

ChrisDeeLimo



ZLIMO ENTERPRISE COMPANY

Newsletter

November, 2005

"Our customers expect exemplary professional service and it is our mission to satisfy our customers' expectations."

Welcome to our first online and downloadable newsletter. The objective of this and future newsletters is to inform our customers of issues, policy enhancements or anything else pertinent to the transportation solutions we provide. We would also like to give our customer base a greater insight to our business tenets, values and challenges.

At **ChrisDeeLimo** and **Z LIMO ENTERPRISE INC.** we strongly believe that the business model that governs how business is performed - so that the customer is best served - must be built on solid foundation while avoiding rigidity. This belief creates a means to accept challenges, changes and innovations.

The following pages will focus on recent challenges that we have addressed through change and innovation.

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Driver Connect

Due to people congestion, I can't seem to locate you...

I'm your assigned chauffeur...and I have a yellow sign and I am standing at baggage claim 6 ft from the pay phones...



DRIVER CONNECT is a new feature for after hours airport arrivals.

This feature enables the customer to call their assigned driver directly if by some chance they do not readily see their driver. By calling our state-of-the-art computerized phone system and selecting the **DRIVER CONNECT** feature the customer simply enters their last name and the phone call is automatically transferred to their assigned driver's cell phone. If not the call then is automatically routed to a customer service operator.

Chauffeur Authentication

Chauffeurs are assigned badges that authenticates that the chauffeur officially drives for **Chris Dee Limo** a **Z LIMO ENTERPRISE COMPANY**. If a chauffeur approaches you without a sign with your name on it – it is suggested that you ask for the chauffeur's **Chris Dee Limo** ID badge (badge should be displayed on the chauffeurs person). If no badge is readily available – call us immediately for chauffeur authentication. In this situation - DO NOT proceed unless you speak to us – otherwise seek airport security.

Background color of badge is yellow



Company Logo

Chauffeur's first and last name

Official raised seal of company

Badge expiration date

Main office phone number

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Online Reservation System

Introducing our Secured Web-based Online Reservation System

Please visit our website and its Online Reservation System. You may find this to be the easiest and most expedient method to place a reservation in advance. The benefits of using our Online Reservation System (ORS) are as follows:

The Online Reservation System (ORS) provides a formatted means to enter data as oppose to entering the reservation data in a freeform style typically performed when making a reservation via email.

When a reservation is entered – the individual (or contact) who entered the reservation will automatically and seamlessly receive an E-mailed copy of the entered reservation for their review.

The individual or contact making the reservation has the opportunity to create a desktop shortcut with our special Icon that links the user directly to the Online Reservation System (ORS) page. So this tool is always readily available.

What has NOT changed?

Email reservations via cdlimo@aol.com is and will continue to be an accepted means of requesting a reservation.

All reservations will continue to receive an E-Confirmation once the reservation is actually entered in our system.

And we are very happy to take reservations directly over the phone.

Instructions:

1. Go to <http://www.chrisdeelimo.com/onlinereservationsystem.html>
2. Go to menu bar and open **File**
3. Then go to **Send**
4. Click on "**Shortcut to Desktop**"



Online Reservation System
"Desktop Icon"



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All Airport Arrivals

Please turn your cell phone on immediately after you deplane. Our chauffeur will call you or leave a message on your cell phone if after ten minutes have passed and neither you or the chauffeur have located each other at arrivals (where the chauffeurs are directed to stand). Please look for your name on sign.



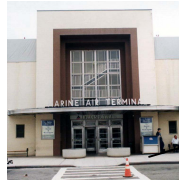
Problematic Airport Terminals

JFK Delta International Terminal – When you exit please check monitor to verify which arrival area you were assigned to exit. On occasion the monitor displays that the passenger is to exit "A" but passenger exits "C" (vice-a-versa) and can not locate the chauffeur. Logistically the chauffeur must stay where the airline monitor dictates or the passenger and driver will definitely miss each other. So if you don't see the chauffeur – please recheck the monitor to see if you exited matches what is displayed on the monitor. Worse scenario contact one of our customer service operators and describe where you are standing... When the chauffeur checks in that the passenger cannot be located - **Cell phones do not work in this terminal**- a company representative will instruct driver to where you are standing.



JFK American Airlines Terminal – Parking lot is closed and may cause delay during passenger pickup. Terminal also experiences tremendous congestion. Cell phones turned on after deplaning is extremely important!

LGA Delta "Marine Air" Terminal – Is always curbside pickup. Please turn your cell phone on immediately after you deplane. Our chauffeur will call you or leave a message on your cell phone with the car's cell phone # to efficiently expedite curbside pickup.



Curbside pickup at front entrance of Marine Air Terminal

ISP/MAC South West Airlines – The flight board that is suppose to reflect the actual flight information on many occasion has displayed or reflected erroneous data. This has caused the chauffeur to stand staring at the flight board – waiting for the flight to land when in all actuality – the flight has landed and the passenger has already deplaned and received their baggage and subsequently can not locate the chauffeur who is still staring at the flight board waiting for updated flight information on whether the flight has landed and has actually deplaned. This is problematic and we are looking to address the logistics of this problem.

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I'm your chauffeur...
Cash only please and for your safety - please hold the beach ball tight - that's our new airbag system



Beware of Dubious Operators

ChrisDeeLimo prides itself on being in full compliance with New York State mandated insurance regulations for the ground transportation industry. Such insurance regulations require a minimum of one million dollar coverage per vehicle. Unfortunately, there are some ground transportation companies that do not comply with these required insurance regulations. As a result, such dubious ground transportation companies have significantly less "Cost of Ownership" at the risk of placing their customer base in a precarious state every time such nefarious companies offer their services. Why? If you, a family member or a colleague is involved in a regrettable accident, the ground transportation provider's insurance carrier will not cover the customer and/or its family members. New York State law explicitly states that a vehicle "for hire" must be insured as such. As a result, if a car "for hire" is not properly insured as mandated by New York State, the non-commercial, non-livery insurance that the ground transportation provider is carrying is not liable to pay for damages. The only recourse the customer has in such situations is to sue the ground transportation provider directly. And such litigation is typically arduous and non-resolute when the company being sued simply declares bankruptcy only to resurface under a different company name. Suffice it to say it is your right as the customer or client to demand that your preferred ground transportation provider shows proof of being properly insured.

Egregious signs that your preferred ground transportation provider is not properly insured:

A) The vehicle that picks you up does not have "Livery" plates.



B) The company takes **cash only** (this method helps make a financial trail difficult while also reducing their "Cost of Ownership" by not declaring true gross revenue.

Message About Fuel Surcharges

As all consumers are aware the price of gasoline fluctuates, we at **ChrisDeeLimo** and **Z LIMO ENTERPRISE COMPANIES** will continue to adjust the fuel surcharge accordingly. We only seek to maintain an operational cost parity with either the rise or fall of this important commodity.

