

# *Alimena* LIMOUSINE

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## Chauffeur Expectations Agreement

1. This agreement spells out the expectations and requirements that must be maintained by all chauffeurs working for or representing Alimena Limousine, LLC in order to maintain the level of professionalism, reliability and high standards of customer service that Alimena Limousine, LLC represents. If these requirements are not met the chauffeur representing Alimena Limousine, LLC will be pulled from any jobs scheduled and will lose the opportunity to work for or represent Alimena Limousine, LLC in the future.
2. All chauffeurs working for or representing Alimena Limousine, LLC must have a Georgia Chauffeurs Permit on them at all times.
3. All chauffeurs working for or representing Alimena Limousine, LLC must have an Atlanta Airport Identification Badge and have it with them at all times when servicing the airport.
4. All chauffeurs working for or representing Alimena Limousine, LLC must print a trip sheet for each and every transfer or charter and have it on them at all times. It is important that all chauffeurs working for or representing Alimena Limousine, LLC must read all items on the trip sheets paying attention to all notes and special requests listed prior to service.
5. All chauffeurs working for or representing Alimena Limousine, LLC must be 10-15 minutes early for every pickup.
6. All chauffeurs working for or representing Alimena Limousine, LLC must provide the very best customer service and treat each and every customer equally, with respect and utmost dignity. No chauffeur shall display any sort of anger, raise his or her voice in anger toward a customer, or disrespect a customer in any way. Any discrepancies in payment, scheduling, itinerary, special requests or any issues with respect to booking the run must be directed to the owner, manager, or booking agent of Alimena Limousine, LLC.
7. All chauffeurs working for or representing Alimena Limousine, LLC must use appropriate language and must not use any profanity in public or with customers in the car or near the car.
8. No chauffeur working for or representing Alimena Limousine, LLC is permitted to smoke in any car or within 25 feet of any car owned by or representing Alimena Limousine, LLC. No chauffeur is permitted to smoke where any customer or potential customer can see. This is to portray an image of professionalism and cleanliness.
9. No chauffeur working for or representing Alimena Limousine, LLC is permitted to eat in any vehicle owned by or representing Alimena Limousine, LLC in order to prevent the smell of food in the cars or any crumbs left on seats or carpets. Food aromas stay in the vehicles after the food has been removed or consumed and can bother clients.
10. All chauffeurs working for or representing Alimena Limousine, LLC must open doors for all clients, assist clients getting in and out of the car, load and unload all luggage for all clients and when raining hold an umbrella for all clients.
11. All chauffeurs working for or representing Alimena Limousine, LLC must provide water on ice for clients for all one-way transfers and fill beverage bins with water, Coke, Diet Coke, Sprite and ice before every hourly charter keeping them cool for long charters.
12. All chauffeurs working for or representing Alimena Limousine, LLC must conform to the following dress code at all times unless otherwise given permission in order to portray the highest level of professionalism

and sophistication (Your image as a chauffeur should be that of one you would see in a movie or television show as the sophisticated, proper and professional chauffeur):

