

# ABC CHAUFFEURED LIMOUSINES

SEDANS • MINIBUSES • VANS

WORLDWIDE TRANSPORTATION



©2006 ABC Chauffeured Limousines  
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# PORTFOLIO



## Contents

<b>25 YEAR HISTORY</b>	<b>1</b>
<b>LUXURY VEHICLE FLEET &amp; CHARTER RATES</b>	<b>2</b>
<b>LOCAL AND WORLDWIDE SERVICE</b>	<b>4</b>
<b>COMPUTERIZED NETWORK</b>	<b>5</b>
<b>CHAUFFEURS &amp; OFFICE PERSONNEL</b>	<b>6</b>
<b>ABC CORPORATE ACCOUNT APPLICATION FORM</b>	<b>7</b>
<b>ABC RESERVATION FORM</b>	<b>8</b>

## Notes

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## 25 YEAR HISTORY

ABC Chauffeured Limousines specializes in executive ground transportation service. We have over 25 years of experience in worldwide transportation and we serve as leaders in the sedan and limousine industry. We developed the concept of privately chauffeured sedan service in the Bay Area, which has become the preferred method of transportation for travelers worldwide. Our main office is centrally located between Silicon Valley and San Francisco in California, USA.

ABC Chauffeured Limousines continues to expand locally and globally and is the preferred vendor for several Fortune 500 corporations and first-class hotels for over two decades.

### **CORPORATE PROFESSIONALS**

Corporations require discriminating and professional service for their executives and those are the types of demands our company has continued to meet and surpass in all related fields. We are adept at managing every type of reservation and we can dispatch our fleet to every business and recreational event, from road shows and conventions to city tours and out-of-state excursions. Our worldwide network of affiliates also encompasses the same standards of meticulous service: we literally follow our clients' itineraries worldwide. We use centralized billing at our main office to facilitate and expedite accounting procedures, and we give you your own billing options for invoices, statements, and periodical reviews.

### **ADVANCED TECHNOLOGY AND IMPECCABLE VEHICLES**

Technology and an impeccable fleet of vehicles have been our allies and we continually upgrade our communications system to oversee all of our operations. Today we're linked to the internet ([www.abctrans.com](http://www.abctrans.com)). We utilize an integrated phone system, instant credit card verification, e-mail and auto-fax for confirmations and invoices.

We helped develop and modify limousine software for navigating our dispatch circuit.

All of our vehicles are equipped with cellular phones and 2-way radios and advanced satellite navigation and tracking devices.

We employ experienced customer service representatives and dispatchers who know the travel industry, traffic control, and specialize in corporate accounts.

Our very basic goal is to provide complete satisfaction to our clients.

### **PERSONALIZED SERVICE**

We believe ABC Chauffeured Limousines would be an asset to you and your business. We will meet with you to discuss a service plan designed to fit your company's provisions. We have the advantage of being able to conform to all of your executives' needs, with maximum quality and competitive cost. Our tremendous range of versatility will enable you to use us as a singular source for all of your ground transportation requirements, locally, nationally, and worldwide.

## LUXURY VEHICLE FLEET & CHARTER RATES



Lincoln Town Cars	4	passengers
Lincoln Stretch Limousines	6	passengers
Lincoln Super Stretches	8	passengers
Lincoln Ultra Limousine	10	passengers
Mercedes S550	4	passengers
Luxury Vans	10-14	passengers
Deluxe Minibuses	24 - 32	passengers
Chevrolet Suburbans	7	passengers
Cargo Vans	1	passenger + luggage

### **ABC Town Cars are \$56.00 per hour for Charter Service and include:**

- Luxury leather seats
- Individual overhead reading lamps
- Bottled spring water
- Wall St. Journal or daily newspaper
- Climate control
- AM / FM cassette stereo
- Cellular Phone
- Tinted windows

### **Stretch Limousines are \$75.00 - \$85.00 - \$95.00 per hour for Charter Service and include:**

- Luxury leather seats
- Power privacy division & tinted windows
- Complimentary beverage service
- Striking interior lighting with neon & fiber-optic
- AM / FM cassette stereo or CD player
- Color television with remote
- Video cassette player with remote
- Walnut interior trim and bar top (6-8 pax)
- Wall St. Journal or daily newspaper
- Sun / Moon roof with shade
- Overhead climate control
- Cellular phone and telephone intercom
- Conversational seating
- Insulated ice bins and glass tumblers



**Mercedes S550 are \$90.00 per hour for Charter Service and include:**

- Sirius Satellite Radio
- Heated & active ventilated seats
- 4-way climate control
- Black leather interior
- 8-way power adjustable seats

**Luxury Vans are \$75.00-\$85.00 per hour for Charter Service and include:**

- Cellular phone
- Climate control
- Wall St. Journal or daily newspaper
- Tinted Windows
- AM / FM cassette stereo
- Deluxe "sofa-style" fabric seats
- Carpeted interior
- Bottled spring water

