

Education Sponsor



International Session

Presented by Colin Devine of Devine's Worldwide, James Decarte of Driven Worldwide, Rodrigo Frota of Chauffeur Services Brazil, and Ralf Rehder of Action Worldwide Limousines

Audio Visual Sponsors



Coffee Sponsor





INTERNATIONAL SESSION

CLIENT EXPECTATIONS, GLOBAL BEST PRACTICES, AND DUTY OF CARE

INTRODUCTION

- Panel introduction – Ralf, Rodrigo, James, Colin
- Introduction of session objectives
- Three sections with Q&A format
 1. Client expectations
 2. Building an affiliate network
 3. Global quality standards
- Panel recommendations on uniform global quality standards
- Q&A
- Conclusions and key takeaways



I. CLIENT EXPECTATIONS

- Adapting to on-demand or near-demand – best practices to share: U.S., Europe & RoW
- The future demands of duty of care in the travel industry – U.S., Europe & RoW
- How to effectively translate local region-specific information to your affiliate networks
- Software integration across markets: KEY PAIN POINT



CLIENT EXPECTATIONS: *AUDIENCE Q&A*



2. BUILDING YOUR AFFILIATE NETWORK

- Affiliate selection criteria
- Global affiliate diligence best practices
- Service Level Agreements
- How do we establish a global quality seal for international affiliates?



BUILDING YOUR AFFILIATE NETWORK: *AUDIENCE Q&A*



3. GLOBAL QUALITY STANDARDS GUIDELINES

PANEL RECOMMENDATIONS

- 1. What are presumed to be uniform global standards?
- 2. Suggested wish list for affiliate global standards?

WHAT ARE RECOMMENDED GLOBAL AFFILIATE STANDARDS?

Presumed to be uniform

- 1. Black livery fleets as global standard for sedans (except for London, in some cases)
- 2. Chauffeur wears dark suit and professional uniform at all times
- 3. Two- to four-hour cancellation policy for sedans and vans
- 4. All affiliates, vehicles, chauffeurs should hold any necessary licences/permits, set in place by their governing body

Wish list

- 1. Electronic notifications for on-location and drop-off
- 2. English-speaking chauffeurs
- 3. WiFi availability in vehicles
- 4. Reservation system with back-office software and confirmations of bookings from that system



AUDIENCE Q&A

Thank you for joining us!

**The show floor opens at 4:15 p.m. in
the Boston Convention Center's
Hall C. Don't miss the excitement
of the ribbon-cutting ceremony!**