Chauffeur Policies Procedures & FAQ

Things to know and not do to be and remain an Iconic Chauffeur - What makes a bad and poor skilled Chauffeur

At Iconic Productions being a Chauffeur is a big job and a big responsibility. There are many things that a driver requires, needs to be aware of and knowledgeable. All CCRPs are provided the opportunity to provide feedback of each and every job. Asking them to provide a review of each and every job no matter how many times they have used Iconic Productions or how regular they are with a specific Iconic Chauffeur ensures continuity and consistency each time. It is easy after chauffeuring for the same person or the same person booking with Iconic Productions after many times to become laid back and complacent. The every job review reduces this opportunity for any driver to become complacent. Every job, no matter how many times has to be the same high quality as the last job the CCRP experienced.

In being an Iconic Chauffeur each job is to be 95% and better or a 5 star review. I often call Iconic Chauffeurs drivers but we are more than drivers when you are listed and rostered as an Iconic Chauffeur. Apart from this FAQ on what makes an amazing Iconic Chauffeur and not a driver and what makes a bad and poor skilled chauffeur, here are a few other FAQs that I recommend you read and keeping refreshing in reading it to keep increasing your skills as an Iconic Chauffeur. In this FAQ I am not going to refer to you as a driver. In this FAQ you I am going to refer to you as Iconic Chauffeur because this is what you have been rostered to be.

Other FAQs to Read and Re-Read to refresh and keep increasing your skills as an Iconic Chauffeur.

1. Responsibility of all Chauffeurs (i.e. contractors/employees) and the use of the company vehicles.
2. Never Assume and be 100% on point at all times.
3. Chauffeur and Driver safety education.
4. Chauffeur Etiquette and VIP Chauffeur Etiquette.
5. Chauffeur Hero Job procedures and policy.
6. How to keep yourself fit and your body working while driving long hours and shifts.
7. What to do when the client has entered the car / just before proceeding to the destination?
8. What to do when you arrive at the destination?

If you have read these 8 things and there are more than this on the Chauffeur Category to be an Iconic Chauffeur here is a list of things that would not be considered an Iconic Chauffeur and would be bad or a poor skilled Chauffeur. Remember you are an Iconic Chauffeur and these things listed below are things an Iconic Chauffeur is not meant to be doing. Please do everything possible to maintain the high standard of an Iconic Chauffeur. If you are being reviewed poorly, it is going to be based on one of these listed things and you will be required to improve your skill and ability as an Iconic Chauffeur and continue poor reviews are received this will lead to possible termination of your rosters and possible work arrangements. Always be the Iconic Chauffeur please. All of us, your colleagues, the event managers, the other Chauffeurs, me your supervisor, the CCRPs and the company brand require you to always be the Iconic Chauffeur as this is all our job and how all people associated with the company see us to and your actions and behaviour reflect upon all of us here to. I love my job as the Iconic Chauffeur and the Iconic Chauffeur Supervisor and I would like you to also love your job as an Iconic Chauffeur. If you are not enjoying it, please ask yourself if this is for you and it is better to not do it and walk away if you cannot be an Iconic Chauffeur then to waste yourtime and cost much grief for those of us who love the high standard and level of what makes the Iconic Chauffeur a great place to work and being part of.

Things to know not to do to be and remain an Iconic Chauffeur - What makes a bad and poor skilled Chauffeur.

If you do these things you can be reviewed between ***80% to 94%*** or receive a ***4-star rating***:

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- Not follow the level of Etiquette and Professionalism
- Driving (eg: harsh braking, fast turns, uncomfortable)
- GPS route not best chosen.
    - Chauffeur relies to much on GPS maps and is not planning and checking maps when safe to do so.
    - Does not have a good local knowledge of major roads or locations.
- Pickup issues
- Cleanliness of interior/exterior car or chauffeur.
- Traffic (chauffeur chose route with most traffic)
- Not wear a Face Mask (during coronavirus pandemic)

If you do these things you can be reviewed between ***60% to 79%*** or receive a ***3-star rating***:

- Not follow the level of Etiquette and Professionalism, for example being inconsiderate, disrespectful, rude.
- Driving (eg: Drives to fast or slow, hits holes/kerb, very uncomfortable)
- Conversation (eg: inappropriate, too much, asks personal questions)
- Comfort (cornering, nauseating, bumpy, rough)
- GPS Route (over relies/uses, not knowledgeable of local roads, takes longer route or misses turns/instructions)
- No Face Mask even after requested by CCRP (during coronavirus pandemic).

If you do these things you can be reviewed between ***40% to 59%*** or receive a ***2-star rating***:

- Not follow the level of Etiquette and Professionalism, for example forgetting to greet CCRP, poorly dressed or not in company uniform, does not comply with Business API policy)
- Driving (eg: breaks road rules, drives over/under the speed limit, uses one hand to drive, takes eyes off road)
- Cleanliness (eg: dirty interior/exterior of car, chauffeur not groomed or unwashed or has body odour)
- Pickup (not followed pickup location, took too long)
- Car Quality (has dents, damages, scratches, wheel rims scratched, items in car not working)
- Music (does not follow Business API policy, loud or no music, inappropriate music, does not comply with CCRPs request)
- No Face Mask even after instructed by CCRP (during coronavirus pandemic).

If you do these things you can be reviewed between ***0% to 39%*** or receive a ***1-star rating***:

- Not follow the level of Etiquette and Professionalism, for example keeping CCRP waiting in or out of the car; does not follow Business API policy, disrespectful, poor language skills, Chauffer does not identify themself.
- Driving (eg: very unsafe and dangerous driving, hands-off steering wheel, excessive braking and harsh braking, rushing to change lanes)
- Conversation (does not follow Business API policy)
- Car Quality (old vehicle, poor maintenance, unable to see outside windows because of dirty, broken or cracked windows)
- Cleanliness (eg: extremely smelly and dirty interior/exterior of the car, chauffeur not in clean/ironed uniform or appropriate clothing or footwear)
- Music (does not follow Business API policy, excessively loud music, inappropriate music, does not comply with CCRPs request)
- No Face Mask even after instructed by a Supervisor or Business API Policy Associate (during coronavirus pandemic).

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