



SOP: Chauffeur Airport Pick Up Protocol Policy

Purpose:

To provide excellent customer service to our client for Airport Pick Ups, and to understand how compensation for airports works if there is a flight delay.

Prior to your reservation:

- **Verify:**
 - **Verify** the **flight information** is provided in the reservation routing information
- **Familiarize:**
 - Familiarize yourself with the **pick up / drop off address**
- **Review:**
 - Review videos or location information in the [Chauffeur Resource Center](#) about specific details for the airport you are going to
- **Name Sign:**
 - **Print a Name Sign** for your client's that reads "Albemarle Limousine Welcomes [Enter Client's Name]" *OR*,
 - **take a laminated "Albemarle Limousine Welcomes"** sign from ACE and use a dry erase marker to **write your client's name on it**.
- Verify in your reservation if you are doing a **Meet and Greet or Curbside**
- **FLIGHT STATUS:**
 - ***Before you leave to report to ACE, check the flight status of your flight.*** This can be done on the airline's website, the airport's website, or in [Flight Aware](#). If the flight is delayed, adjust your timing accordingly and send a message to Dispatch (844-770-7433) to document the flight delay.
 - Continue to monitor the flight status to see if it is *delayed further* or gets *canceled*.
- ***After arriving at ACE, and before departing for the airport, check the flight status again.*** Clock into Bamboo HR. If the flight is delayed at this point OR if it is delayed further, adjust your departure time from ACE. Continue to monitor the flight status to see if it is delayed further or gets canceled.
- If the flight delay causes you to be unable to still do the trip, you must notify Dispatch IMMEDIATELY! Call the emergency number, 434-282-3229, if it is outside of the hours of 8am-5pm Monday through Friday and on weekends as well as send a text message to 844-770-7433.



Once at the Airport:

- If you have a Meet & Greet, park the car and go inside to meet the client near Baggage Claim. Check the monitors at the airport to see which Baggage Claim they will be going to. Have the name sign with you.
- Text your client and tell them where you are.
- If you are picking up curbside, text your client once you arrive and ask them to text you once they are exiting the airport and to tell you which door they will be near.
- Continue to monitor the flight to see when exactly it lands so you know when to expect to hear from your client.

After your reservation is complete:

- Complete your post reservation feedback survey.
- If the flight was delayed and you had to wait at ACE or the airport, indicate those minutes on the survey and a note about when / how you learned the flight was delayed.
- If the flight is delayed before you left to report to ACE and there was no waiting required at ACE or at the airport, do NOT add extra minutes on to the reservation.
- If you had to pay for parking at the airport for a Meet & Greet using your personal credit card, please submit a receipt with your Post Reservation Feedback Survey for reimbursement.

IMPORTANT:

It is the **chauffeur's responsibility to track flight information**. If, after checking the flight status just before leaving from your home address (or wherever you are leaving from to arrive at ACE), and you learned of a *flight delay* and **do not** adjust your **Spot Time**, you will **NOT** be compensated for the additional waiting time. Ie. If the Company is not able to bill the client for the wait time due to it being a legitimate wait time, then the Company is not able to compensate the Chauffeur for the additional time worked.