

PROFESSIONAL CHAUFFEUR & DRIVER ETIQUETTE TRAINING

April 3-4, 2025 | Kuching

INTRODUCTION

In today's fast-paced world, the role of a professional driver extends beyond simply operating a vehicle. They are also trusted to transport officials, dignitaries, and VIPs with professionalism, safety, and efficiency. This role demands not only excellent driving skills but also top-notch customer service, etiquette, and confidentiality. This program equips drivers with the skills needed to excel in their roles. It focuses on safety, comfort, communication, and attention to detail, preparing drivers for diverse scenarios—from navigating city roads to ensuring confidentiality for high-profile passengers. Participants will learn defensive driving, route planning, and emergency response, along with essential interpersonal skills. From mastering the nuances of professional etiquette to maintaining calm under pressure, this course will prepare the drivers to represent their organization with distinction and professionalism.

LEARNING OUTCOMES

- Understand the responsibilities and key traits of a professional chauffeur.
- Demonstrate knowledge of defensive driving techniques.
- Enhance their ability to communicate professionally with clients and manage routes.
- Learn to handle luxury vehicles and maintain them to high standards.
- Manage emergency situations with calm and confidence.
- Improve overall client service experience with a focus on VIP handling.

TARGET AUDIENCE

All authorised drivers and vehicle handlers

METHODOLOGY

- Lectures & Seminar Method
- Role plays
- Group Discussions & presentation
- Assignments
- Activities
- Case Studies & Functional Exercises

EXPERT TRAINER

Our lead trainer, Mr. Sivaneswaran, is an accredited road safety expert with over 11 years of experience. He has successfully conducted more than 550 defensive driving training sessions across 7 countries, benefiting nearly 7,000 drivers. His exceptional people skills enable him to effectively engage with a diverse range of individuals, from top corporate executives to everyday drivers. Driven by a deep passion for promoting road safety, he is dedicated to delivering impactful training and workshops that inspire safer road practices. Participants will find this program to be a truly eye-opening and transformative experience.



REGISTER NOW!
< Scan QR code >



**MODULE 1
PROGRAM INTRODUCTION & UNDERSTANDING CHAUFFEUR RESPONSIBILITIES**

- Role of a professional chauffeur: maintaining safety, comfort, and discretion.
- Key traits: professionalism, punctuality, and customer service excellence.
- Importance of confidentiality and discretion.
- Dress code, demeanor, and client interaction.

**MODULE 2
DEFENSIVE DRIVING BASICS**

- Importance of defensive driving.
- Identifying hazards and maintaining safe distances.
- Lane discipline and using mirrors effectively with the "6 System Habits."

**MODULE 3
VEHICLE KNOWLEDGE & PREPARATION**

- Daily inspection checklist: tires, fluids, lights, and more.
- Luxury vehicle features: safety systems, comfort controls.
- Maintaining cleanliness and ensuring passenger comfort.

**MODULE 4
COMMUNICATION AND ROUTE PLANNING**

- Effective communication with clients: tone, clarity, and discretion.
- Route planning: GPS optimization, alternative routes, and traffic management.
- Handling traffic conditions in urban and rural environments.

**MODULE 5
ADVANCED DEFENSIVE DRIVING TECHNIQUES**

- High-speed driving management (safe highway driving).
- Techniques for overtaking and merging.
- Handling challenging weather conditions like rain or fog.

**MODULE 6
VIP & CORPORATE CLIENT HANDLING**

- Understanding the expectations of high-profile clients.
- Protocols for VIPs, dignitaries, and corporate executives.
- Ensuring client comfort and meeting timeliness requirements.

**MODULE 7
EMERGENCY SITUATIONS & RESPONSE**

- Protocols for breakdowns and road accidents.
- Responding to medical emergencies in transit.
- Emergency evacuation and safety protocols.

**MODULE 8
PRACTICAL ASSESSMENT & FINAL FEEDBACK**

- On-road driving assessment: testing route navigation and defensive driving skills.
- Feedback on driving performance and areas for improvement.
- Course wrap-up and certificate distribution.

INVESTMENT FEE (Per Participant)

EARLY BIRD RATE	NORMAL RATE	CLOSING DATE OF REGISTRATION EBR: One month before commencement of the course NR: One week before commencement of the course
RM 1790	RM 1990	
Applicable for registrations received and paid one month before commencement of the course	Applicable for registrations received and paid after the EBR closing date	

*The fee is not yet inclusive of 8% SST

Closing Date: March 27, 2025



The Organiser reserves the right to make any amendments that are deemed necessary in the best interest of the workshop.

Please register me/us for the workshop on

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Do you intend to utilize HRDCorp Levy for this program? **Yes / No**

Upon submission of this form, I have read and accepted the terms & conditions of this registration

Participant 1

Name :

Position :

Contact :

Email :

Participant 2

Name :

Position :

Contact :

Email :

Participant 3

Name :

Position :

Contact :

Email :

Company :

Address :

Tel : Fax :

Nominating Person

Name :

Position :

Approving Person

Name :

Position :

Invoice Attention to :

Email :

TERMS & CONDITIONS:

- 1. Fees are inclusive** of programme materials, refreshments, luncheons and certificate.
- 2. Outstations participants** are advised to **call MRS before making any air-travels and hotel payments.** MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.
- 3. Payment, Confirmation & Admission**
An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.
- 4. Substitution/Replacement of Participants**
Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge thereto.
- 5. Cancellation of Participants**

For Paid Registrations	For Unpaid Registrations
<ul style="list-style-type: none"> • 30 days before course: Full refund or transferable • 14 days before course: Refund minus 15% admin fee or transferable • Less than 14 days before course: No refund but transferable • No show: No refund and not transferable 	<ul style="list-style-type: none"> • 30 days before course: No applicable admin fee • 14 days before course: 15% admin fee chargeable • Less than 14 days before course: Full fees chargeable and transferable • No show: Full fees chargeable and not transferable

***Transferable** - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

7. Permanent Cancellation

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the **registration data** in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.

MRS MANAGEMENT SDN BHD (275222-P)

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Signature & Company Stamp

Date

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