What makes an Iconic Chauffeur the best Chauffeur available for a CCRP and how to drive smoothly as a Chauffeur?

There are many things that can make you an Iconic Chauffeur. The first and foremost is your belief in yourself that you are Iconic and everything you do in your role as a Chauffeur is done in the Iconic way. Being an Iconic Chauffeur means that you are servicing people who need to feel respected, honored, and safe. They are not your friends so making them feel happy or to be attached to you is not your first approach. While this is a list of qualities and skills that we know make a chauffeur Iconic, it is not limited to only these. Being Iconic, let alone an Iconic Chauffeur means you are the most highly skilled person within your department and are always training, researching, and rehearsing your skills to be Iconic..

An exceptional chauffeur service adds an extra dimension of comfort and luxury to travel for an individual, regardless of the CCRP's age, status, gender, race. This also applies to the business person or professional in their requirements for travel.

The first thing to understand about being an Iconic Chauffeur is **What really is a Chauffeur?** A chauffeur at Iconic is more than a driver. They are a person employed to drive a passenger motor vehicle such as a Corporate, Luxury, or Executive Sedan or perhaps even a larger vehicle for bigger groups. While chauffeurs are often depicted in the media as exclusively for the rich and the famous, modern chauffeur services across the world are quite affordable and enjoyed by many individuals, business travelers, and organizations. '**Chauffeur**' is more than just a fancy way to say '**driver**'. While a driver's job is simply to drive a CCRP from point A to point B, a chauffeur goes above and beyond to make the CCRP's journey a pleasant experience:

1. demonstrating the utmost professionalism and discretion,
2. delivering you to your destination smoothly and on time,
3. offering helpful advice for your journey,
4. and more.

To be an Iconic Chauffeur you must have and maintain these skills and qualities.

1. **Exceptional customer service**
   Offering the perfect balance of courtesy and formal respect, a professional chauffeur will deliver a CCRP to their new location safely and with an incredible level of professionalism. They provide first-class customer service. The Iconic chauffeur will open the door for the CCRP. If the CCRPs need help orienting to their new location, the Iconic Chauffeur will know and recommend the best places or act as their guide, providing accurate, helpful advice. The Iconic Chauffeur will carry the CCRP's luggage. The Iconic Chauffeur expertly take the best routes to deliver the CCRP to their meeting on time. The Iconic Chauffeur be happy to take the scenic route for the CCRP so they can bask in the local sights, or they'll offer convenient door-to-door airport transfers so the CCRP can get where they need to be without stress.

2. **The highest level of Safety**
   A chauffeur driver has excellent driving skills. Since our clients' safety is our top priority at Iconic Productions Chauffeur Department, our chauffeurs must be extensively trained in driving safety and defensive driving. With a chauffeur service, safety records should be impeccable. An Iconic chauffeur should have an expert understanding of how to operate each vehicle to ensure maximum safety and comfort for the CCRP. Take the time to inspect the service's fleet and feel empowered to ask questions about safety. Inquire about our safety standards and vehicle safety records. An Iconic Chauffeur always prioritizes safety, first after all.

3. **Courtesy**
   An Iconic Chauffeur is expected, without hesitation to treat the CCRP with respect and

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courtesy as a part of their experience with a professional chauffeur.

4. **A flawlessly professional service**
   Shabby or unprofessional clothing is never permitted by an Iconic Chauffeur. All Iconic Chauffeurs must always adhere to the Chauffeur Etiquette and VIP Chauffeur Etiquette as well as Etiquette for all Iconic Workers and Contractors at all times. To be an Iconic Chauffeur you must have a high quality of self-pride in your presentation with a crisp, clean uniform and carry yourself with dignity.

5. **High-quality well-maintained vehicles**
   While the servicing and maintenance of the Chauffeur vehicles is managed by the appropriate Vehicle Manager, an Iconic Chauffeu must always consider the quality of their fleet. An Iconic Chauffeur must ensure the vehicle is meticulously clean and well-maintained while under their care. They must always follow safety regulations.

6. **Punctuality**
   An Iconic Chauffeur is time-conscious and punctual. They will arrive early and ensure that the chauffeured vehicle is waiting at the pickup spot as soon as you are ready to go.

