

How to quote a chauffeur job, from the first enquiry to an accepted quote.

Use a familiar job. Mark what you have checked, note the gaps and agree the next step with your team.

1. Read the enquiry and list what is missing.

- ☐ Check pickup, dropoff, date, time and passenger count.
- ☐ Ask about luggage, a return journey and a flight number.
- ☐ Send one reply that lists every missing detail.

2. Choose the vehicle from the group and the luggage.

- ☐ Match passengers and large cases to real vehicle capacity.
- ☐ Confirm the vehicle class suits the occasion.
- ☐ Prepare a fallback class before you reply.

3. Pick the pricing basis before you pick the number.

- ☐ Name the pricing basis for the job before calculating.
- ☐ List waiting, stops, parking and extras separately.
- ☐ Check the total against your own minimum.

4. Write a quote that answers the next question.

- ☐ State the vehicle, total and currency at the top.
- ☐ Write down what is included and what costs extra.
- ☐ Give the quote a clear expiry date.

5. Follow up on a schedule, then stop.

- ☐ Set a follow-up before the quote goes out.
- ☐ Send a final reminder before the expiry date.
- ☐ Remove the customer from the sequence once they reply.

6. Make acceptance a single step, then confirm.

- ☐ Offer one clear way to accept.
- ☐ Tell the customer what happens after they accept.
- ☐ Check the booking price matches the accepted quote.

Our next step / owner / date

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