



SENIOR TOUR DRIVER CRITERIA

A Senior Tour Driver will always deliver a quality service week in week out.

Name of Driver: _____

Number of years experience with Llew Jones: _____ (minimum requirement – 1 year)

Previous Driving Experience: _____

| Criteria – To be attained consistently over a period of 6 months. | Y – Yes D- Development required. | |
|---|-------------------------------------|--|
| Capability | | |
| Good quality driving skills | | |
| • Has good tacho admin with minimal infringements | | |
| • Possesses sound judgement in driver assessment. | | |
| • Vehicle Sympathy – Low Traffilog & Drivecam Scores | | |
| Excellent Customer Service skills | | |
| • Considers safety and comfort of passengers at all times | | |
| • Is able to deal calmly and professionally with difficult customers or general public at all times | | |
| Basic maintenance knowledge | | |
| • Always completes walk round checks and report defects | | |
| • Is able to deal with minor maintenance issues away from base | | |
| Service Knowledge | | |
| Ability to undertake any tour to any destination by studying and learning tour packs, routes and trips. | | |
| Reviewing tour packs, routes and trips and highlighting timing or itinerary issues before departure. | | |
| Uses own initiative when faced with problems away from base. | | |
| Has experience and knowledge to deal with most incidents | | |
| Has good navigational skills | | |
| Attitude towards the company, job & team | | |
| Has no or very little non-accidental damage | | |
| Has no on-going disciplinary | | |
| Has not received any complaints | | |
| Does not make inappropriate comments about the company in person or via social media. | | |
| Interacts with colleagues/supervisors in a professional, positive manner | | |
| Personal & Vehicle Presentation/Qualities | | |
| Always keeps Vehicle in immaculate condition | | |
| Always clean and smart in appearance & wears uniform as appropriate. | | |



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| Always punctual | | |
| Always punctual with timings Legal Requirement max 1min Early 5mins Late | | |
| Can be left to self-organise and use own initiative | | |
| Mentoring / Training | | |
| Ability to cultivate and develop the same high standards and work ethics in trainee, and less experienced drivers. | | |
| Ability and willingness to pass on route knowledge accurately. | | |
| Ability and willingness to pass on knowledge of vehicle check process | | |