7. **Awareness, responsibility, and skill.**
   An excellent driver let alone an Iconic Chauffeur must possess three essential qualities and that is awareness, responsibility, and skill. They should be able to understand possible dangers on the road. The qualities that make an Iconic Chauffeur Iconic contribute significantly to a safer and more enjoyable driving experience for the CCRP.
   a. **Awareness Of Potential Hazards**
      In the event that a driver can't comprehend its environmental elements then there is a 100% possibility of likely dangers. One of the main characteristics of an effective chauffeur is monitoring what is going on in the street and its environmental elements. An attentive and mindful driver avoids accidents by staying alert. They always react appropriately to their surroundings with an open mind.

   b. **Understanding Of Your Surroundings**
      Expert drivers can identify potential hazards and they save themselves from all the dangerous ways. They always consider factors like road conditions, the number of vehicles on the road, and other similar factors. In this way, the changes in the environment are judged in order to quickly react to an unknown danger that is coming. This quick and efficient way of understanding the surroundings is also the most important quality of a safe driver.

   c. **Awareness Of Other Vehicles On The Road**
      Observing the bicycles, cars, and pedestrians is also necessary so that perfect eye contact gives optimum reaction time. Any bad behavior of a single driver may affect its surroundings. Aggressive behavior and some other factors can overcome the mind of a potential driver. And this is very dangerous, a safe driver should only focus on driving.

   d. **Anticipation Of Potential Dangers**
      Weather conditions may also affect the driver's behavior. Potential dangers can be avoided if a driver does not worry about the strong winds and heat waves that may occur from time to time. They must be aware of their surroundings and other vehicles on the road. When these potential dangers are anticipated, driving becomes an easy job.

   e. **Responsibility Of Actions**

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Excellent drivers are also responsible. The driver should comply with transit regulations, think about other street clients, and up-keep with the vehicle appropriately. Great drivers comprehend that their activities out and about straightforwardly influence others' security, and they view this obligation in a serious way.

f. **Adherence To Traffic Laws**
Traffic laws and signals are obeyed by responsible drivers. Stop signs and red lights should be observed, turn signals should be used, and speed limits should be followed. In addition to wearing a seatbelt and using child safety seats when necessary, experienced drivers know the importance of wearing a seatbelt. Drivers can avoid accidents and ensure smooth traffic flow by following traffic laws.

g. **Consideration Of Other Road Users**
Taking others' security in mind is the obligation of a dependable driver. A person on foot, cyclist, or other driver must always be considered and kept at a reasonable distance. A driver's actions can significantly impact the safety of others. Tailgating, reckless lane changes, and distracted driving are dangerous driving behaviors that should be avoided.

h. **Control Of The Vehicle**
Skilled drivers can control their vehicles with ease and precision. Smooth and effective steering, braking, and acceleration are among these skills. As well as understanding the mechanics of their cars, successful drivers can respond appropriately to road conditions, such as inclement weather or rough terrain. A driver can ensure a safe driving experience by controlling their car and reacting quickly to road hazards.

i. **Response To Road Conditions**
Skilled drivers respond effectively to road conditions. Inclement weather navigation includes rain, snow, and fog. Potholes or debris on the road are also considered road hazards. Most notable drivers also slow down in challenging road conditions and observe extra caution. The driver can ensure a safer driving experience by anticipating road conditions and responding accordingly.

To Drive Safely, Comfortably, and with a real sense of Smooth Driving as an Iconic Chauffeur you must do the following:

Driving smoothly has a number of benefits. It keeps your passengers, and the CCRPs more comfortable (especially children in the back seat), it puts less stress on the car, you use less fuel, generally safer, and you can make more rapid progress down the road. Before we find out how to drive smoothly, let's look in more detail at what problems erratic driving causes.

1. **Passenger comfort**
Passengers, the CCRPs, perceive g-forces more than drivers as they don't have a steering wheel to hold on to and, if in the back, can't always see where the road is turning, therefore can be surprised by a car's movement. Leaning into a curve tends to make travel more pleasant; being thrown around by unexpected curves, or having to brace yourself, doesn't. If car sickness ensues, you'll spend much longer reaching your destination.

2. **Vehicle wear and tear**
Greater g-forces mean more wear and tear on tires, brakes, and suspension components.

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Sharp turns load up the suspension and put more pressure through the tires.

3. **Fuel consumption**
   Driving smoothly means anticipating braking and acceleration points, using appropriate acceleration, and carrying more speed through corners without increasing the g-forces. As a result, you'll use less fuel.

4. **Less margin for error**
   Even though you may be travelling more slowly than you could theoretically drive, erratic and harsh movements give you less margin for error, particularly when the road conditions are more challenging such as in the wet. Greater g-forces equate to more chance of causing a skid.

