

**CONFIDENCE QUALITY SERVICE CHARTER**  
**FOR TOURISM PROFESSIONALS IN THE CITY OF CANNES**

**ONLY CANNES**



**RELIABILITY - ETHICS - DEVELOPMENT**



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# COMMON COMMITMENTS

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## **I. FIELDS & SCOPE OF APPLICATION**

This Charter was prepared and negotiated on the initiative of the City of Cannes. It results from a partnership between:

- the City of Cannes,
- the Palais des Festivals & des Congrès - Office du Tourisme (Semec),
- the Syndicat des Hôteliers de Cannes & Environs,
- the Union Patronale des Restaurateurs de Cannes & Région,
- the Syndicat des Plagistes Cannois,
- the Syndicat des Taxis Cannois.

All hoteliers, restaurateurs, beach managers and taxi drivers located in Cannes may decide to sign the charter and claim its advantages on the condition of scrupulously respecting the legal provisions and conventions therein.

Common and specific requirements have been defined according to profession, corresponding to these professionals' commitments.

## **II. FINALITY & OBJECTIVES**

Cannes is a destination that is in global competition; the city must offer visitors and local clientele only the very best.

This is the rationale behind this quality approach, part of the will of the City of Cannes, through its proxy the Palais des Festivals & des Congrès (Festival Hall), to guarantee the level of services of all tourism professionals for the constant satisfaction of the destination's customers.

Thus, the objectives of the City and the professionals having signed the Charter are to:

- Give the destination of Cannes an image as a European and global reference, for both business and leisure tourism.
- Renew customers' confidence through an offering of reliable quality services by professional players.

This charter is an approach that is not imposed, applicable on a voluntary basis, in the context of which each member establishment agrees to respect requirements in terms of the quality of service and prices on the one hand, and ethical rules on the other. The Conseil du Tourisme Cannois (Cannes Tourism Council), which includes representatives of the City, the Palais des Festivals & des Congrès and the trade unions (syndicats) concerned shall be responsible for monitoring respect of these commitments by professionals.

This charter is based on the following principles, which make up the signatories' three reference values:

**Reliability:**

- Sustainable guarantee of quality service and reliable prices, to provide the best possible quality-price ratio.

**Exclusivity:**

- Custom hospitality, recognizing customers, thereby adapting the offer through exclusive service.

**Pleasure:**

- Assertion of the pleasure of welcoming and greeting visitors in Cannes.
- Commitment to providing pleasure, through the services offered, to customers to make their stay in Cannes particularly pleasant.
- Hospitality with a smile: The pleasure of hospitality, giving pleasure through thoughtful service, participating in the pleasure of the customers' stay.
- Tasty Food: Giving pleasure through thoughtful service and tasty fare.
- Friendly Ambiance: Offering a warm setting and friendly atmosphere.
- Bills with no surprises: Guaranteeing a quality-price ratio and ensuring stability of prices.

In keeping with these principles, very concrete specific commitments are expected of professionals to guarantee quality service in each establishment and contribute to collective dynamics.

The City, as instigator of this dynamic, wishes for member professionals to become the ambassadors of the destination of Cannes, by presenting the City's different sights, activities and events, current or future, to all visitors, thereby contributing to its renown and thus to its appeal.

At the same time, this Charter is a tool to help service providers enhance their know-how and professionalism.

For the professionals signing the Charter, the stakes of this approach are as follows:

- Developing their clientele by improving satisfaction, reinforcing confidence and differentiating themselves from the competition.
- Obtaining recognition for their professionalism.

### **III. COMMON COMMITMENTS TO SERVICE**

The professionals' commitments are built around four common principles:

1. Quality of service
2. Compliance and fairness of prices
3. Constant improvement of the quality of service
4. Traceability

#### **1/ QUALITY OF SERVICE**

##### **1. Highlighting customer hospitality**

Customer hospitality is an essential part of all service. The professionals of Cannes agree to provide the best possible welcome and train their staff to ensure professional, friendly and personalised hospitality to all customers.

