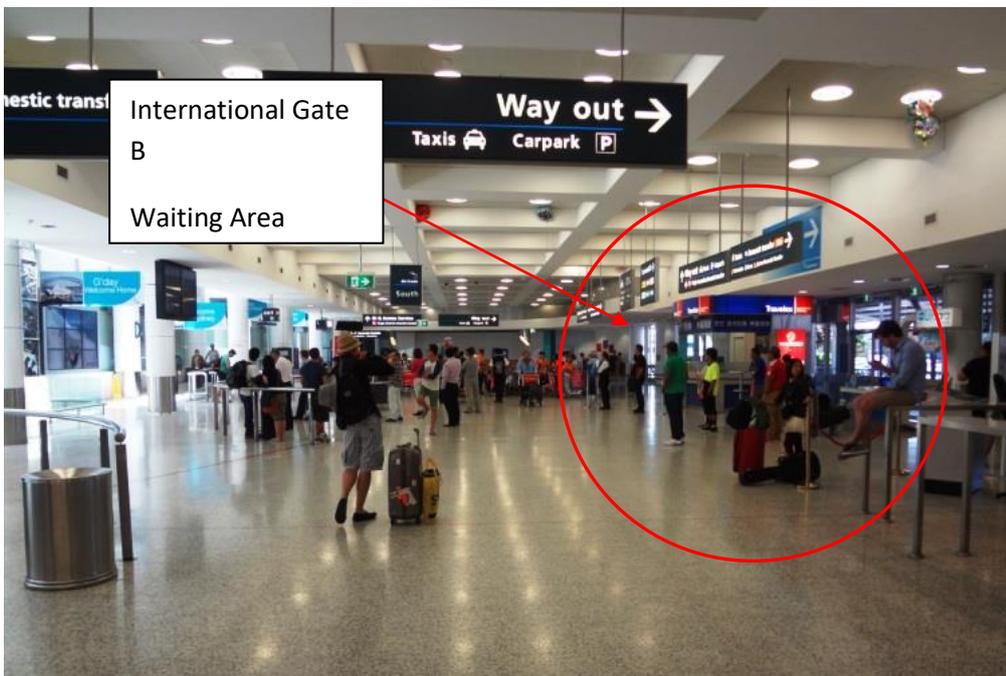
International pick up point – Gate A & B Terminal 1



International Gate A  
Waiting area  
Under limousine meeting point sign

**C. T1 (SYDNEY INTERNATIONAL TERMINAL)**

International pick up point – Gate B Terminal 1



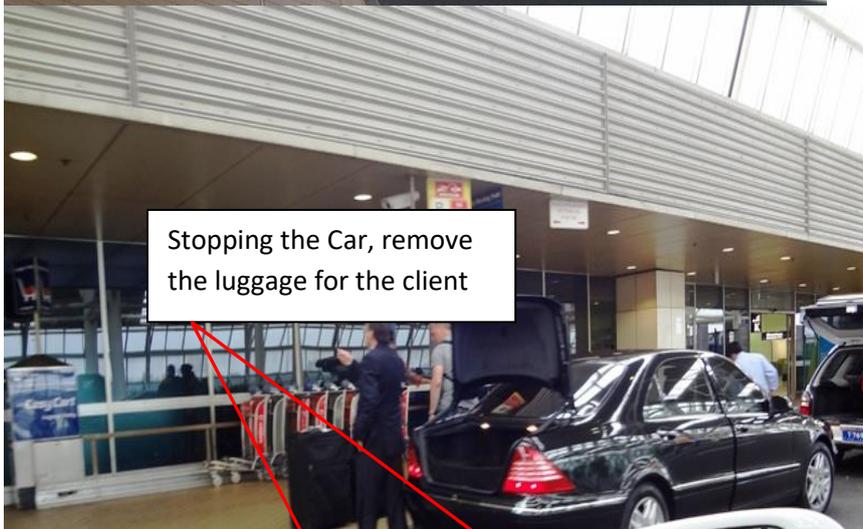
**C. T1 (SYDNEY INTERNATIONAL TERMINAL)**

International pick up point – IGLU meeting point near Gate A

## C. T1 (SYDNEY INTERNATIONAL TERMINAL)

### General Drop Off points

Dropping off passenger at International T1 (ask the customer what gate, or check the departure information with the Sydney Airport app).



