

BUSINESS PROFILE

Limousine service prides itself on treating customers like family

BY BRET LEVINSON
THE COAST STAR

When Phil Janda was selling commercial real estate for 20 years, something in the back of his mind kept telling him to start his own business.

He also had started driving for car services when he was 18 years old and developed a knack for treating customers like family.

Janda Limousine Service, located at 617 Union Ave. in Brielle, was born when he decided it was time to drive for himself.

"I just decided that I've wanted to do it for a long time, at least 15 years," Mr. Janda said. "I said if I don't do it now, I'm never going to do it. I just thought I could provide a great service to my customers."

Janda Limousine Service has been running for 13 months and is growing. With three vehicles now, Mr. Janda said he plans to purchase two more by the end of 2018.

While driving for limo providers over the years, he came to believe that he could offer better service.

For one thing, he observed, paying customers care about the condition of the vehicles.

"That's one of my biggest things," he said. "My cars do not leave the yard unless they're spotless."

The personal appearance and courtesy of the driver is also important, Mr. Janda



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Owner Phil Janda stands by one of the stretch limousines offered by his company.

said. Drivers who are unkempt, arrive late, or don't help with luggage are bad for business.

"We don't do any of that stuff," he said. "We're extremely professional."

Customers also appreciate personal service, he said.

"When you call ... there's only going to be a few of us answering the phone. It's not a knock on larger companies, but once you get to a certain point, like 10 different people answering the phone, you don't get to know the customers. We want it to be like when you call up, we remember who they are immediately."

Janda Limousine Service offers airport transfers, weddings, bachelor/bachelorette parties, proms/formal events, girls/guys night out, wine

and beer tours and point to points.

The wine tours that Janda Limousine offers includes two platters of food and a visit to four of New Jersey's finest vineyards, according to a Janda Limousine brochure. The tour stops at Working Dog Winery, Cream Ridge Winery, Iron Plow Vineyards and Laurita Winery.

Janda Limousine has just become the official limousine service for Monmouth Jet Center, formally known as Monmouth Executive Airport — and Mr. Janda says that's "huge."

Mr. Janda says his limousine service goes to all of the airports around the tri-state including LaGuardia, JFK, Newark, Philadelphia International Airport and more.

But if you want to go farther, Janda Limousine will take you as far as you'd like.

"I'll take you to California if you want," Mr. Janda said. "As long as you're going to pay for it, I'll take you to wherever you want to go."

Every chauffeur who is employed by Janda Limousine must go through rigorous training in order to put on the company tie that every driver must wear.

A 30-page manual that explains every gadget in each of the brand new limousines and all of the company's do's and don'ts are given as well.

Upon arriving back to Janda's headquarters after finishing a trip, every driver must fill out a form to assure Mr. Janda that the vehicle doesn't need anything fixed. If the vehicle does, Mr. Janda



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Owner Phil Janda is pictured wearing the company tie that every driver must wear.

takes care of it instantly.

"Fixing things right away, these are some of the complaints I get from people who used other companies," Mr. Janda said. "They'll get in a car and say they have vents broken, they'll get back in the same car four weeks later and the same vents were broken. That stuff gets fixed immediately with us."

Janda Limousine drivers are hooked up to a state-of-the-art app that allows them

to monitor their trips. Something the company does regularly during airport trips is to track the planes to make sure everything is on time.

Mr. Janda says you'll never encounter an employee from Janda Limousine Service acting unprofessionally or unpleasantly, stating that it's their job to make sure the customers always happy.

"The customers doing me a favor by hiring us, and then coming back," he said.