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Chauffeur & Sub-Contractor POLICIES AND PROCEDURE MANUAL

Introduction

Welcome to First Class Executive Transportation (FCET). We are pleased that you have decided to become a member of our professional staff. There are some policies and procedures that must be followed and observed for you to continue your employment with us. This manual will outline those policies and procedures. Please read it carefully, sign the form at the back of the manual and return it to the management. Keep this manual in a safe place for future use and reference.

Our Philosophy

Established in early 2008, FCET main goal is to be the finest transportation service provider in Central Florida and North East Florida by demanding the highest standards of our staff members. We want to provide quality service, including clean, reliable vehicles, driven by professionally superior chauffeurs. Our clients should feel like they are our number one priority and we are there to insure their confidence and trust in our service. We want Jacksonville and Orlando to recognize our company as one that provides safe legal transportation, while adding that “special touch”. Our chauffeurs should feel proud to represent FCET and know that they are associated with a company that cares what the public is thinking. We pride ourselves on hiring only the best Jacksonville and Orlando has to offer. It is essential that our employees and sub-contractors chauffeurs help us maintain that positive image.

Management

The management team has an open door policy.

Initials _____

Proper Attire

The chauffeur may be the first person a client meets, face to face. You represent our Company. First impressions are lasting impressions. That is why we have established guidelines to assure our employees and sub-contractors chauffeurs are the sharpest looking chauffeurs on the road. Our goal is to set you apart from the other drivers. We want you to feel proud to be working for First Class Executive Transportation (FCET).

Male Chauffeurs

1. Black suit
2. White long sleeves shirt.
3. Tie. Black is mandatory for weddings and funeral service.
4. Clean and polished black dress shoes.
5. Hair must be neat and clean, and of a professional length, off the collar.
6. Facial hair is permitted, but must be kept trimmed.
7. Jewelry must be kept to a minimum. NO earrings are permitted while on duty.
8. All clothing must be clean and pressed.

Female Chauffeurs

1. Black suit.
2. White long sleeves shirt.
3. Black skirt is permissible and must be knee length, but suit pants are preferred.
4. Clean and polished black dress shoes, not exceeding a 2" heel.
5. Hair must be neat and clean.
6. Jewelry must be kept to a minimum.
7. All clothing must be clean and pressed.

Smoking Policy

All vehicles are strictly nonsmoking for clients and chauffeurs.

1. Smoking is strictly prohibited by the chauffeur while behind the wheel of a vehicle, with or without clients in the vehicle.
2. Smoking is permitted only when the client are not with the chauffeur and are out of view.
3. Smoking must be done outside of the vehicle and, at least 10 paces away from the vehicle.
4. No chauffeur is to purchase cigarettes or any tobacco product for any minor.
5. No chauffeur will accept cash, in exchange for permission for the client to smoke in the vehicle.

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Employee and Sub-Contractor Parking

Ample employee and sub-contractor parking are available to all chauffeurs. Any space not designated “No Parking”, may be used. FCET is not responsible for stolen or damaged vehicles left in the parking area.

Use of Illegal Substances

Alcohol

Any consumption of alcohol, regardless of the amount, while on duty or at any time the chauffeur is “on the clock”, will result in automatic termination of employment and or contract. Any chauffeur suspected of drinking alcohol prior to taking a run will not be permitted to drive and will face immediate termination. This policy will be strictly enforced.

Illegal Drugs

The use or possession of illegal drugs is strictly prohibited and will result in immediate termination. FCET reserves the right to implement a drug testing program without prior notice. Any chauffeur suspected of violating the above policy will be confronted immediately.

Prescription Drugs

Any chauffeur on prescription drugs or “over the counter” drugs that may cause drowsiness or impaired driving skills, must notify the management. The management will make a determination as to whether the chauffeur can safely maneuver the vehicle.

Punctuality

First Class Executive Transportation guarantees on time service. This policy must be adhered to. Your continued employment/sub-contract work depends on your punctuality.

