# Chauffeur Policies Procedures & FAQ

## Chauffeur Etiquette and VIP Chauffeur Etiquette.

**Updated 14 Sept 2020 12:53 by @greg.paff**

1. From the Executive Meeting last Friday to go with the times of the language used currently the term "master" for CCRPs under the age of 16 are now
    1. to be referred to as "young man" if the CCRP is male
    2. to be referred to as "young lady" if the CCRP is female.
    3. The term "master" is obsolete.
2. Ladies and gentlemen could now be replaced with "Folks". The term "Ladies" or "Gentlemen" can still be used.
3. If there is a mix of woman and man in the group the term "Folks" is adequate.

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Whether you are a contractor or employee of Iconic (the company) you are required, as an allocated Iconic Chauffeur to always remain professional, courtesy and honorable in all your dealings with a **CCRP** (know as **C**ustomer, **C**lient, **R**ider, **P**assenger or **PAX**). The high standard of Iconic Chauffeur's is a precedence not seen in many chauffeured or transport driven companies. Therefore as an Iconic Chauffeur you must always maintain the high standard of the Iconic Brand and maintain the goodwill of the company brand.

In addition to the high standard the company prides itself on to be a professional chauffeur there is a set etiquette that is required from you to be and continue to be an Iconic Chauffeur. Failure to maintain and behave with the etiquette of an Iconic Chauffeur would result in your termination of being allocated an Iconic Chauffeur. It is imperative that you understand, acknowledge and behave with the etiquette of an Iconic Chauffeur to always stand proud of the work you do, the experience the PAX receives and the goodwill of the company brand.

While all Iconic CCRPs are to receive the same treatment, VIP customers do receive additional service and support. For the extra special service etiquette for VIP or Tier 5 CCRPs click here.

## Grooming and Appearance Etiquette:

1. Always wear black pants (no shorts), black shirt, and the company Iconic Black Production Crew Vest.
2. Always wear formal shoes or safety boots. No sneakers, flip-flops, crocs or other types of shoes.
3. Your uniform and clothing must always be ironed and washed/clean.
4. Your uniform and clothing should not be faded, have tears or showing signs of age (for instance: fraying).
5. Clean shaven (no 5 day growths).
    1. If you have a moustache or beard it has to be groomed and tidy.
    2. Growing a beard or moustache must occur outside of the period of being an allocated chauffeur.
6. Hair must be gelled, or washed and combed. Appearance is a must and hair that appears like bed-hair is unacceptable.
7. Have a pleasant odor. Body odor must be avoided at all times with anti-persiperants or colognes.
    1. Flatulence in the company vehicle is disrestful and leaves horrible odors. All chauffeurs are to resist flatulating in a company vehicle at all times (especially if a CCRP is in the vehicle). If you are need of releasing gas from your digestive system pull over in a safe location, exit the vehicle, close the door and proceed to evacuate your colon. If a CCRP is in the vehicle we ask that you hold it until you have dropped off the CCRP.
8. Do not pick your nose, clean your ears or teeth when a CCRP is in the vehicle. When alone in the vehicle this is acceptabke however use a tissue and discard the used tissue outside of the vehicle.



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9. No hats
10. No Sunglasses.
11. Halitosis is very common and therefore if you are prone to this, or eat garlic or smoke, you must have breath mints to avoid this at all times.
12. Clean hands and skin. If you have excess dermatitis or acne, makeup is required
13. No visible tattoos or piercing. All tattoos must be covered and all visible piercing must be removed, with the exception of earrings.
    1. Earrings must be small and no bigger than a 5 cent piece.
14. Do not touch or shift your private parts where you waiting for the PAX or with the PAX in or outside the vehicle.

## Communcation Etiquette:

Iconic Productions has a very strict policy on the way we handle ourselves and communicate with Iconic Customers, fellow staff, contractors, volunteers or other persons using or seeing or watching an Iconic Event. There is no exception to this and must always be maintained at the highest standard. In addition to normal policy of communication as an Iconic Chauffeur there is even a stronger etiquette that must be adhered to at all times.