##### **2. Providing the best services**

The professionals of Cannes are committed to maximizing the quality of service and adapting it for each customer according to specific needs, implicit or explicit.

##### **3. Offering customers a quality setting**

Hygiene, cleanliness, acoustical and olfactory comfort are all parameters that must positively characterize the setting in which the professionals of Cannes greet customers.

##### **4. Ensuring security for customers and their belongings**

Global events lead each day to further reinforcing security measures in tourist and business venues to be able to ensure a peaceful stay for visitors. The City of Cannes is a particularly safe destination today but, in case of theft or aggression, the professionals must assist their customers, especially to facilitate ensuing administrative tasks.

##### **5. Informing customers about cultural and tourist activities and the establishments in Cannes and its vicinity**

All professionals agree to inform visitors about tourist sights, shows and more broadly all current and future events, cultural and otherwise, in Cannes. They agree to provide customers with all the practical information they may need (location and opening hours of shops, neighbourhood services, tourist bureau, etc). The professionals must also invite customers to answer a questionnaire on satisfaction.

## **2/ COMPLIANCE & FAIRNESS OF PRICES**

### **1. Respecting current regulations**

Every professional must scrupulously respect current regulations and keep abreast of future regulations to comply with and respect the dates of enforcement of these texts.

### **2. Applying rules of transparency and fairness in terms of prices**

The City wishes to be able to guarantee total transparency of prices; for that purpose, the City requires professionals to announce their prices clearly in advance, and, for total transparency, produce detailed bills and invoices, specifying the charge for each service or product and the amount of VAT.

### **3. Respecting contractual commitments to trade fair and convention organizers or the City of Cannes**

This applies to hotels and beach managers only: hoteliers must respect specific quotas in terms of contingents and the allocation of rooms, while beach managers must respect the public service contract binding them to the City.

## **3/ CONSTANT IMPROVEMENT OF THE QUALITY OF SERVICE**

### **1. Evaluating quality of service**

The professionals must undertake self-monitoring to position themselves with respect to the requirements of this Charter and identify, as needed, their shortcomings before their customers. In addition to such self-evaluation, the establishments shall assess customer satisfaction.

### **2. Processing customer complaints**

The establishments must process all complaints against them in a specific sustainable way. All complaints must receive a reply and corrective action.

### **3. Improving service and the context of the service provided**

According to the results of these evaluations, complaints received, new needs and customer expectations, the professionals must implement action plans to improve quality of service.

### **4. Training and informing staff**

Each professional must train staff, first to the Charter's requirements but also to the measures provided for in each action plan for improvement.

#### 4/ TRACEABILITY

##### Keeping the necessary documents

Proper application of this Charter may be assessed, among other things, through certain documents, underlined in the specific commitments for each profession. Thus, each professional is obligated to keep these documents for a period of 3 years.

## IV. EVALUATION & MONITORING OF RESPECT FOR COMMITMENTS

#### 1/ REFERENCING

Professionals wishing to sign the Charter must file an application with their trade union or the Palais des Festivals (Office du Tourisme). The application must comprise at least:

1. Acknowledgement of receipt of the Charter whose user must recognize having read and approved it.
2. Information specifying, if necessary, the commitments set by the professional him/herself.
3. Documents proving respect for the requirements of this Charter, whenever possible.
4. A quality improvement plan for the year, pinpointing customer dissatisfaction, the actions engaged to remedy them and their results.

As long as the application remains incomplete or non-compliant, the establishment cannot be accredited. In all events, the establishment shall receive a written answer to the request within a month after the application has been filed. During this lapse of time, the Conseil du Tourisme Cannois reserves the right to undertake a visit of the establishment to ascertain its eligibility.

#### 2/ MONITORING RESPECT FOR COMMITMENTS

The Conseil du Tourisme Cannois plans to ensure proper enforcement of the requirements for each professional signatory through the following actions:

**- Planned or impromptu inspections:** auditors will be sent to assess compliance with the practices and provisions implemented by the professionals to meet the Charter's requirements. During inspection, the auditor shall be introduced as such and proceed with observations and interview staff. At the time of the audit, the establishment's Management shall provide the auditor with all documents useful for the analysis. Audits may be complete or partial (targeting a particular service). When the audit is completed, the auditor shall inform the establishment's Management of any deviations observed, deviations or remarks taken up in the context of a report communicated to the professional and to the Conseil du Tourisme Cannois.

