Chauffeur Policies Procedures & FAQ

Step 2: What to do when the client has entered the car / just before proceeding to the destination?

The following procedure is required to be followed when the client has entered the car and you are just about to proceed to the destination. The following process is known in-house as **SNIFF**, which stands for

S = **S**alutation (greet the CCRP and confirm the CCRP name to ensure you have the right PAX)
N = **N**otify the client of who you are for their peace of mind.
I = **I**nform the client of the destination to verify it.
F = in**F**orm the client of the radio station.
F = **F**ortify business relationship with client.

You are required to use / say the following script to ensure consistency with all our clients.

Before you commence your travelling to your destination it is VERY IMPORTANT! DO NOT FORGET TO **BEGIN/START TRIP** ON THE APP to start the job, before proceeding.

When speaking with a client, **DO NOT EVER**, turn your head inside the car to speak to them directly. This is quite obstrusive and invades their privacy. You should make eye contact with the client in the rear of the vehicle through the rear view mirror.

The following script should be said as you are getting ready to proceed on your travels. DO NOT sit there waiting doing the script.

1. Good (**morning** / **afternoon** / **evening**), do I have _____ (say CCRP name as displayed on the job) with me today (or something similar).
2. As you know, my name is _____ (say your first name only)

3. To confirm our destination is **(or)** To confirm we are heading to _____ (confirm the destination as stated on the job)
    1. If the destination/dropoff address is different to what is entered or provided, **for your safety and security** you must ask the PAX to change/update the address on their software, before proceeding. At your discretion you may start the drive as the PAX is updating the address.
    2. If the CCRP would like you to stop at different waypoint (locations), ***for your safety and security***, you must ask the PAX to add the additional stops into their software for it to be updated on your booking.
    3. It is very important that where the destination/dropoff address or additional waypoint has been added that you reset your navigation software.
    4. ***FOR YOUR SAFETY and SECURITY***, especially when completing an UBERX job that you dropoff the CCRP only at the designated and allocated address location as showing on the software.
4. I have the radio on SmoothFM, is this okay with you?
    1. (wait for a response)
        1. If the response is **YES** = leave the radio on as per the company policy of the volume being 4-6% of the maximum volume allowed
        2. If the response is **NO** = ask the PAX if they would like the radio on or off or on another station.
    2. (the radio volume must always be set between 4 to 6 percent of the maximum volume allowed, unless requested to be higher by the client).
    3. The radio station of SmoothFM is the company required radio station to always have on during your rostered shift as an Iconic Chauffeur, unless requested to be changed by the CCRP.

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1. Where the radio station has been changed due to the CCRP request, after dropping the CCRP off, you ***must return the radio station back to SmoothFM*** and ***return the volume back*** to the company default position.

5. Thank you Sir/Madam. If I can do anything to assist you throughout the journey, please don't hesitate to ask. Otherwise sit back, relax and enjoy the trip.

IT IS VERY IMPORTANT TO HAVE THE DESTINATION CONFIRMED BEFORE COMMENCING YOUR TRAVEL AND THAT THE DESTINATION ADDRESS IS PROGRAMMED IN THE BOOKING JOB AND NAVIGATION PROGRAM before DROPPING OFF client. At no stage should we ever use the inbuilt GPS unit of the car, as maps are not regularly updated. Only the portable GOOGLE units should be used for the best accuracy of the routes. WE MUST ALWAYS 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.

Important Information to be aware of when dropping off CCRP:

- The PAX may and will likely ask you to drop them off down the street or outside of the designated address. While at times 10-50 metres from the allocated booking address is acceptable, it is very important that you do not drop-off a CCRP at a location that is not registered or allocated as the waypoint or dropoff address.

Attached files:

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