

Excellent Customer Communication

Airport Pickup – send this text every time the customer lands

Terminal 4

“Hi, this is your driver _____ with Airport Shuttle of Phoenix. I'm driving a _____ Lincoln MKZ Hybrid, and I'm scheduled to pick you up at ____ (am / pm) at Prearranged. Prearranged is across the crosswalk from Door 3 on the North side of the baggage claim. Please let me know when you get your bags.”

Terminal 3

“Hi, this is your driver _____ with Airport Shuttle of Phoenix. I'm driving a _____ Lincoln MKZ Hybrid, and I'm scheduled to pick you up at ____ (am /pm) at Prearranged. Prearranged is across the crosswalk from Door 6 on the South side of the baggage claim. Please let me know when you get your bags.”

DFW

“Hi, this is your driver _____ with Texas Shuttle. I'm driving a _____ Lincoln MKZ Hybrid, and I'm scheduled to pick you up at ____ (am /pm) at the door nearest to your gate on the upper level. Please let me know when you get your bags.”

Love Field

“Hi, this is your driver _____ with Texas Shuttle. I'm driving a _____ Lincoln MKZ Hybrid, and I'm scheduled to pick you up at ____ (am /pm) where it says Oversized Vehicles in the Ground Transportation area. Please let me know when you get your bags.”

Home Pickup

“Hi, this is your driver _____ with (Airport Shuttle of Phoenix / Texas Shuttle). I'm here in a _____ Lincoln MKZ Hybrid.”

Just fill in your own first name, vehicle color and time. Then you can copy and paste these texts over and over again with new customers.

Anytime you need to contact the customer, please be professional by introducing yourself first like you see above in the example texts. Don't ask women what they are wearing.

Airport security doesn't like drivers parking or waiting at the airport, so make sure your customer is ready for pickup; that's why we ask them “Please let us know when you get your bags.”