- **Visits by 'mystery' customers:** in this case, the auditors' identity is not disclosed. This type of evaluation helps measure the actual quality of service in relation to the expected quality of service according to the Charter. As in the previous case, visits by a 'mystery' customer result in a summary of results communicated to the professional and to the Conseil du Tourisme Cannois.

At the end of the inspection, the establishment's Management is informed of any discrepancies found. The professionals must then quickly take the necessary measures to remedy any shortcomings or immediately relinquish the advantages attached to the Charter. A serious breach or repeated breaches shall not be tolerated in order not to rid of its substance the image of quality and reliability attached to the Charter, brand and logo.

Consequently, any professional making unauthorized use of the Charter, brand or corresponding logo, may be fined for damages to the Charter's signatories and organizers.

The Charter's general and special conditions may be formalized at a later date in reference in compliance with the provisions in Articles L115-27s and R115-8s of Le Code de la Consommation.

### **3/ RENEWAL**

Every year, at the end of the calendar year, the professionals must send their corrective action plan for the year to their trade union or the Palais des Festivals.

Membership to the Charter is renewed for the next year, if the corrective action plan complies and if the professional is not in one of the three following situations:

- Inspection or visit by a 'mystery' customer revealing major deviations from the Charter (in this case, a single observation is enough to exclude the professional).
- Reception of 10 complaints in 4 months.
- Wish on the professional's part to withdraw.

In all cases, the decision is to be made by the Conseil du Tourisme Cannois.

As soon as a professional ceases to be a signatory to the Charter, all indications relating to it must be removed.

## **V. COMMUNICATION**

### **1/ COMMUNICATION BY THE ESTABLISHMENT**

A logo designed by the Palais des Festivals & des Congrès identifies all establishments having signed the Charter. Authorized professionals are entitled to place the logo on the door of their establishment or vehicle. They may also use the logo in their commercial documentation (brochures, letterhead paper, business cards...).

The applicable commitments (Common Commitments and those specific to each profession) are posted in the establishment ostensibly so customers can read them.

### **2/ INSTITUTIONAL COMMUNICATION**


The Palais des Festivals agrees to undertake promotion of the approach, in particular through the Office du Tourisme (Cannes Tourist Bureau), and its marketing and commercial policy, by preparing one or several documents to identify and enhance the signatories in the eyes of the inhabitants, tourists and convention-goers.

The text of the Charter is displayed in the establishment ostensibly, so it can easily be read on the premises of the Office du Tourisme (Festival Hall, La Bocca, SNCF railway station). The Palais des Festivals & des Congrès supplies signatories of the Charter with a support for the logo and reference documents.

The City and the Palais des Festivals integrate the logo of the Charter in promotional documents for the destination Cannes.

THE COMMITMENT OF THE TOURISM PROFESSIONALS OF CANNES

For the Syndicat des Hôteliers,



Michel CHEVILLON  
President

For UPRL,



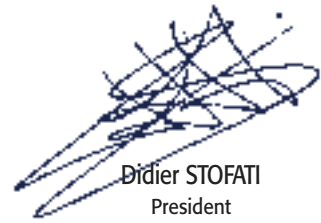
Alain VIOTTI  
President

For the Syndicat des Plagistes,



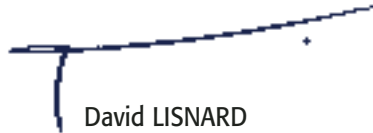
Gérard GRIZETTI  
President

For the Syndicat des Taxis,



Didier STOFATI  
President

For the City of Cannes and the Palais des Festivals & des Congrès,



David LISNARD

Deputy Mayor of Cannes in charge of Tourism and Economic Development  
President, Palais des Festivals & des Congrès - Office du Tourisme



