

## **Dirty Cars and Cash Tips**

You should generally assume that customers will NEVER tip you in cash if you show up with a dirty car, and you shouldn't expect them to tip you. Even if they do tip you, they probably won't book another ride with you or the company in the future.

Cash tips can range from \$0 to \$100. Averaging \$10 to \$20 a ride, that's a big portion of your income. At 10 trips a week part time that's \$100 to \$200 per week. Full time is 20 to 30 trips or \$200 to \$600 per week.

The people who consistently get \$20 per ride are great at talking with people. They tell stories, get the customer to laugh, get the door, dress well for a driver, help with bags, show up on time, communicate ahead of time, keep their vehicle maintenance up to date, and have a super clean car inside and out.

All these things build value and trust, and result in great customer experiences that lead to 5 star reviews, higher driver pay of 31-32%, more referrals and future bookings. Your customers will request you by name, and say good things about you and the company to people they know. Being an independent contractor is like a business within a business. You do better when the company does better.

If you share a vehicle with someone else, politely ask them to clean it inside and out before they drop it off or between rides, and you do the same. Extra time is included on every ride for refueling and car washes. The outside of the car should be extremely clean and free of grease. The inside of the vehicle should have no visible dirt on the carpet, no fingerprints, dirt on the windows, etc.

Pay attention to stuff that can be easily fixed like windshield wipers, burnt out bulbs, replacing hubcaps, loose plastic pieces with super glue, or black paint marks with a magic eraser, and get it done. Don't rely on mechanics to do everything. We will be happy to reimburse you for wiper blades, bulbs, glue, cleaning stuff or magic erasers.

If your windshield is damaged and it's larger than a quarter, tell Chuck, Barbara or Amanda immediately to get it scheduled for a windshield repair or replacement.

If you don't share a vehicle with someone else, you should take it to the car wash everyday. There's no excuse for it not being clean all the time unless you just did a 6 to 10 hour trip.

The company gets free unlimited car washes at any Clean Freak in Arizona. There should be a car wash sticker on the windshield unless the car was recently purchased. If not Chuck or Deb can get one for you. If you are in Texas, Amanda will give you more details on where you can get unlimited car washes.