1. All chauffeurs are asked to be at the garage a minimum of one (1) hour prior to their scheduled pick up time. This will allow the chauffeur time to prepare the vehicle and go over last minute changes. If it is not possible for you to do this, you must notify the management.
2. All chauffeurs must arrive 15 minutes early for your schedule pick up time. Being late, even by 5 minutes, cannot be tolerated. Understandably, there will be traffic conditions that may cause you to be late to the pick up location. Keep traffic patterns in mind when timing your departure from the office. If you are going to be late to your pick up, you must call the management, immediately. We will call the client, if we feel it is necessary. Do not wait for the client to call us wondering where their vehicle is. This will be unacceptable.

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Illness

1. Give at least twelve (12) hours notice when reporting an illness. The management must have ample time to replace you.

Requesting Vacation/Time Off

1. If you need time off for vacations or other personal reasons, as much notice as possible is appreciated. Minimum of 2 weeks notice is necessary for the management to make arrangements to replace you.

Professionalism

We rely on our chauffeurs to represent our company in the best possible way. Our reputation is in your hands. Immediate termination will result if the chauffeur is noted to be acting in an unprofessional manner. Including but not limited to the following.

1. Sleeping on the job.
2. Sitting in the back of the vehicle.
3. Conducting your self in an unruly manner.
4. Using the vehicle for your own personal gains.
5. Fraternalizing with the clients while on duty.
6. Misrepresenting the company in any way.
7. Violating any policy mentioned in the manual.
8. Divulging company policies and procedures to anyone outside the company. This includes, but is not limited to, policies, procedures, rate of pay, limousine rates, etc. Gossip can be a damaging force and we ask that you do not get caught up in gossip with other chauffeurs. If you have a question or concern you should always feel free to come directly to the management.

Reporting Damage

First Class Executive Transportation goal is to provide quality service, including vehicles that are in good repair.

1. The chauffeur is responsible for reporting any damage or mechanical difficulty to the management. This will allow the management time to make necessary repairs.
2. Anytime an accident occurs, no matter how minor, the chauffeur is responsible to notify the management immediately. A police report will be required, at the discretion of the management. If the management is not available for consultation, go ahead with the police report.
3. Chauffeurs are responsible for paying \$ _____ for any "AT FAULT" accidents or negligent behavior, which causes damage to the vehicle.
4. Failure to comply with any of the above will be cause of termination.

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Traffic Violations

Your continued employment / Sub-contracted services with FCET are directly dependent on your driving record. Commercial insurance comes at a premium. FCET has always qualified for deductions on our commercial insurance based on our chauffeurs' good driving records. We do not want this compromised by any careless driving.

1. Any chauffeur receiving a traffic violation while driving a FCET vehicle must be responsible for all fines and may face termination of employment or sub-contracted work after consideration of the severity of the violation.
2. Speeding is strictly prohibited by all chauffeurs. Chauffeurs are not to exceed the posted speed limit, with or without clients in the limousine.
3. The uses of radar detectors are not permitted.

Unauthorized use of Vehicle

1. Any chauffeur found using any vehicle, without authorization from the management. Will face immediate termination of employment.
2. The management must preauthorize all runs and use of any vehicle.
3. Any chauffeur found to be using any vehicle for their personal gain, or without direct permission from the management, will be terminated.

Mobile Phones

Whenever possible, the mobile phone should only be used when the vehicle is parked. Use of mobile phones while driving is discouraged, as this can be distracting to the chauffeur.

Training Program

All chauffeurs, regardless of past experience, will undergo a formal training course consisting of:

1. Training is mandatory.
2. Completion of Executive Chauffeuring School Course. This is a Sixteen (16) hour course, which includes classroom and behind the wheel training. FCET will provide this training at no cost to the new employee or Sub-contractors.
3. The employee or sub-contractor is also required to complete 4 hours of behind the wheels instruction with either the manager or owner.
4. The length of training may be extended to improve the driving skills of the chauffeur, as deemed necessary by the management.
5. No chauffeur will take an official run until both the employee/sub-contractor, and the management feel confident of their overall abilities.
6. Periodic evaluations will be given, as deemed necessary.

