

Paris International
VIP Services



Tours, Guides, Interpreters

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Membre de l'Office de Tourisme de Paris

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Our ISO 9001 QUALITY GUIDELINES FOR HOSTESSES

All hostesses working for Paris International must read, sign and follow these guidelines.

Understand client's wishes. Paris International Manager speaks to the client or writes to him or her before the visit to understand his or her wishes. Each visit is different and we try to understand what the client requires from us.

Selection of a suitable hostess. All our hostesses are carefully selected on the basis of qualifications, experience, presentation and reputation. Manager will select the best person for any particular mission, taking into account the client's wishes. Before approval by the client of a candidate's cv, the client may wish to speak on the telephone to the hostess. Your cooperation is essential. You should present yourself in your best light and uphold the interests of Paris International.

Clear written instructions to the hostess. The selected hostess or hostesses will receive a written order form detailing the time, date, place, nature of visit, client's name and nationality. The hostess will acknowledge receipt of this, ticking off each item to show it has been noted.

Prepare the mission. The hostess must prepare each mission, taking into account the client's age, nationality and any special requests. Be sure to remember the name or names of all your clients before you arrive.

If necessary check transport, check mobile phone of chauffeur. The chauffeur will also be given your mobile phone. You must check that the car or minibus are at the right place at the right time.

Check restaurant, train reservations, entrance tickets etc. These will be sent to you with your order form. You must double check them and report that they are in order.

Punctual, smartly dressed, smiling. Our clients entrust us with their precious company image. You must arrive early, fresh, smartly dressed and smiling. **Lateness will not be tolerated.** You must be dressed in uniform or a smart suit. You must have smart shoes and your hair must be washed and well coiffed. Coat and tie obligatory for gentlemen. For important customers please bring a bouquet of flowers.

Personal service. You will naturally greet your clients warmly. You will have learned their names. And you will spend some time to discuss the plan for the day and what the client expects of you.

After service report to Manager. After your visit, please send a brief report to the manager, including any expenses incurred or extra time spent.

Confidentiality and discretion. You must respect strictly the confidentiality of any information received from your clients. You must not discuss financial arrangements in any way or divulge your fees. You may not sell anything to clients. You may not give your personal card or details or try to do business directly with the client. You may not ask for a tip but may accept one if offered.

Complaints and disputes. In case of a complaint or dispute with a client a meeting will be held between the hostess and the Manager. The complaint will be examined and the hostess will be invited to offer an explanation. If the hostess accepts the mistake she will write a letter of explanation and apology to the client to resolve the matter. Paris International reserves the right to sanction severely any unprofessional conduct.

Review of these guidelines. These will be reviewed periodically in the light of experience. Suggestions and improvements are welcome.