## C. T1 (SYDNEY INTERNATIONAL TERMINAL)

Flight Arrival Board International



## GENERAL INFORMATION

RMS ETOLL Office

Domestic



## D: PRIVATE JET BASE – HAWKER PACIFIC

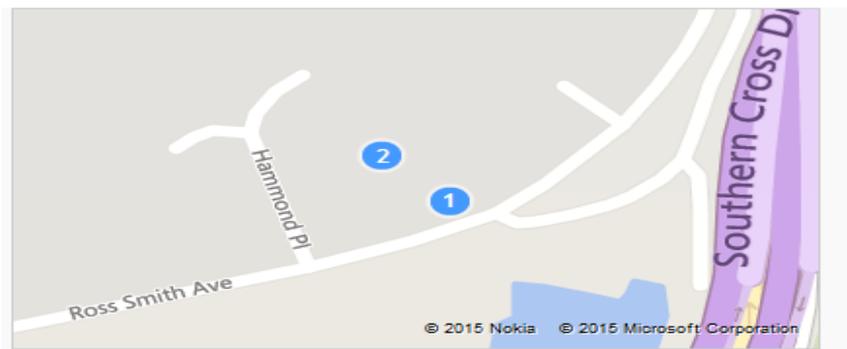




**E: PRIVATE JET BASE – EXECUJET**



**F: HELICOPTER AIRPORT**



**G. QANTAS JET BASE**



## CAR SET UP INFORMATION

Car Set up



Car set up

Magazines (current)

Today's Newspaper

Water/Refresher Towel/Mints



BMW

Air Conditioning Control

## OTHER INFORMATION

How to Use:

- Credit card payment sheet

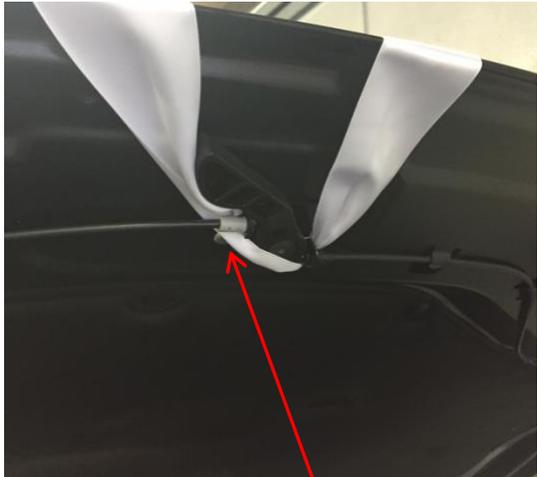
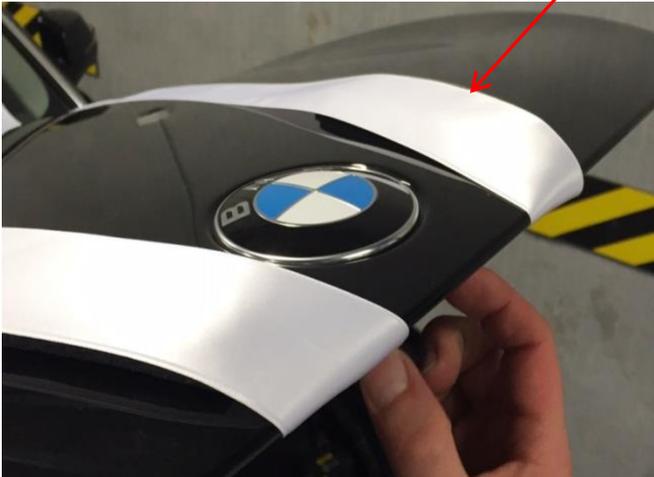
Procedure for:

- 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.**

---

*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 \_\_\_\_\_