5. **Driving less smoothly is slower**
   When you drive more smoothly it often means you can make more rapid progress, and this is primarily because the cornering technique will allow you to maintain a great speed through the corners, but without increasing the maximum g-force.

So how does an Iconic Chauffeur drive smoothly?

1. **Anticipation**
   Look as far up the road as possible and this will allow you to see when corners are coming, and also if there are other vehicles that you might need to overtake or brake for. A really common occurrence is to see a driver zoom rapidly up to the rear of a car on the motorway and slam on the brakes as if they didn't see them. This just uses up your petrol and brakes. Start slowing down slightly earlier, at least a chevron from the vehicle in front of you, and moderate your speed so that you catch up with the vehicle in front at a time when they can pull back into the left. Or, if you are in a place where you can't overtake, there's no reason to come barrelling up behind someone as you can catch them up gradually.

   Anticipation can be used when approaching traffic lights. If the lights have been green for a while as you are approaching them, they will likely turn red by the time you get there. Similarly, if they've been red a long time as you've been approaching, they could turn green. This is more effective if you know the road and the phasing of the lights.

2. **Using the accelerator and brake correctly**
   You should only ever need the accelerator's full travel in two situations: overtaking, or getting out of danger that requires you to speed up. You should only need your brake's full potential if there is imminent danger which means you have to stop as quickly as possible. Smooth braking and acceleration are the key here. Pressing the accelerator pedal is just as important for smooth driving as how you press the brake. There are many YouTube videos on how to accelerate and brake smoothly. Here is what an Iconic Chauffeur knows and does when it comes to accelerating and braking.

   1. **Braking**
      Don't break when you are meters from the vehicle or traffic stop in front of you. Starting a slow meticulous braking at least a chevron from the obstacle in front of you. If when you stop the car jolts back, then you have overpressed the brakes. Don't push the brake, lift your foot from the brake and push down again. This is known as pulsing and causes immense discomfort to the CCRPs.

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1. Squeeze the brake pedal smoothly.

2. You can brake much faster than you can accelerate so the forces involved have greater potential to unsettle the balance of your car and cause loss of traction.

3. Squeeze the brake pedal smoothly, never stamp on the brakes, and try not to get into the habit of allowing ABS to sort out locked wheels. This doesn't mean that you can't press the pedal hard, but ensure that the pressing and releasing motions are progressive. This will keep weight transfer spikes to a minimum and reduce the chances of unnecessary weight transfers or wheel-lock.

2. **Acceleration**

Many drivers pump the accelerator inadvertently (subconsciously) because they are not paying attention to their speed.

1. They set the vehicle at a speed, then it drops without them noticing, so they have to accelerate again; or, it accelerates without them noticing, either on a downhill or they are applying a little more pressure on the accelerator without realising and then they have to brake or lift their foot off the accelerator.

2. This wastes money because it uses much more petrol and it causes pulsating G-forces that the CCRPs will feel and experience. From a stopping point, do not quickly move your foot from the brake to the accelerator.

3. Everything about smooth driving is that your actions are smooth too and not harsh, sharp, or erratic.

4. When you need to accelerate, gently and slowly release your foot from the brake and move it to the accelerator.

5. When pressing the accelerator, don't push hard on the pedal.

6. Again gently and smoothly place your foot on the accelerator and allow the vehicle to gently increase speed.

7. A good way to check this on your rehearsal driving days or when you are driving on your own privately is to be aware of the odometer. If your odometer needle moves from 0 to 10 or 20 kilometers in the first 2 seconds you are too harsh on the accelerator. If the vehicle has a numerical digital odometer and the numbers rise in multiples of 5 and 10 you are too harsh on the accelerator. Consider this, when counting in numbers it is easier and smoother to count 1, 2, 3, 4, 5, 6, 7, 8, 9, 10. Not 1, 5, 9, 11, 19, 28, 45 and so on.

8. You can use cruise control if you are on the open road, but for other situations, you will need to keep an eye on your speed and also the engine tone. You can often get clues of your speed by listening for a change in the engine tone.

9. Following these guidelines actually lets you carry much more speed through a corner, which is a quicker way to drive. The g-forces on the passenger and the car are evened out and it's a more pleasant journey.

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3. **Taking the smoothest line**

There are two main methods of cornering and there are pros and cons to each method. The Institute of Advanced Motorists states a different way of cornering when you can't see around the corner because of the 'vanishing point'. Technically, the smoothest way around a corner is the racing line. This is best explained in the diagram (below).

