

# Silver Mountain Express

## Driver's Handbook 2021-22

**"The chauffeur makes the most significant impression on the customer: the attitude and professionalism of a chauffeur will ultimately determine how successful a company will be in keeping their customers satisfied. A beautiful car is a wonderful thing, but it does not think. A good chauffeur is the backbone of service."**

### DRESS CODE

- Solid white shirt (undershirt must also be white).
- Black or Dark pants. No jeans allowed.
- Black coat/jacket/vest and tie preferable.
- Black shoes must always be clean.
- Dark socks are required.
- Only winter hats are allowed.

### PERSONAL HYGIENE

- Clean-shaven always, or beards kept neatly trimmed.
- Hair must be trimmed neatly, combed, and styled, long hair tied back or in a bun.
- Fingernails must be clean and trimmed.
- Cologne or perfume must not be worn.
- Jewelry must not be worn.
- Tattoos must be hidden with clothing.

### FORBIDDEN AT ALL TIMES WHILE ON THE JOB

- Alcoholic beverages used personally – violators will be TERMINATED
- Illegal drugs used personally, and marijuana(cannabis) used personally – violators will be TERMINATED
- Smoking in the vehicle
- Consuming food and/or beverages in the vehicle and/or in the presence of the customers
- Rowdy or abusive behavior between employees while on duty
- Using company equipment for personal use – violator will be responsible for related charges

### SAFETY CODES

- Follow state laws while always driving, keep a DMV handbook with you for reference
- Ensure the safety of the customers, yourself, and the vehicle always
- Act responsibly during emergency situations and always notify the dispatcher
- If customers become rowdy or abusive, advise them politely that their conduct will not be tolerated
- Auto accidents and/or bodily injuries while on duty must be reported to the dispatcher immediately

## CLARIFICATION OF THE GRATUITY POLICY. PLEASE READ

- THE CHAUFFEURS NEED TO BE AWARE THAT **SILVER MOUNTAIN EXPRESS** CHARGES ITS CUSTOMERS A FULL FARE PLUS A 20% DRIVER GRATUITY. THIS ENSURES THAT OUR DRIVERS GET TIPPED. IF THE CUSTOMER INQUIRES WHETHER YOU (THE DRIVER) RECEIVED YOUR 20% GRATUITY, MAKE SURE YOU RESPOND "YES".
- YOUR PAY INCLUDES A 20% GRATUITY THAT WAS ALREADY CHARGED TO THE CUSTOMER. ANY ADDITIONAL TIPPING OF THE DRIVER IS AT THE CUSTOMER'S DISCRETION.

## DRIVING AND MAINTENANCE

1. Driver's license must be clear of all violations; the company reserves the right to request periodic updates from the DMV on all employees.
2. Poor driving records and/or repeated violations are subject to denied employment or dismissal.
3. Auto or pedestrian accidents involving company vehicles and consequently deemed the chauffeur's fault shall make the chauffeur monetarily responsible for the other party's damages up to the current deductible amount of the company's insurance policy (\$1000).
4. All accidents involving company vehicles require the chauffeur to record the following:
  - a. Location and time of the accident
  - b. Description of the accident
  - c. Names, addresses, and phone numbers of involved parties
  - d. Driver's license number
  - e. Description of other vehicles(s) involved
  - f. Description and/or photos of actual damages
  - g. Witnesses must be asked for their name, address, and phone number.
  - h. Police officer's name and other identification
  - i. Names of customers in the company vehicle during the accident
  - j. Copy of Insurance card or photo of insurance information
  - k. Any injuries sustained by the chauffeur and/or customers during the accident must be recorded and reported to the dispatcher immediately.
5. Customer-caused damages shall be reported to the dispatcher immediately. Vehicle interiors and exteriors must be inspected by the chauffeur prior to each job and at the end of each job. Any damages found to the vehicle must be on a written report and submitted to the office immediately. All damages, such as cigarette burns, drink/food spills, broken glass, etc., must be reported, however minor it may seem.
6. Do not park the vehicles too close to the curb or to other vehicles to prevent unwanted damage from car doors and curbs.
7. Traffic violations and parking tickets incurred while on duty ARE NOT the company's responsibility, and the chauffeur will be financially responsible for any fines.
8. Chauffeurs are not to start up or stop abruptly, make frequent lane changes, or changes in speed while on duty, especially when customers are inside the vehicle.
9. Use lower gears for climbing and descending hills.
10. Curb wheels and set the emergency brake when parking on an incline.
11. Defensive driving techniques must always be used – do not force the right of way!
12. Fluid levels in the vehicle must be checked each time the vehicle is fueled or when taking possession of a different vehicle.
13. Headlights, brake lights, parking lights, and interior lights should be checked for operation prior to using the vehicle. Report missing or defective lights to the dispatcher immediately.

