

How to Get Lots of 5 Star Reviews

Scheduling Priority: The most important thing is that we assign work first to the drivers who have the most positive reviews starting on 2/1/2022. This means shuttle rides, and then SUV rides go to qualified drivers with the most 5 star reviews first and so on.

Higher Pay: Getting 2 or more 5 Star Reviews in the last 30 days boosts your pay from 30% to 32%. Also if you get more than two 5 Star Reviews in the last 30 days, there's an additional bonus of \$10 for each review over two.

More Bookings and Higher Prices: 5 star reviews boost reservations since people often read reviews before booking. If the company gets more than 240 reviews in the last 12 months, Google automatically adds the star rating to our ads. This means more work available for you and other drivers, lower advertising costs, and higher driver pay. People don't pay more or book at all when review ratings are low.

Step 1 – Do everything right and introduce yourself by name via text or in person. “Hi, this is Alex with (Airport Shuttle of Phoenix or Texas Shuttle), I'll be your driver today (tomorrow)” Make sure they know your first name and be professional by saying who you work for and that you're their driver.

Show up with a clean car and be on time with a good attitude, get the door, help with bags, etc. Drivers with dirty cars don't get cash tips.

Step 2 – Determine whether the customer will write a 5 star review or not.

Ask if they are happy with the people on the phone, if you did everything right, and how were past experiences with other drivers. If they say something negative, don't ask them to write a review or mention reviews at all. If they are happy with everything, send them the text below.

Step 3 – Close the sale. Send the following text within 5 minutes of dropping off the customer.

Arizona

Thank you for choosing Airport Shuttle of Phoenix John. Have a wonderful day! If I did a great job, please write a quick 5 star google review for me and Airport Shuttle of Phoenix. <https://g.page/airport-shuttle-of-phoenix?share>

Texas

Thank you for choosing Texas Shuttle John. Have a wonderful day! If I did a great job, please write a quick 5 star google review for me and Texas Shuttle. <https://g.page/texas-shuttle?share>