



## The Club Class Standards

### Dress Code/Appearance

- Dark Suit or Dark Blazer and Pressed Trousers
- Shirt and Tie
- Long Coats or Macs (No Fleeeces or Casual Jackets)
- V Neck Jumpers
- Smart Polished Shoes
- Smart Hair Cut
- Cleanly Shaven and/or Tidy Facial Hair
- Good General Personal Hygiene
- No Visible Piercings

### Staff Conduct

- Polite, approachable, friendly and helpful at all times
- Be discreet at all times. Do not pass any client information onto another client

### Vehicle

All vehicles should be presented to 'Showroom Condition'. This is defined by:-

#### Interior

- Immaculately clean, fresh smelling interior
- Dashboard & all vinyl interior should be dust free.
- All interior carpets, mats and upholstery should be brushed and vacuumed.
- Windows should be clear and smear free.

#### Exterior

- Bodywork should be washed and leathered
- All wheels especially alloys should be free from brake dust.
- All door shuts and jams to be clean and dirt free

### Punctuality and Time Keeping

- Be at pick up 10 minutes early
- Be in the airport before the client
- Research your routes if unfamiliar