## DRIVING AND MAINTENANCE (CONTINUED)

1. Tire pressures should be checked frequently and brought up to standard if necessary.
2. Vehicle mechanical problems or potential mechanical problems must be reported to the office immediately to receive instruction and clearance before proceeding on the job. If vehicle repairs become necessary, the chauffeur must obtain permission from the office to seek repairs and obtain a receipt for billing or reimbursement purposes.
3. **Clean and fully fueled vehicles are required prior to each job and at the end of the last job.**
4. All vehicles are to be kept clean and shining. Floor, windows, windshields must always be clean; bottled water must be provided for each customer.

The front seat area must always be kept as clean as the rear compartment. No trash on the floor or dashboard will be permitted. The front area must be presentable in the event the customer decides to ride upfront.

1. The vehicle must also be kept neat and uncluttered as our customers usually supervise the loading and unloading of their luggage.
2. Vehicles cannot be loaded beyond seating capacity.

## WORK ROUTINE

1. All addresses must be mapped out before leaving for each job. If you have trouble finding an address, please contact the office right away.
2. Check your reservation for all notes: what company you're driving for, if a customer inquired about a car seat and/or booster seat, if any prearranged stops included, etc.
3. It's the driver's responsibility to track all flights.
4. 10 MINUTES EARLY to each pickup location is the standard rule, allow yourself enough driving time to each job and always monitor the traffic, weather conditions, and construction blocks that may affect your route.
5. Cellular phones must be properly maintained, always charged, and kept in good working condition. Do not talk or text on the phone while driving with a customer. You are only allowed to answer the phone if dispatch is calling.
6. All information regarding your jobs must be kept confidential – names, addresses, and phone numbers are not to be copied or distributed or shared with others, including, but not limited to, telling other passengers, posting online, etc. Violators will be subject to suspension or termination.

Missing a pickup is NOT ACCEPTABLE and grounds for suspension or termination.

If you know you are unable to do a scheduled job due to health or personal reasons, or you anticipate that you will be late for a pickup, you MUST NOTIFY THE DISPATCHER IMMEDIATELY so the office can contact the customers appropriately or re-assign the job as needed.

1. Never attempt to contact the customer yourself, and never "trade" jobs with another chauffeur or ask another chauffeur to cover your job.
2. Chauffeurs must always remain in contact with dispatch using LIMO ANYWHERE during a job. This includes reporting to base when you have received the page/order:
  - when you are on the way for a pickup
  - when you have arrived at a pickup location
  - when you have picked up a customer
  - and when you have dropped off your customer

Arrive for work in the proper attire (see DRESS CODE section), and continually check yourself throughout the day to maintain a professional appearance.

Please remember that your appearance makes a lasting impression on your/our customers.

## PROFESSIONAL SERVICE TO OUR CUSTOMERS

1. Upon arrival at your pick location, immediately ask the customer if he/she is **First and Last Name**, introduce yourself with your first name and the company name "Hello, my name is \_\_\_\_\_ from Company Name." Do not shake hands with the customer unless the customer initiates it.
2. Open doors for customers.
3. Immediately take the customer's luggage to the vehicle and be extra careful that you do not drop or mishandle the luggage. Load ski/snowboard gear into the ski box. It's okay to ask for help if you have trouble loading ski/snowboard gear into the ski box.
4. Inquire if the customer would like to listen to the radio. Please do not listen to the radio unless a customer requests it turned on. Never impose your personal preferences on the customer.
5. Only ask the customer pertinent information regarding the trip, such as verifying which airline or the drop location. Always let the customer initiate any prolonged conversation, speak when spoken to only, and be polite.
6. Stop: there are two kinds of stops: prearranged and non-prearranged.

**Prearranged** stops are always written in Limo Anywhere note.

**Non-prearranged** stops are provided **by office permissions only** when the driver has time between his next pickup. The customer has a complimentary 10 minutes restroom stop only. All other stops (grocery, dispensary, dining, ski rental, etc.) are not included and had to be prearranged. Before making a stop, the driver must notify the office if a customer inquires about an additional stop. Contact the office as soon as you drop the customer off at the grocery store, dispensary, restaurant, etc. Please notify the office again once the stop is over and the customer is back into the car. In this case, the customer will be charged, and you will get paid for the wait time.

Suppose the customer needs more time than they initially requested. In that case, you must notify the office and let the customer know that they will be charged extra for it by the company. Also, before you allow customers to go shopping for a longer time, please double-check with an office to ensure we do not have the next pickup. All non-prearranged stops or additional wait time is always subject to availability. The office must approve it. If the car is in a rush to the next pickup, and the non-prearranged stop is requested, please tell the customer that the vehicle is already scheduled for the next pickup right after theirs. Unfortunately, you will not be able to accommodate their request. Always be polite with customers. Eagle-Vail Airport and local Denver transfers do not include any complementary stops since it is a short ride.

