

# *Alimena*

## LIMOUSINE

### Chauffeur Test

**Instructions:** Fill out all information completely and return to Alimena Limousine either by scanning and emailing to [service@alimenalimousine.com](mailto:service@alimenalimousine.com) or by mailing to 3218 Donegal Ct., Snellville, GA 30039. If you have any questions please email us at [service@alimenalimousine.com](mailto:service@alimenalimousine.com).

The following questions are designed to find out how you process things. Many of the questions have no right answers. Please answer them accurately and honestly. We would rather have an honest person than someone that answers things correctly but does something else in real life.

- 1) It's Monday morning and you only have 2 clients to pickup. Both are scheduled so that you can do one right after the other with no problem. One is scheduled for 4:30am going to the airport about 45 minutes away in Duluth for a 2 week vacation and the other is a pickup at 6:30am, 45minutes from the airport in Roswell for a corporate client. The first client comes out on time and you head to the airport. 15 minutes into the ride the client realizes that they left their coffee at home that they insist they need and tells you to turn around and go back. What do you do step by step?
  
- 2) You are in a rush, it is spring time and you're driving a shiny new car that isn't yours that the owner spent time detailing the day before and you pull into a parking lot and there are 4 spots open. The first is only two spots from the door with cars on either side and in front, the second is a big parking space next to a shopping cart stand, the third is on the end of a row under a tree, the last is in a parking lot next to the store where there are many spaces. Where do you park and why?
  
- 3) What are the most common sources of frustration for you?
  
- 4) You are running 15 minutes early as you should be. You have a flat tire in route to pickup a client. You have not changed a flat on this car before and don't know where everything is. What do you do step by step?
  
- 5) If you have a 6:30am pickup and it takes you 15 minutes to get ready, 20 minutes according to Mapquest or GPS to get to the car and 45 minutes according to Mapquest or GPS to get to the client. What time do you set your alarm to get up and why?
  
- 6) Have you ever slept through your alarm going off? Have you ever forgotten to set your alarm? Has your alarm ever not gone off? Are you doing anything differently now?
  
- 7) Does traffic stress you out? Does traffic frustrate you? Do you get mad at other drivers? This is normal, we all get stressed, frustrated and often mad at traffic or other drivers. What do you do when this happens?

- 8) We all lose our temper at some point, it happens to the best of us. Describe the last time you lost your temper. What triggered it or caused it? Were you right or wrong and why? How did it end?
  
- 9) You are scheduled to do one run today at 4:00pm. At about 11:00am you get a call from your son's school saying that your son has gotten sick. Your spouse is out of town and all your close friends and family are working. What do you do step by step?
  
- 10) With busy schedules we are all late on occasion. Describe the last time you were late. What were you late to? Why were you late? Is this an issue that you struggle with?
  
- 11) When you get a client in the car how do you determine if the client wants to make conversation or not?
  
- 12) When you got the job you were asked to be professional, reliable, provide excellent customer service, dress in a black suit, vacuum out the car and put gas in the car before returning it, but as you start you notice that the other drivers do not vacuum the cars out unless it is really bad, they put gas in the car when they need it and sometimes you get into the car with less than a quarter of a tank, some of the drivers wear different colored button up shirts with flashy ties, quite often you hear stories about the drivers complaining that they got stuck in traffic and the customer was mad because they were late. The owner doesn't say anything to anyone and gives the impression that it is ok to do those things. On top of that the owner doesn't wash the cars but every so often, the tires are often bald, the car pulls to the right pretty bad, the passenger window doesn't work most of the time, the engine hesitates ever so often and the transmission slips under hard acceleration. What would you do and why?
  
- 13) Describe in detail what professionalism means.
  
- 14) Describe in detail what reliability means.
  
- 15) Describe in detail what customer service is to you.
  
- 16) What can we expect from you?