ERM User Manual

How to complete a VIP Chauffeur Job?

Updated 03 July 2020 09:44 by @kelvin.lee

1. New VIP Chauffeur Job Completion Form now used for Chauffeur. No longer send email. Use link for VIP Chauffeur Job Completion Form. https://form.jotform.com/iconicperformances/vip-chauffeur-job-completion-form

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When completing a VIP Chauffeur Job the following will occur.

Please follow the steps below.

1. A notification will be issued to you by the event management staff. The Notification will be issued by:
    1. Slack message.
    2. Event Call Sheet Roster.
    3. And if urgent a text message will be sent as well.

2. Respond to the notification confirming you have received the VIP job by:
    1. ***Slack:*** using the words confirmed or the appropriate VIP job chauffeur code followed by the date and time of the chauffeur event job and job name. Example VC 10 Feb 2003 17:30 Russell Crowe.
    2. ***Event Call Sheet Roster:*** press YES to confirm the event chauffeur job.
    3. ***Text Message:*** reply back with the word Confirmed or Accepted.

3. Make sure you read and understand all job details and instructions. If unsure speak to the event management team immediately. It is company policy that you are to be 100% accurate, 100% informed and 100% on point and have memorized the job details to avoid any confusion, unsureness or appear unprofessional to the CCRP.

4. Reminder emails will be sent shortly thereafter with the VIP job details to your email account. **It is vital that you check your email on a regular basis, at least once every 10 minutes.**

5. in the job details you will see and notice the following acronyms. They mean the following:
    1. ***PU = Pick Up***
    2. ***DO = Drop Off***
    3. ***PAX = passenger***
    4. ***PAX # = number of passengers***
    5. ***TBA = to be announced***

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6. ***COA = Call on approach.***

7. ***AD = as directed***

6. Reminders will be sent, however make/setup a reminder so you do not forget the VIP job. Reminders are sent by the server 24 hours before the chauffeur event job, 3 hours before, 2 hours before and 1 hour before the chauffeur event job.

    1. ***Please note:*** The google business work calendar does allow you to set your own on screen notifications. You can if you want use this feature that the Google Calendar provides however you are responsible if it does not work and you miss the reminder. As this is a google calendar function we cannot guarantee it or endorse the reminder feature on the google work calendar.

7. All VIP jobs must have the chauffeur arrive at the PU location 10 minutes before the pick up time. If online with Priority UBER Jobs, remain online up until at least 45 minutes from the VIP Job, then go offline. If you get a job within the close proximity of the VIP Job, make sure you confirm the destination from the UBER CCRP. If you cannot make it to the VIP job on time (that is 10 minutes before PU), then driver cancel the job for the UBER job and the event management staff will reassign the job to another chauffeur, if possible. It is vital that you check the destination of the UBER CCRP to see if you can make the VIP job. **All VIP jobs take priority over UBER Tier 1,2 and 3 CCRPs - NO EXCEPTIONS! You should go offline from UBER job app at least 45 minutes before the VIP PU time.**

8. **Use all appropriate chauffeur codes during VIP jobs as and where required.** Click here **for the codes to use for VIP Chauffeur jobs.**

9. If doing a VIP job at the airport, use the AIRPORT Signboard. You must always follow the airport safety regulations when picking up a VIP at an airport

    i. If picking up a Virgin Flight wait at the Chauffeur HC standing point at Terminal 2 nearest the car.

    ii. If picking up a Qantas Flight wait at the escalators at the nearest baggage carousel 5 with your signboard. Car is to always be parked at the horseshoe.

10. Collect the VIP at the specific time and make sure you have the correct VIP with you.

11. If on AD with CCRP, proceed as directed by the CCRP or the CCRP's management or planning team members.

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12. Proceed to DO location.

13. **Use all appropriate chauffeur codes during VIP jobs as and where required.** Click here **for the codes to use for VIP Chauffeur jobs.**

14. At the completion of the VIP chauffeur event job and when you are at your final DO, return to the job on your work calendar and complete the VIP **Chauffeur Job Completion Form** at https://form.jotform.com/iconicperformances/vip-chauffeur-job-completion-form

15. You have now completed the job. Go back online on the job app for further job allocations.

(Meaning of abbreviations are:- **AT** = Arrival Time / **PU** = Pick up Time / **WT** = Wait Time / **DO** = Drop Off)

Questions Asked and Answered:

1. **David Phillip | 04-Aug-2020 08:10 |**
   Question: allowing for current Covid '19 restrictions at time of writing August 4, 2020 is VIP allowed to sit in front seat of vehicle if the wish?
   a. answered by @greg.paff 04-Aug-2020 16:38

      a. All CCRPs including VIPs have to follow social distancing laws. You should encourage them to always sit in the rear of the car.

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

Attached files:

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URL: https://staff.iconic.productions/KB/content/0cat=34/95/en/how-to-complete-a-vip-chauffeur-job.html

Unique solution ID: #1094
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