1. Always speak in English. Where translation is required, use the Google Translation APP to document and record what is being said in another language. Use this only if absolutely required. (There should never be a spoken conversation between and Iconic Chauffeur and the CCRP in another language for any reason).
2. Always speak clearly and softly to be understood.
3. Always be happy, smile and enjoy the conversation.
4. Keep the communication discreet.
5. Keep the communication succient to the question and do not go into a huge conversation and elaborate. Remember you will be driving and your attention must be on the road not having a social chat with the CCRP. (There may be at times where this is required especially if the CCRP wants to converse with you, but still maintain the conversation to a short burst of sentences).
6. Always refer to the CCRP as
    1. Sir (for males)
    2. Madam or ma'am (for females)
    3. Gentlemen (for groups of males)
    4. Ladies (for groups of females)
    5. ~~Master~~ (refer to updated note on 14/09/2020 at top of policy). (for children or persons under the age of 16).
7. Only use their first name when checking/confirming/verifying who they are before or as they enter the vehicle.
8. Do not argue with the CCRP, regardless of whether they may be at fault or wrong, always maintain a professional approach and be respectful.
9. Do not ask personal questions and try to avoid answering personal questions (i.e. what they do for work, where they live, salary, etc).
10. Do not provide personal answers about yourself (i.e. Living Address, Salary, Marriage Life).
    1. It is acceptable to talk about your work, your position with the company and promote the Company to the CCRP as a potential new client for Iconic. Remember that while you are an Iconic Chauffeur you are also the first image they see of the company and this is a good opportunity (where practical) to promote the services and products of the company to the CCRP).
11. Do not talk about sex, religion or politics with the CCRP. If the CCRP commences a conversation of this matter, only listen, but do not engage or express your opinion. Refer to Active Listening Skills Technique to avoid any potential confrontation.
12. Do not talk about wages, income, where you live (address, location). It is not required and should not occur.
13. Do not talk about personal issues you have with the CCRP.
14. Do not discuss, comment or react to poor behaviour of other road users / pedestrians or vehicles. Even if the CCRP makes a comment it is important that you do not engage and professionally knod your head to acknowledge their conversation.


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15. Always provide Active Listening Skills to the CCRP.
16. Do not engage with a group conversation or react to the conversation be spoken amongst the PAX, unless you are spoken to, then follow company policy on communicating with a PAX.
17. Do not accept an offer for dinner, drink, outing or a request for any social media connection or any type of relationship.
18. Do not exchange phone numbers for any reason, except a vehicle accident or injury.
19. Do not talk about who you met, chauffeured, or serviced or what you heard, overheard, or saw to any other person or video or recording device that is external to the Iconic Company Brand (this includes other CCRP's who have entered the vehicle or you have made contact with). This means telling your friends or family that you drove Mel Gibson, or Delta Goodrem, or Russell Crowe was in the car and he was talking about a new movie, etc.
    1. Communicating or spreading information of what you are privy will be instant termination of your role/position within the company.
    2. All communicating or sharing of information of a CCRP or things you may have overheard with a CCRP can only be shared amongst a live and active Iconic Member and within the internal staff of Iconic Productions.
    3. Do not share any information to the media.
    4. Do not share any information for money or royalty.
    5. The only exception to this policy of etiquette is if you are required to do so in case of a legal matter, however you must remain from providing the information until approved by a Legal Representative of Iconic Productions.
20. Do not over compliment a CCRP. For example, "you smell nice today" or "you look beautiful", or "what cologne/perfume are you using".
21. Always ask the CCRP if they prefer for you to open the door (especially when you have arrived at the destination/drop off location). Never let your CCRP open the door without you saying one of the comments below.
    1. If the the CCRP is a **Tier 1** or **Tier 2** **PAX** then use the sentence of "Would you like me to get the door for you?" Do not say "Would you like me to open the door for you"
    2. If the the CCRP is a **Tier 3** or **Tier 4** **PAX** then use the sentence of "Allow me to get the door for you?" Do not say "Would you like me to open the door for you" or "Would you like me to get the door for you"
    3. If the the CCRP is an **Tier 5** **PAX** then use the sentence of "Please wait Sir/Madam as I open the door for you. " Do not say any aspect of the above two clauses (i.e. "Would you like me to open the door for you" or "Would you like me to get the door for you")
22. Be truthful and honest with all communications with your CCRP. Do not lie or make up a story if you don't know the answer to it. Respectfully inform your CCRP that you are not sure or don't know about it.
23. Do not ask the CCRP for a dinner date, to be seen again, or for anything that is of a personal nature.
24. Always end your conversation in positive fashion, when the CCRP is departing with comments such as:
    1. Have a wonderful day.
    2. Enjoy your evening.
    3. Enjoy your trip (if the CCRP is flying or taking a cruise)
    4. It has been a pleasure looking after you today.
    5. Thank you sir/madam.