# COMMITMENTS

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# ACCORDING

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# TO PROFESSION



# HOTELIERS



**Desirous of guaranteeing the best service at fair prices and conveying the best image of Cannes, each hotel or tourist residence manager having signed this Charter agrees to the following points:**

## **I. QUALITY OF SERVICE**

The hotelier of Cannes agrees to:

### **1. To Provide top quality hospitality to Customers**

1. Greet customers in proper dress, clean and easily identifiable by customers (if appropriate, wearing a badge).
2. Tailor hospitality to each customer with a word of welcome ("Hello Sir, or Madam, welcome to the (...) hotel, did you have a nice trip? etc.").
3. Greet customers with a smile.
4. Use customers' name as often as possible.
5. Address them in their own language or at least in English.
6. Remain within customers' view and ready to provide information.
7. In case the reception staff is already busy, invite customers to wait with a polite formula or a gesture of welcome (a look or a nod) and try to reduce waiting time to a minimum.
8. Take special measures for customers with a handicap: accompany customers who so desire to their rooms, write down information given orally, if necessary, carry luggage.
9. Make certain that customers fully understand the information provided.
10. Wish customers a pleasant stay before they leave the reception desk to go to their rooms.

## **2. Supply the best services**

1. Offer quality services, on a par with the hotel's classification.
2. Be able to adapt them to specific expectations according to customers' nationality or particular segments of clientele (children, elderly or disabled persons).
3. Be able to describe fully and precisely, with the opening hours, all the services available in the hotel (e.g.: breakfast).
4. Adapt, to the extent possible, the hours of services according to customers' wishes.
5. For all services, reduce waiting time for customers.
6. Provide customers with the usual supplies: toiletries, shoe polish, sewing kit, hair drier, shaving kit...

## **3. Offer customers a quality setting**

1. Greet customers in lobby (furniture, etc.) in perfect condition and clean at all times.
2. Adapt the conditions of comfort to the venue and services for the hotel's category.
3. Offer an accommodation product whose cleanliness and hygiene are always irreproachable.
4. Offer an accommodation setting (room) with comfortable furniture in perfect condition, and equipment in good working condition.

## **4. Ensure security for customers and their belongings**

1. Provide a security system after 11:00pm: hotel door locked or presence of a night watchman.
2. Provide a safe for customers' belongings.
3. Post up-to-date easy-to-read security instructions in every room.
4. Assist customers falling victim to aggression or theft and accompany them to administrative structures or medical facilities if required.

## **5. Inform customers about cultural and tourist activities and establishments in Cannes and its vicinity**

1. Inform customers of shows, entertainment and activities available in the City, and the fun attractive side of Cannes and its vicinity.
2. Provide customers with city maps.
3. Supply customers with any practical information they may need (location and opening hours of shops, neighbourhood services, tourist bureau...).
4. Direct customers to other service providers or establishments when unable to provide the expected quality of service.

## II. COMPLIANCE & FAIRNESS OF PRICES

The hotelier of Cannes agrees to:

### **1. Respect current regulations**

1. Ensure scrupulous respect of all regulatory texts in force.
2. Implement as soon as possible the provisions and requirements specified in the new regulations.

### **2. Apply the rules of transparency and fairness in terms of prices**

1. Post at the entrance, at the reception and behind the door of each room, the tariffs for the room and other services available in the hotel, as prescribed by law.
2. Establish a detailed bill, in euros exclusively, specifying the amount of VAT.

### **3. Respect contractual commitments made with the organizers of conventions and other institutional events in Cannes**

1. Recognize the organizer or official receptive agency appointed to manage each event.
2. Make available to the organizer officially recognized as such, a maximum contingent of rooms for each event, as needed and according to the establishment's total capacity:
  - a. For establishments currently granting a minimum of 80% (eighty percent) of their total capacity, renewal of this commitment.
  - b. Establishments currently allocating 50% (fifty percent) of their total capacity will have to increase the following year to 80% (eighty percent) of their total capacity.
  - c. Establishments allocating less than 50% (fifty percent) of their total capacity or no rooms will have to switch the following year to a minimum of 50% (fifty percent) of their total capacity.
3. Pay to the organizer the commission on the entire contingent attributed at the start of the event, after checking and validating the total number of rooms occupied on this occasion.

