

Landlines

The people that do reservations over the phone will ask for a cell phone number. However, if a customer books online, they may use their home phone instead not thinking about how the driver will be able to contact you at the airport.

The reason why drivers send a text when the customer lands is so the customer will receive it immediately when they take their phone off of airplane mode. Customers can easily miss your call on airplane mode, or think you are a telemarketer if they don't receive a text letting them know you are their driver and that you work for Airport Shuttle of Phoenix (Texas Shuttle) first.

If you text a landline, the message won't get to the traveler, and you will usually receive a text back that you messaged a landline. Landlines are generally home or business numbers that cannot receive text messages. If you text the customer and receive no response, you may want to call closer to the pickup time since some elderly customers don't know how to text.