

ARE YOU A PROFESSIONAL?

LOOKING FOR VARIED AND ENJOYABLE WORK?

then join our

COACH DRIVING TEAM

INTRODUCTION

Thank you for your interest in Johnsons Coaches you may have many questions concerning the company and your long-term prospects. Therefore, we have attempted in this letter to answer these questions in order to help you make your decision on whether to join us as a professional coach driver.

So what does the job entail?

Coach driving is a professional vocation and although at times challenging, it is probably the most varied and enjoyable driving job there is. You will be transporting different people and different age groups, from 4 year olds to 90 year olds to different places every day. You'll take pride in knowing where you are going...and you you'll get great job satisfaction from providing excellent customer service along the way!

The hours are very varied and are set by the requirements of that particular days hire and of course every hire and every day are often very different. The coach industry of course is also very subject to seasonal demand, with all coach operators being much busier in the summer than the winter. Having said that, there are strict drivers' hour's regulations in force, which are effective in ensuring that drivers are not overworked or over-tired, especially at peak times.

Furthermore, as mentioned above, working at Johnsons means that your passengers and the type of work will vary greatly every day. One day you could be transporting a party of school children to a Zoo, the next day it could be the local W.I. or National Trust Group going to visit some gardens or perhaps a stately home;

and then the next day you could be transporting top level business executives to a conference! Also of course, once you are more experienced you could be doing holiday touring work in this country or overseas.

One of the many benefits of being a coach driver apart from the fact that the work, as highlighted above is so varied, is that you are more or less “your own boss” while you are out on the road, and your efforts to please your passengers will create tremendous job satisfaction.

Finally, we operate a top quality fleet of modern Bova coaches, of all sizes, which are without doubt a joy to drive.

What basic qualifications and skills do I need to join Johnsons Coaches?

Driving licence requirements

- ❖ Ideally you need a clean driving licence for PCV (category D). Convictions for road traffic offences are taken into account when applications are made.

Health requirements

- ❖ You must be in generally good health to undertake coach driving work and comply with PCV medical requirements.

What makes a good coach driver?

It is important right from the start that you view coach driving as a professional career and the ideal coach driver, due to the varying nature of the work, possess the following:

- a cheerful and friendly personality.
- a positive and enthusiastic attitude to work.
- a desire to please and help customers.
- good communication skills, both talking and listening!
- good geographical knowledge and map reading skills.
- high quality driving skills, with a strong awareness of hazard perception and a total commitment to safe driving.
- an acceptance of flexible working hours!
- smart appearance
- honest and trustworthy

What are the stages to becoming a Johnsons coach driver?

We do take training very seriously here at Johnsons, consequently we have devised six clear steps or “stages” to becoming a successful Johnsons coach driver

They are as follows:

Stage 1 After reading this leaflet, just complete the application form and return it to us.

Stage 2 Successful candidates will be offered a “try-out day”. This is your opportunity to experience first hand what it is like working at Johnsons Coaches. We will put you in the care of one of our experienced drivers for a day or half day, travelling with him on a real live coach hire.

Stage 3 The candidates who pass the “try-out day” and who are happy with the company are then offered an interview here at our offices. The interview will include a geography and map test, a Highway Code test, a PCV driving assessment, as well as the formal interview itself.

Stage 4 Successful candidates will be offered employment as a coach driver and be asked to read and sign a “contract of employment” which provides details of your employment with Johnsons Coaches.

At this stage you will also be required to undertake a CRB (Criminal Records Bureau) check. You will also be requested to give permission for you license details to be checked with the DVLA. You will need to complete both forms and we will send them off to the relevant authorities. (Please note that the CRB check is required for all of our drivers, as your work will require you to be in contact with young people). Should you fail your DVLA or your CRB check then your employment will be automatically terminated.

Stage 5 You will commence your employment as a coach driver, under the guidance of our training team. You will also of course at this stage join the payroll! You will be issued with a training log with details of all the various elements of both your “in-vehicle” and “in-classroom” training. There will also be regular appraisals of your performance and progress and these appraisals are also an ideal opportunity for you to voice any concerns or indeed aspirations. Please note that we reserve the right at any time to terminate your training and employment if we believe that your performance and progress is unsatisfactory.

Stage 6 This is the final stage and the start of your year as a ‘Newly Employed Driver’ (NED). You will remain at NED status for one full year once you have completed your 3 month trial period. During this time, although you are a qualified coach driver, you will still remain under the authority of our training team, so that we can ensure that the work allocated to you is matched to your abilities and experience.

Your first year with Johnsons Coaches must be carefully managed with additional support, help, and advice. There will also be further in-classroom training that will include subjects like driver’s hours, customer care, first aid and disability awareness. Finally, during the whole year there will once again be performance and progress appraisals, which you will be expected to pass.

During this time you will also receive mentoring experiences for example, travelling on Johnsons Coaches own products hires as a second driver, with an experienced driver to help you learn the ropes. After a full 12 months your training log will then be complete and a Johnsons Coaches certificate will be issued to you.