#### **4. Respect contractual commitments (cont.)**

4. Not alter the attribution of the different categories of rooms provided by each hotelier, in the context of the allotment attributed to the official organizer or representative, prepared with the organizer before the event (except in case of renovation, transformation or major works completely changing the room's features; in this case, the hotelier must inform the organizer of the event or his representative, so this change can be taken into account in renegotiating the contract for the following year).
5. Provide the organizers of the Cannes Film Festival a certain number of rooms for 'Guests', at preferential rates, according to the establishment's total capacity, by express request of the Direction Générale du Festival de Cannes (Cannes Film Festival Directorate General).
  - a. The norm in force today is 10% (ten percent) of total capacity. A tolerance shall be applied, however, for establishments with less than 15 (fifteen) rooms, which are exempted from this obligation.
  - b. For other establishments not solicited, this rule shall apply only according to the organizers' needs by mutual agreement.

### **III. CONSTANT IMPROVEMENT OF THE QUALITY OF SERVICE**

The hotelier of Cannes agrees to:

#### **1. Evaluate quality of service**

1. Remain attentive to the slightest change in customers' mood or behaviour that might express a deficiency or dissatisfaction.
2. Undertake self-evaluation of service in the establishment.
3. Measure customer satisfaction, in particular by providing customers with a questionnaire to evaluate satisfaction.

#### **2. Process customer complaints**

1. Reply by mail within 3 (three) days all complaints in writing addressed to the hotel.
2. Take into account immediately all negative remarks or complaints from customers relative to their stay in the hotel and transmit them, if necessary, to the establishment's Management to implement corrective measures as soon as possible, customer satisfaction being the hotelier's priority.

### **3. Improve service and the context of the service provided**

1. Take into account the results of satisfaction surveys and in particular customers' remarks to improve their product and service.
2. Constantly improve the efficiency and quality of service by implementing action plans for improvement.

### **4. Train staff**

1. Train staff to the requirements of this Charter.
2. Inform or train staff (as needed) to the actions for improvement implemented.

## **IV. TRACEABILITY**

### **The hotelier of Cannes agrees to keep the following documents:**

1. The results of satisfaction surveys
2. Customer complaints and the answers provided
3. The results of self-monitoring inspections
4. Reports on visits by external inspection organizations in terms of quality, hygiene and security
5. Action plans for improvement
6. The forms detailing all corrective and preventive actions implemented
7. The forms attesting staff training

For the City of Cannes  
and the Palais des Festivals & des Congrès,



David LISNARD  
Deputy Mayor  
President, Palais des Festivals & des Congrès

For the Syndicat des Hôteliers,



Michel CHEVILLON  
President



**Desirous of guaranteeing the best service at fair prices and conveying the best image of Cannes, each restaurant manager signatory of this Charter, agrees to the following points:**

## **I. QUALITY OF SERVICE**

The restaurateur of Cannes agrees to:

### **1. To Provide top quality hospitality to Customers**

1. Tailor hospitality to each customer with a word of welcome.
2. Show customers they are expected by taking them quickly to their table.
3. Identify staff with recognizable dress.
4. Ensure reception by a staff member able to speak English at least.
5. Offer menus in several languages (English, at least).
6. Develop a genuine spirit of hospitality to make certain the customers' meal is a moment of pleasure (e.g., recommending certain dishes, wines...).
7. Take special care of customers with a disability: help them sit down, write down information given orally, if necessary.
8. Have a positive attitude, particularly concerning the destination Cannes.

### **2. Supply the best services**

1. Prepare dishes made with quality products and perfectly safe and wholesome and served in the establishment by professionals.
2. Provide customers with information on the characteristics of the products on the menu (origin, label of origin, etc.).

