

No Flight Information

Airport Pickup – Occasionally the customer is just getting dropped off at the airport, so there is no airline or flight number. However, it's a good idea to send a text introducing you as their driver way ahead of time to avoid having a no show. For example,

“Hi, this is your driver _____ with (Airport Shuttle of Phoenix / Texas Shuttle). I am scheduled to pick you up (today / tomorrow) at ____ am / pm. I noticed your flight information was missing. Please let me know your airline and flight number arriving in (Phoenix / Dallas), so I can keep an eye on your flight and adjust your pickup time if necessary.”

Home Pickup – Just show up 15 minutes early or at least on time. You can ask the customer what airline or terminal while they are in the vehicle.