

Driven to Deliver. Quality, Consistent Performance and Great Value for Money.



 THE 
CHAUFFEUR
GROUP

ANY PLACE, ANY VEHICLE, ANY TIME.



Quality. Consistent Performance. Value.



The intricacies of our business may seem fairly simple. However, to us, it's not just a matter of doing the simple things well, it's about doing them in the best way possible.

From the outset, we have looked at every aspect of the service we provide and have always aimed to deliver the highest possible standards on a consistent basis.

The Chauffeur Group

As business people ourselves, we had experienced first hand the inconsistencies in the level of service provided in executive chauffeur travel. In 2002, with the establishment of The Chauffeur Group, our frustrations became our passion and immediately our passion became our ethos. Quality. Consistent Performance. Value.

 +44 (0) 208 818 0102



Quality. Consistent Performance. Value.



People

First and foremost, our service begins with investment in people. We select the right people for the job, ensuring they are capable, trained to fulfil their roles and that they fully understand the ethos of The Chauffeur Group. Significantly, we believe that by creating an environment which allows individuals to develop their roles, they will provide an improved service to our clients whilst enjoying greater job satisfaction.

Your Call

We understand the importance of every call we receive and the confidence and trust that is put in us to meet the needs and expectations of your business. Maintaining relationships with whoever is placing that call, be it the PA, secretary, travel department or the actual traveller, is of paramount importance, so we will answer with a friendly and helpful greeting and deal with your enquiry speedily and efficiently.

Our Vehicles

With justifiable reason, our vehicle of choice is the Mercedes 'E' Class. Proven the world over for quality and reliability, it is perhaps not surprising that statistically they are the vehicle least likely to be involved in an accident. More importantly, research amongst our passengers has continually shown the 'E' Class to be the preferred choice of vehicle. We also provide a wide range of MPV's, mini-buses and coaches.

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Quality.

Consistent Performance.

Value.

The Service

Our driver will arrive a minimum of five minutes before the allotted pick up time and will be smartly turned out with suit and tie. The passenger will be greeted in a professional and friendly manner and assisted with any baggage. The vehicle will be impeccably clean and tidy. The driver will verify any passenger requirements for the journey, such as climate control, choice of radio station and free wi-fi connectivity.

These standards are not just a goal, they are our minimum requirement for every single journey we undertake.

Whilst this is what we insist upon in order to deliver our ethos, it is perhaps our experience, willingness to learn and understanding of our passengers' expectations which sets us apart. To guarantee we stay at the top of our service, we employ quality control schemes, such as "Mystery Passenger" and "Spot Checks" to ensure that our vehicles, our drivers and all of our staff come up to the standards that our customers expect and deserve.



IN ALL OUR CARS



A special service for those special occasions

The Chauffeur Group is not just there to meet your business requirements. Our distinctive chauffeur services will provide the same passion, commitment and quality to ensure that your special occasions are truly exceptional.

Dinner for two... enhance the romance.

West End theatre with friends... avoid the stresses and strains.

A day at the races... celebrate to the full.

The perfect wedding... carried out in style.

Quality. Consistent Performance. Value.



And don't forget we can help at holiday time too

Think about it, when does your holiday start? With The Chauffeur Group it starts right from the moment we pick you up from home. No hassle with luggage, no issues with airport parking, just a relaxing journey in comfort and style, which gets your holiday off to a great start. You'll be so impressed with our great value prices, you'll wonder why you didn't begin your holiday this way before.

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Going the extra mile

As a business developed from the frustration of unfulfilled promises, we are committed to the progress and development of The Chauffeur Group to continually enhance the services we provide. In so doing, we have been quick to recognise the benefits of technology and whilst our experienced, professional and fully trained drivers certainly know their way around, investment in GPS satellite navigation for our vehicles has contributed significantly to locating remote or difficult to find addresses.

Our entire fleet is equipped with PDA devices, which maintain continuous contact between driver and control centre, enabling up-to-date monitoring of journey status, new or amended collection details, as well as the latest flight or traffic information.



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SO WHAT DO YOU NEED?

On-line automated booking service, e-mail, text or phone. Available 24/7. Contact us in the way most convenient to you and we will confirm and verify your booking status.

Account Manager; personal one-to-one relationships with your own booking contact. Account facilities with financial tools.

Tell us what you want or need for your business. We are always pleased to hear from you to help understand what we're getting right, what we're getting wrong and what would make a difference to you. makeadifference@thechauffeurgroup.com

 +44 (0) 208 818 0102



UK-WIDE COVERAGE

Officially licensed private hire operator.
Licensed by Transport for London.



TFL LICENSED OPERATOR



**LPHCA
PLATINUM
MEMBER**



**Wi-Fi
IN CAR
ENABLED**



**CONGESTION
CHARGE
EXEMPT**

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