Approaching the corner you stay near the outside, i.e. if you're approaching a right-hand bend, move to the left of the road. Brake mostly in a straight line. You can use a little trailing brake (very gentle braking) as you start to turn, and this will be necessary if the corner has a decreasing radius (i.e. gets sharper). Aim the car at the apex of the bend (but not crossing the centre line); ideally, your inside wheels will be just to the left of the centre line. Then let it drift out towards the outside of the curve. With practice, you will start to feel the smoothest line through the corner. Driving this line is the most gentle curve between the change in direction.

For a left-hand bend, you will move to the right of your lane (don't cross the centre line). The apex is on the inside of the corner. Try not to cross any edge lines as there may be rough patches, bumps, or objects that could damage your tires. Then let it drift out to the right-hand of your lane. If there's an approaching vehicle (particularly a heavy one), then you would not do this because you want to maintain a safety margin, but if there is no traffic it is safe to smooth out the corner.

This line creates the least stress on the car, the least g-forces, and allows you to maintain a greater speed through the corner, thus saving fuel. It also gives you a better margin of error mid-corner.

The other benefit is that as you approach the bend from the opposite side of your lane (i.e. the left of your lane for a right-hand bend), you can actually see slightly further around the bend.

4. **Taking the safest line**

The IAM way of cornering will see you only brake in a straight line and turn in towards the apex only when you can see through the corner. You don't cut as close to the centre line (or inside of the curve), and you drive into your lane directly rather than letting it drift out. This is safer when you can't see through the corner, and on narrower roads. The car is also more stable under a small amount of throttle which will enable you to keep your speed constant around the corner.

Remember, it's not what you drive, it's how you drive it.

5. **Maintain a 4-second gap between other vehicles**

When most people learn to drive, they are often told of the 3-second rule. This is a good driving skill to know, however as an Iconic Chauffeur, it should be a 5-second window, which is about a chevron. You may have heard to keep 2 car lengths between you and the vehicle in front of you, but that's actually misleading. Depending on your speed, 2 car lengths may be too much or too little room. Instead, ask yourself, "If the vehicle in front of me stops where they are right now and I slammed on the brakes, would I hit them in under 3 seconds?" If the answer is yes, back off a bit.

6. **Keep your head on a swivel**

Stay actively focused on the road and track your surroundings. It's easy to just pull behind another vehicle and mindlessly follow them, but it's important to scan your surroundings so that you're actively following what's going on around you. Every 10-15 seconds, give the landscape a quick scan. Use your mirrors to see what's happening around

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you on the right, left, and rear. This will keep you engaged and prevent you from getting fixated on any one thing for too long. If you're on a long stretch of highway with no turns and you're just cruising along, just scan the road in front of you as far as you can see instead of focusing on the vehicle in front of you.

7. **Check your mirrors before changing lanes**
   Instead of turning all the way around for a few seconds, rely on your mirrors. Once you turn your blinker on, check all 3 of your mirrors (ie: the rearview mirror, the mirror opposite the blinker light, and then the mirror where the blinker is on). This will help you build a mental image of where the vehicles around you are without totally twisting your neck around. If you scan your mirrors and spot an opening for the lane change, do a safe turn of the head to check the small blind spot on your side. Checking your mirrors first will keep you from needing to look at every vehicle on your side before switching lanes. Obviously, if there's nobody in front of you and you really want to be 100% certain that nobody's in your blind spot, feel free to do one of those quick head-turn moves. It's not a good idea to take your eyes off the road in front of you, but if it's totally clear it's alright to do this for a second or two.

8. **Don't turn the wheel before you turn left**
   A lot of people make a big mistake when turning left or right. When you're sitting in the turn lane, keep your wheels pointed straight. Don't start turning the wheel until the exact moment you want to initiate the turn. A lot of people wait in the turning lane with their steering wheel turned a bit, which causes them to overturn, potentially into oncoming traffic in the perpendicular lane. On top of that, if you get rear-ended while your wheels are turned, your vehicle will slide into the oncoming traffic, and this is very unsafe. Also, make sure you don't turn into the right-hand lane when they're turning left. Not only is this inefficient from a turning perspective, but it's usually illegal.