## Vehicle Etiquette:

1. Always clean and vacummed or have little items on the carpet removed.
2. Safety check always done at the beginning and end of each shift.
3. All safety issues or problems are reported immediately
4. Have tissues, deodarant in stock and where low, reported immediately for stock to be replaced.
5. Handled with care.
6. Driving safely and not aggressive.
7. Maintain satisfactory distance from kerbs when pulling in or out of the footpath.
8. Ensuring no items are removed from the vehicle and ensuring all cables, chargers, stock


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items remaining in each allocated vehicle.

9. When on EMPTY in core area waiting for a PAX, have the car turned off to allow the engine to rest. This is only required when the vehicle is stopped at a core area and you are waiting in the core area for the allocated 30 minutes of wait time.
10. Do not drive into a PAX driveway, pathway or homestead. We provide a kerb to kerb service and if a customer asks, inform them for the safety and security of all persons it is company policy to drop-off at the kerb. There are exceptions to this rule and needs to be monitored on a job to job basis.
11. All company phones and your personal phones must be on bluetooth or silent. No external noise is to be heard in the vehicle other than the ambience of the environment and the radio.
12. Always maintain climate control in the vehicle.
    1. The temperature must not be less 1/4 of the Cold Element or 1/4 of the Heat Element of the temperature knob. Normally this is about 18-21 degrees at the cold end and 22-24 of the hot end. Or where the vehicle has a knob about 9 and 3 on the dial.
    2. The air-conditioning must always be on (windows never down - unless the customer requests it) and the vehicle climate controlled. If unsure of how to maintain climate control speak with your supervisor.
13. The company is endorsed by radio station 95.3 (**SmoothFM**). At all times the radio in an Iconic Chauffeured vehicle must always be set to radio station 95.3 (**SmoothFM**).
    1. The exception to this is when a CCRP requests to have the radio station changed. This is **allowed**, however after dropping off the CCRP, you **must return/change** the radio station back to 95.3 (**SmoothFM**)

## Managing or Contact with a CCRP Etiquette:

1. Refer to them as Sir or Madam or ma'am, unless the CCRP has requested they be called by their first name.

    1. Where there is a group of Males as the CCRP they are referred to as gentlemen
    2. Where there is a group of Females as the CCRP they are referred to as ladies (never girls)
    3. Where there is a mix group of males and females as the CCRP refer to them as Ladies and Gentlemen.
    4. If the CCRP is a child or there is a child in the mix, refer to them as ~~master~~. (refer to updated note on 14/09/2020 at top of policy)
2. Only use their first name when checking/confirming/verifying who they are before or as they enter the vehicle.
3. Do not stare or glare at the CCRP.
4. Do not shake their hands, hug, pat kiss or place on hand on their shoulders or back. The CCRP is a paying customer and not your friend or relative.
    1. The Exception is if the CCRP puts their hand out for a hand-shake that is acceptable to return the hand shake.
    2. If the CCRP tries to hug, pat kiss or places their hand on your shoulders respectfully inform them that it is better to maintain a professional relationship and the hug, kiss or pat is not required, but you appreciate the thought.
5. Do not engage in a full conversation with the CCRP. Short answered replies are sufficient.
6. Do not talk about sex, religion or politics with the CCRP. If the CCRP commences a conversation of this matter, only listen, but do not engage or express your opinion. Refer to Active Listening Skills Technique to avoid any potential confrontation.
7. Do not talk about wages, income, where you live (address, location). It is not required and should not occur.
8. Do not talk about personal issues you have with the CCRP.
9. Always provide Active Listening Skills to the CCRP.
10. Do not engage with a group conversation or react to the conversation be spoken amongst the PAX, unless you are spoken to, then follow company policy on communicating with a PAX.
11. Do not accept an offer for dinner, drink, outing or a request for any social media connection or any type of relationship.
12. Do not exchange phone numbers for any reason, except a vehicle accident or injury.
13. Do not take any photos of the CCRP for your social media platforms or for your own personal



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records.
    1. If the CCRP wants to have a photo with you for the CCRP's personal records, this is allowed, but only if you wish for it to be taken. If you don't want to be in their photo, respectfully decline.
14. Do not over compliment a CCRP. For example, "you smell nice today" or "you look beautiful", or "what cologne/perfume are you using".
15. Open the door for a frail CCRP or where you are waiting for the CCRP to arrive.
16. Always assist a CCRP if they have bags, luggage. Refer to the company FAQ policy on luggage or items the CCRP needs to put into the trunk/boot of the vehicle. Click here for the policy.
17. Be honest, respectful and honorable with the CCRP.
18. Only promote the company and the services Iconic Provides if a conversation of "what you do" comes up. You are not a salesperson and should not be promoting the company to a CCRP.
19. Do not card a CCRP at all, unless the CCRP asks for a card.

