

Showing Up Late

Sometimes scheduling problems, fires, construction, or accidents will make you late. Even if you always plan to be consistently 15 minutes early, it can still happen. What matters is how you handle it.

Don't expect the customer to be in a good mood when you arrive. Do your best to apologize even if it's not your fault. "Sorry, <good reason> and I got here as fast as I could."

Customer trust requires honest communication about when you will arrive. For example, "Accident on freeway, ETA 9:03".

However, you don't have to tell them everything. Never say "I was sleeping", "I forgot" or anything that you should have planned for unless you want them complaining to everyone you work with and writing bad reviews.

Good Reasons (Say)

There was an accident on the freeway
I got a nail in my tire on the way here
There's a fire on the way here
Your regular driver had a family emergency

Bad Reasons (Don't Say)

I was sleeping
I forgot or wasn't paying attention
Maintenance issues with the vehicle
Dispatch messed up or no other drivers

If it's anything you could have planned for, the customer won't like your reason even if they don't say anything. Definitely go above and beyond. Help with the door, get their bags, be friendly, and assure them they will make it with plenty of time.

Think of yourself as a professional PR person for yourself and the company. You want them to be happy with both, or they won't make any more reservations. Never blame the company or anyone else, just apologize.

Customers never get refunds once they get in the vehicle, so don't recommend them to write us and ask for one. Once you are 30 minutes late and the customer does NOT get into the vehicle, the customer is entitled to a full refund and you will NOT be paid for the ride.