**Luxury (24 or 32) passenger buses are \$85.00-\$100.00 per hour for Charter Service and include:**

- Captain chair seating and tinted windows
- Cellular phone
- Climate control
- Wall St. Journal or daily newspaper
- AM / FM cassette stereo
- Rear luggage storage compartment
- Color television with remote
- Video cassette player with remote
- Public address system for announcements

**Suburbans are \$75.00 per hour for Charter Service and include:**

- Luxury leather seats
- Individual overhead reading lamps
- Bottled spring water
- Wall St. Journal or daily newspaper
- Climate control
- AM / FM cassette stereo
- Cellular Phone
- Tinted windows

Additional fees for all charters include chauffeur's gratuity, parking, bridge tolls, fuel surcharges, airport fees, cellular phone usage, and other miscellaneous items.

ABC accepts cash, traveler's checks, and all major credit cards. Vehicles choices vary nationwide and worldwide and may offer different amenities. All rates are subject to change without notice.

## LOCAL AND WORLDWIDE SERVICE



### **TRANSFERS—ONE PICK-UP LOCATION—ONE DROP-OFF LOCATION**

Airport transfers are available in every city, NATIONWIDE and WORLDWIDE.

ABC will cover the globe for you: We will arrange private transportation service anywhere there's a road available. From San Francisco to Seoul, Boston to Bangkok, Portland to Paris, and every location in between, there's no city too big or too small for ABC to drive you.

Utilizing our global communications network, our Reservations Department will take care of your booking with one easy call and provide you with an ABC confirmation number, meet-and-greet information (for arrival at your airport, train station, boat dock, etc.), choice of vehicles available, estimated travel time, and estimated tariff. ABC has centralized billing; so all charges are handled through our corporate office ... you never need to worry about payment when you have an account with ABC. ABC will also arrange all ground transportation connections for you – just give us your itinerary and we'll handle the rest.

### **CHARTERS—PICK-UP HOURLY SERVICE WITH UNLIMITED PICK-UP AND DROP OFF LOCATIONS**

Let ABC assist you in planning the perfect charter service – we specialize in all types of events including business meetings, shopping excursions, city tours, or day-trips anywhere in the state. Our reservation agents can also be your “concierge” in coordinating your day or evening activities and can give you information about popular locations, such as hours, rates, and availability.

A charter service begins when the vehicle arrives at the scheduled pick up location at the pre scheduled arrival time and is billed by the hour, with a 2, 3, or 4 hour minimum charge, depending on the type of vehicle requested. The charter service ends when the vehicle drops off the last passenger(s) at the last drop off location and returns to the garage. The hourly rate is based on the vehicle (*see Charter Rates, page 2*). Travel surcharges may apply for extended locations – check with your reservation agent.

### **CONVENTIONS—ROAD SHOWS—MEETINGS**

Our expansive fleet is available for all events, from 1 to 10,000 clients, and more. We have the resources to transport you and your clients quickly, efficiently, and with style. ABC's main office is located between San Francisco and Silicon Valley in California with direct access and connections to all major airports worldwide.

### **NATIONWIDE— WORLDWIDE**

We are linked to every major city in the United States and overseas. Our affiliates are comprised of transportation companies with the same high standards of performance and professionalism. Our toll free number, 1-888-401-6200, is available in all major countries and we also accept reservations 24 hours everyday, 7 days a week from our web site, [www.abctrans.com](http://www.abctrans.com).

24 hours advance notice for national bookings. 48 hours advance notice for worldwide bookings.

# COMPUTERIZED NETWORK

A reliable and advanced communications system is the backbone of most successful businesses. At ABC Chauffeured Limousines we have developed the following fully operational system to ensure prompt quality service:

**650-401-6200**  
**WORLDWIDE SERVICE**

**abctrans.com**  
**ON-LINE 24 HOURS**

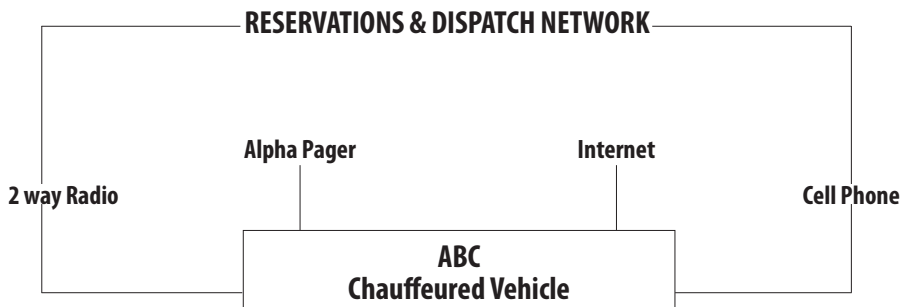
**650-401-6205**  
**WORLDWIDE FAX**

<b>DON MAHNKE</b> <b>PRESIDENT</b> x111	<b>RESERVATIONS</b> x2	<b>GROUP SALES</b> x107	<b>DISPATCH</b> x3	<b>DISPATCH/EMERGENCY</b> <b>CHANGES/UPDATES</b> x-9
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## COMPUTERIZED NETWORK FOR RESERVATIONS AND BILLING

