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 review. This means shuttle rides, and then SUV rides go to qualified drivers with the most 5 star reviews first and so on. SUV and Shuttle rides pay 43% more than MKZ rides or up to $23 per hour. However, the cash tips on SUV rides are generally $10 per hour both ways. Shuttle rides generally have cash tips of $20 per hour both ways. Meaning that your total equivalent hourly can be $23 + $10 = $33 or $23 + $20 = $43 including cash tips.

Higher Pay: Getting 5 or more 5 Star Reviews in the last 14 days boosts your alternative max pay from 25% to 30%. We currently have several drivers that average two to three 5 Star Reviews everyday they work. Texas is doing much better than Arizona with the same customers, cars, drivers and pay.

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 / 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.

Show up with a clean, well maintained 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. Also be careful what you say, customers won't book again if you lie and say you don't get all your tips on the reservation or get paid for add-ons (weekends, holidays, etc). **Pro Tip:** Provide Cold Water and Snacks (You will more than double your 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 or they will forget. Getting reviews is a learned skill. You can get lots of great cash tips and hardly any 5 star reviews now what to say. It doesn't mean you aren't a good driver. Feel free to ask Wayne for help; he's our driver in Texas.

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