



OrganiZing Swiss – Professional solutions for private and corporate customers.
 Services provided: Guest Relations, Relocation, Limousine Transport, Health Care, Security Services

OZ Swiss – Services & Quality Management

OZ Swiss' first goal is to achieve a perfect balance between quality and cost. We strive for efficient and flexible customer service and maintain high service standards, while we do not forget about social responsibility either.

Based on our experience in the field of Guest Relations Services and with high demanding consultancy assignments it goes without saying that this tradition is applied to our Limousine Services as well.

We also want to draw your attention to the importance of safety standards. Ascertain that your transport service provider is able to operate in accordance with the security policy of your company. Keep in mind, that the risk of accidents, indiscretion or even thefts is much higher than that of a plane crash. If your top executives are not allowed to take the same jet, they surely should not get into just any car.

Our tips on how to review your service provider:

- Look for an entry in the Commercial Register. For Swiss companies, it can be checked simply online on the page www.zefix.ch.
- No airport badges are issued without a basic background check. For instance, to get a badge at Zurich Airport, criminal history records of the previous five years have to be presented.

Does your transportation service meet the requirements that your own company has to meet? Find out with the help of the checklist below! A veritable company must be able to provide simple proofs for every point listed.

	OZ Swiss	Current provider	Others	
SERVICES FOR LIMOUSINE GUESTS	Pick up at luggage claim with airport badge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Back office with guest relation support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Precision	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Local knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Commercial roadlanes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Airport parking priority lane	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Roadshow know-how	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Partnership with FBOs (Fixed-base operators) and Heli support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	"Guest Relation" expenses up to ...	CHF 5'000	<input type="checkbox"/>	<input type="checkbox"/>



	OZ Swiss	Current provider	Others	
	Free WI-FI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Fine water	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Baby seats for different ages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Small medikit in all vehicles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
SECURITY	Tactical medikit available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Tactical equipment (Radio, vest, spray, weapon...)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Armored cars available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Professionalism guaranteed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	In-house and partner services	Close protection, Diplomat service, Boat transfer, Transport, Armoured cars		
VEHICLES	Clean and spotless	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Undamaged	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Newest Mercedes models	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Local fleet	21 vehicles		
	Close co-operative fleet	48 vehicles		
	Extended network fleet	150 vehicles		
	Type of vehicles	E Class, S Class, V Class, Microbus, Coach, Maybach		
	Special vehicles	on request		
	All cars 4 wheel drive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Frequent maintenance	summer, winter		
	New tyres	for every season	<input type="checkbox"/>	<input type="checkbox"/>
Automatic break system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INSURANCES	Passenger insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Company liability insurance	CHF 5'000'000		
	Transport insurance	CHF 1'000'000		
	Driver health insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Driver pension insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	OZ Swiss	Current provider	Others	
STAFF / DRIVER / TRAINING	Professional drivers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Your local personal assistant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Main languages	English, German		
	Others	French, Italian, Russian, Arabic, Flemish, Zulu, Dutch, Spanish...		
	Discretion and privacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Punctuality and reliability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	No-commission agreement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Annual first aid course	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Regular safety drive training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Background checks on staff and subcontractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
GUIDE LINES	Integrity guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	How do you prove subcontractor?	personal proofing		
	How do you lead subcontractors?	subcontractors commitment		
	Confidential disclosure agreement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AVAILABLE AREA	First base	Zurich		
	National service	throughout Switzerland - Zurich/Bern/Geneva/Basel/		
	International service	partners in several countries		
	Global provider	no		
QUALITY	Quality management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Quality statistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Quality report	yearly , on request		
ECO / SOCIAL	co2	myclimate neutral		
	Paperless invoicing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Sponsoring	Red Cross Gala, Wunderlampe		
BACK OFFICE	SMALL SIZE - Is the owner, back office and main driver represented by the same person?	-		
	SMALL SIZE - estimated hours not-reachable per day	-		
	SMALL SIZE - Who takes the phone if you are with clients?	-		
	Backoffice service available x hr a day /days a week	24/7		



	OZ Swiss	Current provider	Others
MID SIZE - Outsourced call center only?	-		
Do you have a back office? Or selforganized by cell phone	back office		
BIG SIZE - opening hours of inhouse back office	Mo - Fr 6:00 - 22:00		
BIG SIZE - Do you have cell picket service over night / weekend	yes		
BIG SIZE - Additional call center for marginal hours	yes		
BIG SIZE - Service provided by call center	view journeys, connect to driver, take informations, connect to picket callcenter & picket		
Who is available out of the office hours?			
BIG SIZE- Employees 100% at customer service (inhouse)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BIG SIZE - Employees at researches and guest relations tasks (in-house)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Head of back office	Katalin Kranitz +41 44 974 3200		
Head of services/ CEO	Andreas Schranz +41 76 566 0068		
Supervisor	Jemin Zardi +41 79 123 9007		
Reka Szentes	+41 44 364 0004		
Susanne Nemeth	+41 44 364 0004		
Sophie Mayer	+41 44 974 3202		
Number of total employees in back office	6		
Event coordinators	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounting in-house	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounting phone number	+41 44 974 3203		
Accounting availability	Mo -Fr 14:00 - 22:00		
Own-developed booking software	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software provider (if not developed by yourself)	OZ Swiss		
Name of software	OZ Booking Software		
Data hosting	Huanga IT Services AG		
Data-host location	Glattbrugg Switzerland		
Physically secured server	Datacenter secured building		
In-house IT support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BACK OFFICE

SOFTWARE DECLARATION



	OZ Swiss	Current provider	Others
SOFTWARE - ACCOUNTING, BOOKING, INVOICING	Login for bookings	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Login for personal data control	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Automatic confirmation	yes / submitted	<input type="checkbox"/>
	Controlled confirmation	yes / accepted	<input type="checkbox"/>
	Notification e-mail with driver details	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Automatic calendar invitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Statistics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Quality management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Event management by software	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Delivery note	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	History of journeys/ amendments	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	User management	customer admin and back office	<input type="checkbox"/>
	Invoicing possibilities	cash, ccard, bank transfer, paypal	<input type="checkbox"/>
	Invoicing software	Abaninja by Abacus	<input type="checkbox"/>
	Online payment directly	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ADDITIONAL SERVICES	Home service/ virtual concierge	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Leisure tours and luxury service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Guest Relations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Relocation Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Health Care Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Personal Security Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Emergency service for underaged in boarding schools	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Event coordination and organisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Trustee service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Trailer transport	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Welcome host at events	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Meet & Greet service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	FIRM	Taxnumber	CHE-360.783.755
Juristic company status		Shareholder Company (AG)	
National company registry		Available, translated in English	