

On Time or Early?

Home Pickups – It's a good idea to show up 10 minutes before your pickup time. This reduces customer stress, so they aren't worried about whether you are going to pick them up. The extra time also provides a buffer for the unexpected (bathroom, tire, gas, traffic or construction). Don't show up more than 15 minutes early at the customer's home. You can wait at a local gas station if you have too much extra time. For long trips it's a good idea to leave 30 minutes early just in case you encounter an accident on the freeway or traffic. Leaving early and showing up early will also prevent you from being late if you have a tight schedule.

I recommend sending a text “Hi, this is _____ with Airport Shuttle of Phoenix (Texas Shuttle), I'm here.” if it's a home. You can add a description of the vehicle if it's an apartment.

Airport Pickups – Plan to be 15 minutes early. Since you can't park in the Prearranged area at PHX or in front of the Door at DFW, we recommend waiting right outside the airport at the closest gas station or Community Tire Pros, and send the customer a text when they land.

Please read Customer Communication for information on what to say.

Generally Google Maps and Waze are accurate on arrival time, but traffic conditions can change by time of day, and whether there is an accident; this is why it's smart to leave early. Showing up even a minute late will cost you cash tips, cause customers to not rebook, and generate bad reviews, so please be a person of excellence and put in the extra time.

Please avoid drinking a lot before and at work, especially caffeinated beverages to prevent having to stop repeatedly to use the restroom. You can drink a lot of water right after you drop off your last customer.