9. **Pin your eyes on your target in tight situations**
   If your vehicle skids, slides, or you're surprised, focus on your exit point. Keep your eyes pinned where you want your vehicle to go instead of focusing on how your steering wheel is oriented, or which direction your vehicle is facing. You'll intuitively feel whether your vehicle is heading toward the point you're looking at, and you'll adjust the steering wheel accordingly based on the feedback you're experiencing as your vehicle moves. This is also helpful if you're on a winding road or handling an odd turn. Look where you want to go, not where you are. You already know how to turn the steering wheel, and the reference point you're looking at will help you intuit how you need to turn.

10. **Anticipate the moves of drivers around you**
    Use the behavior of drivers around you to intuit what they're thinking. If there's a driver two lanes over who keeps switching lanes and tailgating, they're probably going to be super aggressive if you get too close. If the person in front of you keeps slowing down and speeding up, it's safe to say they're distracted, so stay alert! Drivers signal what they're thinking through the way they navigate the roads, so if someone seems to be driving strangely or aggressively, it's best to keep a tab on them and keep your distance. Remember, you can't control what other people do. Even if you're the best driver possible, you still need to pay attention to what everyone else is doing!

11. **Master parallel parking with traffic cones**
    Parallel parking can be tough, so practice in your spare time OR your allocated rehearsal time! Take your vehicle to an empty lot and set up two traffic cones near a curb. Pull up parallel to the front cone as if there's a vehicle there. Pull back to where that imaginary vehicle's passenger seat is located, and turn the steering wheel to the curb. Then, straighten out by turning the wheel in the other direction while reversing once your rear curb-

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side wheel is even with the curb-side wheels of the “vehicle” in front of you. Practice doing this over and over again to see if you can do it in one attempt! There is a great Wikihow webpage that has animated cartoons of how to perfect parking. It is recommended that you take the time to always refer to this webpage. https://www.wikihow.com/Parallel-Park

12. **Follow the rules of the road**

Safety is the very first thing of any Iconic Worker. It is no different for an Iconic Chauffeur. It is your paramount goal when you’re on the road. Driving can be dangerous, so it’s important to follow your local laws. Always abide by the posted speed limit, regardless of how open the road may feel. Never try to “beat” a yellow light, and give pedestrians the right of way. Your turn signal is your best tool. It’s the main way that you can signal your intentions to other drivers. Even if you feel like nobody is around, just use your turn signal before changing lanes or turning.

1. **In fact when changing lanes**, you should allow at least 4-5 signals before making the change of lanes. You should never signal to change lanes and then rush to do so with only a signal or two flashing.
2. **When it comes to turning**, there is no exact distance before the turn in Australia's Driving Handbook. The legislation for turning states, "Long enough to give sufficient warning to other road users before you turn." At Iconic Productions as an Iconic Chauffeur, we recommend no less than 30 metres and no more than 100 metres before you turn. This is not only a good habit to get into, it ensures smooth driving.
3. **Before pulling out from the side of the road** or a parking area, you must indicate for at **least 5 seconds**.
4. **Always wear your seatbelt**. Seriously, it’s one of the simplest and easiest things you can do when you get in the vehicle, and it may save your life.
5. **Unless you’re using a hands-free device**, never use your phone while you’re driving. Not only is it almost always illegal, it’s extremely dangerous.

13. **Steering**

Shuffling your hands is not a smooth technique. When driving on the track, hold the steering wheel at the nine-to-three position

to allow fairly tight radius corners to be tackled without having to take your hands off the wheel. If your car requires a large number of turns from lock to lock you should reposition your hands on the wheel accordingly before taking a tight bend. Shuffling your hands is not a smooth technique.

14. **Weight transfers**

It’s important to keep unwanted weight transfers to a minimum when driving close to the limits of grip. Rapid weight transfers caused by aggressive steering, acceleration, braking, or gear changes can upset the balance of the car, and potentially cause you to lose control. Conversely, weight transfers can also work in your favour. For example, lifting off the throttle briefly before entering a corner may increase the available grip at the front wheels, lead to a better turn-in, and reduce understeer.

15. **Start meditating every day**

Yes, it sounds silly, but it will help you become a better driver and an Iconic Chauffeur! Driving well is all about tracking multiple sets of information without losing your focus or cool. Since mindfulness meditation is all about learning to settle your thoughts and focus, there’s some evidence that it will actually make you a better driver and an effective Iconic Chauffeur. Start by following a guided meditation tutorial (here is one that I use and recommend ... https://www.wikihow.com/Meditate), and try to do at least 15 minutes a day. You’ll feel better, and you’ll end up being a better driver and Iconic Chauffeur.

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