3. Provide customer service with impeccable hygiene, with all due courtesy and respect.
4. Reduce waiting time between courses.
5. Adapt the time of service to customers' wishes to the extent possible, with the obligation to serve customers - when open - seated at a table at least from 12:00 to 2:00pm for lunch and from 7:30 to 10:00pm for dinner.
6. Offer a menu in the customers' language, in English at least.
7. Accept at least two different types of credit cards.

### **3. Offer customers a quality setting**

1. Serve meals in a special setting with comfortable furniture, in perfect condition and always clean.
2. Provide customers with clean toilets, free of unpleasant smells, equipped with a washbasin and mirror.

### **4. Ensure security for customers and their belongings**

1. Make certain to provide the best possible security for customers' belongings.
2. Assist customers falling victim to aggression or theft and accompany them to administrative structures or medical facilities if required.

### **5. Inform customers about cultural and tourist activities and establishments in Cannes and its vicinity**

1. Inform customers of shows, entertainment and activities available in the City, and the fun attractive side of Cannes and its vicinity.
2. Provide customers with city maps.
3. Supply customers with any practical information they may need (location and opening hours of shops, neighbourhood services, tourist bureau...).
4. Direct customers to other service providers or establishments when unable to provide the expected quality of service.

## **II. COMPLIANCE & FAIRNESS OF PRICES**

The restaurateur of Cannes agrees to:

### **1. Respect current regulations**

1. Ensure scrupulous respect of all regulatory texts in force.
2. Implement as soon as possible the provisions and requirements specified in the new regulations.

### **2. Apply the rules of transparency and fairness in terms of prices**

1. Post menus legibly outside the establishment.
2. Not increase prices for conventions and other events.
3. File rates for all services with the Union Patronale des Restaurateurs & Limonadiers or Office du Tourisme; these rates shall be the reference in case of dispute.
4. Establish a detailed bill, in euros exclusively, clearly specifying the amount of VAT and the services provided in the price.

### **3. Respect standards and regulations in terms of hygiene and security**

1. Respect European standards of hygiene (HACCP) and train staff.
2. Not use the word 'fresh' to describe canned or frozen products.
3. Regularly have an accredited specialist inspect products or preparations through bacteriological analysis of samples.

## **III. CONSTANT IMPROVEMENT OF THE QUALITY OF SERVICE**

The restaurateur of Cannes agrees to:

### **1. Evaluate quality of service**

1. Remain attentive to the slightest change in customers' mood or behaviour that might express a deficiency or dissatisfaction.
2. Undertake self-evaluation of service in the establishment.
3. Measure customer satisfaction, in particular by providing customers with a questionnaire to evaluate satisfaction.

### **2. Process customer complaints**

1. Reply by mail within 3 (three) days all complaints in writing addressed to the establishment.
2. Take into account immediately all customers' negative remarks or complaints relative to a meal and transmit them, if necessary, to the establishment's Management to implement corrective measures as soon as possible, customer satisfaction remaining the restaurateur's priority.

### 3. Improve service and the context of the service provided

1. Take into account the results of satisfaction surveys and in particular customers' remarks to improve their product and service.
2. Constantly improve the efficiency and quality of service by implementing action plans for improvement.

### 4. Train staff


1. Train staff to the requirements of this Charter.
2. Inform or train staff (as needed) to the actions for improvement implemented.

## IV. TRACEABILITY

### The restaurateur of Cannes agrees to keep the following documents:

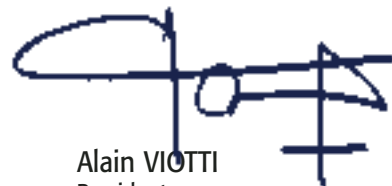
1. The results of satisfaction surveys
2. Customer complaints and the answers provided
3. The results of self-monitoring
4. Documents attesting the origin of beef
5. Reports on visits by external inspection organizations in terms of quality, hygiene and security
6. Action plans for improvement and the forms detailing all corrective and preventive actions implemented
7. The forms attesting staff training

