

Tips For Chauffeur & Bus Captain Preparation

ALWAYS try to have physical paperwork so you may highlight or circle key elements

- Date
- Time
- AM/PM
- Pickup/drop location
- Vehicle/service type
- Flight info (if applicable)
- Guest phone #/contact info
- Check payment type

Practice pronouncing guest's name

Route the trip

- Google Maps
- GPS
- Compare the two for differences
 - Note and adjust as necessary
- Use Google Earth for satellite photo when possible
 - Gives a physical image of location
- Contingency plan for alternate route in case of traffic or weather issues
- Enter location into Google web search
 - May reveal that address is a business or landmark, making it easier to spot from street

Enter guest name into Google

- May return insight on guest background; may prove useful in anticipating guest needs/interests

Confirm vehicle assignment with dispatch, and assess if it is appropriate to perform trip

- Is there enough space for indicated # of guests and luggage?
- Is location reachable by vehicle type (i.e. sedan on unpaved roads, etc.)

When possible, ask dispatch to look up guest's travel history with A Goff

- Are preferences noted?
- What other chauffeurs have transported guest?
 - Contact other chauffeurs to see if they have recollection of guest:
 - Talkative or not?
 - Preferred temperature of vehicle
 - Preferred driving style
 - Directional or routing notes from prior pick up's
- Has there been any guest feedback?
 - Complaints?
 - Compliments?

Research and keep a list of all local radio stations, for easy access, if needed

Time Management

Estimate how much time is required to prep prior to start of day

Add 25% contingency

Estimate personal travel time to reach office/vehicle

Add 25% contingency

Allow appropriate time to inspect and prep vehicle

Double it

- Vehicle may not be properly cleaned and/or prepped
- May need to wash, vacuum, deodorize vehicle
- Vehicle may have mechanical or cosmetic issues rendering it unusable
- May need to switch vehicle or effect repair

ALWAYS assume the worst and allow time to remedy

Estimate travel time to pick-up

Research traffic conditions patterns

- Google maps : type in "traffic conditions" and use the name of the city
- VDOT Website: construction projects that may contribute to delays

Add 50% contingency to estimated travel time

Allow for arrival 60 minutes prior to scheduled p/u time

Have an estimated time of travel ready for your guests, should they ask

BE CONSERVATIVE!

Estimate 25% higher

- Let them be pleasantly surprised rather than disappointed

Allow time for the unforeseen

Guest late, unscheduled stops, etc.

REMEMBER BETTER AN HOUR AND A HALF EARLY THAN A MINUTE LATE!

Grooming/Personal Appearance

Wardrobe

Black conservative business suit

- Wool, wool blend, polyester, micro fiber
- No linen, rayon, seersucker, khaki, denim, etc.
- No stripes
- No colored buttons
- Properly pressed

White business shirt or blouse

- Plain, no stripes or patterns
- Collared (men)
- tucked

Solid black tie (men) or scarf (women)

Black business shoes and black socks

- (women) Closed toe, flats or low pumps
- (men) Lace up re preferred, although tasseled or buckled also acceptable

Glasses

- Prescription
 - Conservative style in plain/neutral color
- Sunglasses
 - Conservative style in plain or neutral color
 - DO NOT wear for greets or while addressing the guest
 - for driving purposes as needed ONLY

Jewelry

-Men

- Conservative wristwatch and or bracelet
- No visible chains, neck adornments
- No visible piercings
- Tie tack/tie clip is acceptable

-Women

- Conservative Earrings
 - No large hoops
 - No long dangles/drops
 - No potentially offensive symbols
- Conservative watch and or bracelets
 - Large "Bangle" type, clunky, brightly colored are not acceptable
- Conservative necklace
 - Avoid large dangles and symbols

Chauffeur Kits

Professional Chauffeurs are encouraged to maintain a “kit” to include items necessary for the performance of job duties, but also inclusive of items useful and convenient for guest service.

A Goff chauffeur kit

- Black kit
 - Briefcase style
 - Sample case style
 - Carry on style
- Pens, pencils, highlighters, permanent markers
- Paper/notebook
- Greeting signs
- Business cards
- Tape
- Map book/GPS
- Local travel guides/hotel guide/restaurant guide
- Calculator
- Flashlight
- Fuses
- Batteries
- Lighter
- Scissors
- Pocketknife/utility knife
- Screwdriver set
- Adjustable wrench/pliers
- Superglue/adhesive
- Cleaning wipes
- ID/security credentials

-Grooming guide

- Many guests are EXTREMELY sensitive or allergic to fragrances
 - Recommend no cologne or perfume
 - Recommend unscented soaps, lotions, hair products
- Be wary of smoke or food odors on clothing
- ALWAYS have breath mints (preferred) or gum