- a. Men
    - i. Black Business Suit,
    - ii. Collared Button-Up White Shirt,
    - iii. Black Or Approved Tie,
    - iv. Black Dress Shoes;
  - b. Women
    - i. Black Business Suit Attire (Either Knee Length Skirt Or Pants And Matching Suit Jacket),
    - ii. White Button Up Shirt Or Business Style White Shirt With No Cleavage Showing
    - iii. No Men's Style Ties,
    - iv. Black Dress Shoes With No Large High Heels That Prevent Driving A Car Smoothly Or Standing For Long Periods Of A Time Waiting On Clients;
  - c. Both
    - i. No Other Jewelry Other Than Earrings In The Ears, One Necklace And Small And Limited Rings On The Fingers.
    - ii. No Visible Tattoos Of Any Kind
13. All chauffeurs working for or representing Alimena Limousine, LLC must keep the cars in good working order, safe to drive, clean and tidy to include:
- a. Inspect the vehicle prior to picking up any clients and make sure the vehicle is clean and presentable.
  - b. Refrain from touching the vehicles with your hands as they leave finger prints as well as an oily film that collects dirt showing finger prints even more. Prevent clients from touching the paint as well.
  - c. Always close trunks with the lower part of the license plate frame. Always close trunk gently as slamming the trunk destroys the latch mechanisms. Prevent clients from closing the trunk for these reasons.
  - d. Always close doors using door handles not the side of the door.
  - e. When removing luggage or putting luggage into the trunk always do it from the back of the car while preventing the luggage from touching or scratching the paint, bumper, fenders or trunk. Do not let clients put luggage in or take luggage out of the trunk.
  - f. Never for any reason put anything on the paint of the vehicle. Prevent clients from putting anything on the paint of the vehicle. This includes purses, wallets, glasses, bottles, etc. This also includes writing on the paint and using it as a writing surface to include checkbooks, invoices, phone numbers, etc. These things scratch the surface of the paint, leave marks from condensation and permanent marks from certain liquids. Kindly prevent clients from doing the same warning them that there will be an additional repair charge if damage is visible in the paint.
  - g. Carpets must be vacuumed when ANY dirt is visible on the carpets.
  - h. All seats, bar area, windows and doors must be cleaned and sanitized after every hourly run or airport run that had kids or drinks were consumed or when dirt is detected.
  - i. All glasses in the car must be clean and a napkin nicely placed in each glass. All glass holders must be filled with the appropriate glasses before each run.
  - j. Any obtrusive smells must be completely removed from the car which include but not limited to alcohol, cigarette/cigar/pipe smoke, mold and mildew.
  - k. Vehicles must be kept clean of road debris and washed as needed, especially before every hourly charter or wedding transfer where rain is not present at time of pick up. Wheels must be clear of brake dust and tire shine placed on tires when needed. DO NOT take vehicles through a mechanical car wash as there is a high risk of scratching the paint. It is recommended to use a hand wash and towel dry.
14. All chauffeurs working for or representing Alimena Limousine, LLC must make every effort at their discretion and in the interest of the client and Alimena Limousine, LLC to drive and park the vehicles safely, comfortably and with the utmost care keeping the vehicle clean and well preserved to include:
- a. Driving at safe speeds with the general flow of traffic in a non-aggressive manner.

- b. Driving the vehicles carefully as to avoid potholes, avoid all debris in the road, avoid driving behind or near dump trucks, and not driving aggressively as to wear out tires, suspension or put a strain on the engine or transmission.
  - c. Driving a safe distance from the vehicle in front and always looking for an emergency out.
  - d. Always looking in rear view mirrors for what may be happening.
  - e. Looking as far ahead as possible to prepare and react as early as possible in order to maintain a smooth comfortable ride and to plan and be ready for the unexpected.
  - f. Driving the vehicles smoothly by easing into the gas slowly when starting off, coming to a stop early and gradually, not gassing the vehicle aggressively or on and off the gas pedal constantly and not jerking the steering wheel or moving the steering wheel any more than is necessary but making slight, smooth and small adjustments while driving to give the client the smoothest possible ride and give them a ride as close to the perspective of sitting still as possible.
  - g. Always parking on end spots and not in places the car can get dinged, dented or scratched.
  - h. When the temperature is hot outside always parking the vehicles in shaded areas not affected by pollen, dust, bird droppings, tree sap (mostly pine trees) or dust to keep the cars cool and presentable.
15. The chauffeur listed herein promises to keep all customer information confidential.
16. The chauffeur promises never to refer a customer to any other limousine service including and especially for their own personal business or well-being.
17. The chauffeur listed herein understands the Chauffeur Expectations Agreement agrees follow all of the terms and conditions listed herein.

Chauffeur

Owner, Manager, or Operating Officer

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Date

Date

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