For the City of Cannes  
and the Palais des Festivals & des Congrès,



David LISNARD  
Deputy Mayor  
President, Palais des Festivals & des Congrès

For the UPRL,



Alain VIOTTI  
President



**Desirous of guaranteeing the best service at fair prices and conveying the best image of Cannes, each beach manager signatory of this Charter, agrees to the following points:**

## **I. QUALITY OF SERVICE**

The Beach Manager of Cannes agrees to:

### **1. To Provide top quality hospitality to Customers**

1. Greet customers with 'Hello' and 'Goodbye', in their own language if possible or at least in English.
2. Be properly dressed, have a positive attitude particularly regarding the destination Cannes.
3. Reduce customers' waiting time to a minimum.
4. Take special care of customers with a disability: help them sit down, write down information given orally, if necessary.
5. Offer a menu in the customers' language, or in English at least.

### **2. Ensure scrupulous respect of the stipulations in the 'Délégation de service public balnéaire' contract between the beach manager and the municipality**

### **3. Supply the best services**

1. Offer quality services.
2. Be able to adapt them to specific expectations according to customers' nationality or particular segments of clientele (children, elderly or disabled persons).
3. For all services, reduce customers' waiting time.
4. Adapt the hours of services according to customers' wishes to the extent possible.

5. Prepare dishes, served in the establishment by professionals, made with quality products and perfectly safe and wholesome.
6. Provide customer service with irreproachable hygiene and all due courtesy and respect.
7. Accept at least two different types of credit cards.

#### **4. Offer customers a quality setting**

1. Offer customers comfortable facilities in a clean, attractive welcoming setting.
2. Provide customers with impeccable toilets and showers free of unpleasant smells.

#### **5. Ensure security for customers and their belongings**

1. Institute a system of surveillance for customers' belongings.
2. Provide information on security on the beach and in the water.
3. Assist customers falling victim to aggression or theft and accompany them to administrative structures or medical facilities if required.

#### **6. Inform customers about cultural and tourist activities and establishments in Cannes and its vicinity**

1. Inform customers of shows, entertainment and activities available in the City, and the fun attractive side of Cannes and its vicinity.
2. Provide customers with city maps.
3. Supply customers with any practical information they may need (location and opening hours of shops, neighbourhood services, tourist bureau...).
4. Orient customers to other service providers or establishments when unable to provide the expected quality of service.

## **II. COMPLIANCE & FAIRNESS OF PRICES**

The beach manager of Cannes agrees to:

### **1. Respect current regulations**

1. Ensure scrupulous respect of all regulatory texts in force.
2. Institute the provisions and facilities required by the new regulations as soon as possible.

## 2. Apply the rules of transparency and fairness in terms of prices

1. Post the tariffs for services legibly outside the establishment.
2. Not increase prices for conventions and other events.
3. File rates for all services with the Syndicat des Plagistes Cannois or Office du Tourisme. These rates will be the reference in case of dispute.
4. Establish a detailed bill, in euros exclusively, clearly specifying the amount of VAT and the services provided in the price.

## 3. Respect standards and regulations in terms of hygiene and security

1. Respect European standards of hygiene (HACCP) with training of staff.
2. Not use the word 'fresh' to describe canned or frozen products.
3. Regularly have an accredited specialist inspect products or preparations through bacteriological analysis of samples.

## III. CONSTANT IMPROVEMENT OF THE QUALITY OF SERVICE

The beach manager of Cannes agrees to:

### 1. Evaluate the quality of service

1. Remain attentive to the slightest change in customers' mood or behaviour that might express any deficiency or dissatisfaction.
2. Undertake self-evaluation of service in the establishment.
3. Measure customer satisfaction: provide customers with a questionnaire to evaluate satisfaction or a suggestion book.

### 2. Process customer complaints

1. Reply by mail within 3 (three) days all complaints in writing addressed to the establishment.
2. Take into account immediately all negative remarks or complaints from customers relative to their reception in the establishment and transmit them, if necessary, to the establishment's Management to implement corrective measures as soon as possible, customer satisfaction remaining the beach manager's priority.

### 3. Improve service and the context of the service provided

1. Take into account the results of satisfaction surveys and customers' remarks in particular to improve their product and service.
2. Constantly improve the efficiency and quality of service by implementing action plans for improvement.

