

AIRPORT PICKUP SCRIPT

(Updated 12/13/2022)

Airport Shuttle, this is _____. We go door to door anywhere in Arizona and Texas 24/7. How can I help you?

- ✔ Is this going to be a quote for Arizona or Texas? Great, I'll be more than happy to help.
- ✔ Would you like a one way or a round trip? (Listen Carefully)
- ✔ For how many people?
- ✔ Are you going to need a sedan or a large SUV?
- ✔ What day were you thinking about going?
- ✔ And what time? AM or PM? (2-2.5 hours short trips or 3.5-4 hours longer trips)
- ✔ In order to give you a quote, what's the (pickup / drop off) address? (We pick you up at your home, city is okay for a rough estimate)

95% of our rides are going to be no sharing and non-stop; if you want to guarantee no sharing, we also have that option.

It's going to be \$____.____ dollars before tip (each way) (Don't Pause) Is that okay?

- ✔ What is your first name?
- ✔ And your last name?
- ✔ And what email would you like us to send your confirmation to?
- ✔ And what's a good cell phone number for you? (No Landlines)
- ✔ What airline are you flying on?
- ✔ And what's the flight number (Phoenix / Dallas)? (only needed for airport pickups, can give it to us later by replying to confirmation email)

All our drivers are great! Would you like to do a 10, 15 or 20% tip? (I recommend 10% if you prefer cash/uncertain), you can always give the driver extra in cash if you have a great experience).

Just to verify, you're getting picked up on _____ at _____ am/pm at _____ and dropped off at _____. Is that correct?

- ✔ I'm ready for the card number whenever you are
- ✔ And the expiration date?
- ✔ And the 3 digits? (4 digits on the front for American Express)

Great, you're confirmed, and I sent you a confirmation email, please read the email in detail to make sure the date, time, cell phone number and addresses are correct, or call us back if you don't receive it in the next five minutes. When it's 1-3 people we send a nice car to pick you up like a Lincoln MKZ.

- ✔ **At Terminal 4** - We pick you up where it says Prearranged across the crosswalk from Door 3 on the North side of the baggage claim. (American, Southwest)
- ✔ **At Terminal 3** - We pick you up where it says Prearranged across the crosswalk from Door 6 and to the left on the South side of the baggage claim. (Delta, Frontier)
- ✔ **DFW** – We pick you up on the upper level at the door closest to your gate.
- ✔ **Love Field** - We pick you up at Oversized Vehicles on the right in Ground Transportation

Normally your driver will send you a text or call you when you land to let you know their name, and what color car they are driving to make it easy. You're all set! Thank you for calling (Airport Shuttle of Phoenix / Texas Shuttle). Have a wonderful rest of your day!