Chauffeur Policies Procedures & FAQ

Step 1: Procedure when receiving job on the job Uber App.

The following procedure is required to be followed when receiving a job off the iPad App.

1. The events team will forward you a job on the JOB APPLICATION as required.Â You are to ensure that at all times you are available to accept the job and should not on occasion make the decision to not accept the job - unless you feel for the your safety, the safety of Iconic's property.Â This must still be brought to the event's team notice or Steve B for approval.

2. Upon sending you a job, you will hear a repeated beep sound and the screen will look like as shown.

   The moment the job appears on the screen, you have 12-15 seconds to select it.

   Press once on the screen in the middle of the circle to select and accept the job.

3. To accept the job you are to press on **TAP TO ACCEPT.**
   When you accept the Job, the screen will change to show you that travel distance from you to the client and will provide you with the pick up address for the client.Â The **Pick Up Address** must always be confirmed with the client before proceeding.
   Please note: The images below may not always look or be the same as your program due to permissions, vehicle or work assigned, but is often similar in actions or what is required to be done.

4. After receiving the Job you are required to commence travelling to the client and comply with company procedures.Â It is VERY IMPORTANT that before you commence travelling that you press the Customer Distance Details and press on START JOB or START JOBX or START UBERX or something of this kind.Â The title will always be START and the platform you are working on.Â Follow the steps as listed below.

   Follow company procedures and steps in travelling to pickup the customer.

If you need to speak to a customer before Pickup or **When speaking to the customer, you are required to do the following:**

1. Identify yourself ... "Good morning/afternoon/evening my name is _____ and I will be your chauffeur for today."

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2. Verify who you are speaking with ... "Am I speaking with _____ (say the name if you know who it is you are collecting)."

3. Confirm pick up address ... "Can I confirm the pick up address as _____ (the address is shown on the app, press the X to go back to the home screen).

4. Inform the customer of arrival time ... "Thank you sir/madam, I will arrive you shortly."

IT IS VERY IMPORTANT TO HAVE THE DESTINATION BEFORE DRIVING TO THE DROP OFF LOCATION WITH THE PAX.

Now that you have the destination address have THE DESTINATION ADDRESS PROGRAMMED IN THE GPS UNIT PROVIDEDÂ before picking up the client.Â At no stage should we ever use the inbuilt GPS unit of the car, as maps are not regularly updated.Â Only the portable GPS units should be used for the best accuracy of the routes.

AND ENSURE THAT IT ALWAYS APPEARS THAT WE KNOW WHERE WE ARE GOING.

IT IS ALSO VERY IMPORTANT TO ALWAYS REFER TO THE CLIENT AS SIR/MADAM, unless they ask otherwise.

When you arrive at the pick up location, ensure you are at the correct location.

And there is another problem that sometimes occurs when picking up.

you **MUST** use the codes on slack then follow the procedures below.

PROCEDURE WHEN ARRIVING TO PICKUP / PIN LOCATION to pickup your CCRP:

1. When you are 50 metres from your pickup location, activate your **emergency (hazard) lights**.Â This will let other road users know something hazardous is about to occur and will also help your CCRP know that you are the correct vehicle.

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2. Unlock the doors after you activate your **emergency (hazard) lights**.
3. Find a safe and legally allowed pickup location to pickup your CCRP.Â If it is not safe or legal to pickup at the pin location, then find a spot approximately 0-20 metres before or after the pin location.Â It is important you are close to the pin location to pickup the CCRP.Â If you have to drive further away than 20 metres from your PIN pickup location, contact the CCRP and inform them of your location or that it was unsafe to pickup at the location and you will go around the block.
    1. The exception to this is if you arrive at the pickup location and the CCRP is at the kerb and can quickly enter the vehicle.Â ***Use your discretion to ensure it is safe for you, the CCRP and other road users***.
4. **Only if the CCRP is a VIP customer and is not at the pickup location then you are required to** Get out of the car and wait for the client nearest the rear wheel at the back left passenger door.Â Hands should be behind your back or by the side.Â **Do not get out of the car for Tier 1, 2, 3 or 4 CCRPs unless** they have luggage or heavy carrying objects that need to be fit into the trunk of the vehicle.Â **DO NOT** lean against the car, or have the hands in the front of your body. **If the CCRP is a Tier 1, 2, 3 or 4 you are no longer required to get out of the vehicle and open the door for them as you wait for them to arrive at the vehicle which is at the Pickup Location.Â**

    1. This is only required if the PAX is not at the pickup location.Â 9 out 10 times the PAX will be waiting for you on the kerb.Â If this is the case, then follow the procedures of the Pickup Chauffeur
    Etiquette.Â
    https://staff.iconic.productions/KB/index.php?action=artikel&cat=32&id=398&artlang=enÂ
5. As the CCRP arrives they will open the door and enter the vehicle unless they are a VIP client (refer to VIP etiquette).Â Before proceeding always check you have the right PAX by asking them their name in one of these ways.

    1. And do I have (say name of PAX)?
    2. And you are (say name of PAX).
    3. Can I confirm that you are (say name of PAX).
    4. May I have your name Sir/Madam?
6. Once you are 100% certain you have the correct PAX proceed to **slide to BEGIN TRIP** on the APP and commence notification you are with the CCRP..Â
    The begin trip should commence the moment the right PAX has entered the vehicle.Â ***This is very important***.

7. Press the Navigate button to commence Google Navigation.Â This must be used on all journeys except for Pool Jobs.

    1. Refer to the Uber Pool Chauffeur Jobs policy and procedures.
8. Follow the process for **SNIFF** to confirm details with the client about the car.Â The **SNIFF** procedure can be found on this faq policy.

Important Information to be aware of when picking up a CCRP:

- The PAX may and will likely ask you to pick them up down the street or outside of the designated pickup location address.Â While at times 10-50 metres from the allocated booking address is acceptable, it is very important that you do not pickup a CCRP at a location that is not registered or allocated as the pickup address.Â This is for your safety and security.

    - Be aware, and use your discretion of the request from the CCRP is due to a GPS inaccuracy, for instance that the pickup address is in the lane way instead of the

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street address.Â This is why it is very important to always look at the exact pickup address as shown on the booking software.

- Where you are picking up CCRP for **Pool Based Jobs**, the CCRP must always approach/walk or come to you.Â **DO NOT** for any circumstance move from the allocated Pool Pickup Location.
    - Where the Pool CCRP cannot find you, you may contact them and assist by giving them directions.
    - Refer to the Uber Pool Chauffeur Jobs policy and procedures.

Questions Asked and Answered

1. David Phillip | 01-Jul-2020 12:19 |
   Question: What do I do if, when I arrive at the Pick up location and independent of whether CCRP is present or not - the pick up is in a "No Stopping/No Parking" or "Clearway" zone and clearly there is no convenient spot to park within 20 to 50 metres? e.g. Pick up in CBD area between 3pm and 7pm when strict "clearways/No stopping" zones are in operation.
   a. answered by @greg.paff 03-Jul-2020 08:53
      a. Call first and tell the PAX your in a no stopping area and you will go around the block. After the call send them a message to saying the same thing for your proof and drive around the block. You have to follow the traffic laws.

Attached files:

Unique solution ID: #1105
Author: n/a
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