### 4. Train staff

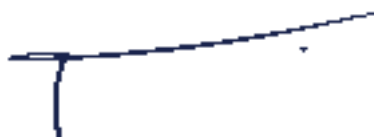
1. Train staff to the requirements of this Charter.
2. Inform or train staff (as needed) to the actions for improvement implemented.

## IV. TRACEABILITY

### The beach manager of Cannes agrees to keep the following documents:

1. The results of satisfaction surveys
2. Customer complaints and the answers provided
3. The results of self-monitoring
4. Documents attesting the origin of beef
5. Reports on visits by external inspection organizations in terms of quality, hygiene and security
6. Action plans for improvement and the forms detailing all corrective and preventive actions implemented
7. The forms attesting staff training

For the City of Cannes  
and the Palais des Festivals & des Congrès,



David LISNARD  
Deputy Mayor  
President, Palais des Festivals & des Congrès

For the Syndicat des Plagistes,



Gérard GRIZETTI  
President



**Desirous of guaranteeing the best service at fair prices and conveying the best image of Cannes, each taxi driver having signed this Charter, agrees to the following points:**

## **I. QUALITY OF SERVICE**

The taxi driver of Cannes agrees to:

### **1. To Provide top quality hospitality to Customers**

1. Greet customers by saying 'Hello' and 'Goodbye', in their own language if possible or at least in English.
2. Be properly dressed, have an outstanding positive attitude.
3. Reduce customers' waiting time to a minimum.
4. Take special care of customers with a disability: help them sit down, write down information given orally, if necessary.

### **2. Supply the best services**

1. Offer and respect the most efficient itinerary in the customers' interest, unless expressly requested otherwise by customers.
2. Be courteous and polite at all times. Give a positive image of the profession and of the City of Cannes, at both the start and the end of the ride.
3. Facilitate access to the vehicle by opening and closing doors.
4. Help the clientele enter and settle in the vehicle, as needed.
5. Place luggage in the boot of the vehicle and return it directly to the customer at the end of the ride.
6. Inform the reception desk in hotels, hospitals, clinics or any other establishment so the clientele can receive assistance in the best conditions.

### 3. Offer customers a quality setting

1. Greet clientele in a clean comfortable vehicle.

### 4. Ensure security for customers and their belongings

1. Have an automatic locking system for car doors to prevent theft of customers' belongings.
2. Assist customers falling victim to aggression or theft and accompany them to administrative structures or medical facilities if required.

### 5. Inform customers about cultural and tourist activities and the establishments of Cannes and its vicinity

1. Inform customers of shows, entertainment and activities available in the City, and the fun, attractive side of Cannes and its vicinity.
2. Provide customers with city maps.
3. Supply customers with any practical information they may need (location and opening hours of shops, neighbourhood services, tourist bureau...).

## II. COMPLIANCE & FAIRNESS OF PRICES

The taxi driver of Cannes agrees to:

### 1. Respect current regulations

1. Ensure scrupulous respect of all regulatory texts in force.
2. Implement as soon as possible the provisions and requirements specified in the new regulations.

### 2. Apply the rules of transparency and fairness in terms of prices

1. Post the types of tariffs legibly inside the vehicle.
2. Systematically deliver a receipt, in euros exclusively, for all rides exceeding €15.24. For the other rides, deliver a receipt to any customer requesting it.

## IV. TRACEABILITY

*The taxi driver of Cannes agrees to keep the following documents:*

1. The results of satisfaction surveys
2. Customer complaints and the answers provided
3. The results of self-monitoring
4. Reports on visits by external inspection organizations in terms of quality, hygiene and security
5. Action plans for improvement
6. The forms detailing all corrective and preventive actions implemented
7. The forms attesting the driver's training

For the City of Cannes  
and the Palais des Festivals & des Congrès,



David LISNARD  
Deputy Mayor  
President, Palais des Festivals & des Congrès

For the Taxi drivers' Union,



Didier STOFATI  
President

