

No Help With Bags / Getting the Door

Customers expect a professional driver, not an Uber or Lyft. Our company is more like a black car service than a shared ride shuttle. We don't expect you to wear white gloves and a hot suit like a chauffeur, but you need to do certain basic things like getting the door and helping with bags.

Getting the door for your mom, sister, wife or daughters is normal behavior for a gentleman. Men visibly smile when you get the door for them because they feel special, so do women if they don't think you are a creeper.

Many older folks and women also have difficulty lifting their bags out of the trunk. Typically customers reach for their wallet to give you a cash tip while you escort their bags to the curb. The customer should not have to lift their bags over the curb or reach into the trunk.

It's all about providing excellent service and showing respect to your customers, so they have a great experience. Cash tips, referrals and future reservations are also a big plus. Even if you and the customer don't click, go the extra mile to remove any opportunity for them to complain later.