## Picking up a PAX Etiquette:

1. Always be on time. Lateness is not tolerated, unless it is due to a third-party issue, for example Traffic.
2. Arrive at the set allocated pickup address or pin location. Try to always be on the correct side to avoid the PAX having to cross the road.
3. If there are pickup issues contact the customer and follow up with a message. (Do not pickup the customer from another location if they tell you unless the other pickup location is about 50-100 metres from the actual designated and recorded pickup location point. If a customer asks why, inform them that this is for the safety and security of all persons).
4. Always pickup the PAX with a happy smile to greet them.
5. Always pickup the PAX in a safe and legal place on the road/street.
    1. Do not drive into a PAX driveway, pathway or homestead. We provide a kerb to kerb service and if a customer asks, inform them for the safety and security of all persons it is company policy to drop-off at the kerb. There are exceptions to this rule and needs to be monitored on a job to job basis.
6. If the PAX is waiting outside for you and you are approaching, you do not need to get out of the car to open their door, but ensure that where you stop is safe to do so.
    1. If you arrive at the pickup location and the PAX is not present, exit the car (ensure the vehicle gears are in park and park-brake is activated), take your mobile phone with you and wait on the rear passenger door of the vehicle for the PAX. Do not wait for the PAX sitting in the vehicle.
7. If the PAX has baggage/luggage/goods that need to be placed in the boot, always place the vehicle gears in Park, activate the Park-Brake - Refer to the company FAQ policy on luggage or items the CCRP needs to put into the trunk/boot of the vehicle. Click here for the policy. **The PAX should not be allowed to do this.**
8. If you are waiting for the PAX, follow the company policy on how to contact and inform them of the waiting time. Waiting time is charged 2 minutes after arriving at the Pickup Location.
9. Always activate your vehicle emergency lights (hazards) when you are approximately 50 metres from the pickup location. This helps the PAX know that the vehicle is for them. After the PAX is collected, ensure you turn off your emergency lights.
    1. For the safety of you, the PAX and other road users, **you must always** have your emergency lights on when the passenger is entering the vehicle or when you are approximately 50 metres from the pickup location.
    2. Do not turn off your emergency lights until the PAX is seated, doors are closed and you are ready to proceed.
10. Do not open the vehicle doors unless the vehicle has completely stopped and the emergency lights are on and flashing and you are in a safe area to pick up the PAX.
11. Confirm/verify the PAX name by asking, if they are ....
12. **Start the Trip/Journey by sliding the job to the right** the moment you have confirmed you have the right PAX and they have entered the vehicle.
13. **SNIFF** the PAX per company policy. Refer to SNIFF procedure click here.



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14. Do not drive off unless the PAX is seated, seat-belt is on and you have confirmed the drop-off address.
    1. If address is incorrect, ask the customer to make the change on the software. If they ask why, inform the customer in a professional way that the correct address needs to be entered to be recorded and logged for the safety and security of all persons.
    2. If the customer wishes to change the drop-off address, they must make the change before you drop them off.
    3. If the customer wishes to add multiple drop-off locations, they must add this waypoints before you can drop them off to the extra waypoints.
15. If picking up multiple PAX in what is known as a **Pool**, ensure you
    1. inform the first PAX that they have allowed a Pool request and you will be picking up another PAX first. Repeat this to the PAX's in the vehicle if you have to pick up other PAX.
    2. when you have collected all PAX on a Pool, inform the PAX who will be the first to be dropped off, then second, third, fourth, by checking your trip planner.
    3. Refer to the Uber Pool Chauffeur Jobs policy and procedures.

