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NORTH AMERICA | JAN. 13-14, 2020

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TRANSPORTATION COMPANY+ DMC & MICE



Mauro & Leonardo made a commercial and business alliance, SGM joined Patagonia Transfers with a MICE and DMC department and a transportation & logistic department with their own fleet including an operation and logistic area 24 hours available. The company is located in Buenos Aires and provides a full range of transport solutions and land services in Argentina.

ABOUT US





The SGM Meeting Solutions team is totally dedicated to the satisfaction of our clients in every aspect of their trip from primary contact to departure. We have a wide selection of sites and destinations based on quality, infrastructure and services.

TYPE OF VEHICLES

- _ Buses 45 Seats / Mercedes Benz
- _ Buses 54 Seats / Double Deck - Mercedes Benz
- _ Minibuses 24 Seats / Mercedes Benz
- _ Minibuses 19 Seats / Mercedes Benz
- _ Luxury Mini Vans / 6 Seats - Kia Carnival M Benz Vito or Viano, Hynday H1
- _ Luxury Cars / Mercedes E Class & Es Class New Line
- _ Premium Cars /Toyota Corolla , VW Vento, Peugeot 408
- _ Armored Cars / Mercedes Benz E Class, BMW 5 Series, Range Rover, Audi A6, Audi Q7
- _ Vintage Cars / Chevrolet, Ford 1928-1935



24 HOURS SERVICE

WE PROVIDE 24HR ASSISTANCE FOR ALL OUR SERVICES. YOU CAN REACH US AT ANY TIME.

MAINTENANCE

IN ORDER TO MAINTAIN HIGH QUALITY FOR ALL OUR VEHICLES WE RELY ON REGULAR AND PERMANENT INSPECTIONS AND MAINTENANCE, GUARANTEEING A MAXIMUM OF SAFETY

TRANSPORTATION





TRANSPORTATION

SGM SOLUTIONS & PATAGONIA TRANSFERS ARGENTINA

HIRING AND TRAINING PROGRAM



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AMERICAN BUS ASSOCIATION

TRANSPORTATION VEHICLES + DRIVERS PROFESSION

COMPANY SUCCESSES

- TRANSPORTATION
- FOCUSED ON TOURISM AND CORPORATE MARKET
- MAKE DIFERENCE
- SPECIAL SERVICE
- INDIVIDUAL & GROUPS



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HIRING & SELECTION PROCESS

1. PUBLICATION ON WORK PLATFORMS AND JOB SEARCHES WEB PAGES
2. CV AND APPLICATION FORMS RECEPTION
3. HUMAN RESOURCES – PRE SELECTION OF POTENTIAL EMPLOYEE
4. PRIVATE INTERVIEW WITH HUMAN RESOURCES / RECRUITMENT DEPARTMENT
 - ❖ Background
 - ❖ Experience in Transportation for tourism
 - ❖ Type of vehicle drive
1. PRIVATE INTERVIEW WITH TRANSFER AND LOGISTIC MANAGER
 - ❖ Job description
 - ❖ Knowledge of the experience and expectation
 - ❖ Salary
2. FINAL SELECTION AND HIRING

MANDATORY EXAM

1- DRIVING TEST & LICENSE

A professional chauffeur license that permits to provide transportation services to passengers. There is a specific license for driving vehicles for tourism and passengers. By getting this license, drivers are able to work as professionals and allow our company to show one of our strengths in the industry. Professionalism.

2 – PSYCHOLOGICAL INTERVIEW

After approve the driving test, drivers continue with a psychological interview / test that include two specific topics.

- ✓ Knowledge: Psychological skills and different health studies.
- ✓ Environmental: Recognition of where they live, family group and neighborhood references.

TRAINING PROGRAM

① NATIONAL TRANSPORTATION COMMISSION

② INSURANCE COMPANY

Both of them are mandatory, basically are oriented to up date and teach the drivers about:

- ☐ Sources of Automotive Mechanic
- ☐ Lightening
- ☐ Safety Driving Procedures
- ☐ Road Sign
- ☐ CPR

TOPICS WE DISCUSS

Dress code, good presence and uniform: Our team should inspire confidence, with a smart appearance and must have an enthusiastic attitude.

Assistance and Punctuality:

The importance of being on time is the most essential rule in our company. Punctuality shows that we are true professionals, increase our credibility, reveals respect to other people's time, ensure that drivers are not stressed and complain and enhances our team job productivity. Also shows that we are dedicated to the job; improve our job ethics and help us to get ahead our performance and skills.

TOPICS WE DISCUSS

Customer services:

It is fundamental for us to acknowledge the customer.

Say Good morning, good afternoon, good evening, welcome and thank you is part of our book of rules while providing a service.

Generating empathy with the client guarantees us a large part of a good service.

Our main phrase is: **How can we help you?** We are here to give solutions to our clients and the primary contact is the driver, there is a supervisor that will assist the driver to resolve a problem / question or client need.

An immediate solution or support will be provided by customer service assistance on time.

Vehicle cleaning and maintenance:

We have a cleaning and maintenance regular service program; it is vital for keeping a high appearance level of service. The vehicles are cleaned and verified once a day before starting services and during that day they should be kept in best conditions. Drivers are responsible for it.

Service Feedback and Group experience

- WE SHARE DIFFERENT EXPERIENCES
- DRIVERS CAPACITY OF CHANGE AND FLEXIBILITY
- CLIENT SATISFACTION STANDARD
- ESTIMATE CONSTANTS IMPROVEMENTS
- POSITIVE AND NEGATIVE IDEAS AND COMMENTS
- IMPROVE IMAGE OF DRIVER PROFESSION
- PROFITABLE AWARDS / BONUS
- ADDITIONAL DAYS REST – REWARDS

We know that our drivers are the face of our company and in our precise market, when the service / transfer turns out to be a pleasant experience in all its aspects, the rest of the services we offer are successfully assurance; we owe all this outstanding experience and service to our big family of drivers.



THANK YOU FOR YOUR TIME



PATAGONIA
TRANSFERS

&

SGM
meeting solutions

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