



GENERAL COMPANY INFORMATION & SURVEY

COMPANY CONTACT INFORMATION

COMPANY NAME: _____

DBA NAME: _____

OWNER/MANAGER CONTACT: _____

MAILING ADDRESS: _____

IS YOUR COMPANY OUTSIDE THE US?: Yes No

MAIN PHONE #: _____ TOLL FREE PHONE #: _____

EMERGENCY PHONE #: _____

RESERVATIONS E-MAIL: _____ RESERVATIONS FAX #: _____

WEB SITE: _____

TAX ID #: _____ CC/DOT PERMITS #: _____

24 HOUR DISPATCH ? : Yes No

IF NO, DO YOU HAVE AN AFTER HOURS PHONE NUMBER: _____

HOURS OF OPERATION: _____ YEARS OF OPERATION: _____

DEPARTMENT MANAGEMENT STAFF

PRESIDENT/CEO: _____

Direct Dial: _____ E-mail: _____

CHIEF OPERATING OFFICER: _____

Direct Dial: _____ E-mail: _____

VP/DIRECTOR AFFILIATE SERVICES _____

Direct Dial: _____ E-mail: _____

CONTROLLER: _____

Direct Dial: _____ E-mail: _____



BILLING INQUIRES

Name: _____ E-mail: _____
Direct Dial: _____ Fax #: _____

DISPATCH MANAGER

Name: _____ E-mail: _____
Direct Dial: _____ Fax #: _____

PRIMARY SERVICE AREA

PRIMARY METROPOLITAN AREA(S) SERVICED:

CITY(S) STATE(S)

AIRPORTS SERVED

AIRPORT MILES/KILOMETERS FROM OFFICE

FOR DOMESTIC AND INTERNATIONAL FLIGHTS, CAN YOU HONOR OUR 45 MIN GRACE PERIOD?

Yes No

WE DO NOT CHARGE OUR CLIENTS FOR INSIDE MEET AND GREET FOR NON-GROUP AIRPORT PICK UP. CAN YOU HONOR THIS POLICY?

Yes No

IF NO, WHAT IS YOUR INSIDE MEET AND GREET FEE? _____

SERVICE INFORMATION

SOFTWARE SYSTEM USED: _____

FLEET BOOK USED? Yes No

VEHICLE GPS? Yes No

FLIGHT VIEW? Yes No



MODES OF COMMUNICATION WITH CHAUFFEURS: _____

STANDARD AIRPORT PROCEDURES: _____

AIRPORT PARKING FEE? Yes No IF YES, HOW MUCH? \$ _____

AFTER HOURS SURCHARGE? Yes No IF YES, HOW MUCH\$ _____

COOPER-GLOBAL SURVEY INFORMATION

TOLLS? Yes No IF YES, HOW MUCH? \$ _____

PROCEDURE FOR CONFIRMING RESERVATION OR CANCELLATIONS:

FAX Email Phone

ADDITIONAL COMMENTS: _____

DOES YOUR COMPANY PARTICIPATE IN A FORMAL QUALITY ASSURANCE PROGRAM TO MONITOR IN PERFORMANCE? Yes No IF YES WHAT ARE THE PROCEDURES? _____

LIST AMENITIES YOU PROVIDE FOR PASSENGERS (I.E.WATER, MINTS, ETC.)

WHAT ARE YOUR CANCELLATION POLICIES FOR EACH VEHICLE TYPE (hourly):

Sedan: _____ SUV: _____ PassVan: _____ Executive Van: _____

Limo: _____ Mini Bus: _____ Limo Bus: _____ Coach: _____

DO YOU OFFER DISCOUNTS TO AFFILIATES? Yes No

IF YES, HOW MUCH? _____

CAN YOU CLOSE TRIPS, PROVIDE BILLING/INVOICING WITHIN 48 HRS? Yes No

CAN YOU ACCOMMODATE ROAD SHOWS? Yes No



FLEET INFORMATION

VEHICLE TYPE	QUANTITY	CAPACITY	YEAR	MAKE/ MODEL	COLOR	HOURLY/MIN HRS
SEDAN						
SUV						
PASSENGER VAN						
EXECUTIVE VAN						
6 PASSENGER LIMO						
8 PASSENGER LIMO						
10 PASSENGER LIMO						
MINI BUS						
LIMO BUS						
COACH BUS						
EXECUTIVE COACH						
STRETCH SUV'S						
SPECIALITY VEHICLES						

DO ANY OF YOUR VEHICLES HAVE SPECIAL FEATURES OFFERED (WIFI OR INTERNET CAPABILITIES)?

Yes No

CHAUFFEUR INFORMATION

HOW ARE THE CHAUFFEURS SCREENED BEFORE AND DURING EMPLOYMENT?

DRUG TESTED? Yes No HOW OFTEN? _____

CRIMINAL BACKGROUND CHECKS? Yes No IF YES, HOW OFTEN? _____

DRIVING RECORD? Yes No IF YES, HOW OFTEN? _____

WHAT TYPE OF CHAUFFEUR TRAINING PROGRAMS IS PROVIDED TO YOUR CHAUFFEURS (NEW HIRES ONGOING)? _____

WHAT IS THE DRESS CODE FOR THE CHAUFFEURS? _____