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Incentive Programs

We feel that if a chauffeur will give us 100% effort, then we owe it to them to let them know that we appreciate their efforts. The following programs are currently in place after Ninety (90) days probationary period:

1. Suit Reimbursement – Up to \$150.00 will be reimbursed to you.
2. Finders Fees – The chauffeur will receive incentives for any new customer who calls and books transportation service and mentions the chauffeur name.
3. 3 Year Bonus – Company (FCET) leather jacket, with chauffeur name embroiled.
4. 5 Year Bonus – 1 Weekend getaway to any theme park in Orlando, FL.
5. 10 Year Bonus – 5 day Cruise.
6. 15 Year Bonus – 7 day Cruise.

Reporting Tips

1. All chauffeurs are responsible for reporting cash tips received to the IRS.
2. If a client adds the tip on their payment, whether it is by check or credit card, the chauffeur will receive the tip on their regular payroll check.
3. If the client is billed for services, which includes the tip, the chauffeur will receive the tip when the company is paid.
4. If a tip has been pre-paid and the client's credit card is bad, or the clients check is returned, the company will ask for the chauffeur to return the tip to the company.

Securing and Cleaning of Vehicles at end of Day

It is the chauffeur's responsibility to secure the vehicle after he or she is done for the day.

1. Please clean vehicle out by emptying all trash that will create smelly conditions.
2. Make sure fuel tank is FULL.
3. Make sure you turn off all lights inside the vehicle.

Reimbursement of Purchases

1. Occasionally you might find it necessary to purchase extra ice and supplies, while on duty. You may use any cash you have collected that day. Leave the receipt, with your name on it, for those purchases with your paperwork.
2. If you find that you must use your own funds, or your own credit card to make purchases, again, leave the receipt with your name on it, in with your paperwork. You will be reimbursed.

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Reporting OFF Duty

1. All chauffeurs are asked to call in at the end of their day, without exception. We will be waiting for your call to let us know of any problems, and that you are done and ready for the next run.
2. The vehicle is to be returned to the garage facility immediately following your last run. If you can not return immediately you must notify the management.

Alcohol and Clients

1. Absolutely no client under the age of twenty one (21) is to have alcohol in the vehicle. This also means that if a minor is in the back, no alcohol can be in the back. We do not transport alcohol in the trunk, if clients are under 21. If there is one (1) minor in the vehicle, you treat the whole group as minors. We have ZERO tolerance for alcohol and minors.
2. Clients may bring alcohol, if everyone is twenty one (21) or older.
3. Chauffeurs are not to purchase alcohol for a client, or handle any alcohol at any time.

Dealing With the Unruly Client

Chauffeurs, by law are responsible for all activities occurring in the vehicle.

1. Begin every run by having a contract signed by the client. If you feel it will be particularly rowdy group, have each client sign the contract. There is plenty of space for each signature at the bottom of the contract. Remember, if you do not get a contract signed, we have no recourse if there is damage done to the vehicle. You will be held accountable for not having the contract signed, which may include compensating the company for damages done by your clients.
2. Chauffeurs have the ultimate decision to terminate a run immediately, if the client becomes unruly, uncontrollable, violent, and/or, is causing damage to the vehicle. The management will support the chauffeur's decision to take action.
3. Notify the management immediately, if any problems occur. At that time, the management will help the chauffeur in deciding which action is appropriate. If the management is not available by phone, or pager, the chauffeur must make the final decision on the course of action to take. The chauffeur's decision will be supported, but the management will retain the right to review those decisions privately at a later date.
4. As a last resort, the chauffeur may dial 911 from their cell phones. Give the operator your location, and description of your vehicle, and the problems that you are facing.
- 5.

Initials _____

Contracts

Our contracts serve a very important function. It is absolutely imperative that a contract is signed for each and every run. Be familiar with the contents of our contract. It is the chauffeur's responsibility to have the contract signed.