A reliable communications system is the backbone of our businesses and we have developed the following fully operational system to ensure prompt quality service:

- AIRS Network (Airline Information Retrieval System)
- GPS System (Global Positioning System) inside all vehicles
- 888 NATIONWIDE
- COMPUTERIZED NETWORK FOR RESERVATIONS & BILLING
- DEDICATED FAX FOR INCOMING RESERVATIONS AND CONFIRMATIONS
- ALPHA-NUMERIC PAGERS for all chauffeurs linked to our dispatch system
- 2-WAY RADIO SYSTEM and CELLULAR PHONES IN ALL VEHICLES
- INSTANT CREDIT CARD VERIFICATION SYSTEM
- E-MAIL: res@abctrans.com INTERNET WEB SITE: www.abctrans.com
- FAA Satellite Flight Update System with Auto Paging
- TELECOMMUNICATIONS SYSTEM WITH AUTOMATIC CALL DISTRIBUTION



## CHAUFFEURS & OFFICE PERSONNEL

The employees of ABC Chauffeured Limousines are exceptionally professional and outstanding in their field. Our chauffeurs are courteous, prompt, well groomed, and highly knowledgeable of all the airports and cities. Our office personnel are all employed by ABC and operate from our main office. Our staff includes reservation agents, dispatchers, customer relations, accounting, and sales & marketing professionals.

### PROFESSIONAL CHAUFFEURS EDUCATION

All new chauffeurs are required to participate in our exclusive chauffeur training classes, which are conducted at our main headquarters. Training is given by the management of ABC Chauffeured Limousines and is an ongoing process. Our curriculum includes:

- Proper protocol & etiquette for all clients, including CEO's, dignitaries, celebrities
- Professional airport greeting and baggage escort service
- Utilization of communications equipment (cell phones, alpha pagers, GPS, 2-way radios, internet)
- Knowledge of city landmarks, popular locations, and other urban sites
- DMV and CHP handbooks and newsletters
- Training and sponsorship of DMV Class B License (van & bus)
- Maintaining proper dress code of matching dark-colored suits, ties, white shirts, and dress shoes
- Extensive driving experience through campuses of local corporations and large organizations

### RESERVATION AGENTS—DISPATCHERS—CUSTOMER RELATIONS—ACCOUNTING—SALES—MARKETING

Our Reservation Agents will personally answer your call, set up a customer profile, and provide you with a confirmation number immediately. Our Dispatchers work together to handle numerous trips per day while taking reservation changes, monitoring flight arrivals, and planning for the next day's events. Our Customer Service Agents will personally call all clients to confirm trips for the next day and maintain customer relations by corresponding with account representatives and clients daily via phone and e-mail.

Excellent customer service is our primary goal and we continue to survey our customers to find out what works and what can be improved. In addition to accepting comments and questions via fax, 650-401-6205, e-mail, [res@abctrans.com](mailto:res@abctrans.com), and on our web site, [www.abctrans.com](http://www.abctrans.com), we also send and distribute ABC Report Cards to all of our clients to generate additional feedback. We review these reports diligently and we make constructive use of all comments received.

If there's a better and more efficient way to serve our clients, WE WILL DO IT.

# ABC CORPORATE ACCOUNT APPLICATION FORM

SUBMIT TO ABC BY FAX 650-401-6205 OR MAIL TO ABC NEW ACCOUNTS 15 SOUTH BAYSHORE BLVD, SAN MATEO CA 94401

Company Name: \_\_\_\_\_

Individual Name \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City / State / Zip Code \_\_\_\_\_

Phone: \_\_\_\_\_ Fax \_\_\_\_\_

ABC Credit Card Account \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Credit Card \_\_\_\_\_

Credit Card Billing Address (if different from above) \_\_\_\_\_

\_\_\_\_\_

Authorized Users of Credit Card Account \_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Direct Bill Account \_\_\_\_\_



# ABC RESERVATION FORM

*(Required information)*

Travel Date \_\_\_\_\_ Total # of People \_\_\_\_\_ Pick Up Time \_\_\_\_\_ am pm

Traveler Name(s) \_\_\_\_\_ Phone \_\_\_\_\_

Traveler Name(s) \_\_\_\_\_ Phone \_\_\_\_\_

Traveler Name(s) \_\_\_\_\_ Phone \_\_\_\_\_

Pick Up Location (if airport, provide all flight info) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Circle Vehicle Requested:

Sedan	Limousine	Van	Bus	Suburban
	6 8 10			

Drop Off Location \_\_\_\_\_

\_\_\_\_\_ New Client    \_\_\_\_\_ Existing Client

Account Name or Number \_\_\_\_\_

Contact for Confirmation \_\_\_\_\_ Phone \_\_\_\_\_