## Driving Etiquette:

1. Drive in a calm and relaxed manner. No excessive or heavy acclerating or braking.
    1. Braking must always be smooth and the CCRP should not feel the inertia movement of stopping.
    2. Accleration must always be smooth.
    3. There should be no pumping or heavy release of the acclerator or brake.
2. Always follow the road rules to the highest standard.
3. Do not make a U-Turn or 3-Point Turn while a CCRP is in the car. It is very unnerving. If you missed your street turn, then go around the block and go left and left and left until you correct the route location.
4. Follow the map directions 99% of the time, but always pre-plan your route and look ahead where safe to do so.
    1. The maps used can sometimes be inaccurate and take you down a no-through road or to a road that does not allow you to turn in the correct direction. This can sometimes infuriate the CCRP. If this occurs, excuse yourself with the customer and inform them of the occurence, however you will do your best to correct the route. If they question the map, inform the customer that the route is designed to find the quickest and most efficient route as it monitors traffic and road incidences, but that you will do your best to improve the journey.
    2. If the CCRP wishes to direct you then this is acceptable and allowable, however you must never ask them to direct you. If the CCRP directs the route you are still required to have the map running to log your travels for company records.
5. Do not stop in the middle of an intersection if there is traffic on the other end. This can be very worrying for a CCRP if you are in the middle of an intersection and lights turn red.
6. Do not drive through a yellow light, unless it is unsafe to stop/slow down.
7. Ensure the air-conditioning is climate controlled.
8. Ensure the radio volume is no more than 4-6% of the maximum volume level or at number 4-6.
    1. If the CCRP is making a call or you notice the CCRP is on a call, reduce the volume to 2-3%
    2. If the CCRP asks you to increase the volume, this is acceptable, up to a maximum of 10-12% of the volume.
        1. Where the job is a Pool, you must ask all CCRP in the vehicle if they are happy to have the volume increased if requested by a PAX in the vehicle. The majority should rule here, but maintain comfort for all PAX. Discretion is required.
9. Do not turn your head to speak to a customer, if required.
10. Always maintain eye contact on the road. If you need to make eye contact with the CCRP, use your rear-view mirror.
11. Only make changes to dials or radio when safe to do so.
12. Always drive with your hands placed at 10 & 2 on the steering wheel or 9 & 3.



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13. Always have two hands on the steering wheel at all times.
14. When stopped due to traffic or red light, you may drop your hands to the A-Thumbs Up. This is where both hands are at the bottom of the steering wheel and thumbs are touching.
15. Do not lean to one side or have a shoulder on the door window edge.
16. Ensure the right vehicle park or headlights are on.
17. Do not drive with the interior lights on. The CCRP can have the reading lights on.
18. Do not send SMS or use mobile phones unless checking map.
19. Maintain vehicle balance when turning or driving on curved roads.
20. Slow down to the speed-limit of the speed hump sign. Do not exceed this.
21. Do not use the horn for any reason, other than to prevent a serious incidence. Even when you have to use the horn for a serious situation, it should only be a quick honk and not extended.
22. Do not discuss, comment or react to poor behaviour of other road users / pedestrians or vehicles. Even if the CCRP makes a comment it is important that you do not engage and professionally knod your head to acknowledge their conversation.
23. Always be happy, smile and enjoy the journey.
24. Do not argue with the CCRP, regardless of whether they may be at fault or wrong, always maintain a professional approach and be respectful.

## Dropping Off PAX Etiquette:

1. Always be on time. Lateness is not tolerated, unless it is due to a third-party issue, for example Traffic.
2. Arrive at the set allocated drop off address or pin location. Try to always be on the correct side to avoid the PAX having to cross the road. If you notice you are on the wrong side, ask the PAX if they would like you to turn around to the other side. If the anser is YES by the PAX, make sure you do this in a safe and legal way.
3. Do not dropoff the customer to another location, unless it is recorded in the software and you have received the update. If they request to be dropped off at another location, respectfully decline and inform the customer for that this is for the safety and security of all persons)
    1. Particularly in the CBD the map has specific locations of where you can or cannot drop off a PAX. The PAX will sometime ask or make you drop them off in an area that is not allowed. If this is the case respectfully decline and inform them of the rules.
    2. Do not drop off a PAX in an unsafe location. Always follow the road rules. PAX may sometimes what you to drop them off at No Stopping or Clearance Area. You should never break the law.
4. Always drop off the PAX with a happy smile to greet them.
5. Always ask the PAX if they would prefer you get the door for them.
    1. Where the PAX has baggage/luggage/goods in the vehicle boot, you must always place the gears in Park, activate the Park-brake and exit the vehicle to open the boot and help remove the goods from the boot.
    2. If the goods in the boot is luggage, when you remove it, place it on the kerb and safely pull the handle up ready for the PAX. Refer to the company FAQ policy on luggage or items the CCRP needs to put into the trunk/boot of the vehicle. Click here for the policy.
6. Always dropoff the PAX in a safe and legal place on the road/street.
    1. Do not drive into a PAX driveway, pathway or homestead. We provide a kerb to kerb service and if a customer asks, inform them for the safety and security of all persons it is company policy to drop-off at the kerb. There are exceptions to this rule and needs to be monitored on a job to job basis.
7. You do not need to get out of the vehicle if after asking if they wish to have the door opened, they PAX replies with No. If the PAX replies with YES, follow company policy on opening a door for a PAX.
    1. If a PAX is exiting from the rear right passenger door, check the side mirror and inform the customer if it is safe to open the door and exit.
8. Always activate your vehicle emergency lights (hazards) when you are approximately 50 metres from the dropoff location. This helps other road users know that the vehicle is slowing down and a PAX is likely to exit. After the PAX has exited, ensure you turn off your