What can you expect to earn as a coach driver?

An important question of course! All our drivers are graded according to experience, skills and performance. Therefore your earnings will be subject to negotiations based on your skills and experience. There will be a review of your starting grade after 3 months and if you have demonstrated the required performance levels, skills and experience then you will be up-graded to NED status. A further review will take place after 12 months in line with the company driver appraisal scheme..

Please note that during your NED year, if your performance and progress is excellent then we may well reward you by up-grading you before your NED year ends.

- ❖ Obviously our most senior and experienced drivers are on the top grades, and therefore you have the opportunity of earning up to, and in excess of £23,000 per year. Basically the faster you learn, perform, and take on new challenges, the faster you will rise up through the grades.
- ❖ Your basic hours of work are 07.30 hrs to 17.00 hrs – Mon to Fri. (42.5 hours per week)
- ❖ The above 'standard rate' covers the above basic hours of work. .
- ❖ The 'un-social rate' is paid for hours worked between 17.00 hrs each week day and 07.30 hrs the following morning, and from 17.00 to Friday, all weekend until 07.30 hrs Monday morning. Bank holidays also qualify for un-social hours rates.
- ❖ Please note that when you are away from our depot here, on a coach hire, you are paid for all hours worked, including all lunch hours and other breaks. This also includes all 'on location' time; this is the time during which your customers are at their destination. The list of these is of course endless and it may for example, be at a theme park, a seaside resort, a historic house or garden, a hotel conference centre or an educational attraction.

Additional Benefits

- ❖ You are also paid an annual bonus of £600 per year this bonus, or part of it, is lost in the event of poor performance, for example; damaging your coach, providing poor customer service, or for not wearing your uniform properly. The details of the company bonus scheme will be explained to you on commencement of your employment
- ❖ After 5 years' service we do include you in our company pension plan and provide a contribution per month.
- ❖ You are entitled to 20 days paid holiday plus bank holidays. Please note that we do strongly discourage holidays being taken in May, June, July, and September, as these are by far our busiest months.
- ❖ The industry does still have a tradition of tipping. The amount of these gratuities is entirely down to your own performance and on how well you

have cared for your customers. All tips should be declared annually to the Inland Revenue.

- ❖ At some attractions, garden centres, visitor centres, and refreshment outlets you do sometimes receive a “commission” for bringing your passengers to their establishment. Again, these should be declared annually to the Inland Revenue.

There are plenty opportunities for over-time! I can also tell you that at the present time the average annual salary across the board, for all our coach driving team, regardless of their grade, is £20,900 a year plus the benefits listed above.

What are the conditions of employment and uniform allowance?

Yes of course we do have detailed Conditions of Employment, which are too numerous to list here. They are not onerous and are simply based on our commitment to excellent customer service and commitment to continuous improvement. You are welcome to inspect them during any stage of your training with us, so please just ask. Furthermore, upon commencement of Stage 5, you will receive an in-depth 3 day induction course, which includes a fairly detailed look at conditions of employment and policies and procedures.

With regard to uniforms, we do provide a uniform, which we expect you to wear at all times when driving. Once you have been accepted for employment at stage 5, you will be provided with a full uniform issue.

What commitment is required and what are the longer term prospects?

The Employment contract provides details of your responsibilities during your Employment with us and you may ask to see a copy of it at any time.

We do of course hope that your career as a Johnson’s coach driver will be a long, successful and enjoyable one and of course, as mentioned previously, your long-term prospects are in your own hands. The better you are with your passengers, your vehicle, and with your commitment to increasing your geographical knowledge and experience, both in this county and abroad, the faster you will go up the grade ladder and the better the work you will receive as a coach driver.

CONCLUSION

So there you have it, a quick introduction to a career as a coach driver for Johnsons Coaches. Yes, the job can be demanding at times, but every day you will meet new people, go to new places, and take in many new sights and experiences.

We hope you will choose Johnsons as your employer; we have been established since 1909 and are very much a friendly family company. The company is still very much an independent family run business and Peter and John Johnson are still very much “hands-on” Directors. We take great pride in providing excellent customer service, and it is very much for this reason that we are now one of the Midlands largest and most successful coach operators. This success is highlighted by the fact that we have won “Coach Operator of the Year” twice for our vehicle fleet size

category, plus there have been many other awards for us over the years for training, brochures, and holiday programmes.

Should you have any questions at all with regard to the above information, then please just call one of the contacts on the list below.

Thank you for your interest in Johnsons, we hope to hear from you soon.

Your sincerely

Tony Wallace,
Training & Development Manager 01564 797058

Other contacts here at Johnsons:

Chief Driving Instructor	01564 797058
Peter Johnson, Director	01564 797057
John Johnson, Director	01564 797055

Travel with JOHNSONS – Travel with Friends

All information is correct at September 2010