The driver's hourly pay rate for the wait time is \$20/30min, \$40/1hour, etc.

1. For airport drop-offs, place passenger baggage on the curb next to the most available skycap. Do not leave until you know the customers have all their luggage and all their belongings are out of the vehicle. Check the vehicle before you leave.
2. For airport pickups, update the flight arrival time, check which terminal and gate number you will be going to. Text your customer that you will be the driver today and ask to text you back with the door number after the customer collects all luggage. Always let your customers know where you will bring the car to meet them and give them a description of the vehicle and how many minutes it will take you to get to the LIMO island. Have customers wait inside if the weather is bad. Contact the office if customers do not respond to your text and phone call after the flight arrives. **IT IS YOUR RESPONSIBILITY TO TRACK ALL FLIGHTS.** In the event of canceled flights, contact the office for further instructions. This is VERY IMPORTANT if you have another job immediately following and the change may cause you to be late for your next job.
3. On occasion, a customer may be a NO-SHOW. Do not leave the pickup location until you have contacted the office and are instructed to do so.
4. For airport drop-offs, drop customers next to the airline door. You do not need to go to LIMO Island for dropping off. Unload all luggage, check the ski box for winter gear, and check inside the cabin for customer's belongings. Make sure to check under the seats and seat pockets.
5. For hotel pickups, contact your customer 15 minutes prior to pickup time, then text your driver that you arrived. Contact the office if customers do not respond to your text and phone call after 10 minutes from pickup time.
6. For hotel drop-offs, drop customers next to the main entrance. Unload all luggage, check the ski box for winter gear, and check inside the cabin for customer's belongings. Make sure to check under the seats and seat pockets.
7. If customer needs return transportation and need to arrange a car, tell them to contact the office or let the office know after the trip is made (never give dispatcher's name since we cover trips for different limo companies).

1. Always notify the office if the customer has a pet after dropping off the customer (if it wasn't mentioned in your notes).
2. Please remember to always be polite with the customers, be nice but in a professional way! Do not let them take advantage of your kindness, and do not let them use you and your time for free! Do not let people think that since they booked this vehicle, that it is their car, and they can do whatever they want in it, with it and with the driver. You, as a driver, are the one who is responsible for the vehicle, so please do not let people damage or trash your vehicle!

## CHECKLIST OF CHAUFFEUR RESPONSIBILITIES

**The following list contains items previously reviewed in your chauffeur manual, safety manual, and personnel packet. Please read and initial each one.**

Always have charged the cellular phone and keep it on the charger at all the time.

Chauffeurs must be at all scheduled jobs 10 MINUTES prior to the pickup time.

Constant communication between the chauffeur and the office is required through Limo Anywhere app.

Vehicles must always be kept clean inside and outside. This means vacuuming, cleaning seats, picking up water bottles, and anything else undesirable to your clients (vomit, etc.) If clients have caused severe damages, clients will be assessed a cleaning fee in the range of \$300 and up.

Fuel receipts must be returned by the end of the shift.

Chauffeurs must always stay with their assigned vehicles and may not leave their vehicles unattended while waiting for clients on assigned jobs.

Smoking, eating, and drinking are never permitted inside a company vehicle by a chauffeur.

Damage to vehicles must be reported immediately to the office before proceeding on a job. Chauffeurs will be held financially responsible for all unreported damage to vehicles. **ALWAYS INSPECT YOUR VEHICLE!**

Drinking alcohol, using illegal drugs, and using marijuana(cannabis) while on duty is strictly prohibited. Violators will be subject to immediate termination.

Parking tickets and moving violation fines are the **CHAUFFEUR'S FINANCIAL RESPONSIBILITY.**

Accidents and/or disturbing incidents involving company employees, vehicles, and/or clients must be immediately reported to the office. Chauffeurs are responsible for obtaining all necessary information and notifying the police (if applicable) when involved in any type of accident and/or injury. Chauffeurs are responsible for following through completely and then submitting a written report about the incident to the office for evaluation.

Using company equipment and property for personal use is strictly prohibited.

Chauffeurs are always expected to maintain a clean DMV record while employed by Silver Mountain Express. The company reserves the right to dismiss a chauffeur for having points on a driving record that would affect the company's insurance policy and safety standards.

**Silver Mountain Express** has provided me with the above list to read and sign my initials which constitutes an agreement to the above-listed company rules and regulations as well as the rules and regulations included in the safety manual, chauffeur manual, and personnel packet. I understand what I have read, and I agree to comply with all the terms set by my employer, **Silver Mountain Express**.

Full Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_