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emergency lights.
    1. For the safety of you, the PAX and other road users, **you must always** have your emergency lights on when the passenger is exiting the vehicle or when you are approximately 50 metres from the dropoff location.
    2. Do not turn off your emergency lights until the PAX is exited, doors are closed and you are ready to proceed to the next duration.
9. Do not open the vehicle doors unless the vehicle has completely stopped and the emergency lights are on and flashing and you are in a safe area to dropoff the PAX.
10. If dropping up multiple PAX in what is known as a **Pool**, ensure you
    1. inform the next PAX that they will be dropped off and confirm the drop off address by using the Trip Planner.
11. Wish the PAX the very best.
12. **End the Trip/Journey only when the PAX has exited and the door is closed**. Where you are assisting with baggage/luggage/goods do not finish the job until you have returned into the driver's seat, doors are closed and the vehicle and you are ready to proceed, by sliding the job to the right.
13. Check the vehicle is clean for the next PAX.

## Other Chauffeur Etiquette:

1. Be knowledgeable of local history, in case PAX asks.
2. During down time or when empty
    1. travel to tourist locations or hotels and learn entry or exit points for potential jobs.
    2. travel through main roads or side roads to learn the best routes to and from locations. This should be done during your jobs, but can also be done during the down-time to become an efficient chauffeur.
3. While no one is expected to know every location or road to be an Iconic Chauffeur you should have a sound knowledge of local areas.
4. Remember that you are a professional chauffeur and must always treat the CCRP with respect and honor.
5. Use all the correct Chauffeur Codes.
6. If you feel that some other Etiquette should be here that is not here, then make a comment to have it discussed by the Company Supervisor. If something works for you, then share it.

## TIER 4, TIER 5 OR VIP EXTRA SPECIAL Etiquette:

1. Always arrive at the PickUp Location/Address 10-15 minutes before the Start Time as shown on the Call Sheet Event Roster.

2. **Before you proceed,** is the vehicle spotless clean - inside and outside?
    1. **IMPORTANT REMEMBER Before you proceed does the vehicle have a pleasant odor.** If not spray the vehicle with air refresher.
    2. **REMEMBER** Have more than a 1/4 of a tank of fuel.
    3. **REMEMBER Are you 100% accurate, knowledgeable and informed on Iconic's POLICY & PROCEDURES for VIP jobs?** If not, then refresh your skills and memory of the VIP chauffeur policy now!

3. When you are **ON ROUTE** for your **VIP JOB** pick up location address.
    1. **IMPORTANT** Did you check the vehicle is spotlessly clean - inside and outside?
    2. **IMPORTANT** Did you ensure the vehicle has a pleasant and mild odor of an air refresher. If not spray the country mist or air refresher.
    3. Do you have more than a 1/4 of a tank of fuel?
    4. Have you gone **OFFLINE** on the **Job APP**? You cannot be disturbed with other jobs when on a VIP.
    5. **REMEMBER** to send an SMS to the CCRP when you are 10 minutes away from


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arriving.

4. When you **ARRIVED** at your **VIP JOB** pick up location address. ***Important things for you to do and remember***
    1. **NOTIFY** the contact or CCRP that you have arrived by SMS.
    2. **ALWAYS** secure the vehicle with the gear in ***Park*** and ***handbrake*** on.
    3. **ALWAYS** get out of the vehicle and wait for the CCRP at the rear passenger door in the Iconic style and manner - in a non-aggressive stance with hands behind your back or by your side. **Do not lean on the vehicle, or have hands in a pocket, or arms crossed while waiting for the CCRP in the vehicle. Refer to FAQ chauffeur etiquette policy.**
    4. **MAKE SURE** you sure are presentable as per the Iconic standard.
    5. **ALWAYS** greet the CCRP as they approach per the Iconic Standard.
    6. **ALWAYS** ask and offer first to take hold of any bags, suitcases, or other items the CCRP may be holding or carrying as the CCRP approaches you.
    7. **ALWAYS** open and offer the rear passenger door for the VIP to access the vehicle as they safely enter close the vehicle door gently and softly and ensure the vehicle door is properly and tightly secure and closed. Always

        1. If you took hold of any of the CCRP's items earlier, now place them in securely in the trunk of the car, before you enter the vehicle to proceed travelling.