1. Check behind your run sheet to see if a contract has been signed prior to the run.
2. If you do not see a signed contract, take the time to have one signed by the responsible party. The client may have a contract that sent out to them. You need to ask them if they have one. Please call the office and have the dispatch email a copy of the contract to the client.
3. The responsible party is the person who has booked, and paid for the vehicle. In the case of large parties, such as bachelor, bachelorette, prom kids, etc. have each passenger sign the contract.
4. If the chauffeur neglects to get the contract signed, and passengers cause damage to the limousine, the chauffeur may be held accountable for the damage. The chauffeur will be asked to compensate the company for the damages, if the management cannot get the client to take responsibility for the damages.

Cleaning Fee

Within the CONTRACT is a mandatory cleaning fee, for certain situations. You must be familiar with those situations, read over the CONTRACT.

1. If the chauffeur finds it necessary to charge the client a "Cleaning Fee" the chauffeur may keep one half of the cleaning fee, as long as the following procedures have been adhere to:
 - A. The CONTRACT has been signed.
 - B. The chauffeur can collect the full amount of the cleaning fee in cash, on the spot.
 - C. The chauffeur makes every effort to clean up the problem that he/she has collected the "cleaning fee" for.
2. If the cleaning fee is to be put on a credit card, let us know.
3. Always inform the management of any incidents that involves a cleaning fee.

Trip Sheets

All chauffeurs are responsible for filling out their trip sheet properly.

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Collection of Money

The chauffeur is ultimately responsible for all moneys collected and its safe return to the management. IF THE CHAUFFEUR DOES NOT COLLECT ALL MONEYS OWED AT THE BEGINNING OF EACH RUN AND THEN HAS DIFFICULTIES COLLECTING THAT MONEY, THE CHAUFFEUR WILL BE HELD ACCOUNTABLE FOR THAT MONEY.

1. All outstanding cash balance due must be collected, prior to commencing the run.
2. The management is responsible for informing the chauffeur of the “Balance Due”, and the expected payment mode.
3. If you have any questions regarding the balance due, call the management.
4. Acceptable form of payments.
 - a. Check – if the client wishes to pay by this method, it must be approved by the management. If you do not see that it has been approved, you must call the company to get approval.
 - b. Cash – This is the most desirable form of payment, and is always accepted.
 - c. Credit Card – This can only occur with the approval of the management. If you arrive at the pick up location and the client hands you a credit card, and it has not been approved, you must call the office to obtain approval. Approved credit cards are the ones on the trip sheet.
 - d. Billed – If this is indicated, it means that management will bill the client at a later date.
5. Clients who wish to extend their hours past the initial time reserve is common. The chauffeur must call the office to get approval for the extension of time. The chauffeur must collect the money for the additional time prior to extending the time. If it is to go on an approved credit card, this needs to be made clear, and a notation is to be made on your trip sheet. Payment for extended time should be collected in cash, not check or credit card, unless authorized by management.
6. DO NOT EXTEND TIME WITHOUT COLLECTING FOR THAT EXTENDED TIME FIRST. IF A CHAUFFEUR EXTENDS TIME WITH A CLIENT WITHOUT SECURING PROPER PAYMENT, AND/OR NOTIFYING THE MANAGEMENT, THE CHAUFFEUR WILL BE RESPONSIBLE FOR COMPENSATING THE COMPANY FOR ANY MONIES NOT RECEIVED FROM THE CLIENT.

Initials _____

AGREEMENT

I have received a copy of the employee / Sub-Contractor manual of policies and procedures.

I have read the manual and understand everything contained within.

I understand that while employed or Sub-contracted with this company I am to follow these guidelines as stated. It is my responsibility to learn these policies and procedures.

I understand that any violation of these policies and procedures will subject me to possible termination of duties.

I understand that in order to maintain the highest standards of excellence, the management reserves the right to monitor any and all activities performed by a chauffeur while they are on duty, without prior notification.

Print Name

Signature

Date

Initials _____