5. When you are **PROCEEDING** with the **VIP** in the vehicle.
    1. **MAKE SURE** you followed the **SNIFF** procedure with the VIP.
    2. **INFORM** the CCRP of the current vehicle temperature and ***ASK*** if that is acceptable for them. This is only asked and provided to Tier 4 and VIP CCRPs.
        1. When the VIP CCRP enters the vehicle ask them what temperature they would like and set it at their desired temperature.

6. When you are have **ARRIVED** at **DROP OFF LOCATION** address. *Important things to do at drop off*
    1. **ALWAYS** secure the vehicle by placing the gear in ***park*** and the *handbrake* on before allowing the CCRP or yourself to exit the vehicle.
    2. **ALWAYS** get out of vehicle, once the vehicle is in the **park** gear and secured with handbrake and open the door for the VIP (especially when you have arrived at the destination/drop off location). Never let your CCRP open the door without you saying one of the comments below. Use the correct statement regarding you opening the door for the CCRP

        1. If the the CCRP is **Tier 4 PAX** then use the sentence of "Allow me to get the door for you?" Do not say "Would you like me to open the door for you" or "Would you like me to get the door for you"

        2. If the the CCRP is an **Tier 5 PAX** then use the sentence of "Please wait Sir/Madam as I open the door for you. " Do not say any aspect of the above two clauses (i.e. "Would you like me to open the door for you" or "Would you like me to get the door for you")

    3. **ALWAYS** get out of the vehicle, move to the VIP passenger door and open it for the VIP, regardless of what the VIP's response is for opening the door.
    4. **ALWAYS** ask the VIP if they would like their items from the trunk taken out (if applicable) and ensure if the CCRP has baggage or items in the trunk of the vehicle you take it out for the CCRP and place it on the kerb. Do not let the CCRP do this or wait for you to do this.
    5. **ALWAYS** end the job with Iconic's recommended positive departing statements.



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6. **ALWAYS** help or assist the CCRP if required.

7. When you are **WAITING** in the vehicle for a VIP JOB. *Important things to do while waiting for the CCRP*.
    1. **ALWAYS** secure the vehicle with the gear in ***Park*** and ***handbrake*** on whilst waiting.
    2. **ALWAYS** get out of the vehicle and wait for the CCRP at the rear passenger door in the Iconic style and manner - in a non-aggressive stance with hands behind your back or by your side. Do not lean on the vehicle, or have hands in a pocket while waiting or wait for the CCRP in the vehicle. Refer to FAQ chauffeur etiquette policy.
    3. **MAKE SURE** you sure are presentable as per the Iconic standard.
    4. **ALWAYS** greet the CCRP as they approach per the Iconic Standard.
    5. **ALWAYS** ask and offer first to take hold of any bags, suitcases, or other items the CCRP may be holding or carrying as the CCRP approaches you.
    6. **ALWAYS** open the vehicle door for the CCRP and as they safely enter close the vehicle door gently and softly and ensure the vehicle door is properly and tightly secure and closed.
    7. If you took hold of any of the CCRP's items earlier, now place them in securely in the trunk of the car, before you enter the vehicle to proceed travelling.

8. When you are on **AS DIRECTED** with your **VIP**.
    1. Stay in close distance with your CCRP, unless instructed not to, and assist as directed or as required with the CCRP as per company policy and procedures. If the CCRP has asked you to wait at the vehicle instead of going with them then you are to ensure you do the following:
        1. **ALWAYS** secure the vehicle with the gear in ***Park*** and ***handbrake*** on whilst waiting.
        2. **ALWAYS** be out of the vehicle and wait for the CCRP at the rear passenger door in the Iconic style and manner - in a non-aggressive stance with hands behind your back or by your side. Do not lean on the vehicle, or have hands in a pocket or arms crossed while waiting for the CCRP in the vehicle. Refer to FAQ chauffeur etiquette policy.
        3. **MAKE SURE** you are presentable as per the Iconic standard.
        4. **ALWAYS** greet the CCRP as they approach per the Iconic Standard.
        5. **ALWAYS** ask and offer first to take hold of any bags, suitcases, or other items the CCRP may be holding or carrying as the CCRP approaches you.
        6. **ALWAYS** open the vehicle door for the CCRP and as they safely enter close the vehicle door gently and softly and ensure the vehicle door is properly and tightly secure and closed.
        7. If you took hold of any of the CCRP's items earlier, now place them in securely in the trunk of the car, before you enter the vehicle to proceed travelling.

9. When you have **COMPLETED** your **VIP JOB**.
    1. RETURN to vehicle.
    2. **FORWARD** email to event.managers@iconic.productions from the Chauffeur Call Sheet Job detailing notes of Job  See How to complete VIP Chauffeur Job by clicking here.
    3. **REMEMBER** to ensure you have you checked vehicle for lost items, including the trunk/book of the vehicle.
    4. **REMEMBER** to do a quick clean of customer seating area and any other area of the vehicle you used on this job.
    5. **REMEMBER** to go ***back online*** and check you are online on Job System for your next job.

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## Questions Asked and Answered:



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# Chauffeur Policies Procedures & FAQ

1. 14-Sep-2020 07:42 | Chauffeur Etiquette and VIP Chauffeur Etiquette.
   **Question re update of today Sep 14. If CCRP is female and school girl identified through uniform, age not possible to confirm, do we still use term "young lady"**
   a. answered 14-Sep-2020 15:50 by @greg.paff
      a. This question is already answered by school girl identified. I do not think it matters. Young Lady or Lady it is a school girl. Use your judgement of what is better.

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2. David Phillip | 12-Aug-2020 04:50 |
   **Question: is it acceptable in current "Covid 19" situation to reciprocate if CCRP offers either "elbow" or "knuckles" as a gesture of handshake?**

   **Question: what does chauffuer respond if CCRP requests volume to.be louder than 12% on radio?**

   a. answered by @steve.baltzois 12-Aug-2020 21:06
      a. With regards to the elbow and knuckles in placement of the handshake, this would be acceptable as it is what the current government and health authorities is the best way to still show the same social ettiquette.
      b. If a CCRP asks for the music volume to increase, you as a chauffeur oblige the CCRPs request. It is not illegal to have the music louder than the background volume of 6-8. As long as it is safe to do so as this would be a per incident call of judgement a chauffeur would need to do, or if ever unsure you would request approval from your channel or department supervisor and you would inform your CCRP that for the safety of everyone you would need to seek approval, if you felt the request was unsafe.

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3. David Phillip | 12-Jun-2020 03:09 |
   Questions.
   **1) Usually a "master" i.e. Child will enter the vehicle with one or more adult. At what stage in Sniff is "The Master" greeted 1st, 2nd or last?**
   **2) What do you do if CCRP requests you to make a U-Turn or 3 point turn?**
   a. answered 13-Jun-2020 00:15 by @steve.baltzois
      a. The master is always greeted last in order of rank/seniority. The paying customer would be the adult and they must be saluted first.
      b. It is not the safest thing to do with a CCRP in the vehicle and nearly 99% of the time when a CCRP asks they will not be able to see if the dividing road lines permit this. The first thing to do would be to check that you are permitted to do this legally and it is safe to do so. Inform the CCRP it is not the safest thing to do to make a U-Turn and that you would recommend turning into the next nearest street on the right or driveway and reverse out. If the CCRP still wants the U-Turn and it is safe to do so proceed to do this following all road laws and the SAFETY ALWAYS FIRST policy.

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4. **david.phillips Apr 16 2020 at 13:31**
   A question then from my own reference and retraining. I know all iconic policy and for chauffeurs is that males are addressed always as "sir" in a case like this where the ccrp has formally advised that he would rather be referred to by his Christian name would I respect this in all future dealings with this ccrp? Knowing of course it would be preceded with "Mr".
   1. **Answered by steve.baltzois Apr 16 2020 at 13:32**
      1. This is correct, we always refer to them as Sir/Madam and if the CCRP requests otherwise we then acknowledge that request and maintain that request at all times with the CCRP until the CCRP advises otherwise. We always remain professional. No matter how long you know the CCRP especially if they are regular customers, they are not ever your friend or family member. They are an Iconic Customer and must be treated professionally in all business related dealings when you are working under the Iconic Brand for work related purposes. Never cross the line of professional to


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friend as an Iconic Worker with any Iconic Customer, associate, contact or CCRP.

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Attached files:

Unique solution ID: #1397
Author: n/a
Last update: 14-Sep-2020 07:51


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